

IMPORTANT INFORMATION REGARDING GAP AND TOTAL LOSS PROTECTION POLICIES THROUGH LAMP INSURANCE

Updated Information 03 October 2019

This information is relevant if you have a GAP or Total Loss Protection insurance policy for your vehicle through Strategic Insurance Services Limited and underwritten by LAMP Insurance Company Limited.

We have now received confirmation that all LAMP Insurance policies have been cancelled with effect from midnight on 3rd October 2019 meaning that your policy cover is no longer in force after 23:59 on 2nd October 2019.

It is important to note that this only affects any GAP or Total Loss Protection policy you have and does not have any bearing on your main motor insurance policy.

In our previous communication to affected customers we advised that LAMP Insurance were declared insolvent on 31st May 2019 and the Official Receiver was appointed as Liquidator of LAMP Insurance Company Limited.

If you have been affected, the Liquidator, Grant Thornton Ltd, will write to you within 14 days of 3rd October 2019 explaining the next steps. This will include details of how any refund of premium due will be sent to you by way of compensation from the Financial Services Compensation Scheme (FSCS).

If you are due a refund, a cheque will be sent in the post by the FSCS with their pro-rata return of premium by the end of October 2019. This return of premium is calculated on the basis of any unexpired premium from the Disclaimer date (3rd October 2019), and is compensated at 90% of the total due, by the FSCS.

We have prepared some frequently asked questions for your information below and we ask you take time to read through them.

All information we currently have is on our dedicated web page, www.businesschoicedirect.co.uk/lamp and this will be updated as and when we receive further news.

Please continue to refer to the website for updates, however, if you wish to contact us to discuss the information we have provided, please email us at help@businesschoicedirect.co.uk If you are unable to use these facilities, please call us on 0344 7768307.

Previous Updates from Business Choice Direct;

- LAMP Insurance Announcement 21 May 2019
- LAMP Insurance Update 03 June 2019
- LAMP Insurance Update 13 June 2019

FREQUENTLY ASKED QUESTIONS

Q. Who are Strategic and who are LAMP?

A. Strategic are the insurance agency the policy was arranged through. LAMP Insurance are the insurance company that underwrite the GAP or Total Loss Protection policy.

Q. I am an existing policyholder, what happens to my policy?

A. Your policy has been cancelled as of midnight on 3rd October 2019. The cover is no longer in force after 23:59 on 2nd October 2019.

Q. What does this mean for me?

A. Your GAP or Total Loss Protection policy is now cancelled and you would not be able to make any claim on that policy as of 3rd October 2019.

Q. What is the Financial Services Compensation Scheme (FSCS)? Am I eligible and protected under the scheme?

A. The FSCS is the compensation scheme for UK policyholders. The FSCS can compensate customers if a firm has stopped trading or does not have enough assets to pay claims made against it. BCD policyholders insured with LAMP Insurance will be eligible to claim under the FSCS.
www.fscs.org.uk

Q. Do I have the right to a refund of my premium and when would I receive it?

A. The FSCS will review on a case by case basis. If a refund is due it will be sent directly to you by cheque. The cheques will be sent out before the end of October 2019 directly from the FSCS.

Q. How much refund would I receive?

A. If you are due a refund, return of premium is calculated on the basis of any unexpired premium from the Disclaimer date (3rd October 2019), and is compensated at 90% of the total due by the FSCS. No refund would be due if a claim had been reported.

Q. I haven't been able to use this policy, will I get a full refund?

A. As above, the FSCS will refund 90% of any unexpired premium from the date the policy was cancelled. You will not receive a full refund.

Q. If I have cancelled my policy would I still be due any refund?

A. The terms and conditions of your existing policy remain applicable in the event that you have cancelled your Lamp insurance policy. Please see your policy wording in relation to cancellations.

The FSCS have advised that policyholders who have cancelled their policies will still be entitled to a return of premium but its value will be determined according to the policy terms and conditions which may be less favourable than a pro-rata return.

Q. Can I have my refund by BACS payment?

A. No. Payments from the FSCS are issued by cheque only. The cheque will be payable to the policyholder.

Q. I have changed address since taking the policy out. How will the cheque be redirected?

A. We will confirm the up to date addresses we have to the FSCS. If you have changed address and not told us please email us now with the details and we will update the information.

Q. Can I have a replacement policy?

A. We are unable to offer an alternative GAP or Total Loss Protection policy at this time.

Q. I have a loan with Close Brothers Premium Finance (CPF) because I pay my policy on direct debit. How does this situation impact my loan?

A. All policyholders have an obligation to repay a loan to the provider under the terms and conditions of the loan agreement entered into. If you have any questions in respect of your loan, please contact CPF on 0333 3218 566.

Q. I have an existing claim or want to make a new claim. What should I do?

A. The Liquidator has appointed Quest Consulting (London) Ltd of 52-53 Gracechurch Street, London EC3V 0EH, United Kingdom ("Quest") to administer claims and communications in respect of insurance claims should be sent to the following email address lamp@quest-group.co.uk

No claims occurring after 23:59 on 2nd October 2019 will be considered. Existing claims will continue to be dealt with by Quest Consulting.

Q. I still have some questions about this situation. Who do I contact?

A. The dedicated website page, www.businesschoicedirect.co.uk/lamp , contains all the most up to date information. You can also email the team who will respond at: help@businesschoicedirect.co.uk or, should you be unable to use any of these services, you can call the team on 0344 7768307.