

NOTICE TO MOTORCARE POLICYHOLDERS

Alpha Insurance - Policies (Issued by Motorcare Elite (2008) Limited - "Motorcare"

Dear Policyholder

You have been directed to this web location and are reading this web page because you have visited the Alpha website or have been directed to do so by our new agents, AutoProtect, and you have a query or claim regarding the policy documentation sent to you.

Please read this letter and then press the "Click here" button. This will take you to another page which sets out what further assistance and documentation we require of you to enable us to answer your query or further process your claim.

The position regarding Motorcare is very complicated; to try to clarify the position and the involvement of Alpha Insurance we advise as follows:

Alpha is an insurance company based in Copenhagen, Denmark our main address is;

Alpha Insurance A/S
Harbour House
Sundkrogsgade 21
DK-2100 Copenhagen
Denmark

Alpha is authorised and regulated by the Danish Financial Supervisory Authority.

Finanstilsynet
Århusgade 110
DK-2100 Copenhagen
Denmark

As an insurance company authorised within the European Union Alpha is permitted to conduct business in the United Kingdom and authorised by the United Kingdom Financial Services Authority under reference 431621. You can check this by visiting the FSA website at www.fsa.gov.uk/consumer

At this time Alpha have incomplete knowledge of the Motorcare scheme as it was operated under an International Agreement by a UK based scheme manager; Kay International Limited. Kay International made a further delegation of the physical management of the scheme, policy issue and management, and claims administration and the scheme was physically administered by Motorcare Elite (2008) Limited. Both Kay International Limited and Motorcare Elite (2008) Ltd) are directly regulated and authorised by the United Kingdom Financial Services Authority. You can check this by visiting the FSA website at website at www.fsa.gov.uk/consumer

It is becoming clear that Motorcare placed business with not just us but with several insurance companies and that the documentation Motorcare issued was incomplete and in some instances

mixed the identities of the insurers they placed business with. Alpha is working closely with the UK Financial Services Authority to investigate the activities and actions of Motorcare.

In summary:

Motorcare, a company based in South Wales, sold policies on behalf of Alpha during 2010 and 2011. Motorcare has now stopped trading. Information we have seen suggests that Motorcare have sold policies to customers but failed to register the details of and pay the premiums for such policies to us as the actual insurance company providing the insurance.

This would make those policies worthless. We have also seen evidence that;

- Motorcare sold insurance policies in the name of more than one insurance company
- Motorcare issued "Life of Ownership" policies that were transferred between insurance companies and issued in the name of Alpha without authority.
- Motorcare administered claims which whilst marked as paid in their recovered records are stated to be outstanding by claimants;

All of these issues are currently under investigation by Alpha.

Alpha will honour any existing valid policies issued in their name where full payment was made in good faith by the insured person to Motorcare or its agent **and legitimate documents naming Alpha as the insurer** are produced to us.

Alpha is advising the Financial Services Authority ("FSA") for the actions we are taking and you are free to contact the FSA directly if you have any concerns re your dealings with Motorcare.

You can check this by visiting the FSA website at <http://www.fsa.gov.uk/register>

or by telephoning the FSA Consumer Helpline on 0845 606 1234. In any such call please quote the Authorized Firm number of Motorcare Elite (2008) Ltd which is "501443".

If you have an outstanding claim or enquiry you should contact us by clicking on the button. This will take you to an on-line registration form that we ask you to fully complete.

Given the very high volumes of correspondence we are handling this is the best and fastest way to register with us.

Once contact is received urgent enquiries will be made into the status of the insurance you detail and we will then be able to advise you further.

Please Note:

If you have already sent documents to our new administrative agents, AutoProtect, the volumes of documents we are receiving may mean that we cannot easily locate and match up earlier correspondence, therefore please confirm in any correspondence you send us and any reference any earlier letters or documents were acknowledged under in the notes box on the form so that your correspondence can be tied up with any existing record.



Auto Protect were appointed by Alpha in March 2011 and had no part in the sale, management or administration of the Motorcare scheme prior to their appointment by Alpha. They have no responsibility for the sale of Motorcare policies or liability for the payment of claims or for any historic actions or statements made by Motorcare, Kay International Limited or any other person, company, firm or organization in connection with this matter or the conduct of business by Motorcare.