

THIS LETTER CONTAINS IMPORTANT INFORMATION – PLEASE READ IT CAREFULLY

We are writing to you because you are/have been a holder of an insurance policy underwritten by Aioi Nissay Dowa Insurance Company of Europe SE (“ANDIE”), the current insurance company of the Aioi Nissay Dowa European group (“AND-E group”).

If you are a “creditor” by which we mean claimant or potential claimant please also refer to Appendix 1.

There will be changes to your insurance company as a result of Brexit however your insurance cover is unaffected. This letter is for your information only and you are not required to take any action.

In light of the UK’s decision to leave the EU (“Brexit”), the AND-E group has been restructuring to ensure that its customers receive uninterrupted insurance cover and services in the UK and across Europe.

This restructure includes:

- transferring the current insurance company’s (ANDIE’s) registered office from the UK to Luxembourg,
- establishing a new UK branch of this Luxembourg company, and
- establishing a new insurance company in the UK, to be called Aioi Nissay Dowa Insurance UK Limited (“ANDI UK”).

It is proposed that on or around 1 March 2019, dependent upon regulatory approval, our UK customers will be offered insurance on renewal by our new insurance company (ANDI UK). Our UK customers’ existing policies will continue with our current insurance company (ANDIE) until these policies expire and any associated claims settled.

Neither the move of existing policies into ANDIE’s UK branch, nor the subsequent renewal of policies into ANDI UK will have any impact onto:

- Our existing and future obligations to you
- The Terms and Conditions of your cover
- The duration of your policy or policies and continuity of any no claims discount
- The way your policy is administered
- Any claims that you have made or might make, the way they have been made and how they will be handled
- Your access to the Financial Services Compensation Scheme (FSCS) and Financial Ombudsman Scheme (FOS)

There will also be no impact onto your insurance premium solely as a result of the move of your policy to the UK branch of ANDIE.

Aioi Nissay Dowa Insurance Company of Europe SE, 7th Floor, 52-56 Leadenhall Street, London, EC3A 2BJ, UK. T +44 (0)345 070 44 71, F +44 (0)345 070 44 72, E-mail contact@aioinissaydowa.eu

Aioi Nissay Dowa Insurance Europe

If you are comfortable with the future change in our insurance company and the information contained in and included with this letter, you do not need to take any action.

Should you need any further information or if you have any questions or concerns about the change in insurance company then please contact ANDIE as soon as possible. You can:

- Call your regular customer service line
- Write to our registered office - 7th Floor, 52 - 56 Leadenhall Street, London, EC3A 2BJ, United Kingdom.
- Email us on Brexit-uk@aioinissaydowa.eu

More information is available on our website <https://www.aioinissaydowa.eu/en/Brexit>

If you are aware of anyone else who has an interest in and/or is entitled to claim under your policy, please inform them of the forthcoming change in insurance company and pass on the information contained in and with this letter.

Yours faithfully

A handwritten signature in black ink, appearing to read 'A. N. S.', with a stylized flourish at the end.

For and on behalf of

Aioi Nissay Dowa Insurance Company of Europe SE

Aioi Nissay Dowa Insurance Europe

We hereby advise that the Company intends to transfer its registered office from the United Kingdom to Luxembourg (the “**Transfer**”) pursuant to Article 8 of Council Regulation (EC) No 2157/2001 of 8 October 2001 on the Statute for a European company (SE) (the “**SE Regulations**”). Subject to appropriate regulatory approval, the Transfer will take legal effect on the date on which the Company is registered in the Luxembourg Commercial Register, with legal effect estimated to take place on or around 1 March 2019.

The Transfer is part of a reorganisation of MS & AD Insurance Group’s European operations that is intended to enable the SE to undertake insurance business and to continue to serve its customers in both the UK and throughout Europe after the UK leaves the EU, while preserving the existing way of working as far as possible. We do not expect the Transfer to have any material adverse impact on the rights of creditors of the Company.

The Company has published a proposal in respect of the transfer of its registered office which has been delivered to the Registrar of Companies and is available for free on the Companies House website should you wish to inspect the proposal.

For the avoidance of doubt, nothing in this notification shall constitute, or is to be construed as, our acceptance of your claim, a notification of claim or circumstances or our admission of any liability to you.

Yours faithfully

A handwritten signature in black ink, appearing to read 'A. N. S.', is written over the signature line.

For and on behalf of

Aioi Nissay Dowa Insurance Company of Europe SE