**Frequently Asked Questions (“FAQs”)**

1. **Why have I received a letter?**

We are writing to inform you of some changes in the way your insurer, Pen Underwriting Limited (“**Pen UK**”) may need to provide your policies after the UK leaves the European Union (“**EU**”) (commonly referred to as “**Brexit**”). After Brexit, the UK will no longer be part of the EU and passporting rights may no longer be available to UK entities. Pen therefore needs to make some changes to the way in which it provides policies to you. Since you are a customer located in the EU, the policies currently provided to you by Pen UK may need to be provided to you through another Pen company in the EU.

That other group company is Nordic Försäkring & Riskhantering AB (“**Nordic**”), which is authorised in Sweden by the Swedish regulator, the Finansinspektionen. Nordic holds the appropriate passporting rights to operate in all EU territories post-Brexit. A UK branch of Nordic has been established to provide you with a seamless continuation of Pen policies post-Brexit.

The exact date from which services will need to be performed by Pen Underwriting, a trading name of Nordic (“**Pen Underwriting**”) is still uncertain owing to the UK political process. At this time we do not yet know when UK businesses will cease to have the passporting rights to operate in all EU territories as a result of Brexit. Around that time though, your policy will be issued in the name of Pen Underwriting, a trading name of Nordic. Pen Underwriting will also be the entity for any mid-term policy changes you make that will take effect at such time as the UK businesses cease to have EU passporting rights.

1. **What do I need to do now?**

Nothing, no action is required by you at this stage.

The changes described here will probably be apparent the first time after Brexit that you receive policy documentation (or other official communication) as it may be in the name of Pen Underwriting, a trading name of Nordic. Should you need to make a mid-term policy change prior to your next renewal, please contact us, your broker, as usual. At that time, we will also advise you whether subsequent to your adjustment, your policy will be from Pen UK or Pen Underwriting trading as Nordic. The exact date from which services will need to be performed by the Nordic entity is still uncertain owing to the UK political process so you should be aware only that that this will happen at some point in the future.

1. **Will having Nordic, trading as Pen Underwriting affect my existing policy(ies­)?**

Please note that the existing insurance policy terms and conditions are not affected by these plans. The insurer capacity will remain Zurich Ireland for Motor business and QBE Europe for Property & Casualty business, albeit this is now via QBE’s Brussels legal entity with effect from 01 January 2019.

1. **Who do I contact if I need to purchase new insurance, or renew or make a change to my existing insurance policy?**

There will be no obvious impact in respect of your day to day business interactions which will continue to be with us as your insurance broker.

1. **If I decide to purchase new insurance or I would like to make a change or a mid-term adjustment to my existing policy, will there be any changes to the way that I pay for my premiums?**

There will be no change to the way you pay, which is through us, your broker.

1. **How do I obtain details about my current insurance policy and/or coverage?**

Please speak to us, your insurance broker in the first instance.

1. **What are the full details of Nordic ?**

Nordic’s full name is Nordic Försäkring & Riskhantering AB, and the firm is authorised and regulated by the Swedish regulator, the Finansinspektionen.

As well as its head office in Sweden, Nordic will also have a UK branch.