



16/04/2020

Dear Sir/Madam

IMPORTANT INFORMATION ABOUT DAS LEGAL EXPENSES INSURANCE COMPANY LIMITED INSURANCE POLICIES – PLEASE READ CAREFULLY

We are writing to you because our records show that you or an entity within your group placed business with or bound business on behalf of DAS Legal Expenses Insurance Company Limited (**DAS**).

As you are aware, as part of a strategic reassessment of its business in Ireland, DAS has agreed to sell all of the business and assets of its Irish branch (other than Northern Ireland) to ARAG Allgemeine Versicherungs-AG (**ARAG**). The final step of this transaction will be the transfer of all insurance policies written by or on behalf of the Irish branch of DAS (other than these written to policyholders in Northern Ireland) (the **Proposed Transfer**). This includes the policy or policies that your client(s) hold with DAS.

As of 1 December 2019, DAS no longer offers new policies to policyholders in Ireland. Any renewal of such policy or policies will be available from ARAG.

ARAG carries out general insurance business in Germany including legal expenses business. ARAG is part of the ARAG Group which is a worldwide specialist in legal expense business. ARAG is authorised and regulated by the German insurance regulator, the Bundesanstalt für Finanzdienstleistungsaufsicht (**BaFin**). It has a branch in Ireland which is authorised and regulated by BaFin following a notification to BaFin and the Central Bank of Ireland, the Irish insurance regulator to carry on insurance business in Ireland.

The Proposed Transfer must be carried out in accordance with Part VII of the UK Financial Services and Markets Act 2000. This requires us to obtain approval from the High Court of England and Wales (the **Court**). If approved by the Court, it is expected that the Proposed Transfer will take effect on 31 July 2020. An independent expert (the **Independent Expert**) has been appointed to write a report for the Court. She has assessed the impact of the Proposed Transfer and has concluded that it will not materially adversely affect any group of policyholders.

We have enclosed a booklet containing:

- "Questions and Answers" about the Proposed Transfer;
- a summary of the legal document that sets out the terms of the Proposed Transfer;
- a summary of the Independent Expert's report;
- a copy of a legal notice setting out details of the Court hearing for the Proposed Transfer;



- a copy of the letter sent to transferring policyholders (the **Transferring Policyholder Letter**),

(the **Communication Pack**).

Copies of these documents will also be available on a dedicated microsite about the Proposed Transfer which can be accessed at www.das.co.uk/arag-transfer and www.arag.ie/DASIrelandSale.

What you need to do

It is a legal requirement for us to contact transferring policyholders to give them information about the Proposed Transfer, allowing reasonable time for them to consider whether they and interested parties are adversely affected and, if so, whether to make representations to the Court. We have agreed with the PRA, the FCA and the Court that we will work with our business partners to notify all policyholders with unexpired policies or whose policies have expired since 1 January 2018 (the **Relevant Policy** and **Relevant Policyholders** respectively).

However, DAS does not have contact details for all of the Relevant Policyholders; this information is retained by you on your systems. Accordingly, we are requesting your assistance to contact Relevant Policyholders and request that you either:

- (a) contact the Relevant Policyholders on behalf of DAS for whom you hold contact details and ensure that each such Relevant Policyholder receives a copy of the Communication Pack; or
- (b) Provide DAS with the names and email or postal contact details for the Relevant Policyholders so that DAS may contact the Relevant Policyholders to notify them of the Proposed Transfer and provide a copy of the Communication Pack.

As has been previously discussed, we hope that email notification will be possible for most Relevant Policyholders. Please note that it is not necessary to notify any Relevant Policyholder more than once to the extent they hold more than one Relevant Policy.

If you receive a “delivery failure” or “return to sender” notification in relation to a Communication Pack sent directly to a Relevant Policyholder, we ask you that you take the following actions:

- (a) review the email or postal address of the Relevant Policyholder in question to check that there are no obvious errors in the address that have prevented the Communication Pack being delivered;
- (b) where either: (i) no such errors are identified; or (ii) an error is identified and the Communication Pack is re-sent by to the corrected address but a further “delivery failure” or “return to sender” notification is received, please use any alternate available contact details



you may have in order to send the Communication Pack by post or suitable alternative means;

- (c) if it is not possible to identify an alternate means of communication or if you receive a “delivery failure” or “return to sender” notification in respect of such alternate method, please inform us as soon as practicable.

We also attach a tracking schedule at Schedule 1 and would request that you provide us with weekly updates on any contact you receive from any Relevant Policyholder in relation to the Scheme, including written confirmation that you have sent the information above to each Relevant Policyholder (where applicable) and any “delivery failure” or “return to sender” notifications you receive. If you receive any enquiries relating to the proposed Scheme, please forward copies of such communications to us at the details listed below and ask your customers to contact us, using the details set out in the Communications Pack.

In order to comply with the Court timelines, these notifications need to be sent to Relevant Policyholders by no later than Friday 17 April 2020. We would be grateful if you confirm by no later than Monday 23 April 2020 that notifications have been sent to all Relevant Policyholders

In light of current government guidelines regarding Covid-19, please note that it is possible that the hearing may take place remotely via Skype or another teleconferencing service. It is requested that anyone intending to attend the hearing (whether in person or via their representative) so informs DAS and ARAG in writing (using the contact details set out above) as soon as possible and preferably before 24 July 2020 to set out the nature of their objection. This will enable DAS and ARAG to provide notification of any changes to the hearing (including any details necessary to attend the hearing if it is to be held remotely) and, where possible, to address any concerns raised in advance of the hearing.

If you have any queries or if you receive any questions or concerns from your clients you can contact us:

- by email at customerrelations@das.co.uk and DASIrelandSale@arag.ie; or
- by telephone call the helpline at:
 - Ireland: +353(0)1 8818080; or
 - UK: +44(0)117 934 2000,

Available between 9am to 5pm Monday to Friday (excluding public holidays). Callers outside of these hours will be able to leave a message and request that their call is returned; or

- in writing at



- Ireland: ARAG Legal Protection, Europa House, Harcourt Centre, Harcourt Street, Dublin D02 WR20, Ireland; or
- UK: DAS Legal Expenses Insurance Company Limited, DAS House, Quay Side, Temple Back, Bristol BS1 6NH, United Kingdom.

Yours faithfully,

Andrew Burke CEO

For and on behalf of

DAS Legal Expenses Insurance Company Limited



Schedule 1 Tracking Schedule

Each week from 17 April 2020 until 24 July 2020 (or such other date as may be required by DAS), please return this Weekly Tracker (updated to reflect current status) to Brendan Little by email to Brendan.Little@arag.ie by 5pm on each Friday or confirm that no updates are required.

1 Confirmation of initial despatch of notifications to Relevant Policyholders

Total number of Relevant Policyholders		Date of despatch	
Number of Communications Packs despatched by email		Number of Communications Packs despatched by post	

2 Responses / feedback in relation to policyholder notifications

Policy reference number	Policyholder Name	Date Communication Pack was sent to Policyholder	Status (including any “return to sender” responses and actions taken)