

ENTERPRISE INSURANCE COMPANY PLC (IN LIQUIDATION)

LIQUIDATOR'S EIGHTH PROGRESS REPORT

as at 19 March 2021

By order of the Supreme Court of Gibraltar dated 26 October 2016 (“the Order”) I was appointed liquidator of Enterprise Insurance Company PLC (“the Company”) under section 160 of the Insolvency Act 2011.

A liquidation website was established at www.eigplc.com as a means of communicating effectively with policyholders and creditors.

Section 161 (1) of the Financial Services (Insurance Companies) (Solvency II Directive) Act required liquidators, in an appropriate manner, to keep creditors regularly informed on the progress of the winding up¹. Section 176 (2) of the Insolvency Act, 2011 in relation to the general duties of a liquidator, allows a liquidator, subject to the Act and Rules, to use his own discretion in undertaking his duties. I therefore propose to report on the progress of the liquidation of the Company after the 30 June and the 31 December of each calendar year with receipts and payments accounts made up to those dates. My reports along with the receipts and payments accounts will be published on the liquidation website.

This is my eighth such report. A receipts and payments account for the period from 26 October 2016 to 31 December 2020 is attached. Certain matters included in my previous reports are also included in this report.

Insurance Business of the Company

1. The Company wrote insurance business in the following main classes; motor, third party liability, miscellaneous financial loss – warranty, miscellaneous financial loss- other and legal expenses. While most policies were issued to policyholders in the United Kingdom motor insurance policies were also issued in the Republic of Ireland, Italy, France, and Greece under the freedom of services provisions.
2. As a result of the Court’s decision to open winding-up proceedings the Gibraltar Financial Services Commission (“GFSC”) issued a direction dated 26 October 2016 that the Company cease to be authorised to carry on insurance business, pursuant to section 156(1) Financial Services (Insurance Companies) (Solvency II Directive) Act and section 106 Financial Services (Insurance Companies) Act. As liquidator I am allowed to pursue activities of the insurance undertaking in so far as that is necessary or appropriate for the purposes of the winding up and which activities are pursued with the consent and under the supervision of the GFSC.² These activities involve the administration, management and adjudication of claims arising from the indemnities provided by insurance policies issued by the Company for the purpose of admitting these claims as insurance claims in the insolvent estate. I conduct these insurance activities with the consent of and under the supervision of the GFSC.
3. Insurance claims take precedence over other claims subject to relevant statutory provisions.³ With regard to assets representing technical provisions, insurance claims shall take absolute precedence over any other claim on the insurance undertaking under section 250(2)(a) of the Financial Services (Insurance Companies) Regulations 2020 (previously contained in section 152(2) of the Financial Services (Insurance Companies) (Solvency II Directive) Act and with regard to the whole of the assets of the insurance undertaking under section 250(2)(b) of the Financial Services (Insurance

¹ That Act has been repealed and the equivalent provision is now contained in section 259(1) of the Financial Services (Insurance Companies) Regulations 2020

² Previously under section 156(2) of the Financial Services (Insurance Companies) (Solvency II Directive) Act and now provided for under section 254(2) of the Financial Services (Insurance Companies) Regulations 2020.

³ These were previously governed by section 152 of the Financial Services (insurance Companies) Solvency II Act and are now set out in section 250(2) of the Financial Services (Insurance Companies) Regulations 2020

Companies) Regulations 2020 (previously section 152(3) of the Financial Services (Insurance Companies) (Solvency II Directive) Act), insurance claims take precedence over any other claims other than:

- 3.1 Claims by employees arising from employment contracts and employment relationships.
- 3.2 Claims by public bodies on taxes.
- 3.3 Claims by social security systems, and
- 3.4 Claims on assets subject to rights in rem.

Given the priority afforded under Gibraltar's insurance legislation to insurance claims there is in my view no realistic prospect that creditors other than insurance creditors and the other creditors mentioned in section 250(2)(b) (previously section 152(3)) as referred to above will have any economic interest in the liquidation of the Company.

Publication of Decision on Winding up Proceedings

4. Notice of the decision to open winding up proceedings and my appointment as liquidator was published by the GFSC in the Gibraltar Gazette and the Official Journal of the European Union as required by section 157(1) of the Financial Services (Insurance Companies) (Solvency II Directive) Act.

Information to Known Creditors

5. Section 158 of the Financial Services (Insurance Companies) (Solvency II Directive) Act required each known creditor whose habitual residence, domicile or head office is situated outside Gibraltar and in an EU Member State to be informed by written notice of the opening of winding up proceedings. The Order of 26 October 2016 allowed me to affect this notice as follows:
 - a. By email where the Company has the email address of the creditor concerned.
 - b. By sending to the Creditor's address where the Company has a record of the creditor's address.
 - c. By email to the insurance broker in respect of policyholder creditors where the Company does not have the email or postal address of the policyholder concerned.

The notice also informed creditors that future notices under the Insolvency Act (except for any notice of disclaimer) and any reports by the Liquidator will be published on the Company's website.

The Company's distribution network via brokers and intermediaries along with the nature of certain warranty policies issued by the Company meant that a policyholder database containing contact details for the more than 760,000 live policies was not available to me. The IT staff of the Company retained by me along with my own staff worked to create an updated policyholder database to allow me to comply with the requirements of the Financial Services (Insurance Companies) (Solvency II Directive) Act and my order of appointment.

First Meeting of Creditors

6. Given the nature and circumstances of the liquidation and the assets and liabilities of the Company, I considered it was not practical or necessary for a first meeting of creditors to be held. Given the circumstances, the Court also dispensed with the requirement for me to send out claim forms to creditors at this juncture. There is therefore currently no time limit for the filing of claims in the liquidation by creditors. Notice of my decision not to hold a meeting under section 174 of the Insolvency Act 2011 is published on the Company website and was advertised in the Gibraltar Gazette in accordance with the Order.

Disclaimer of Policies

7. Section 209 of the Insolvency Act 2011 allows a liquidator to disclaim onerous property. Insurance policies issued by the Company allowed liabilities to continue to accrue on the insolvent estate.

The disclaimer of policies terminated the policies and prevented insurance claims arising under the policies following the date of the disclaimer. These are as shown in Schedule 1 to this report.

The disclaimers do not affect claims which have arisen under a contract of insurance underwritten by the Company prior to the date of disclaimer. The disclaimer may also give rise to a claim for damages which may be calculated as a return of premium claim. As at 30 June 2020 return of premium claims amounting to £18.2 million have been admitted in the liquidation estate.

Policies not Disclaimed

8. Certain classes of warranty policies have not been disclaimed. Policies providing warranties in relation to building installation works and referred to as the Insurance Backed Guarantee scheme have not yet been disclaimed. In relation to the After the Event (“ATE”) legal expense policies I have put in place arrangements to run off this book of business as I am advised that this course of action will reduce insurance claims accruing on the estate as opposed to claims resulting from a disclaimer.

Administration and Adjudication of claims

9. To prevent the escalation of claims I have devoted resources of the estate to administering and adjudicating claims arising from the indemnities provided under insurance policies issued by the Company which may properly be admitted as insurance claims in the estate. To assist me in this process I have appointed.

Quest Consulting (London) Ltd as claims managers along with Gallagher Basset International Ltd to manage United Kingdom (“UK”) motor claims,

Keoghs to manage UK litigated motor claims and DAC Beachcroft to manage UK large loss motor claims.

I will set out the arrangements I have put in place for the management of claims in Ireland, Italy, France, and Greece later in my report. Depending on the rules of the compensation schemes operating in the different countries in which the Company conducted insurance business, insurance creditors may be eligible for compensation.

I and my agents have met regularly with the compensation schemes in UK, France, Italy, and Greece and established the processes whereby, after admission as an insurance claim in the liquidation, claims are submitted for payment from the relevant compensation scheme. The compensation schemes will take an assignment of the insurance claims or obtain subrogated rights and will stand as the largest insurance creditors in the liquidation.

As most of the insurance business was undertaken in the UK the Financial Services Compensation Scheme (“FSCS”) will be the largest single insurance creditor. The FSCS has been very proactive in assisting with the administration of insurance claims and their submission for compensation payment. I, along with the FSCS, entered into several tripartite agreements with certain large brokers to enable block transfers of policies to new insurers at the date of the policy disclaimers.

The disruption caused by the Covid-19 pandemic has had some impact on the collection of claims information and has curtailed physical visits to France and Greece to assist in the transfers and changes to claims management operations set out in more detail below. To counter these restrictions, I am implementing and enhancing remote access processes to facilitate information collection and review and audit of claims files.

United Kingdom insurance claims

10. As at 31 December 2020 admitted insurance claims for all lines of UK business gross of reinsurance amounted to £131.4 million. Reserves attributed to notified but not yet admitted claims gross of reinsurance amount to £71.2 million. In respect of claims arising from UK motor insurance policies as at 31 December 2020 admitted claims amounted to £114.9 million with notified and reserved claims of £33.8 to arrive at a total incurred claims figure of £148.7 million. Total incurred represents a deterioration of £1.2 million from the £147.5 million reported at 30 June 2020.

Icebreaker

Following my determination that these claim were admissible as insurance claims in the Estate, twenty-six claims totalling £4.5 million have now been adjudicated upon and admitted. The reserve for such claims is reported in the total United Kingdom claims figures referred to above. It is anticipated that the remaining claims totalling circa £27 million will eventually be accepted into the liquidation estate.

Republic of Ireland insurance claims

11. As at 31 December 2020 admitted claims and reserves attributed to notified Republic of Ireland (“ROI”) motor insurance claims gross of reinsurance amounted to €10.6 million. I have appointed Wrightway Underwriting Ltd to manage claims arising in the ROI. Following the implementation of legislative changes, I have been able to make three successful applications to the Irish High Court for payments from the Insurance Compensation Fund of Ireland.. A fourth application scheduled for December 2020 was deferred by the Irish High Court until February 2021. Paid claims are now settling within the case reserves and the overall claims development is positive.

French insurance claims

- 12 As at 31 December 2020 admitted claims and reserved French motor insurance claims gross of reinsurance amounted to €44.8 million. The management of French motor claims was successfully transferred to WTC in Lyon. I continue to work closely with the FGAO, the French motor guarantee fund. Work on the settlement of many on-going claims, especially those litigated and/or involving bodily injury has been delayed due to movement restrictions arising from the Covid-19 pandemic. With all the French claims records and data directly under my control I instructed Quest/WTC to undertake an open case review with emphasis on reserve adequacy. Almost 60% of all open cases have now been reviewed and I expect the remainder to be reviewed during the course of this year.

Greek insurance claims

13. As at 31 December 2020 admitted and reserved Greek motor insurance claims gross of reinsurance amounted to €24.9 million. This represents a reduction of more than €5 million from the previous reported position as at 30 June 2020. A payment reconciliation undertaken in December 2020 identified a technical issue within the claims reporting system that had effectively inflated the reported paid figure by inclusion of cancelled transactions. A detailed exercise was subsequently undertaken involving claims handlers and IT specialists to correct the claims data reports and agree the data with the claims total accepted by the Greek Auxiliary Fund. Assisted by Quest and Grant Thornton, Greece I had established a claims management office in Athens to administer and adjudicate on claims arising from motor insurance policies issued by the Company in Greece as I was unable to appoint an external claims management service provider satisfactory to the requirements of myself or the regulator. I cooperated closely with both the compensation fund the Greek Auxiliary fund and regulator, the Bank of Greece in establishing this process. The Auxiliary fund have now agreed to both take on the current claims handling function at no cost to the liquidation and accelerate payment of compensation in respect of claims. This arrangement should come into full operation once the current Covid-19 pandemic restrictions have subsided. I believe this will both result in considerable cost savings to the liquidation estate and help limit the increase of insurance claims as timely payment of compensation to claimants should reduce litigation. I retain oversight and an audit process over claims management and settlement as part of my adjudication process of admitting valid insurance claims to the estate.

Italian insurance claims

14. Under the Italian insurance code, claims arising in Italy under policies issued by a failed insurer are administered by Italian insurance companies appointed by the Italian compensation scheme the FGAV managed by CONSAP the public insurance body. I have established effective communication with the Italian insurance companies. We have agreed and set in place a protocol that enables me to audit and review paid claims submissions. As at 31 December 2020 under the protocol I have admitted claims with a paid value of €3.1m into the Liquidation. Claims data is still being provided to me and I am aware that the development trend appears favourable, however my information in respect of reserves to be applied to notified insurance claims is not complete. I therefore continue to maintain incurred reserves attributed to notified Italian motor insurance claims gross of reinsurance amounting to €24 million.

Reinsurance

15. The Company operated an extensive program of reinsurance for the motor line of business. This included quota share reinsurance and excess of loss contracts. The program is largely placed with highly rated London Market and European reinsurers with whom I maintain excellent communication and retain their support. Applications for recoveries under contracts of reinsurance have been submitted and as at 31 December 2020 reinsurance payments of £61.3 million had been received.

Legal Advisors

16. The situation of the Company as an insurer in liquidation has given rise to numerous practical, technical and legal issues on which I have required authoritative specialist advice and appropriate legal representatives to assist me.

16.1 I have retained Messrs Triay & Triay as solicitors to act for me in Gibraltar and generally.

16.2 I have retained Messrs Kuits and Messrs Clyde & Co as solicitors to advise me on issues arising under English law and on technical legal insurance matters generally.

16.3 I have been advised and represented by Mr Nigel Jones QC and Ms Sarah McCann of Hardwicke Chambers, London in respect of litigation in England (and an ongoing claim in Gibraltar) and technical legal insurance matters generally.

16.4 I have retained Messrs Kennedys AARPI as solicitors to act for me in France.

16.5 I have retained Messrs Orrick, Herrington & Sutcliffe as solicitors to act for me in Italy.

16.6 I have retained Messrs Bernitsas as solicitors to act for me in Greece.

16.7 I have retained Messrs Maples Group as solicitors to act for me in Ireland

Premises

17. The offices were owned by the Company and continued to be occupied with only the normal running costs of rates, water and electricity etc being incurred as costs of the liquidation. The property has now been disposed of to a third party with completion taking place on 22 December 2020. The sales proceeds are reflected in my receipts & payments account to 31 December 2020.

Staff

18. I identified individuals with the necessary insurance skills previously engaged with the Company and employed them to assist me in the liquidation. Staff numbers have gradually reduced over the

period of the liquidation as work has diminished and a decision was made in June 2020 to make the 3 remaining staff redundant.

Potential Claims for Recoveries

19. My investigations to date have indicated certain claims which are available to the Company. I am pursuing those claims with my legal advisors. I consider it inappropriate to go into detail about such claims in a public document currently. As at 31 December 2020 £2.1 million had been received as a result of my recovery actions.

Ozon Solicitors Limited

20. Prior to my appointment Ozons acted in respect of litigated motor claims arising under the indemnities provided by UK motor insurance policies issued by the Company. As at 25 July 2016 there were approximately 1,300 outstanding claims which had been notified under those policies. Having consulted with the reinsurers I took the view as liquidator of the Company that Ozon's retainers should be terminated, insofar as they had not already been, and I therefore terminated the retainers in respect of the motor insurance claims on behalf of the Company and its policyholders on 19 October 2016 as I was entitled to do. Ozons refused to relinquish the Company's claims files and consequently, I made an application to court in England for an Order compelling them to do so. This Order was granted on 3 February 2017 with Ozons ordered to pay my costs. In my second report to creditors I stated that Ozon Solicitors had presented a claim for outstanding fees in the sum of circa £9 million. This claim by Ozon was settled on confidential terms which reflect what I consider was properly due. The attached Receipts and Payments account to 30 June 2020 includes a payment to Ozon of £791,000 in respect of fees and disbursements. The amount of £677,218 including interest accrued since 28 March 2018 previously held by Ozon in their client account and paid into Court following applications which were heard on 3 February 2017 was paid to the liquidation estate on 10 July 2018.

Projected Liquidation Outcome

21. While emphasising the continuing uncertainty at this time as to the total amount insurance creditors, and consequently the related reinsurance recoveries might ultimately be, current best estimates indicate that total incurred insurance claims (gross of reinsurance) might amount to £327 million (including IBNER provisions). If such claims figures were to materialise with corresponding reinsurance recoveries, a dividend of 30% or more may be payable to insurance creditors.

Receipts and Payments Account

22. I have attached to this report a copy of my receipts and payments account from 26 October 2016 the date of my appointment as Liquidator, to 31 December 2020. Items included in the receipts and payments account are for the most part self-explanatory, but I offer further information and explanation as set out below:
 - (i) Outstanding premium recovered from insurance brokers amounted to £8,723,861. I am engaged in actions to recover further outstanding amounts but am unable to forecast at this time the amounts that may eventually be recovered.
 - (ii) I appointed Chestertons Gibraltar as agents to market the investment properties and offices held by the Company in Gibraltar. The sale of the Queensway Quay offices completed on 21 December 2020. The small plot of land in the UK was also finally sold. Net proceeds realised from the sale of all properties amounted to £4,077,918.
 - (iii) Salaries and related costs for staff previously engaged on behalf of the Company and who continued to be employed by me as Liquidator amount to £1,135,601 for the period since

appointment. Staff numbers reduced over the period of the liquidation and as at the date of this report staff are no longer employed.

- (iv) Provisional liquidator's fees, legal and actuarial expenses outstanding at 26 October 2016 were paid during the liquidation period from the funds taken over from the provisional liquidation.

Creditors should contact me if they have any queries on this report or require any further information.



Frederick White
Liquidator

ENTERPRISE INSURANCE COMPANY PLC (IN LIQUIDATION)

LIQUIDATOR'S REPORT AS AT 31 DECEMBER 2020

SCHEDULE 1

In accordance with the powers provided by Section 209 of the Insolvency Act, 2011 the Liquidator has disclaimed:

September 21 and June 27th, 2017

All remaining policies for solicitor's professional indemnity insurance with the Company as insurer with effect from 0:00 on 21 September 2017 and 0:00 27 June 2017.

January 3, 2017

All furniture care insurance policies for 2- or 3-year structural defect and accidental damage cover placed by the broker Kainos Associates LLP with the Company as insurer with effect from 0:00 on 3 January 2017. Kainos Associates LLP had arranged alternative cover for its clients.

December 14, 2016

All contracts placed by the broker NCI Vehicle Rescue plc with the Company as insurer with effect from 0:00 on 14 December 2016. NCI Vehicle Rescue plc had arranged alternative cover for its clients.

December 14, 2016

All contracts placed by the broker Motorway Direct plc with the Company as insurer with effect from 0:00 14 December 2016. Motorway Direct plc had arranged alternative cover for its clients.

October 27, 2016

All and any teacher absence contracts issued in the UK with the Company as insurer with effect from 0:00 on 27th October 2016.

October 27, 2016

All and any motor insurance contracts issued in the UK, Republic of Ireland, France, Italy and Greece under which the Company was an insurer with effect from 0:00 on 27 October 2016.

ENTERPRISE INSURANCE COMPANY PLC (IN LIQUIDATION)
(in Liquidation by the Court)

LIQUIDATOR'S REPORT AS AT 31 DECEMBER 2020

SCHEDULE 2

Liquidator's Receipts and Payments Account for the Period
26 October 2016 to 31 December 2020

	£	£
Receipts		
Bank balances taken over from provisional liquidation		16,327,425
Reinsurance recoveries		61,367,645
Premium debtor from brokers		8,723,861
Third party recoveries - claims		1,476,697
Proceeds - disposal investment properties		4,077,918
Monies recoverable by legal action		2,158,722
Monies held on account - returned		1,860,431
Bank interest receivable		982,481
ATE premium receivable		248,496
Sundry income		187,490
Rent receivable		12,999
Total Income		<u>97,424,165</u>
Payments		
Claims management services : CCSL	802,955	
Claims management services : Quest	3,309,413	
Claims handling costs : Gallagher Bassett	1,793,733	
Claims handling costs : Gallagher Bassett (TUPE)	574,370	
Claims handling costs : Greece	1,831,341	
Claims handling costs : France (WTC)	292,625	
Claims settlement costs	791,000	
Claims - defence costs UK	355,914	
Claims - defence costs Ireland	1,173,075	
Claims - defence costs France	570,067	
Claims - defence costs Greece	668,122	
Claims - defence costs Italy	138,442	
Claims - defence costs- recoverable	36,576	
Claims handling costs - other	<u>268,847</u>	
Claims handling costs		12,606,480
Sundry underwriting costs		12,097
Staff Salaries		1,135,601
IT services costs		346,462
Office costs - rates and service charge		105,138
Office costs - water & electricity		18,249
Office costs -pc/printer consumables		4,212
Office costs -telephone		19,839
Office costs - general		46,040
Investment property costs -rates, service charge		12,033
Investment property costs - improvements		7,809
Bank Charges		41,961
Provisional liquidator's fees		220,327
Provisional liquidators costs - legal fees to include Counsel		118,689
Provisional liquidators costs - actuarial fees		60,955
Provisional liquidators general costs		807
Liquidators fees		2,324,716
Liquidators costs - legal fees to incl Counsel		4,110,995
Liquidators costs - actuarial & professional fees		1,524,364
Liquidators costs - general costs		334,088
Foreign exchange movement		319,740
Total expenses		<u>23,370,602</u>
BALANCE IN HAND		<u>74,053,563</u>
Represented by:		
NatWest		70,025,381
Coutts & Co		3,425,120
Unicredit €		1,029
National Bank of Greece		533,257
Cash held in claims floats		68,776
		<u>74,053,563</u>