



MUNICIPAL MUTUAL

(subject to a Scheme of Arrangement under section 425 of the Companies Act 1985)

To all Scheme Creditors/non scheme policyholders

9 March 2020

Dear Scheme Creditor/ Policyholder

Municipal Mutual Insurance Limited (in Scheme of Arrangement) ('MMI') New Claims Handling Procedures

I wish to advise you that from 1 April 2020 all new claims will be handled directly by MMI. From this date please can you notify all new claims to MMI by e-mail using the e-mail address: newclaims@mminsurace.co.uk.

All claims open at 31 March 2020 will continue to be run-off by Zurich. If you have an existing claim with Zurich, Zurich will continue to manage this claim until completion regardless of this change. If you have any questions relating to your existing claim, please contact Zurich on 0800 783 0693. MMI and Zurich have collaborated to agree new procedures that are in the best interests of MMI's policyholders and the Scheme Creditors of MMI's Scheme of Arrangement. As part of the arrangement Zurich has agreed to provide comprehensive transition support to ensure continuity of service going forward.

The Scheme Administrator consulted with the Scheme Creditors' Committee prior to the announcement, to ensure that they were supportive of the proposed change.

A copy of this letter and details of how to make a claim can be found on MMI's website: mminsurace.co.uk. Alternatively, please contact Michael Mackenzie on 020 7821 6444 or mm@mminsurace.co.uk if you have any questions.

Yours sincerely

Sarah Ellis
Chief Executive Officer

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