



## Setanta Insurance Company Ltd - FAQs

### 1. Am I still covered / is my insurance policy still valid? As an existing policyholder, do I need to take any action?

The Liquidator of Setanta Insurance has placed notices in national media informing policyholders of his intention to cancel all policies issued by Setanta Insurance by way of a 7 or 10 day cancellation notice. The cancellation notices will be sent to all policyholders within the next seven days.

Once the notice period has expired all policies will be cancelled by the Liquidator.

The Liquidator has urged all policy holders, that have not already done so, to arrange alternative cover without delay as claims are unlikely to be paid in full.

### 2. If I have a query/claim, who do I contact?

Policyholders can continue to contact the firm with any questions at:

Suite 6, Plaza 255  
Blanchardstown Corporate Park 2  
Ballycoolin  
Dublin 15  
Ireland

Tel: 0818-255 255

### 3. Will I receive a refund for the outstanding cover on my policy?

Setanta has stated that 'irrespective of whether the cancellation is made by the Company or the policyholder, the Company is not in a position to guarantee pro rata return of premiums'.

### 4. Where can I get a copy of my 'no claims bonus' certificate?

Please contact Setanta directly at 0818 255 255.

## **5. Will my claim be covered by the Insurance Compensation Fund?**

The Irish Insurance Compensation Fund is provided for under the Insurance Act 1964. The Insurance Act 1964 makes provision for the payment of claims of Irish policyholders of insurance companies authorised in Ireland or in other EEA member states that are in liquidation. The Fund is operated by the High Court and payment of any compensation is a decision for the High Court.

In the case of liquidation, the Irish Insurance Compensation Fund is limited to 65% of the value of a claim in respect of a risk in the State, up to a maximum of €825,000. A sum due to a commercial policyholder may not be paid from the Fund unless the sum is due in respect of a liability to an individual.

Further information on the Insurance Compensation Fund is available [here](#).

**9 May 2014**