

STARSTONE INTERNATIONAL RUN-OFF CLAIMS COMMITMENT

MESSAGE FROM GUY LETHER, HEAD OF CLAIMS, STARSTONE INTERNATIONAL

On 10 June 2020, Enstar announced that following a strategic review, StarStone International and its operating companies will stop writing new and renewal business. This means that Lloyd's Syndicate 1301 (managed by StarStone Underwriting Ltd), StarStone Insurance SE and StarStone Insurance Bermuda Limited, are now placed in an orderly run-off. Renewal rights are being contributed to Atrium for Lloyd's Syndicate 609.

I would like to reassure our policyholders and clients that any open claims, or matters arising, are unaffected by this announcement and they will continue to be managed in the normal way. The StarStone Claims philosophy underpins everything we do, and our primary goal is to maintain our customer-focused service which seeks to minimise disruption in the event of a claim.

As a StarStone policyholder or client, I understand you may have questions about claims during this time – what to do, and if there will be any changes to the process or team. We've answered some of the more common questions here, but if there's anything else you need to know, please do not hesitate to contact me or your normal claims contact.



Guy Lether

Head of Claims, StarStone International,
T: +44 (0)7545 429939 E: guy.letter@starstone.com

Q&A

Q: What happens to existing claims?

A: There is no impact to Claims. They will continue to be managed within existing SLA's and our current claims ethos remains. We will provide a claims service that is underpinned by professional staff who deliver a transparent, consistent outcome with upmost honesty and integrity.

Q: Will new claims still be honoured?

A: Yes. We would like to reassure our policyholders and clients that any open claims, or matters arising, are unaffected by this announcement and they will continue to be managed in the normal way.

Q: I have lots of questions, who do I contact?

A: Please contact your normal claims contact in the first instance. Alternatively, please reach out to Guy Lether at guy.letter@starstone.com or +44 (0)7545 429939.

Q: Will there be adequate claims staff to support efficient and timely claims handling?

A: Yes. StarStone remains suitably staffed to provide a full claims service. Our team of claims experts in London, Rotterdam, Cologne, Guildford and Schaan are committed to delivering an efficient and responsive service underpinned by our claims promise to:

- Be available where and when you need us
- Respond promptly to your calls
- Tell you clearly who is handling your claim
- Keep you in the loop, explaining each decision and action
- Make sure you know how to escalate any concerns
- Help to achieve prompt resolutions and payments for all valid claims

Q: Will this be a solvent wind-down of StarStone International?

A: StarStone International will remain appropriately capitalised and suitably staffed to provide a full client service and ensure the company continues to meet its obligations to policyholders. Syndicate 1301 also continues to benefit from the Lloyd's chain of security.

Q: When is the run-off effective date?

A: The run-off effective date is 11 June 2020 (09.00 BST | 10.00 CEST | 04.00 EDT).

Q: Why has StarStone International gone into run-off?

A: Despite considerable progress in repositioning StarStone International, StarStone's shareholders determined the business does not have the scale to compete effectively in the specialty insurance market.

Q: Is StarStone U.S. going into run-off?

A: No. StarStone U.S. remains fully operational.

Q: Is S2008 also going into run-off?

A: No, Syndicate 2008 will continue to operate as normal.

Q: How do I log a complaint?

A: All complaints are to be notified to the Compliance team via feedback@starstone.com no later than the working day following receipt along with all supporting documentation (such as letter, telephone note or meeting file note). No admission of liability on the part of StarStone or its employees can be made until advised by the Compliance team.