

Questions and Answers – Gefion Insurance

Question		Answer
1	Who is Gefion Insurance and what has happened?	<p>Gefion Insurance is an insurance company registered in Denmark and has been authorised to write business within EU through agents and brokers.</p> <p>On 24 June 2020, the Danish Financial Supervisory Authority withdrew the license as an insurance company. On 13 July 2020 Gefion Insurance entered into liquidation (solvent). Attorney Troels Ask-erud and attorney Søren Aamann Jensen were appointed as the liquidators by the General Assembly. Gefion Insurance continues to operate such that existing policies continue to remain in force.</p>
2	Is my insurance policy valid?	<p>Yes, your insurance policy is still valid. Gefion Insurance continues to operate such that existing policies continue to remain in force.</p> <p>Any existing Gefion Insurance policyholders who have concerns about their policy should contact Gefion Insurance directly, or their broker (if the policy was bought through a broker).</p>
3	I have an outstanding claim, what should I do?	<p>All claims should continue to be submitted to Gefion Insurance or its appointed claims handling agent in the normal way.</p>
4	Will my claim still be paid out?	<p>Yes, Gefion Insurance will pay out claims. Gefion Insurance continues to operate such that existing policies continue to remain in force.</p>
5	How do I tell if I am insured by Gefion Insurance?	<p>Policyholders can check the name of the insurance company on their policy documentation.</p> <p>In addition, any existing Gefion Insurance policyholders</p>

		who have concerns about their policy should contact the company directly, or their broker (if the policy was bought through a broker).
6	Can I cancel my policy?	You can cancel your policy in accordance with the conditions of your insurance policy. Your policy conditions are unchanged.
7	I need to make an adjustment to my policy (e.g. want to increase limit or moved house), can I still do this?	Any existing Gefion Insurance policyholders who have concerns about their policy should contact the company directly, or their broker (if the policy was bought through a broker).
8	For policies that are monthly instalments how long is my policy still in force (i.e. does the next instalment count as new business?)	Monthly installments does not constitute monthly renewal. The duration period of the policy can be found in the policy documentation. Any existing Gefion Insurance policyholders who have concerns about their policy should contact the company directly, or their broker (if the policy was bought through a broker).
9	What is my situation if Gefion Insurance goes bankrupt?	Claims should then be filed to the bankruptcy estate or the relevant compensation body within your territory.