

Questions and Answers – Gefion Insurance

Question		Answer
1	Who is Gefion Insurance and what has happened?	Gefion Insurance is an insurance company registered in Denmark and authorised to write business within EU through agents and brokers. On 24 June 2020, the Danish Financial Supervisory Authority withdrew the license as an insurance company. Gefion Insurance is now in run-off. Gefion Insurance continues to operate such that existing policies continue to remain in force.
2	Is my insurance policy valid?	Gefion Insurance continues to operate such that existing policies continue to remain in force. 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).
3	I have an outstanding claim, what should I do?	All claims should continue to be submitted to Gefion Insurance or its appointed claims handling agent in the normal way.
4	Will my claim still be paid out?	Yes, Gefion Insurance continues to operate such that existing policies continue to remain in force. The company will therefore still pay out compensation.
5	How do I tell if I am insured by Gefion Insurance?	Policyholders can check the name of the insurance company on their policy documentation. In addition, 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).

6	Can I cancel my policy?	That will depend on the terms and conditions of individual policies - policyholders should contact the company directly, or their broker (if the policy was bought through a broker).
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 (such as pet) 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.