



# Change of Insurer

*from:* Zenith Insurance plc (Zenith)

*to:* 60% Qudos Insurance A/S (Qudos) and

40% Gefion Insurance A/S (Gefion)

arranged by Patrona Underwriting Limited (Patrona)

ARB, with effect from 1 March 2017, will offer an alternative carrier for its “Ideal” and “Venus” private motor insurance products **only** previously underwritten by Zenith. Ideal and Venus renewals in March will be offered by new insurers Qudos Insurance A/S (60%) and Gefion Insurance A/S (40%) and arranged by Patrona Underwriting Limited.

Ideal and Venus renewals will be sent by post. All cases formerly on EDI will be provided with an override code to remove from EDI on your broker system.

---

## Frequently Asked Questions

### What is happening and when?

ARB Ideal and Venus Car Private Motor policy renewals will be offered by alternative insurers – Qudos and Gefion and arranged by Patrona. This change will affect all policies inceptioned or renewed effective from 1 March 2017.

**Who are Qudos?**

Based in Copenhagen, Denmark, Qudos Insurance A/S is a dynamic company that has been set-up to serve the European broker community with dedication and professionalism. Qudos has been active in the insurance market in Ireland for a number of years as a carrier for Patrona's suite of motor insurance products.

**Who are Gefion?**

Also based in Copenhagen, Gefion Insurance A/S is an EU-licensed insurance company operating throughout the EU/EEA. They provide tailor-made solutions to European agents and brokers. Gefion combine the commercial benefits of access to capital and non-life insurance, with bespoke solutions based on a highly automated IT platform. Gefion has been active in the insurance market in Ireland for a number of years as a carrier for Patrona's suite of motor insurance products.

**Why are Venus and Ideal motor insurance products moving to Qudos and Gefion?**

These products are moving to Qudos and Gefion due to the decision by Zenith to withdraw from the Irish market.

**What are the policyholder protection arrangements?**

Both Qudos Insurance A/S and Gefion Insurance A/S are members of the Danish Guarantee Fund for Depositors and Investors and the fund may be contacted at PO Box 2082, Copenhagen K, Denmark. In case of insolvency this Fund provides 100% compensation to personal policyholders for claims incurred under and during the period of insurance against each firm's several, not joint, proportion of liability. This means that each of Qudos Insurance A/S and Gefion insurance A/S are responsible only for the portion of your claim shown.

**Does this change mean ARB will re-issue policies at renewal?**

No, policies will renew completely normally. It is still an ARB policy. The only difference you will see is the change of insurer name on ARB documentation. There are no other changes.

**Do I need new policy booklets for new business and renewals?**

ARB will provide you with new booklets.

**Will there be any changes to premium and underwriting?**

ARB constantly monitors its underwriting results and makes changes to its rating algorithms to reflect its underwriting experience, these changes are largely incremental and are not dramatic in nature.

**Will there be any changes to the claims process?**

The current claims process will continue as normal.

**What will I need to do differently?**

Apart from advising the policyholder about the change (we are detailing this on our renewal documentation in any event), nothing at all. The normal renewal process will be followed, if the client does not avail of the renewal offer by the renewal date please advise to Lapse. This will ensure you are not billed.

**Where do I go if I need more information?**

For further information about Quodos please visit [www.quodosinsurance.dk](http://www.quodosinsurance.dk) and for Gefion please visit [www.gefioninsurance.com](http://www.gefioninsurance.com)

Alternatively, you can contact the motor team on [motor@arb.ie](mailto:motor@arb.ie)