

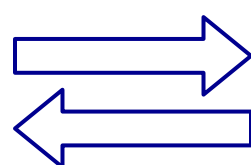


Migration of customers to a new IT system

As part of a large-scale investment to improve the service that we offer and increase the flexibility of the business, we're building new IT systems that will deliver improved:



Customer policy records and documentation



Workflow Management and service to our brokers

This project will include the migration of our existing policy records on to the new system between now and the end of 2025. Other than offering improved documentation and requiring new policy numbers, this should have a very limited impact on you and your customers.

In advance of this we're also reviewing our 'Legacy Products' (these are historic products with very low volumes of customers or that are no longer available to new customers) to ensure we have suitable alternative products that will fully meet the needs of these customers.

The first product to be impacted is a small number of older 'Legacy Property Owners' policies. We'll be in touch with any brokers that may be affected.

For more information about this project please [visit our website](#).

