

TO ALL KNOWN CREDITORS

08 May 2025

Ref: MLP/RB/AS/IO

Telephone: 0333 4000 393

Email: eastwestinsurance@uk.ey.com

Dear Sirs,

East West Insurance Company Limited (in Administration)

("the Company")

High Court of Justice, Business and Property Courts of England and Wales, Insolvency and Companies List (ChD), Number CR-2020-003913

I write, in accordance with Rule 18.3 of the Insolvency (England and Wales) Rules 2016 ("the Rules"), to provide creditors with a report on the progress of the administration.

The Company entered administration on 12 October 2020 and Richard Barker and Simon Edel were appointed to act as Joint Administrators. The appointment was made by the High Court following an application under the provisions of paragraph 12(1)(b) of Scheme B1 to the Insolvency Act 1986. Under the terms of the appointment, any act required or authorised to be done by the Joint Administrators can be carried out by any one of them.

This report, including its appendices, constitutes the Joint Administrators' ninth report on the progress of the administration in accordance with the requirements of Rule 18.3 of the Rules. This report covers the period from 12 October 2024 to 11 April 2025 (the "Period") and should be read in conjunction with the Joint Administrators' Statement of Proposals dated 3 December 2022 and progress reports for previous periods of the administration ("Previous Reports"). Copies of these documents and other documents related to the administration are available at the following website: https://www.ey.com/en_uk/administrations/eastwestinsurance.

Statutory information about the Company, the administration and the office holders are provided in Appendix A.

Purpose of the administration

As creditors will be aware, the purpose of the administration of the Company is to facilitate a better outcome for the creditors than would be likely if the Company were wound-up (without first being in administration).

The administration does not terminate or cancel a current policyholder's contract of insurance (unless specifically stated in their policy) and, therefore, provides an environment in which the Company can continue to handle claims made in respect of its contracts of insurance until the expiry of those policies, the last of which is in December 2026. This would have not been possible in a winding-up.

As previously reported, the Company is not and will not be conducting remedial works on behalf of policyholders and, therefore, policyholders who are eligible for the Financial Services Compensation Scheme ("FSCS") will receive compensation for any insured defects, either directly, or through the funding of rectification works conducted by policyholders or their mandated agents. The timing of funding under the terms of the insurance policy will be provided by the FSCS without the need for policyholders to first fund costs themselves and then seek repayment from the FSCS.

Summary of progress to 11 April 2025

During the Period, claims received under the Company's contracts of insurance related to structural warranty and buildings guarantee policies ("the BG Policies") have continued to progress through the claim lifecycle.

Since September 2024, a Claims Directorate, consisting of a team from Davies Group Limited ("Davies Group"), have been responsible for handling all of the Company's insurance claims, following a transition from Weightmans, who operated as the Company's Run-Off Manager ("the ROM") from May 2021. The ROM is retained by the Company in a limited capacity to assist the Claims Directorate on an ad-hoc basis to enable the efficient progression of a small number of longstanding, complex claims.

In the Period, no new claims were received and 20 claims were closed, resulting in a net reduction of 20 claims in the portfolio. Accordingly, as at 11 April 2025, there were 84 open claims (compared with 104 per the last progress report), across 57 individual developments. The gross claim reserves for open claims reduced by £21.3m in the Period to £256.9m. Total estimated liabilities arising under the BG Policies reduced by £13.0m to £321.8m as at 11 April 2025.

The remaining open claims continue to progress, with the majority having full or partial policy responses and settlement letters issued. During the Period, the Company issued either full or partial policy responses on 11 claims, as well as 9 settlement offers. Investigatory works necessary to determine policy coverage in relation to claims or parts of claims to which a policy response has not yet been issued are still ongoing.

The Company and the Joint Administrators have continued to work closely with the FSCS in the Period to agree the approaches they would like the Company to adopt to enable funding in respect of the discharge of the Company's indemnity to be paid for accepted claims under BG Policies for FSCS eligible policyholders. This is an ongoing, iterative process taking account of the specific circumstances and complexities of each claim.

In the Period, significant progress has been made in respect of developers and the BSF providing funding of the costs associated with the remediation of defective properties for which claims have been made under the BG Policies. This has enabled the Company to implement reserve reductions of £29.6m across 6 claims in the Period.

On 26 March 2025, the Joint Administrators paid a first dividend to non-FSCS Protected insurance creditors at a rate of 15 pence in the pound. Further details in respect of the dividend to non-FSCS Protected policyholders are provided in the dividend section of this report.

Assets

Recoveries

The Joint Administrators' strategy in respect of recoveries is focused on ensuring that culpable third parties contribute to the costs of rectification of any defective development on which a valid claim has been made under the BG Policies, in order to reduce the liability incurred by the Company under the BG Policies. Where contributions are received, it minimises the amount of the insurance liability being settled by the Company in the first instance and, therefore, reduces the overall value of claims to rank for distribution as insurance creditors.

The Company continues to lead on interaction with developers and/or relevant third parties to secure either an undertaking to complete works to remediate insured defects or financial contributions to the costs of such works as part of the claims handling process and in collaboration with the FSCS.

The Company is in active dialogue with 11 developers and freeholders in respect of the remediation of insured defects at developments on which claims have been made on the BG Policies. The aggregate gross claim reserves on open claims where contribution discussions are ongoing total £96.4m, some of which are also eligible for BSF funding. Of these, three developers have so far indicated that they will carry out works to remediate insured defects on five developments with aggregate gross claim reserves of £40.6m.

Where a third party notifies the Company that it intends to complete remedial works directly, the Company will monitor progression of the works and obtain evidence of their completion to current building regulations and, only at that point, will the Company notify policyholders that they consider their claim under the BG Policies to have been discharged. If any insured defects remain after completion of third parties' works, the claim associated with such defects will be progressed in the ordinary course by the Company and remedial works funded by the FSCS where policyholders are eligible.

The Company, the Joint Administrators and the FSCS also continue to monitor the impact of applications made to the BSF for funding of remedial works relating to fire safety defects at 13 developments. In respect of these developments, claims have also been made under the BG Policies, with aggregate gross claim reserves of £97.5m. Five of these developments (with gross reserves totalling £44.1m) have BSF funding applications in progress, six (with gross reserves totalling £48.8m) have BSF funded remedial works ongoing, and two (with gross reserves totalling £4.6m) have had their BSF funded remedial works fully completed, although the Company has not yet received evidence of the completion of these works.

Third party funding

On 15 November 2024, the Company received a payment of £1.95m plus interest as the final amount payable by Zurich Insurance Group ("Zurich") in respect of the Contribution Agreement. Of this sum, half was allocated to the account which is ring-fenced for non-FSCS Protected insurance creditors and half was allocated to the general estate account.

Cash at bank

As at 11 April 2025, funds totalling £38.2m were held in the Company's Estate. This comprised £27.9m of general estate funds, together with ring-fenced funds of £10.3m. The funds are held in accounts with six different banks for credit risk management purposes.

The Joint Administrators monitor short-term, low risk investment options for the funds held in the Company's Estate and, where appropriate, place funds in short-term treasury deposit accounts to maximise interest income for the Company's Estate. Interest income received on funds held in the Company's Estate in the Period was £1.15m.

Liabilities

Insurance claimants

As noted earlier in this report, the administration of the Company does not terminate or cancel a current policyholder's contract of insurance (unless specifically stated in their policy). Accordingly, claims continue to be directed to the Company in the ordinary course of business.

BG policies

Policy and open claim profile

At the commencement of the administration, the Company's records identified 18,397 unexpired BG Policies, with a last known contractual expiry date of 8 December 2026.

At 1 January 2025, the number of unexpired policies had reduced to 1,629. A summary of the run-off of the remaining unexpired BG Policies is shown in the table below:

Year of Expiry	Number of policies expiring
2025	907
2026	722
Total	1,629

In respect of claims received on the BG Policies, the table below details the progression of the number of new and closed claims in the Company's claims portfolio since the commencement of the administration:

Description	Number of claims
Open claims as at 12 October 2020	139
New and reopened claims	99
Closed claims	(154)
Open Claims as at 11 April 2025	84

Claims are being progressed through their lifecycle with a net reduction of 19% (20 claims) in open claims in the Period and a net reduction of 55 claims in the portfolio since the commencement of the administration. As noted earlier in this report, the Company continues to issue policy responses, both full and partial, and settlement offers, in respect of the open claims as soon as practicable. Accordingly, the number of open claims is expected to reduce further in the next reporting period.

The Company's claim portfolio is made up of a wide variety of claims which differ substantially in size. Approximately 46% of claims by number are for less than £0.25 million and predominantly relate to water ingress and major physical damage claims. The remaining 54% of claims predominantly relate to fire safety and present imminent danger claims.

Indemnification

During the Period, the Company and Davies Group undertook discussions with the Company's primary suppliers, including loss adjustors, surveyors and engineers, and identified several thematic issues. Building Safety Regulations which came into force on 6 April 2024 for properties located in England and Wales exceeding 18 metres in height, have resulted in the requirement for contractors to obtain additional approvals before remedial works can be carried out to developments. This process has created delays in commencing remedial works on certain claims in the Company's portfolio, thereby increasing the claims lifecycle by at least 6 months.

Separately, there have been reduced response rates to tenders for investigations, design and remedial works in recent months, particularly for the more complex developments in the claim portfolio, which has also impacted claims progression.

Finally, at larger developments, there is a requirement for policyholders to mandate a representative(s) to act, settle claims and contract the remedial works on their behalf. This process can be complicated where there are substantial numbers of policyholders at any given development and result in delays. Accordingly, this is an area that the claims handlers at Davies Group are placing a particular focus on specific claims.

The Joint Administrators are collaborating closely with legal advisors, the Claims Directorate and the FSCS to identify mitigating steps to navigate the above matters and others matters as they arise. As noted above, the Company is not and will not be conducting remedial works on behalf of policyholders and, therefore, FSCS-eligible policyholders will receive compensation for any insured defects, either directly or through the funding of rectification works conducted by policyholders or their mandated agents.

Claim reserves

The nature of the claims in respect of the BG Policies are such that accurate calculation of the final value of claims is inherently uncertain at this stage, particularly for the largest, most complex claims where assessment of the extent of policy coverage is ongoing and/or remedial works may take several years to implement. The value of claims will also be materially impacted by works undertaken by developers and/or relevant third parties to remediate insured defects without recourse to the Company and, therefore, the figures reported below will remain subject to substantial amendment in future reporting periods.

As of 11 April 2025, the Company's outstanding case reserves and initial potential estimates in respect of open claims relating to the BG Policies, as well as the value of agreed non-FSCS Protected claims are shown in the table below, along with the figures as at 12 October 2024 for comparative purposes.

Description	As at 12 October 2024 (£)	Movement in the Period (£)	As at 11 April 2025 (£)
Gross Reserves - FSCS Protected Claims	270,404,337	(22,349,357)	248,054,980
Gross Reserves – Non-FSCS Protected Claims	7,770,279	1,064,197	8,834,476
Total Gross Reserves	278,174,616	(21,285,160)	256,889,456
Initial Potential Estimates	27,500,000	-	27,500,000
Total reserves and estimates	305,674,616	(21,285,160)	284,389,456
Incurred and paid by FSCS	16,947,263	8,237,325	25,184,588
Non-FSCS Protected Claims Agreed *	12,268,621	-	12,268,621
Total estimated BG policy liabilities	334,890,500	(13,047,835)	321,842,665

* This figure is presented gross, before the deduction of the dividend paid to non-FSCS Protected insurance creditors on 26 March 2025.

Other matters

Claims Handling Operations

Davies Group are responsible for handling and reporting on all claims received in respect of the Company's contracts of insurance. The ROM is retained in a limited capacity to assist Davies Group as mentioned previously.

A significant majority of the Company's remaining BG Policy claims by value relate to large, complex developments which are, and will continue to be, time intensive, requiring input from the Claims Directorate, third-party suppliers and the Joint Administrators. However, the Claims Directorate are also focussing on bringing smaller claims to their conclusion in the short term and working closely with the FSCS during the remedial works of the largest and most complex developments in the longer term, which is anticipated to take several years to complete. The Company continues to adopt a collaborative approach with stakeholders to support timely determinations on policy response, FSCS eligibility, and commencement of remediation works in some circumstances. Bi-monthly claims working sessions between the Company's Claims Director and the Joint Administrators, and, separately, between Davies Group, the Joint Administrators, and the FSCS remain a key component of the claims management framework. These sessions ensure that there is an appropriate level of oversight of the Company's run-off strategy and the Joint Administrators have continued to provide input to the commercial and stakeholder management aspect of large and complex claims. The Joint Administrators anticipate that their time costs will reduce as more claims are closed. Davies Group continue to be subject to regular audits by the Joint Administrators and periodic audits by the FSCS.

The costs of claims handling services are funded by the Company's Estate. During the period from 1 October 2024 to 31 March 2025, costs and disbursements incurred by the ROM in respect of claims handling services were £0.24m plus VAT, which represents a decrease of £0.91m compared to the previous six-month period. In addition, costs and disbursements of Davies Group incurred in respect of the services of the Claims Director and the Claims Directorate were £1.37m (€1.6m) in the Period, an increase of £0.34m compared with the prior six months. Due to timing differences, not all the incurred costs incurred in the Period were invoiced and paid from the Company's Estate in the Period and, therefore, the figures shown in the Receipts and Payments account at Appendix B differ from these amounts.

It is anticipated that the costs of claims handling services will continue at a similar level for at least the next 6 months as all claims progress into their respective indemnification phase and the Company focuses on bringing smaller claims to their conclusion. The ROM's costs have significantly reduced following the transfer of responsibility for claims management to the Claims Directorate, and the Joint Administrators continue to closely monitor all claims handling service costs being incurred. The Company has established processes and controls to engage with the various third-party suppliers required to progress claims. Certain third-party supplier costs have been paid directly by the FSCS in respect of policy claims for those deemed eligible by the FSCS.

FSCS Funding Agreement

The Joint Administrators do not currently project a requirement to make a drawdown on the FSCS Funding Agreement. The position is reviewed regularly and the Joint Administrators continue to provide the FSCS with a quarterly cash flow and report of operational costs incurred by the Company which they consider would be payable under the Funding Agreement.

The FSCS have confirmed that costs paid from the Company's Estate in the amount of £0.1m, incurred for the period to 31 March 2024, are payable under the terms of the Funding Agreement. The FSCS are currently reviewing the Joint Administrators' schedule of costs for the period from 1 April 2024 to 31 March 2025 in the amount of £1.69m and these are yet to be agreed.

Value Added Tax ("VAT")

The Company's VAT registration has been retained at this stage and VAT returns will continue to be submitted on a quarterly basis.

During the Period, input VAT in the amount of £0.39m has been paid on expenses settled from the Company's Estate. It is not expected that the Company will be able to recover input VAT during the administration period.

Corporation Tax

A corporation tax return for the year ending 31 December 2023 was filed in the Period, with no corporation tax liability due. Preparation of a corporation tax return for the year ending 31 December 2024 will commence later in 2025, and further details will be provided in the next progress report.

Regulatory engagement

The Company remains a regulated insurance company and is required to comply with various regulatory matters. Engagement and information sharing with the FCA on the progress of the administration and the submission of relevant regulatory returns for the Company continues to occur periodically.

Creditors' Committee

The Joint Administrators consult with the Creditors' Committee approximately every 6 months to discuss the administration strategy and allow creditors' views to be represented and considered. The thirteenth meeting of the Creditors' Committee took place on 10 March 2025.

In accordance with the Rules, a Creditors' Committee in an administration must have at least three members but not more than five members. There have been no changes to the composition of the Committee in the Period, but RHA Wales Group Limited now operates under the name of Beacon Cymru Group Limited. The Committee comprises the following members:

1. FSCS
2. Killearn Developments Limited
3. Marco Island Developments Limited
4. Beacon Cymru Group Limited (formerly RHA Wales Group Limited)

Distributions to creditors

As previously advised, the hierarchy of debts for an insurance company is set out in The Insurers (Winding-up and Reorganisation) Regulations 2004 and applies to the Company. The effect of which is that insurance creditors have priority over other classes of unsecured creditors, including reinsurance cedents.

Insurance creditors – those eligible for FSCS protection

Insurance claimants with BG policies or employers' liabilities policies who are eligible for FSCS protection will receive payment in full of claims determined to be valid in accordance with the terms of their contract of insurance.

From the date of administration to 11 April 2025, a total of £25.18m has been paid by the FSCS to insurance claimants that are eligible for FSCS protection, of which £8.1m was paid in the Period.

It is expected that the number of payments made by the FSCS will increase significantly in future reporting periods as the remaining claims progress through their lifecycle.

When paying compensation, the FSCS take an assignment of any rights those insurance claimants might have against the Company and any third parties, and the FSCS will have a subrogated insurance claim against the Company for the compensation payments made

Insurance creditors – those not eligible for FSCS protection

Insurance claimants who are not eligible for FSCS protection will also rank as insurance claimants against the Company. The Joint Administrators have authorised, where appropriate to do so, certain initial investigation work to be paid for by the Company's Estate in order to determine whether the contract of insurance responds to the claim made against the Company and, assuming the policy responds, provide an indicative valuation of the claim.

As of 11 April 2025, six non-FSCS Protected policyholder claims in the aggregate amount of £12.27m have been agreed across four developments.

At a Court hearing on 16 October 2024, consent was granted to the Joint Administrators to pay an initial dividend to non-FSCS Protected insurance creditors from the funds that are specifically ring-fenced for this class of creditors. Consent was also granted to pay subsequent dividends on a pro-rata basis, in such amounts and at such times that the Joint Administrators consider appropriate. A copy of the Court order can be located on the Company's website referenced earlier in this report.

Following receipt of the Court order, a Notice of Intended Dividend was sent to all non-FSCS Protected insurance creditors who had until 27 January 2025 to submit a Proof of Debt Form if they had not previously done so or if they wished to change the amount of their debt that was already submitted.

On 26 March 2025, the Joint Administrators declared and paid a first dividend of 15 pence in the pound on agreed claims in the amount of £12.27m.

A provision in the amount of £1.66m has been made in respect of non-FSCS Protected insurance creditors with unagreed claims in the amount of £11.06m at the date of the dividend. The remainder of the ringfenced funds (£8.56m) has been retained to meet potential future claims which may be made by non-FSCS Protected insurance creditors.

Due to uncertainty in respect of the eventual non-FSCS Protected insurance creditor claim population, the quantum and timing of subsequent dividends is uncertain at this stage. However, the Joint Administrators will reassess the position every six months and provide an update in this respect in each future progress reports to creditors.

Funds in the amount of £10.30m (including accrued interest) are currently held in a separate ring-fenced bank account and will be available for distribution exclusively to policyholders with a valid policy claim under a BG Policy who do not meet the FSCS eligibility criteria for the payment of their claims by the FSCS.

Unsecured creditors – including reinsurance and trade creditors

Given the scale of estimated liabilities under the Company's insurance policies, it is not anticipated that there will be sufficient realisations to make a distribution to unsecured creditors, including reinsurance and trade creditors.

Receipts and payments account

A summary of the Joint Administrators' receipts and payments for the Period is provided in Appendix B. This is a statement of cash received and cash paid and does not reflect estimated future realisations or costs.

As the Joint Administrators are now authorised to make distributions to non-FSCS Protected Insurance creditors from the ring-fenced funds, a separate receipts and payments account is now included for the general estate and the ring-fenced funds.

Joint Administrators' statement of expenses incurred

During the Period, expenses of £2.38m (net of VAT and excluding the Joint Administrators' fees and disbursements) have been paid to third parties in administering the Company's Estate. A breakdown of expenses and disbursements incurred during the administration period are provided in Appendix C.

Joint administrators' remuneration and disbursements

The statutory provisions relating to remuneration are set out in Part 18 of the Rules. Further information is given in the Association of Business Recovery Professionals' publication 'A Creditors' Guide to Administrators' Fees', a copy of which may be accessed from the web site of the Institute of Chartered Accountants in England and Wales at <https://www.icaew.com/en/technical/insolvency/creditors-guides> or is available in hard copy upon written request to me.

In certain circumstances, creditors are entitled to request further information about our remuneration or expenses, or to apply to court if they consider the costs to be excessive (Rules 18.9 and 18.34 of the Rules). Further information is provided in 'A Creditors' Guide to Administrators' Fees' referred to above.

The Joint Administrators' time costs incurred during the Period were £1.33m, which brings total time incurred during the entire administration period to 11 April 2025 to £16.48m.

In accordance with resolutions of the Creditors' Committee (as set out previous reports), Joint Administrators' fees in the amount of £15.88m have been drawn from the Company's Estate during the administration.

The below table summarises the cumulative time incurred by the Joint Administrators and their staff, and the corresponding amounts (excluding VAT) drawn from the Company's Estate.

Reporting period	Previous periods: 12 October 2020 to 11 October 2024	Current Period: 12 October 2024 to 11 April 2025	Total
Time incurred (£)	15,151,153	1,333,098	16,484,251
Fees drawn (£)	13,930,712	1,953,444	15,884,156

An analysis of the time spent during the Period and summary narrative is included in Appendix D. A statement of the Joint Administrators' policy in relation to charging time and disbursements is included in Appendix F.

To date, the Joint Administrators have incurred disbursements of £2,267 of which £1,785 are Category 1 disbursements and £482 are Category 2 disbursements. An analysis of the disbursements incurred to date is provided in Appendix C. Definitions of Category 1 disbursements and Category 2 disbursements can be found in Appendix F.

Joint Administrators' fee estimates

As previously reported, in accordance with insolvency legislation, the Joint Administrators are obliged to agree a fee estimate for the Joint Administrators' remuneration with the Creditors' Committee.

The Joint Administrators initial fee estimate, covering the period 12 October 2020 to 11 April 2023, was issued in December 2020 and approved by the Creditors' Committee. Subsequently, revised fee estimates covering the periods to 11 April 2023 and 11 April 2027 were approved by the Creditors' Committee to take account of the evolving complexity of the administration, extension of the administration from April 2023 to April 2027 and consequent increases in time required to be spent by the Joint Administrators and their staff in discharging the statutory purpose of the administration.

Appendix E contains a summary of the fee estimate to 11 April 2027 and actual time costs incurred from 12 October 2020 (commencement of the administration) to 11 April 2025.

Next report

The next progress report will be issued in six months' time, by 10 November 2025. The report will be shared with creditors by publication on the following website, https://www.ey.com/en_uk/administrations/eastwestinsurance_ unless individual creditors have opted to receive reports by post.

Should you have any queries, please contact the Joint Administrators by emailing eastwestinsurance@uk.ey.com.

Yours faithfully
for the Company



Richard Barker
Joint Administrator

Richard Barker and Simon Edel are licensed in the United Kingdom to act as Insolvency Practitioners by The Insolvency Practitioners Association. As Insolvency Practitioners, they are bound by the Insolvency Code of Ethics in carrying out all professional work relating to the appointment.

The affairs, business and property of the Company are being managed by the Joint Administrators, Richard Barker and Simon Edel, who act as agents of the Company only and without personal liability.

The Joint Administrators may act as data controllers of personal data as defined by the UK General Data Protection Regulation (as incorporated in the Data Protection Act 2018), depending upon the specific processing activities undertaken. Ernst & Young LLP and/or the Company may act as a data processor on the instructions of the Joint Administrators. Personal data will be kept secure and processed only for matters relating to the Joint Administrator's appointment. The Office Holder Data Privacy Notice can be found at www.ey.com/uk/officeholderprivacy.

Appendix A

East West Insurance Company Limited (in Administration)

Information about the proceedings, the company and the office holders, as required by Rule 18.3(1) of the Insolvency (England and Wales) Rules 2016

Name of court:	High Court of Justice, Business and Property Courts of England and Wales, Insolvency and Companies Court (ChD)
Court reference:	3913 of 2020
Registered name of the company:	East West Insurance Company Limited (in Administration)
Registered office address of the company:	c/o Ernst & Young LLP 1 More London Place London SE1 2AF
Registered number:	00811120
Date of appointment of the joint administrators:	12 October 2020 Richard Barker and Simon Edel
Name(s) and address(es) of the administrator(s):	Ernst & Young LLP 1 More London Place London SE1 2AF
Office holder number(s):	17150 and 9810
Division of Administrators' responsibility:	Any of the functions to be performed or power exercisable by the Administrators may be carried out/exercised by any one of them acting alone or by any or all of them acting severally
Name of alternative person to contact with enquiries about the case:	eastwestinsurance@uk.ey.com +44 (0) 20 7951 2000
Prescribed Part:	The Administrators have established that there are no valid fixed or floating charges registered against the Company. In the absence of a floating charge, there are no monies required to be set aside to the creditors under s176A of the Act being under the 'Prescribed Part' formula.
Statement concerning the EC regulation:	The EC Council Regulation on Insolvency proceedings does not apply to this Administration

Appendix B

East West Insurance Company Limited (in Administration)

Joint Administrators' summary of Receipts & Payments for the Period from 12 October 2024 to 11 April 2025 for general Estate funds

Directors' Statement of Affairs		Notes	12 Oct 2020 to 11 Oct 2024	12 Oct 2024 to 11 Apr 2025	Cumulative total
£	Receipts			£	£
17,655,334	Cash and cash equivalents		17,655,072	-	17,655,072
23,306,759	Investments		22,937,925	-	22,937,925
5,000,000	Third party funding	1	17,000,000	975,000	17,975,000
290,143	Investment income	2	735,071	-	735,071
10,414	Recovery receipts	3	857,797	-	857,797
	- Indemnity costs reimbursed by FSCS		329,462	-	329,462
	- Bank interest		2,631,245	875,265	3,506,510
	- Miscellaneous receipts		2,097	100	2,197
46,262,650	Total Receipts		62,148,669	1,850,365	63,999,034
	Payments				
	Claims handling	4	8,626,335	2,005,397	10,631,732
	Claims handling disbursements	4	88,493	19,236	107,729
	Claims handling IT costs	4	69,470	-	69,470
	Supplier payments		181,368	-	181,368
	Legal fees - pre appointment		48,648	-	48,648
	Legal fees - post appointment	5	1,822,578	101,364	1,923,942
	Loss adjuster expenses	6	721,954	225,509	947,463
	Professional fees		7,000	-	7,000
	Recoveries expenses	7	526,126	23,902	550,028
	Investment management fees		21,851	-	21,851
	Joint Administrators' fees – pre-administration		200,000	-	200,000
	Joint Administrators' fees – post-administration	8	13,930,712	1,953,444	15,884,156
	Joint Administrators' expenses - post-administration	9	5,433	216	5,649
	Indemnity costs to be reimbursed by FSCS		297,158	-	297,158
	Sundry expenses	10	82,540	1,228	83,768
	Bank charges		26,065	106	26,171
	Irrecoverable input VAT	11	4,735,925	394,375	5,130,300
	Total Payments		31,391,656	4,724,777	36,116,433
	Funds held in administration bank accounts	12			27,882,601

East West Insurance Company Limited (in Administration)

Joint Administrators' summary of Receipts & Payments for the Period from 12 October 2024 to 11 April 2025 for funds ringfenced for non-FSCS Protected insurance creditors

	Notes	12 Oct 2020 to 11 Oct 2024	12 Oct 2024 to 11 Apr 2025	Cumulative total
Receipts			£	£
Third party funding	13	10,000,000	975,000	10,975,000
Bank interest		886,574	277,061	1,163,635
Total Receipts		10,886,574	1,252,061	12,138,635
Total Payments		-	-	-
Funds available for distribution				12,138,635
Distributions to non-FSCS Protected Policyholders	14		1,840,293	1,840,293
Funds held in administration bank accounts				10,298,342

Notes

1. Receipts from Zurich pursuant to the terms of the Contribution Agreement. In the Period, the Company received the final payment from Zurich under the terms of the agreement.
2. All investments have now matured, and no further receipts are expected in relation to the Company's investments.
3. Receipts from recovery action against third parties related to claims made on the Company's BG Policies.
4. Payment of fees and disbursements in relation to ongoing claims handling services provided by Armour Risk Management Limited (to June 2021), Weightmans (from May 2021), Davies Group (from December 2023) and other third parties, including the services of IT providers required to maintain the claims management software and licence fees.
5. Legal fees in respect of advice to the Joint Administrators in relation to ongoing claims management and various legal matters arising during the administration.
6. Fees in relation to loss adjusting services instructed by the Company on certain claims.
7. Fees in respect of legal advice relating to the Company's rights to pursue recovery action and supporting the Company in seeking contributions from other rightful liable parties in relation to claims received on the Company's BG policies.
8. Joint Administrators' fees drawn relating to time incurred in the post-administration period, as approved by the Creditors' Committee.
9. Joint Administrators' expenses drawn, relating to Category 2 disbursements, as approved by the Creditors' Committee, and travel expenses.
10. Sundry expenses pertaining to land registry fees and the maintenance of the Company's books and records.
11. The Company is currently VAT registered but is not able to recover input VAT.
12. Non-ringfenced funds held in the Company's Estate are spread across five different banks for credit risk management purposes, with different accounts used to maximise interest income.
13. Portion of the receipts from Zurich pursuant to the terms of the Contribution Agreement that are ring-fenced for non-FSCS-Protected Insurance creditors.
14. The first dividend to non-FSCS-Protected Insurance creditors with agreed claims was paid in the Period, amounting to 15 pence in the pound of the agreed claim value.

Appendix C

East West Insurance Company Limited (in Administration)

Summary of Joint Administrators' expenses and disbursements incurred for the period from 12 October 2020 to 11 April 2025

Category of expense	Total revised estimate to 11 April 2027 ⁴ £ (exc VAT)	Total incurred to 11 October 2024 £ (exc VAT)	Incurred in the Period to 11 April 2025 £ (exc VAT)	Total incurred to 11 April 2025 £ (exc VAT)
<u>Administration costs</u>				
Bank Charges	50,993	26,064	106	26,170
Claims Directorate	7,500,000	-	1,512,838	1,512,838
Legal fees and expenses – claims and insolvency advice	2,569,704	1,822,578	101,364	1,923,942
Legal fees and expenses – recoveries	492,245	526,126	23,902	550,028
Legal secondments	-	-	-	-
Loss adjusters	793,570	965,625	225,509	1,191,133
NEAM fund management charges	21,850	21,851	-	21,851
Public Notices	1,000	-	-	-
Supplier payments including quantity surveyor/consultants	181,368	181,368	-	181,368
Sundry expenses including storage costs	95,659	82,540	1,228	83,768
Tax advisors	7,000	7,000	-	7,000
Third party claims handling service providers	9,415,548	8,540,628	511,795	9,052,424
Total expenses	21,128,937	12,173,781	2,376,741	14,550,521
<u>Pre-administration costs</u>				
Joint Administrators' pre-administration costs	-	200,000	-	200,000
Legal fees and expenses – pre-administration	-	48,648	-	48,648
Total pre-administration costs	-	248,648	-	248,648
TOTAL EXPENSES	21,128,937	12,422,429	2,376,741	14,799,169
<u>Category 1 disbursements</u>				
Specific penalty bond	1,280	1,280	-	1,280
Regulatory checks	46	46	-	46
Travel and couriers	515	2,380	1,785	4,165
<u>Category 2 disbursements</u>				
Postage, photocopying and printing ¹	3,907	3,222	482	3,704
Meeting room ¹	130	222	-	222
Total disbursements³	5,878	7,151	2,267	9,417
TOTAL DISBURSEMENTS & EXPENSES²	21,134,815	12,429,579	2,379,008	14,808,586

Notes

- Statement of Insolvency Practice No.9 defines expenses as any payments from the insolvency estate which are neither an office holder's remuneration nor a distribution to a creditor or member. Expenses are divided into those that do not need approval before they are charged to the Company's Estate (Category 1) and those that do require prior approval (Category 2):
 - Category 1 expenses are payments to persons providing the service to which the expense relates who are not an associate of the office holder; and
 - Category 2 expenses are payments to associates or which have an element of shared costs.
- The Joint Administrators received approval to draw Category 2 disbursements incurred in the Period at the Creditors' Committee meeting held on 10 March 2025.
- Expenses also include disbursements. Disbursements are payments which are first met by the office holder and then reimbursed to the office holder from the Company's Estate. Disbursements fall into either Category 1 or Category 2. Further information on the Joint Administrators' charging policy for disbursements is provided at Appendix F.
- Expenses will continue to be incurred throughout the administration until 11 April 2027, the current expiry of the administration order. An updated estimate for these expenses is included in the table above. The previous estimate was prepared for period to 12 April 2023 only, being the expiry of the original administration order.

Appendix D

East West Insurance Company Limited (in Administration)

Summary of the Joint Administrators' time costs incurred for the Period from 12 October 2024 to 11 April 2025

	Hours by grade						Total hours	Total costs £	Average hourly rate £/hour
	Partner	Director	Senior Manager	Manager	Executive	Analyst			
Asset realisations	5	-	12	15	-	26	58	27,746	483
Dealing with creditors	2	1	13	6	30	2	54	29,299	551
Insolvency process	28	20	31	32	158	39	308	165,221	538
Insurance run off	104	436	38	321	127	94	1,120	757,305	676
Management of Company's affairs	11	100	27	18	234	50	440	243,132	552
Strategy and planning	1	4	74	27	58	44	207	110,395	532
Total	151	561	195	419	607	255	2,187	1,333,098	610

Total costs £	149,748	476,425	145,650	230,615	273,330	57,330	1,333,098
Average hourly rate £	995	850	750	550	450	225	610

Note: The above costs exclude VAT, and the figures are rounded to the nearest whole number.

Summary narrative of Joint Administrators' time costs incurred for the period from 12 October 2024 to 11 April 2025

Detailed fee reporting packs have been provided to the Creditors' Committee covering all time costs incurred to 11 April 2025 in order to assist them in considering the Joint Administrators' fees incurred and approve the level of fees which may be drawn from the Company's Estate.

The Joint Administrators' time costs incurred during the Period were £1,333,098. Set out below is a summary narrative of the significant areas of work in relation to which costs were incurred in this Period.

Type of work	Description of work completed during the period	
Asset realisations	Third party contributions and/or recoveries	<ul style="list-style-type: none"> • Discussing recoveries and contributions approach with FSCS. • Updating the Recoveries Standard Operating Procedures and Contributions Map. • Working closely with legal advisors, the run-off manager ("ROM"), the Claims Directorate and the FSCS to ensure sharing of certain documents with the FSCS can be facilitated in compliance with data protection regulations and responsibilities. • Review, discussion and finalisation of the Company's position in respect of a potential claim against third party and discussing this with FSCS. • Maintaining rolling cash flow for the Company. • Discussing and agreeing approach to reinvest Company's cash. • Obtaining, considering and reviewing transfer of funds from the Zurich contribution.
Insolvency Process	Creditors' committee	<ul style="list-style-type: none"> • Preparing for and attending the thirteenth Creditors' Committee meeting on 10 March 2025, including the preparation of the agenda, meeting documents and supporting information for the Committee's proposed resolutions. • Drafting minutes and obtaining approval for the twelfth Creditors' Committee meeting.
	Reporting to creditors	<ul style="list-style-type: none"> • Finalising the progress report for the period 12 April 2024 to 11 October 2024. • Preparing the progress report for the Period 12 October 2024 to 11 April 2025. • Preparing and finalising quarterly reports for the FSCS. • Liaising with the Claims Directorate, regulators and the FSCS in respect of the content of the reports prior to issuing the same. • Issuing the reports to creditors, the Court, and Companies House. • Uploading appropriate documentation on the website for the Company.
Dealing with creditors	Creditor enquiries and management	<ul style="list-style-type: none"> • Reviewing and discussing approach to recent creditor queries, including enquiries received in relation to the first dividend to non-FSCS-Protected insurance creditors.
Insurance run off	Payment processes	<ul style="list-style-type: none"> • Reviewing and approving payment batches from the ROM and Claims Directorate to submit to the FSCS. • Liaising with the FSCS regarding payments for eligible claimants and implementing appropriate reconciliation processes and controls.

Type of work	Description of work completed during the period	
		<ul style="list-style-type: none"> • Attending meetings and corresponding with the FSCS to work through payment queries to ensure that they meet FSCS payment criteria. • Updating purchase order register to account for supplier payments. • Undertaking purchase order schedule reviews during the period to ensure Standing Operating Procedures are being followed, to identify outdated purchase orders in order to close them and notify relevant suppliers. • Processing payments for loss adjusters and other third parties, such as fire experts and further investigations work required across the Company's claims portfolio.
	Administrators' supervision of run off	<ul style="list-style-type: none"> • Monitoring the Claims Directorate's performance and progression of the claims. • Developing the Company's indemnification strategy and presenting to key stakeholders. • Developing and collaborating with the FSCS to agree specific indemnification routes including one-off cash settlements and structured cash settlements. • Preparing for and attending Joint Administrator meetings bi-monthly to discuss claims. • Preparing for the ROM and Claims Directorate's audits and reviewing the audit reports. • Reviewing policyholder communications and liaising with the claims handler to provide a substantive response. • Holding monthly policyholder complaints review meetings with the ROM and the Claims Directorate to ensure any complaints are dealt with appropriately. • Overseeing actions and processes to finalise transfer of claims to the Claims Directorate. • Reviewing thematic papers prepared by the Claims Directorate.
	FSCS protected claims handling	<ul style="list-style-type: none"> • Monitoring claims handling activity and involvement on large and/or complex claims. • Preparing quarterly reporting to the FSCS executive team for the period from October to December 2024 and January to March 2025. • Preparing and presenting a quarterly claims cashflow forecast to the FSCS. • Reviewing actual cashflow performance versus forecast figures and reporting to the FSCS on key variances. • Holding weekly meetings with the FSCS operations team to provide updates on portfolio progress and discuss all other key matters in the administration. • Working with HM Land Registry to retrieve leaseholder data to share with the FSCS for sanction checks. • Attending claims clinic with the FSCS, ROM, and Claims Directorate to review claims.

Type of work	Description of work completed during the period	
	Non-FSCS protected insurance claims handling	<ul style="list-style-type: none"> • Attending the court hearing where consent was granted to pay dividends to non-FSCS-Protected insurance creditors. • Sending the Notice of Intended Dividend to all prospective non-FSCS-Protected creditors. • Sending the Notice of Declaration of Dividend to non-FSCS-Protected creditors with agreed claims. • Preparing the distribution calculation. • Liaising with the Claims Directorate to adjudicate claims received. • Responding to creditor enquiries.
	Claims handling operations	<ul style="list-style-type: none"> • Hold bi-monthly strategic team review meetings. critical to achieving the purpose of the administration and ensure proper task prioritisation. • Planning and developing new management information system to allow for greater tracking of claim progress and status. • Working closely with the Claims Directorate to develop updated case plan template and training sessions. • Undertaking claim portfolio reviews with Claims Directorate to ensure compliance with the Standard Operating Procedures. • Attending meetings with key suppliers to understand industry trends and timeframes for remedial works. • Updates to supplier terms and conditions schedule and later shared to the Claims Directorate • Planning ongoing retention and access to Company's claim related documents on Polygonal
	Accounting and treasury	<ul style="list-style-type: none"> • Monthly bank reconciliations and treasury operations. • Monitoring money market accounts and ensuring funds are held in accounts which provide a balance between benefit for the Company's Estate and credit risk.
Management of the Company's affairs	VAT & Tax	<ul style="list-style-type: none"> • Completing quarterly VAT returns for the periods 1 August 2024 to 31 October 2024, and 1 November 2024 to 31 January 2025. • Liaising with tax advisors to prepare the computation and corporation tax return submission for the administration period ending 31 December 2023.
	Regulatory	<ul style="list-style-type: none"> • Completing and filing ongoing regulatory returns required of the Company. • Regularly reviewing the FCA site to ensure all returns are submitted on time.
	Data & Software	<ul style="list-style-type: none"> • Access company files from storage facility, including IM records. • Facilitating access to Company records for the ROM, Claims Directorate, the FSCS and their representatives.
	Project management	<ul style="list-style-type: none"> • Collecting and sharing leaseholder data with FSCS to facilitate sanction checks. • Completion of statutory six-monthly case review • Maintaining records of key activities undertaken throughout the Period and decisions taken • Meetings across all workstreams for updates and managing against actions and plans.

Type of work	Description of work completed during the period	
Strategy and Planning	Joint Administrators' oversight	<ul style="list-style-type: none"> • Overseeing activity across all workstreams and ad-hoc meetings and calls as point of contact for escalation. • Maintaining a team and FSCS outstanding actions list, liaising with the Claims Directorate and ROM to update weekly. • Attending meetings to oversee and discuss operational transitions from ROM to Claims Directorate. • Attending quarterly supplier management calls with the Claims Directorate. • Raising a fee pack for Joint Administrators' fees and disbursements for the period 1 August 2024 to 31 January 2025. • Monitoring and preparing monthly time cost reports for the Joint Administrators. • Preparing and sharing monthly time cost reports for the period August 2024 to December 2024 and preparing monthly time cost reports for January 2025.

Appendix E

East West Insurance Company Limited (in Administration)

Joint Administrators' fee estimate to 11 April 2027 and actual Joint Administrators' time costs incurred to 11 April 2025

	Actual time to 11 April 2025			Total Fee Estimate to 11 April 2027		
	Total hours	Total fees	Average hourly run rate	Total hours	Total fees	Average hourly run rate
Asset realisations						
Third party contributions and/or recoveries	2,345	1,197,337	511	2,699	1,540,108	571
TOTAL	2,345	1,197,337	511	2,699	1,540,108	571
Insolvency process						
Initial letters and notices	224	89,473	399	224	89,473	400
Proposals, deemed consent and creditor consultation	297	156,949	528	297	156,950	528
CDDA and SIP2 compliance	212	100,550	474	212	100,550	474
Creditors' committee	864	500,336	579	1,138	622,513	547
Reporting to creditors	1,921	867,151	451	1,584	730,739	461
Statement of Affairs	34	22,603	665	34	22,603	659
Insurance	2	1,210	605	2	1,210	605
TOTAL	3,554	1,738,272	489	3,492	1,724,037	494
Dealing with creditors						
Creditor enquiries and management	625	277,917	445	615	275,414	448
TOTAL	625	277,917	445	615	275,414	448
Insurance run off						
Claims litigation matters	311	210,634	677	276	180,280	652
Payment processes	1,062	481,305	453	964	459,305	476
Administrators' supervision of run off	5,613	3,676,799	655	5,675	3,382,651	596
Protected claims handling	4,757	2,697,096	567	6,268	3,837,066	612
Non-protected claims handling	486	286,239	589	340	207,452	610
Claims handling operations	3,283	2,024,930	617	6,800	3,844,503	565
TOTAL	15,512	9,377,004	605	20,325	11,911,257	586
Management of Company's affairs						
Accounting and treasury	2,505	1,178,512	470	2,658	1,158,048	436
VAT & Tax	727	405,254	558	749	417,915	558
Regulatory	440	249,477	566	570	339,852	597
Data & Software	154	86,551	562	205	128,257	625
Public relations	28	18,003	651	22	15,425	-
TOTAL	3,854	1,937,797	503	4,204	2,059,497	490
Strategy and planning						
Project management and statutory requirements	2,279	1,068,909	469	2,924	1,445,835	495
Joint Administrators' oversight	1,268	676,794	534	699	368,333	527
TOTAL	3,547	1,745,703	492	3,623	1,814,168	501
Administration closure and exit						
Exit planning	289	210,223	727	551	377,785	686
TOTAL	289	210,223	727	551	377,785	686
Total hours and fee	29,725	16,484,251		35,508	19,702,266	555

The above table includes the revised Joint Administrators' fee estimate through to 11 April 2027 and summarises the Joint Administrators' actual time costs incurred from 12 October 2020 (commencement of the Administration) to 11 April 2025.

Note: The above costs exclude VAT, and the figures are rounded to the nearest whole number.

Appendix F

East West Insurance Company Limited (in Administration)

Statement of the Joint Administrators' charging policy for remuneration and disbursements pursuant to Statement of Insolvency Practice No.9

The Joint Administrators have engaged managers and other staff to work on the administration. The work required is delegated to the most appropriate level of staff taking account of the nature of the work and the individual's experience. Additional assistance is provided by accounting and treasury executives dealing with the company's bank accounts and statutory compliance issues / work carried out by all staff is subject to the overall supervision of the Joint Administrators.

All time spent by staff working directly on the case related matters is charged to a time code established for the case. Time is charged in units of six minutes. Each member of staff has a specific hourly rate which is subject to change over time. The hourly rate for each category of staff, including the maximum rate for specialist staff, over the Period is shown below.

Grade	Hourly rate £/hour from 1 January 2024
Partner	995
Director	850
Senior Manager	750
Manager	550
Executive	450
Analyst	225

Office Holders' Charging Policy for Disbursements

Statement of Insolvency Practice No. 9 ("SIP 9") published by R3 (The Association of Business Recovery Professionals) divides disbursements into two categories:

- 1 Category 1 disbursements are defined as specific expenditure relating to the administration of the insolvent's affairs and referable to payment to an independent third party. Such disbursements can be paid from the insolvent's assets without approval from the Creditors' Committee. In line with Statement of Insolvency Practice No. 9, it is our policy to disclose Category 1 disbursements drawn but not to seek approval for their payment. We are prepared to provide such additional information as the Committee require to support the disbursements drawn.
- 2 Category 2 disbursements are charges made by the office holder's firm that include elements of shared or overhead costs. Statement of Insolvency Practice No. 9 provides that such disbursements are subject to approval as if they were remuneration. It is our policy, in line with SIP 9, to seek approval for this category of disbursement before they are drawn. This approval has been sought and obtained from the Company's Creditors' Committee.