

TO ALL KNOWN CREDITORS

8 May 2026

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’ eleventh 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 2025 to 11 April 2026 (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). Accordingly, it 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 2029. 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. Policyholders who are eligible for the Financial Services Compensation Scheme (“FSCS”) funding 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 for the Period

In the Period, there was a net reduction of seven claims in the Company's portfolio. This was due to the closure of four FSCS protected claims and three non-FSCS protected claims which moved from open to agreed claims. No new claims were opened in the period.

Accordingly, as at 11 April 2026, there were 65 open claims across 42 developments, compared with 72 open claims as per the last progress report.

The gross claim reserves for open claims increased by £5.2m in the Period to £244.7m. Total estimated liabilities arising under the BG Policies increased by £35.1m to £345.9m as at 11 April 2026.

The remaining open claims continue to progress, with the majority having full or partial policy responses and/or settlement letters issued. During the Period, the Company issued either full or partial policy responses on seven claims, as well as three settlement offers. There are a small number of claims where investigatory works to determine policy response are still ongoing and, therefore, final policy response has not been issued.

The Company and the Joint Administrators have continued to work closely with the FSCS to agree the approaches to enable funding 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.

Significant progress continued to be made in the Period in respect of contributions from developers and the BSF providing funding for 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 £2m across five claims in the Period, taking total reserve reductions attributable to third party contributions to £25.1m since 1 January 2025, when the Company's claims handling system was updated to enable recording of this information.

The Joint Administrators declared and paid a second dividend to non-FSCS protected policyholders with agreed claims arising under BG Policies at a rate of 5 pence in the pound in the Period, bringing the total cumulative dividend declared and paid to non-FSCS protected policyholders to 20 pence in the pound. Further details in respect of the dividend 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. This reduces 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.

The Company is currently in active dialogue with eight 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 £55.5m, along with an Initial Potential Estimate ("IPE") of £30.6m, some of which are also eligible for BSF funding. Of these, two developers are in the process of completing remediation works across four developments with aggregate gross claim reserves of £21.6m. In the Period, one developer completed remedial works on a development, and this claim has been closed.

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 nine developments. In respect of these developments, claims have also been made under the BG Policies, with aggregate gross claim reserves of £79.0m. Four of these developments (with gross reserves totalling £42.0m) have BSF funding applications in progress, four (with gross reserves totalling £34.8m) have BSF funded remedial works ongoing, and one (with gross reserves totalling £2.2m) has had their BSF funded remedial works fully completed, although the Company has not yet received evidence of the completion of these works.

Cash at bank

As at 11 April 2026, funds totalling £34.06m were held in the Company's Estate. This comprised £24.13m of general estate funds, together with ring-fenced funds of £9.93m. The funds are held in accounts with five 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. Total Interest income (general and ringfenced) received on funds held in the Company's Estate in the Period was £0.74m.

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. The final policies are due to expire in 2029.

At 11 April 2026, the number of unexpired policies has reduced to 364. 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
2026	319
2029	45
Total	364

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	102
Closed claims	(176)
Open Claims as at 11 April 2026	65

There was a net reduction of seven claims in the Period and a net reduction of 74 claims in the portfolio since the commencement of the administration. As at 11 April 2026, 65 claims remain open across 42 developments.

The Company's claim portfolio is made up of a wide variety of claims which differ substantially in size. Approximately 32% of open claims by number are for less than £0.25 million and predominantly relate to water ingress and major physical damage claims. The remaining 68% of open claims predominantly relate to fire safety and/or present imminent danger claims and will likely take a number of years to fully resolve.

The Company continues to issue policy responses, both full and partial, and settlement offers, in respect of the open claims. Accordingly, the number of open claims is expected to continue to reduce in the next reporting period.

Indemnification

Update on Indemnification Phase

The indemnification phase which the Company and FSCS have agreed upon is proving effective and has allowed for significant sums to be paid by FSCS to policyholders.

This phase of the claim lifecycle continues to be complex and requires careful coordination between all stakeholders, the resolution of some difficult issues and there is a need and reliance on policyholders and their representatives to align and drive forward the process. In addition, there is also a reliance on the availability of various experts and other third parties to contribute to the necessary activities. As a result, across a number of claims, the forecasted timeframe to close the claim has lengthened in the Period. This has a consequential impact on the costs of the Company's estate.

In addition to the challenges mentioned in previous reports, set out below are some additional themes currently emerging across the remaining claims:

- A number of the large claims progressing through the indemnification phase involve multiple related defects e.g. cladding, internal water ingress, structural steelwork deficiencies, balconies, and glazing to windows and doors. Each defect typically requires assessment by different specialist consultants, resulting in multiple technical reports, overlapping investigations, and extensive scoping to determine the nature and extent of damage and whether it originates from the original construction of the building. As a result, these claims require significant senior-level involvement from Davies Group and/or the Joint Administrators to determine appropriate support for policyholders.

- Scoping for design of the remedial works is complex and on the larger multi-occupied buildings, takes considerable time. In certain instances, we have seen challenges for policyholder experts to co-ordinate the investigations given requirements for general access, scaffolding, access to individual flats etc. and often there is creep on timelines around the investigations as a result.
- The time taken for experts to prepare their reports can be lengthy given the complexities they are investigating and reporting on and their other workload.
- The full extent of defects is, in some cases, only becoming clearer during the detailed design development and remediation scoping, notwithstanding the extensive investigations undertaken to enable policy response. In several cases, issues are emerging that were not fully apparent at earlier stages, requiring Davies Group, alongside other technical advisers, to reassess the proposed remediation strategy in consultation with policyholders and/or their representatives.

The Joint Administrators are collaborating closely with legal advisors, Davies Group and the FSCS to identify mitigating steps to navigate the above matters and others matters as they arise.

The Joint Administrators continue to monitor the requirements of the Building Safety Regulations which came into force on 6 April 2024 and impact remedial works for certain types of developments in England and Wales. This process has created delays in commencing remedial works on certain claims in the Company's portfolio, thereby increasing the claims lifecycle by up to nine months.

In December 2025, the Company conducted management meetings with the Company's key suppliers including loss adjusters, engineers and other experts. Key themes continue to include extended regulatory approval timelines for Gateway 2 and 3 applications under the Building Safety Regulations, limited guidance and variability in submission quality, contractor pricing reflecting risk buffers and specialist capacity constraints (with inflation), and an increasing use of two-stage tendering, which, while supporting commitment, has the potential to extend delivery timelines.

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, in particular, 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 2026, the Company's outstanding case reserves and IPEs 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 2025 for comparative purposes.

During the period, IPEs in respect of open claims increased by £24.76m, primarily driven by increases across one development. This reflects the fuller identification of defects as projects progressed through detailed design and remediation phases, which is not uncommon in large-scale developments where multiple and widespread issues can emerge upon closer inspection. The Joint Administrators continue to keep the IPEs in respect of claims under close review. These remain subject to change as matters develop, and there is a degree of uncertainty regarding the quantum.

Description	As at 12 October 2025 (£)	Movement in the Period (£)	As at 11 April 2026 (£)
Gross Reserves - FSCS Protected Claims	230,762,458	5,320,872	236,083,330
Gross Reserves – Non-FSCS Protected Claims	8,828,029	(167,836)	8,660,193
Total Gross Reserves	239,590,487	5,153,036	244,743,523
Initial Potential Estimates	24,018,450	24,761,942	48,780,392
Total reserves and estimates	263,608,937	29,914,978	293,523,915
Incurred and paid by FSCS	34,654,656	4,816,056	39,470,712
Non-FSCS Protected Claims Agreed *	12,528,473	325,893	12,854,366
Total estimated BG policy liabilities	310,792,066	35,056,927	345,848,993

* This figure is presented gross, before the deduction of the dividends paid to non-FSCS-Protected insurance creditors to date.

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.

As noted in this report and previously, the 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 Davies Group, third-party suppliers and the Joint Administrators. However, Davies Group continue to focus 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 determinations on policy response, FSCS eligibility, and commencement of remediation works. 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. Davies Group continue to be subject to regular annual audits by the Joint Administrators and monthly individual claim file audits by the FSCS.

The costs of claims handling services are funded by the Company's Estate. During the period from 1 October 2025 to 31 March 2026, costs and disbursements incurred by Davies Group in respect of the services of the Claims Director and the Claims Directorate were £1.3m (€1.5m), broadly unchanged from the prior six months.

Due to timing differences, not all the costs incurred in the Period are invoiced and paid from the Company's Estate in the Period itself. Accordingly, the figures shown in the Receipts and Payments account at Appendix B differ from the amounts noted above.

The Joint Administrators continue to closely monitor the costs of claims handling services. While these costs are expected to reduce over the next six months, the ongoing complexity of certain claims is expected to remain a key cost driver and, therefore, the reduction of ongoing costs will be gradual.

The FSCS is upgrading its compensation payment system and the Joint Administrators have been working closely with the FSCS, along with Davies Group, in relation to the transition for payments to eligible policyholders of the Company.

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 £3.87m, incurred for the period to 31 December 2025, are payable under the terms of the Funding Agreement. The FSCS are currently reviewing a schedule of costs paid from the Company's Estate in the amount of £0.73m for the period from 1 January 2026 to 31 March 2026 and these are yet to be agreed.

Value Added Tax ("VAT")

The Company continues to submit VAT returns on a quarterly basis. During the Period, input VAT in the amount of £0.12m 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 2024 was submitted to HMRC in the Period, with no corporation tax liability due. Preparation of a corporation tax return for the year ending 31 December 2025 will commence later in 2026, 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 six months to discuss the administration strategy and allow creditors' views to be represented and considered. The fifteenth meeting of the Creditors' Committee took place after the Period end, on 14 April 2026.

In accordance with the Rules, a Creditors' Committee in an administration must have at least three members but not more than five members. The Committee comprises the following members:

1. FSCS
2. Killearn Developments Limited
3. Marco Island Developments Limited
4. Beacon Cymru 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 2026, a total of 39.5m has been paid by the FSCS to insurance claimants that are eligible for FSCS protection, of which £4.8m was paid in the Period.

Whilst the amount paid by the FSCS will fluctuate between periods, it is expected that the number of payments made by the FSCS will increase 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 2026, 12 non-FSCS protected policyholder claims in the aggregate amount of £12.85m have been agreed relating to claims across 11 developments.

On 26 March 2025, the Joint Administrators declared and paid a first dividend of 15 pence in the pound.

A Notice of Intended Dividend was issued to all known non-FSCS protected insurance creditors on 3 December 2025. Creditors were given until 9 January 2026 to submit a Proof of Debt where one had not previously been lodged, or to revise the amount of their previously submitted claim, if appropriate.

On 13 February 2026, the Joint Administrators declared and paid a second dividend of 5 pence in the pound, based on agreed claims in the amount of £12.58m at that time. The distribution took into account a prudent assessment of the anticipated value of non-FSCS-protected claims yet to be received and/or agreed.

A provision of £2.44m was set aside in respect of non-FSCS protected insurance creditors with unagreed claims totalling approximately £12.20m as at the date of the dividend. The remaining ring-fenced funds have been retained to meet potential future claims from 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 future 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 £9.93m are currently held in separate ring-fenced bank accounts 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 authorised to make distributions to non-FSCS-Protected Insurance creditors from the ring-fenced funds, separate receipts and payments accounts are included for the general estate and the ring-fenced funds.

Joint Administrators' statement of expenses incurred

During the Period, expenses of c.£1.75m (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 £1.02m, which brings total time incurred during the entire administration period to 11 April 2026 to £18.55m.

In accordance with resolutions of the Creditors' Committee (as set out previous reports), Joint Administrators' fees in the amount of c. £17.23m 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 2025	Current Period: 12 October 2025 to 11 April 2026	Total
Time incurred (£)	17,530,172	1,015,802	18,545,974
Fees drawn (£)	16,798,565	431,921	17,230,486

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.

The Joint Administrators intend to draw 80% of their time-costed fees for the period from 1 October 2025 to 31 December 2025, totalling £415,178 (excluding VAT), together with 20% of their monthly fees for the period from 1 July 2025 to 31 December 2025, totalling £211,775 following approval by the Creditors' Committee at its meeting on 14 April 2026.

To date, the Joint Administrators have incurred disbursements of £10,454 of which £6,372 are Category 1 disbursements and £4,083 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.

The Committee approved expenses of £82 for the period from 1 July 2025 to 31 December 2025 at its meeting held on 14 April 2026. These costs have not yet been drawn.

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.

The Joint Administrators have informed the Creditors' Committee that it may be necessary to issue an updated revised fee estimate for costs incurred in the period to 11 April 2027 due to increased costs incurred in dealing with the complexities of the Company's claims portfolio as noted above and in previous reports. This will be discussed with the Creditors' Committee in the sixteenth meeting due to be held in September/October 2026.

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 2026.

Administration Extension or Conclusion

The administration is due to conclude on 11 April 2027. The Joint Administrators are assessing various matters which impact whether the Company should transition from administration into a Creditors' Voluntary Liquidation ("CVL") in April 2027, or whether it would be more appropriate to seek an extension of the administration. It is anticipated that, by the time of the next Progress Report, the Joint Administrators will be in a position to confirm the intended course of action and associated timings.



Shape the future with confidence

Next report

The next progress report will be issued in six months' time, by 10 November 2026. 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

A handwritten signature in black ink, appearing to read 'Richard Barker', written over a faint, light-colored signature line.

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
Name(s) and address(es) of the administrator(s):	Richard Barker and Simon Edel 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 2025 to 11 April 2026 for general Estate funds

Directors' Statement of Affairs	Notes	12 Oct 2020 to 11 Oct 2025	12 Oct 2025 to 11 Apr 2026	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	17,975,000	-	17,975,000
290,143	Investment income	735,071	-	735,071
10,414	Recovery receipts	857,797	-	857,797
	- Indemnity costs reimbursed by FSCS	329,462	-	329,462
	- Bank interest (Non-Ringfenced funds)	3,941,440	547,534	4,488,974
	- Miscellaneous receipts	2,197	150	2,347
46,262,650	Total Receipts	64,433,964	547,684	64,981,648
Payments				
	Claims handling	11,534,387	1,631,048	13,165,435
	Claims handling disbursements	107,729	-	107,729
	Claims handling IT costs	222,562	32,560	255,122
	Supplier payments	181,368	-	181,368
	Legal fees - pre appointment	48,648	-	48,648
	Legal fees - post appointment	1,960,299	-	1,960,299
	Loss adjuster expenses	1,075,024	101,563	1,176,587
	Professional fees	7,000	-	7,000
	Recoveries expenses	589,366	10,088	599,454
	Investment management fees	21,851	-	21,851
	Joint Administrators' fees – pre-administration	200,000	-	200,000
	Joint Administrators' fees – post-administration	16,798,565	431,921	17,230,486
	Joint Administrators' expenses - post-administration	7,436	292	7,728
	Indemnity costs to be reimbursed by FSCS	297,158	-	297,158
	Sundry expenses	85,952	3,095	89,048
	Bank charges	26,246	36	26,282
	Irrecoverable input VAT	5,362,384	115,845	5,478,230
	Total Payments	38,525,976	2,326,449	40,852,424
	Funds held in administration bank accounts	12	24,129,224	24,129,224

East West Insurance Company Limited (in Administration)

**Joint Administrators' summary of Receipts & Payments for the Period from
12 October 2025 to 11 April 2026 for funds ringfenced for non-FSCS Protected
insurance creditors**

	Notes	12 Oct 2020 to 11 Oct 2025	12 Oct 2025 to 11 Apr 2026	Cumulative total
		£	£	£
Receipts				
Cash and cash equivalents		-	-	-
Investments		-	-	-
Third party funding	13	10,975,000	-	10,975,000
Bank interest		1,310,140	191,748	1,501,887
Total Receipts		12,285,140	191,748	12,476,887
Payments				
Bank charges		5	-	5
Total Payments		5	-	5
Funds available for distribution				12,476,882
Distributions to non-FSCS Protected Policyholders	14	1,878,570	670,939	2,549,509
Funds held in administration bank accounts	15			9,927,373

Notes

1. Receipts from Zurich that were allocated to the general Estate pursuant to the terms of the Contribution 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 LLP (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 relate to time incurred in the post-administration period and have been approved by the Creditors' Committee.
9. Joint Administrators' expenses drawn comprise Category 1 expenses and Category 2 disbursements, as approved by the Creditors' Committee.
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. Funds held in the general Estate are spread across five different banks for credit risk management purposes, with different accounts used to maximise interest income.
13. Proportion of the receipts from Zurich pursuant to the terms of the Contribution Agreement that are ring-fenced for non-FSCS protected insurance creditors.
14. Dividends paid to date to non-FSCS protected creditors with agreed claims.
15. Funds ring-fenced for non-FSCS protected creditors are spread across two different banks for credit risk management purposes, with different accounts used to maximise interest income.

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 2026

Category of expense	Total revised estimate to 11 April 2027 ⁴ £ (exc VAT)	Total incurred to 11 October 2025 £ (exc VAT)	Incurred in the Period to 11 April 2026 £ (exc VAT)	Total incurred to 11 April 2026 £ (exc VAT)
Administration costs				
Bank Charges	50,993	26,250	36	26,286
Claims Directorate	7,500,000	2,409,849	1,631,048	4,040,897
Legal fees and expenses – claims and insolvency advice	2,569,704	1,960,299	-	1,960,299
Legal fees and expenses – recoveries	492,245	589,366	10,088	599,454
Legal secondments	-	-	-	-
Loss adjusters	793,570	1,318,694	101,563	1,420,257
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	85,952	3,095	89,048
Tax advisors	7,000	7,000	-	7,000
Third party claims handling service providers	9,415,548	9,073,164	-	9,073,164
Total expenses	21,128,937	15,673,794	1,745,830	17,419,624
Pre-administration costs				
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	15,922,442	1,745,830	17,668,272
Category 1 disbursements				
Specific penalty bond	1,280	1,280	-	1,280
Regulatory checks	46	46	-	46
Travel and couriers	515	4,860	186	5,046
Category 2 disbursements				
Postage, photocopying and printing ¹	3,907	3,752	108	3,861
Meeting room ¹	130	222	-	222
Total disbursements³	5,878	10,160	295	10,454
TOTAL DISBURSEMENTS & EXPENSES²	21,134,815	15,932,602	1,746,125	17,678,726

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 will seek approval to draw Category 2 disbursements incurred in the period from the Creditors' Committee in due course.
- 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.

4. 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 2025 to 11 April 2026

	Staff Grade						Total Hours	Total Cost £	Average Rate £
	Partner	Director	Assistant Director	Manager	Executive	Analyst			
Asset realisations	4.2	1.8	7.4	-	3.5	-	16.9	12,834.00	759.4
Dealing with creditors	3.3	-	-	-	-	1.7	5.0	3,666.00	733.2
Insolvency Process	18.6	-	64.4	-	108.4	30.8	222.2	122,517.00	551.4
Insurance run off	74.8	374.9	160.9	15.1	94.9	60.5	781.1	578,388.50	740.5
Management of Company's affairs	16.0	72.9	28.4	-	229.9	93.9	441.1	223,745.00	507.2
Strategy and planning	0.7	0.5	27.9	-	99.7	34.4	163.2	74,651.50	457.4
Total Hours	117.6	450.1	289.0	15.1	536.4	221.3	1,629.5		
Time Costs (£)	117,012.00	382,585.00	216,750.00	8,305.00	241,357.50	49,792.50		1,015,802.00	
Average Hourly Rate (£)	995.0	850.0	750.0	550.0	450.0	225.0		623.4	

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 2025 to 11 April 2026

Detailed fee reporting packs have been provided to the Creditors' Committee covering all time costs incurred to 31 December 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 £1,015,802. 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. • Working closely with legal advisors, 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 finalising the Company's position in respect of potential claims against third parties and discussing this with FSCS. • Maintaining rolling cash flow for the Company. • Discussing and agreeing approach to reinvest Company's cash.
Insolvency Process	Creditors' committee	<ul style="list-style-type: none"> • Preparing for the fifteenth Creditors' Committee meeting held on 14 April 2026, including the preparation of the agenda, meeting presentation, documents and supporting information for the Committee's proposed resolutions, and circulating relevant information to Committee members. • Obtaining approval for the minutes of the fourteenth Creditors' Committee meeting.
	Reporting to creditors	<ul style="list-style-type: none"> • Finalising the progress report for the period 12 April 2025 to 11 October 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 and second 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 Claims Directorate to submit to the FSCS. • Liaising with the FSCS regarding payments for eligible claimants and implementing appropriate reconciliation processes and controls. • 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.

Type of work	Description of work completed during the period	
		<ul style="list-style-type: none"> • 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 (changed to monthly in the period) to discuss claims. • Preparing for the Claims Directorate's audits and reviewing the monthly audit reports. • Reviewing policyholder communications and liaising with the claims handler to provide a substantive response. • Holding quarterly policyholder complaints review meetings with the Claims Directorate to ensure any complaints are dealt with appropriately. • Reviewing complaint responses prior to issue to policyholders.
	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 for the FSCS executive team for the period from October to December 2025 and January to March 2026. • 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. • Liaising with legal advisors in relation to a number of matters around certain claims
	Non-FSCS protected insurance claims handling	<ul style="list-style-type: none"> • 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 dividend calculation and paying the second dividend on 13 February 2026. • Payment of catch-up dividends to non-FSCS protected policyholders where claims were agreed after payments of the first and second dividends on 26 March 2025 and 13 February 2026 respectively. • Updating distribution records. • Liaising with the Claims Directorate to adjudicate claims received.

Type of work	Description of work completed during the period	
		<ul style="list-style-type: none"> • 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. • 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 2025 to 31 October 2025, 1 November 2025 to 31 January 2026. • Liaising with tax advisors to prepare the computation and corporation tax return submission for the administration period ending 31 December 2024. • Liaising with tax advisors about the treatment of tax in a various scenarios.
	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.
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 quarterly supplier management calls with the Claims Directorate. • Raising a fee pack for Joint Administrators' fees and disbursements for the period from 1 September 2025 to 31 December 2025. • Monitoring and preparing quarterly time cost reports for the Joint Administrators costs.

Type of work	Description of work completed during the period
	<ul style="list-style-type: none">• Preparing and sharing quarterly time cost reports with the Creditors' Committee for the period from July 2025 to December 2025 and January 2026 to February 2026.• Reviewing and discussing the options of extending the administration vs commencing a liquidation.

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 2026

	Actual time to 11 Apr 2026			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	2,413	1,229,823	510	2,699	1,540,108	571
TOTAL	2,413	1,229,823	510	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	241	120,796	502	212	100,550	474
Creditors' committee	974	565,777	581	1,138	622,513	547
Reporting to creditors	2,219	1,014,344	457	1,584	730,739	461
Statement of Affairs	37	23,278	629	34	22,603	653
Insurance	2	1,210	605	2	1,210	605
TOTAL	3,994	1,971,827	494	3,492	1,724,037	494
Dealing with creditors						
Creditor enquiries and management	631	281,949	447	615	275,414	448
TOTAL	631	281,949	447	615	275,414	448
Insurance run off						
Claims litigation matters	326	222,145	680	276	180,280	652
Payment processes	1,232	543,143	441	964	459,305	476
Administrators' supervision of run off	6,416	4,329,644	675	5,675	3,382,651	596
Protected claims handling	5,109	2,924,782	572	6,268	3,837,066	612
Non-protected claims handling	583	335,520	575	340	207,452	610
Claims handling operations	3,603	2,235,114	620	6,800	3,844,503	565
TOTAL	17,271	10,590,348	613	20,325	11,911,257	586
Management of Company's affairs						
Accounting and treasury	3,239	1,550,368	479	2,658	1,158,048	436
VAT & Tax	846	469,436	555	749	417,915	558
Regulatory	447	255,039	571	570	339,852	597
Data & Software	193	106,283	551	205	128,257	625
Public relations	29	18,903	655	22	15,425	-
TOTAL	4,753	2,400,029	505	4,204	2,059,497	490
Strategy and planning						
Project management and statutory requirements	2,297	1,074,681	468	2,924	1,445,835	495
Joint Administrators' oversight	1,503	787,094	524	699	368,333	527
TOTAL	3,800	1,861,776	490	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	33,150	18,545,975	559	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 2026.

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 12 October 2020 to 31 December 2023	Hourly rate £/hour from 1 January 2024
Partner	925	995
Director	775	850
Senior Manager	675	750
Manager	500	550
Executive	400	450
Analyst	200	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.