



**Eric Insurance Limited ACN 009 129 793
(Administrators Appointed)
(Eric Insurance or the Company)**

Second Circular to Policyholders

Shaun Fraser and I were appointed joint and several Voluntary Administrators (**Administrators**) of the Company on 28 July 2025.

We refer to the initial circular to policyholders dated 31 July 2025.

This second circular answers some frequently asked questions that current policyholders may have about the administration and their insurance policy.

These questions are general in nature and while they are intended to be comprehensive, are not exhaustive, so may not cover every specific query or individual circumstance.

By issuing this circular, the Administrators are not adopting any insurance policy that exists, or may have existed, with any policyholders of the Company.

<i>Question</i>	<i>Answer</i>
Status of Eric Insurance	
What is the status of Eric Insurance and its business now?	<p>As previously communicated, Eric Insurance has been in voluntary administration since our appointment on 28 July 2025.</p> <p>Prior to our appointment, the Australian Prudential Regulation Authority (APRA) commenced a winding up application against Eric Insurance (Winding-up Application), in the Federal Court of Australia. The winding up hearing is currently scheduled for 29 August 2025.</p> <p>Noting the Winding-up Application is on-foot, the Administrators are currently not able to advise policyholders and creditors of the future of the Company.</p> <p>This FAQ is prepared taking into consideration the current situation of the Company. The Administrators will provide further updates once they are in a position to do so.</p>
Your insurance policy	
I have a current policy – what is the status of my policy?	<p>Unless you elect to cancel your existing policy, it remains valid and will continue to be managed in accordance with its terms while the Administrators undertaken their assessment to determine the best course of action for policyholders and creditors.</p> <p>You will still be covered for eligible events under your policy until or unless notified otherwise..</p>
I have a current policy but have not/do not intend to make a claim – do I need to take any further action during the Administration?	<p>You do not need to take any further action for now.</p>



Question	Answer
Can I still make a claim? Whom should I contact?	<p>Yes – you can still make a claim on your existing policy.</p> <p>To lodge a claim or discuss existing claim(s), please contact the Company at the following:</p> <p>Phone: 1800 999 997</p> <p>Email: customer@ericinsurance.com.au</p> <p>Business hours: 8.30am to 5pm, Monday to Friday (EDST)</p> <p>Please allow for some potential delays in the assessment of your claims during the Administration period.</p>
Who is handling my claim during the Administration period?	<p>The Company is continuing to operate with dedicated claims and customer servicing teams.</p> <p>The Administrators are overseeing the claims process to ensure policyholder interests are protected and claims are determined in accordance with the terms of the policy.</p>
I have a claim that has been determined but have not been paid. When will I receive payment?	<p>If you are entitled to a payment but have not received it, no immediate payment will be made to you. Your approved claim will now be recorded as an unsecured claim against the Company and will be dealt with in the Administration.</p> <p>Further communications on how to claim your entitlements will be sent by the Administrators once the future of the Company is determined.</p>
If I lodge a claim now, will I get paid? What is the current process for handling claims?	<p>Claims submitted by policyholders are still being reviewed and assessed by Eric Insurance's claims team in accordance with the terms of the relevant insurance policies and applicable laws. Once reviewed, claims are referred to the Administrators for approval.</p> <p>If your claim is approved, please note that no immediate payment will be made. Approved claims will be recorded as unsecured claims and dealt with as part of the Administration process, alongside other unsecured creditors.</p> <p>We understand this may cause concern, and we encourage you to ensure all documentation is complete and accurate to assist in the assessment process.</p>
What happens if I do not accept Eric Insurance's decision on my claim?	<p>If you are dissatisfied with Eric Insurance's decision, to ensure that your claim was/is handled fairly, we encourage you to go through Eric Insurance's internal review/complaint process, in the first instance.</p> <p>The Company's complaint handling process is available on Home Page - Eric Insurance. Please allow for some potential delays in the handling of your claims/complaints during the Administration period.</p> <p>Given Eric Insurance is in external administration, the Administrators understand that the Australian Financial Complaints Authority (AFCA) have stopped processing any complaints lodged in respect of Eric Insurance. Should you require further confirmation regarding AFCA, please contact AFCA at 1800 931 678 or info@acfa.org.au</p> <p>All disputes will now be considered and dealt with in the Administration.</p>



Question	Answer															
I've already paid for repairs – how do I claim that money back, and how long will the process take?	<p>You should submit your claim to the Eric Insurance claims team in the usual way, including all supporting documentation related to the repairs. The claims team will conduct an initial review and then refer the claim to the Administrators for approval.</p> <p>Noting the ongoing Winding-up Application, we are unable to confirm how long the process will take or whether the claim will be paid.</p> <p>The Administrators will provide further update on the treatment and entitlement of policyholders once the future of the Company is determined, after the 29 August 2025.</p>															
I'm concerned that I now have to make my car payments because Eric Insurance is unable to. When will I be informed about when the company will make my first payment?	<p>As Eric Insurance has entered into voluntary administration, obligations or payments by Eric Insurance under policies have been suspended.</p> <p>Should you decide to make the ongoing payments, payments made will be a claim against the Company and dealt with in the Administration.</p> <p>Given the Winding-up Application in on-foot, we are unable to confirm when payment (if any) will be made on your claim.</p> <p>We will further communicate with policyholders and creditors after the winding up hearing on 29 August 2025.</p>															
Why am I only being informed now that future payments won't be made? I'm unemployed and can't afford to pay—what am I supposed to do?	<p>We understand the financial strain this may cause and recommend seeking financial advice or support services. We can recommend the following organisations:</p> <table><tr><th>Organisation</th><th>Website</th><th>Phone number</th></tr><tr><td>National Debt Helpline</td><td>www.ndh.org.au</td><td>1800 007 007</td></tr><tr><td>MoneySmart</td><td>www.moneysmart.gov.au</td><td>1300 300 630</td></tr><tr><td>Lifeline</td><td>www.lifeline.org.au</td><td>13 11 44</td></tr><tr><td>Beyond Blue</td><td>www.beyondblue.org.au</td><td>1300 224 636</td></tr></table>	Organisation	Website	Phone number	National Debt Helpline	www.ndh.org.au	1800 007 007	MoneySmart	www.moneysmart.gov.au	1300 300 630	Lifeline	www.lifeline.org.au	13 11 44	Beyond Blue	www.beyondblue.org.au	1300 224 636
Organisation	Website	Phone number														
National Debt Helpline	www.ndh.org.au	1800 007 007														
MoneySmart	www.moneysmart.gov.au	1300 300 630														
Lifeline	www.lifeline.org.au	13 11 44														
Beyond Blue	www.beyondblue.org.au	1300 224 636														
If I don't make my monthly loan repayments, my car could be repossessed. What can I do?	<p>We understand how critical your vehicle is to your daily life. Unfortunately, due to the administration process, Eric Insurance is currently unable to make payments under certain policies.</p> <p>We recommend contacting your lender directly to discuss your situation and explore any hardship options they may offer. The Administrators are working to assess all claims and will provide updates when possible.</p>															
I have a GAP claim. If I don't pay the remaining balance, it will affect my credit and I won't be able to buy a new car. What am I supposed to do?	<p>Claims are still being reviewed and referred to the Administrators for approval.</p> <p>While immediate payment will not be paid at this time, lodging your claim ensures it is considered in the Administration process.</p> <p>We recommend speaking with your lender about your current financial position and seeking advice on managing the outstanding balance.</p>															
I've sold my vehicle and need to transfer the Extended Warranty policy to the new owner. How do I do this?	<p>Unfortunately, the Extended Warranty policy cannot be transferred to a new owner at this time.</p> <p>Eric Insurance Limited is currently under voluntary administration and is insolvent. As a result, the Company is not in a position to process policy transfers or guarantee the benefits of the warranty for new owners.</p>															



<i>Question</i>	<i>Answer</i>
How do I terminate my policy and will I get a refund?	<p>You may cancel your policy at any time, subject to the terms and conditions of your policy. Return premiums (if applicable) will be calculated in accordance with those terms.</p> <p>Your claim for return premium will then be recorded as an unsecured claim against the Company and will be dealt with in the Administration.</p> <p>To terminate your policy, please contact Eric Insurance at the following:</p> <p>Email: customer@ericinsurance.com.au</p> <p>Business hours: 8.30am to 5pm, Monday to Friday (EDST)</p> <p>Please allow for some potential delays in the assessment of your claims during the Administration period.</p>
Will the Administrators terminate my policy?	<p>The Administrators' immediate intentions are to carry on the run-off business while undertaking an immediate assessment to determine the best course of action for the business.</p> <p>Coverage under your existing policy will continue to remain in effect in accordance with its terms and conditions, however payment for any admitted claim will be dependent on the outcome of the Voluntary Administration.</p> <p>If there are any changes to this position, policyholders will be notified directly.</p>
What happens when my policy expires?	<p>Your policy will not be renewed when it expires.</p> <p>You will need to arrange alternative insurance with another provider.</p>
General	
How private is my information?	<p>We may collect personal information in relation to your employment either from you or based on books and records of the company.</p> <p>McGrathNicol takes all reasonable steps to protect the personal information we hold about you from misuse and loss and from unauthorised access, modification or disclosure. In carrying out our responsibilities as Administrators, we may need to disclose your personal information to a third party or any other regulatory bodies. Except for certain disclosures required by the Act, such disclosures will be made on a confidential basis and, where possible, will require the third party to comply with appropriate privacy obligations.</p> <p>If you would like to access or update the personal information McGrathNicol holds about you, please contact the Administrators' representative.</p>
What if I have further questions?	<p>Employees should direct any additional questions to their supervisor in the first instance. Additionally, employees can contact the Administrators by email at ericinsurancelimited@mcgrathnicol.com.</p> <p>The Administrators will also add to this document as required and updated versions may be accessed on the Company's creditor page of the McGrathNicol website (www.mcgrathnicol.com) under "Creditors".</p>

**Other matters and contact details**

A copy of the information sheet, "Insolvency information for directors, employees, creditors and shareholders", issued by the Australian Securities & Investments Commission (**ASIC**) is also enclosed for your information.

For further information about the administration specifically and initial correspondence issued to policyholders and creditors, please refer to the Company's creditor page on the McGrathNicol website (<https://www.mcgrathnicol.com/creditors/eric-insurance-limited/>).

Thank you in advance for your cooperation.

Dated: 14 August 2025

Kathy Sozou
Administrator

Enclosures:

1 ASIC "Insolvency information for directors, employees, creditors and shareholders" information sheet



ASIC
Australian Securities &
Investments Commission

Insolvency information for directors, employees, creditors and shareholders

This information sheet (INFO 39) lists ASIC's information sheets for directors, employees, creditors and shareholders affected by a company's insolvency.

We have produced these with endorsement from the Australian Restructuring Insolvency & Turnaround Association (ARITA).

The information sheets give a basic understanding of the three most common company insolvency procedures – liquidation, voluntary administration and receivership – as well as the independence requirements for external administrators and approving external administrator remuneration. There is also a glossary of commonly used insolvency terms.

List of information sheets

- [INFO 41](#) Insolvency: A glossary of terms
- [INFO 42](#) Insolvency: A guide for directors
- [INFO 43](#) Insolvency: A guide for shareholders
- [INFO 45](#) Liquidation: A guide for creditors
- [INFO 46](#) Liquidation: A guide for employees
- [INFO 54](#) Receivership: A guide for creditors
- [INFO 55](#) Receivership: A guide for employees
- [INFO 74](#) Voluntary administration: A guide for creditors
- [INFO 75](#) Voluntary administration: A guide for employees
- [INFO 84](#) Independence of external administrators: A guide for creditors
- [INFO 85](#) Approving fees: A guide for creditors

Where can I get more information?

Further information is available from the [ARITA website](#). The ARITA website also contains the [ARITA Code of Professional Practice for Insolvency Practitioners](#).

This is **Information Sheet 39 (INFO 39)** updated on 1 September 2017. Information sheets provide concise guidance on a specific process or compliance issue or an overview of detailed guidance.