



Notice to Customers

16 May 2024

Eric Insurance Status as Subscriber to the General Insurance Code of Practice

From 1 September 2024, Eric Insurance Ltd will no longer subscribe to the General Insurance Code of Practice ([the Code](#)), a set of obligations that promote high standards of ethical conduct and customer service for insurers.

The Code aims to strengthen consumer protection by ensuring insurers operate with transparency, accountability and a focus on consumer interests and needs. Subscribing to the Code commits insurers to good practices and service delivery that is honest, efficient, fair, transparent and timely.

More information on the General Insurance Code of Practice can be found on the [General Insurance Code Governance Committee website](#).

The General Insurance Code Governance Committee (CGC) monitors insurers' compliance with the Code. Functions performed by the CGC include investigating consumer reports of possible breaches of the Code.

From 1 September 2024, after Eric Insurance Ltd ceases to be a subscriber to the Code, the Code Governance Committee will no longer be able to monitor Eric Insurance's performance under the Code.

Eric Insurance Limited has made the decision to cease its subscription as part of cost containment efforts associated with its exit from the general insurance market. Eric will continue to act in the spirit of the Code while executing the runoff of its insurance liabilities.