



Migration of customers to a new IT system

On 31 March 2023 we let you know about our plans to migrate our customers to a new IT platform and the need to re-issue various policies in order to support that project.

We've identified a number of policies that are currently on older policy wordings and need to be re-issued onto the current equivalent product.

We'll start this in late Q2 2023 and will impact a number of long standing customers whose policies were originally issued in 2015 or earlier.

For some customers (those on certain Broker Wordings or customers where AXA is a 'Follow Line' Insurer) the only impact will be a change of policy number.

For others, we'll be re-issuing the policy onto our current Real Estate product. As part of this process we'll be reviewing any previously applied endorsements and updating or removing them as appropriate as well as letting the customer know about any cover changes.

Affected customers will be sent:

- **Asbestos 'cover amendment' endorsement**
- **PPP Notice to Policyholders**
- **PPP Key Changes Summary**
- **PPP Important Information**

To help this transition, we'll:



Automatically give a limited 'Liability Arising Following Accidental Discovery of Asbestos' cover (subject to Policy Conditions, an inner limit and 'claims made wording'). This cover is only normally available following additional information, and



Manually review all 'Bespoke Endorsements' and replace where needed with a wording that generates the same outcome but is compatible with the current policy wording.

How you'll know which customers are affected

We'll let you know at the renewal of any policies affected by this change. This should only affect PPP policies issued before 2015 that haven't been re-issued in the interim.

Where a customer is impacted, this will be shown within their renewal documentation and it will include the additional information shown above.

