

CCN Journal

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FROM THE EDITOR

Welcome to the first edition of the CCN newsletter. The Claims Corporation Network has seen some exciting developments over the last couple of years and we thought it was time to share these with you.

We not only want to share the news from the network along with some of the exciting business services we can provide but also use this as a training tool to give you regular updates from the many jurisdictions we work in by sharing the knowledge of our colleagues across Europe.

In this edition we look at the most recent acquisition by CCN as well as some staff developments along with news on some key meetings.

We hope that you enjoy reading this very special first edition from all at CCN.





Dear reader,

Herewith the first edition of our CCN Journal, comprising several news articles from different countries and different areas of expertise CCN is active in. Going forward we will create this journal on a quarterly basis.

In case you have questions about a specific topic or are interested to learn more or get in contact directly with one of the CCN colleagues, feel free to reach out of us.

We hope you had a nice summer holiday. Enjoy reading our articles.

Best regards,

Cees Werff
Group CEO
Claims Corporation Network

Coris UK Acquisition strengthens Strategic Position of CCN Group



“CCN Group have demonstrated a genuine interest in acquiring Coris UK. Their combined know-how in the fields of TPA, including cross-border MTPL claims, and accidental insurance services, makes them a perfect match. As shareholders they will secure service levels and develop the company's potential in its various segments. It's important to note that the United Kingdom becomes a market of strategic interest for CCN Group in the fields of distribution of international private medical insurance and niche P&C insurance products”.

CCN's Group CEO Mr. Cees Werff says, “In 2022 we began to diversify our services into underwriting under the flag of CCN Insurance Services. In view of this success, we wish to rapidly expand our insurance distribution capabilities to the rest of Europe. As Coris UK is both an established insurance service organisation, as well as a TPA for Green Card and Fourth Directive business, our services are highly complementary. The acquisition enables CCN to further its ambitions in the UK market.”

Irwin Mitchell Holdings Limited has sold 100% of its interests in Coris UK Ltd. to CCN Insurance Services AG, a sister company of the Claims Corporation Network (CCN) Group. This acquisition has been made to strengthen CCN's core business lines, which include third-party administration (TPA), MGA and insurance services.



Mr. Werff stresses, “This will not affect the company's clients in any way, except that they could benefit from a wider offering in the near future.”

New Appointment in CORIS UK

In May 2023 Nick Lavelle, the Managing Director of Coris UK was appointed Head of International Claims for the CCN Group. Nick will continue his role within Coris UK but support the wider CCN group as its client base grows.

Nick has been at Coris UK for 22 years and brings his extensive experience of cross border claims to the group.



CCN managers from all over Europe met the staff in Munich

In April this year the CCN network managers from the offices around Europe gathered in Munich at CCN Insurance Services office. This offered colleagues from Denmark, Germany, the Netherlands, Poland, Romania and the UK to review internal matters but to share ideas, business development opportunities and successes as well as being a valuable training platform.

Working with the Green Card Bureau in Denmark

In Denmark it is DFIM (Dansk Forening for international motorkøretøjsforsikring), who is responsible for the European corporation.

General Agreement, KPIs and Audits

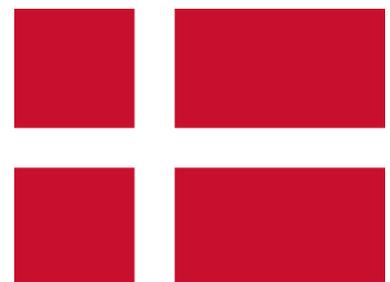
Each year DFIM conduct an audit in order to check if all files are handled according to the Internal Regulations. The audit is made as an on-site inspection, where they, together with the correspondent, look in the claims management system, where they monitor up to 10 cases. They look in the files to make sure that everything is handled according to the Internal Regulations and in line with GDPR. The DFIM examines open and archived cases, the processing of personal data, internal procedures, payment procedures (if correspondents pay too late), solvency and the correspondent agreements.

If the audit is not successful for the correspondent, the DFIM will withdraw the authorization as a correspondent. In order to honour the Internal Regulations and its obligations, it's imperative that the principal (insurance company) of the correspondent knows the rules in Denmark.

Education requirements

It is a requirement that all claims handlers who are working with Green Card files have read the Internal Regulations, and they must all sign a document stating that they have done so. This is of course also checked in the yearly audit.

This is a procedure which we expect is echoed throughout Europe.





CCN Group to host the Coris Association Meeting

CCN members attended the most recent Coris Association meeting in Slovenia in April. This well attended event provided great networking opportunities for both CCN and Coris staff members.

During the course of the meeting, it was agreed that CCN Germany would host the next Coris Association meeting in Munich in the first week of October. This will undoubtedly be a rewarding event for participants who wish to develop business opportunities, seek further training and, of course, pay a visit to the Oktoberfest.

Motor Insurance Premiums in Ireland

The NCID (National Claims Information Database) in Ireland recently published its figures for H1 2022 after a review of motor insurance claims.

Personal injury guidelines were introduced in Ireland in 2021 with the aim of bringing some consistency to the levels of awards and bringing them in line with other EU countries. Claims are assessed by the PIAB (Personal Injury Assessment Board) and if agreement on quantum is not reached it is then referred to the Book of Quantum with the possibility of legal action to resolve the claim.

The Central Bank advised that there was an increase in the number and cost of damage claims over H1 but a decrease in the number and cost of injury claims over the same period.

The upshot if this according to the NCID was a reduction in the cost of a motor insurance premium of 5% to an average cost of €578.

This is a positive step and fulfils one of the main aims of the guidelines which was to reduce the cost of such claims to consumers. It is however too soon to draw firm conclusions as a significant number of litigated claims have not yet settled under the guidelines which would impact the average claim cost.

Romanian Insurance Market Update

The Romanian insurance market was marked by another bankruptcy in the first half of this year.

Following the bankruptcy of the largest Romanian insurer ASTRA ASIGURARI in 2015 and CITY INSURANCE in 2022 (major MTPL insurer), the supervisory authority has now asked the court to open bankruptcy proceedings against the largest MTPL insurer on the market, EUROINS.

The court approved the regulator request and opened bankruptcy proceedings against the Bulgarian insurer on 9 June 2023, following the withdrawal of Euroins' operating licence by the supervisory authority in March 2023.

At the time of the opening of bankruptcy proceedings, Euroins had approximately 2.94 million policies, of which 2 million were MTPL policies. From that date, policyholders have 90 days from the date of the opening of bankruptcy proceedings to recover the premiums they have paid, as the policies will expire on 8 September. During the same period, injured parties can also apply to the Guarantee Fund to recover damages caused by Euroins policyholders.

Despite the major bankruptcies that have hit the Romanian insurance industry, a new insurer, Eazy Insurance, has been approved by the authorities and will begin operations as soon as possible. Eazy Insurance is the first insurtech in Romania and will focus on underwriting MTPL policies in the initial phase and will cover the entire general insurance sector in the future.

CCN Denmark New Appointment

Claims Corporation Denmark (CCD) is proud to announce the appointment of Charlotte Nolsøe Gøttler as General Manager.



With a long career in the insurance sector, Charlotte Nolsøe Gøttler brings extensive experience and expertise to her new role. She previously held the position of Chief Operating Officer (COO) at CCD, where she was responsible for several key business areas.

Before joining CCD, Charlotte also had a successful career at Tryg, where she achieved significant results as Head of Claims, Head of Prevention and most recently Director of CSR & Prevention

As General Manager, Charlotte Nolsøe Gøttler will be responsible for leading and developing CCD, including ensuring high customer satisfaction, efficient operational processes and continued growth. Her expertise and leadership skills will help strengthen CCD's position as a reliable and innovative partner in claims services to the insurance industry.

"We are pleased to have Charlotte Nolsøe Gøttler on board as our new Regional General Manager," said Cees Werff, CEO of Claims Corporation Group. "Her in-depth knowledge of the industry and her ability to lead and motivate teams will be of great value to our company and our customers."

Charlotte Nolsøe Gøttler took up her new position on the 1st of May 2023 and looks forward to contributing to CCD's success and continued growth.



Belarus and Russia suspended from the Council of Green Card System Offices

The General Assembly of the Council of Bureaux (COB) of the Green Card System decided to indefinitely suspend the rights of members of the Belarusian Bureau and the Russian Bureau as of June 30, 2023. The decision means the suspension of active membership of both National Bureaux in the

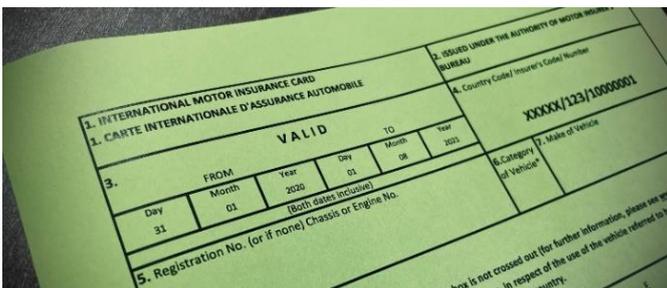
At the same time, as of June 30, 2023, the Green Card certificates issued so far by the Bureaux of Belarus and Russia in relation to the Members of the Council of Bureaux from outside the EEA and Switzerland will expire.

This is another sanction imposed by the National Offices of the Green Card System on Belarus and Russia. As of June 1st, 2023, bilateral agreements with Belarus and Russia on the mutual acceptance of Green Cards concluded by all National Bureaux of the European Economic Area (EEA) and the Swiss Bureau, including the Polish Motor Insurers' Bureau (PBUK), were terminated.

This is undoubtedly the biggest change in the entire System in the 21st century, and perhaps in its entire 70-year history and the 65-year period of the Polish market belonging to it - says Mariusz Wichtowski, President of the Management Board of the Polish Motor Insurers' Bureau (PBUK).

To Belarus and Russia by car only with "border insurance"

In order to drive on the roads of countries where the Green Card is not valid, it will be necessary to purchase "border insurance". A similar obligation will apply to drivers of vehicles with Belarusian and Russian registration plates entering our country. Border insurance is a third-party liability (MTPL) policy for motor vehicle owners, valid in the territory of the entry country, concluded for a short period of time - usually 30 days. The common name was created based on the place of purchase of the insurance policy, i.e., the border crossing - explains Maciej Dylewski, CEO of CCN Poland Claims Corporation Network Ltd.



Drivers of vehicles registered in Belarus and Russia, entering or staying on the territory of the EEA or Switzerland, are therefore obliged to purchase border insurance in order to fulfil the obligation to insure motor third party liability insurance.

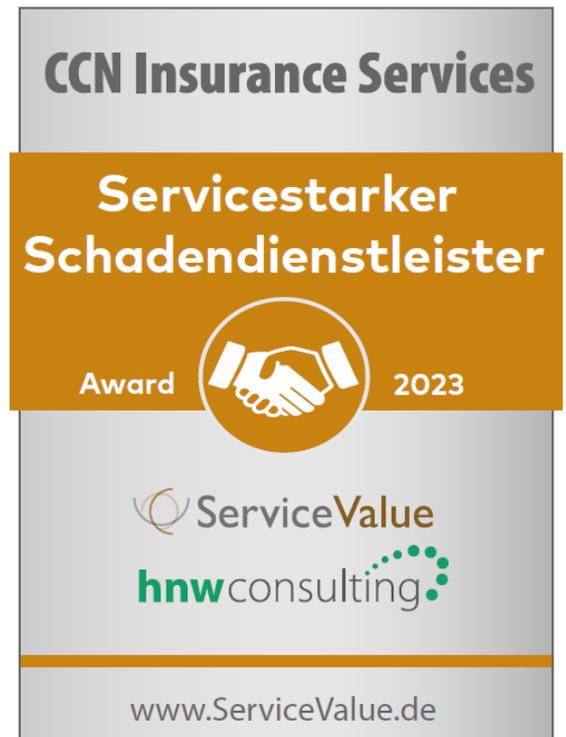
CCN Insurance Services again awarded as “Servicestark” Claims Services Provider



CCN Insurance Services has received the award from the Analysis Institute ServiceValue and the industry experts consulting for its professional service as well as the high quality in customer and claim-related processes for the year 2023.

CCN Insurance Services AG, based in Haar near München, has become one of the ServiceStark / strong services providers for the year 2023 following an award received from ServiceValue, a supervisory service institution. In order to bring more transparency to the diverse and complex market of claims services, ServiceValue and high net worth consulting have been conducting the service rating since 2013. The rating is accompanied by an advisory board consisting of four executives responsible for claims at well-known insurance companies.

Claims expenses represent the largest part of expenditure for insurance companies, which is why the quality of service provided by the service provider in claims settlement as well as the quality of the processes required for this are the most important criteria for insurers. Efficient settlement not only has a positive effect on costs, but in the best case also increases the satisfaction of insurance customers, which in turn can mean an increase in reputation.

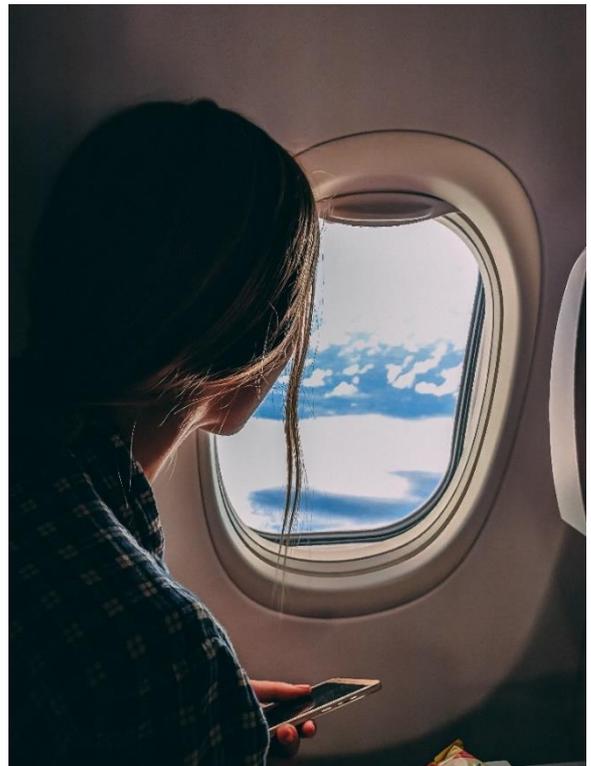


Flight Compensation

All passengers travelling FROM an EU /UK based airport OR by EU/UK based airline have rights in case of disruption. The E.U. law 261/2004 is popular and generous, meanwhile US passengers are left on the receiving end of unreliable air transport practices. With this in mind the Biden administration has set up plans to develop EC261-style rules in the US is a welcome and much needed step.

According to EU law (that the UK preserved even after BREXIT) a flight delayed by more than 3 hours at the point of the final destination is considered cancelled and each passenger is entitled to compensation up to 600 Euros. The compensation is determined by the flight distance, not ticket price.

Airlines can contest payments by arguing a disruption was caused by extraordinary circumstances such as bad weather, strike action by air traffic controllers or "an out of the ordinary" cause such as bird strike or lightning. European courts however continue to narrow the definition of "extraordinary." so that the latest decision ruled that even the death of a pilot does not get an airline out of reimbursing customers for a delay.



Europe's legislation has changed how airlines schedule flights, "with particular focus now on arrival punctuality". Still, as air travel booms, flight data shows delays and cancellations to be a growing issue.

This is why US President, J.Biden's plan would require cash refunds for significant delays or cancellations, also travellers to be compensated for meals, hotels, ground transport and rebooking fees. U.S. based carriers don't currently have to offer cash compensation for delays or cancellations, but only to passengers who are being denied boarding. "You deserve to be fully compensated. Your time matters. The impact on your life matters. That is enough " J.Biden , said.

All that remains to be seen now is if the upcoming guidelines do right by passenger's interests.



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