

## FAQ's – Product/Scheme Closures

### Broker Portal

- You refer to a Broker Portal, how can I access this?  
*Our Broker Portal can be found on our website [Midas Underwriting Ltd > Home](#)*
- I do not have a log in for the Broker Portal  
*Please contact our Agency Team at the email address [agencychanges@midasuw.com](mailto:agencychanges@midasuw.com) to request activation for our Broker Portal*
- What products are available on the Broker Portal?  
*Our Midas Crown product is available on the Broker Portal, for the placement of some niche risks (subject to underwriting acceptance criteria). Our Midas Crown product is underwritten by Tokio Marine HCC*
- What level of commission will I receive on risks quoted on the Broker Portal?  
*Our Agency Team can confirm your commission rate. Please contact them at the email address [agencychanges@midasuw.com](mailto:agencychanges@midasuw.com)*

### Scheme Closures

- Which products/schemes are closing and from when?  
*We have sent all Brokers a communication detailing the schemes that are closing, which is available on the Products section of our website. If you have any further questions on how the closure of schemes impacts your business, please send your question to [brokercomms@midasuw.com](mailto:brokercomms@midasuw.com)*
- Why has Midas Underwriting closed some schemes?  
*Following a review of our Personal Lines business, we have taken the decision to rationalise and simplify our Home and Let customer propositions. In response to this review we have made the decision to close a number of products, to enable us to focus on a simplified product portfolio*
- Will we continue to receive notification of customer renewal dates and any associated claims?  
*We will continue to provide our Broking Partners with customer data to support the renewals process during the run off period*
- Will you honour any new business quotes and renewal invitations processed prior to the scheme closure?  
*Yes – we will honour our 30 day quote guarantee period for new business quotes, and any open invited renewals*
- Can I continue to process mid term adjustments on schemes that have closed?  
*Yes – the schemes are closed to new business and renewals only, we will continue to support MTA's and cancellations through the run off period*  
*Our claims teams will continue to manage and service any new or existing claims, in line with our current processes*
- What if I cannot obtain a quotation with an alternative provider?  
*If you are unable to source cover through another provider due to specific characteristics of the policy, we may be able to obtain a quote for your customer via your current Insurer while the claim remains open. Please contact us at [gbhomereferrals@midasuw.com](mailto:gbhomereferrals@midasuw.com) with the following information, we will discuss with the holding Insurer and confirm the options available for your client:*
  - *Midas expiry policy number, client surname and risk postcode*
  - *Reason you are unable to source cover through another provider eg. Your client has an open flood claim**The BIBA website is a useful source of information which may also assist with securing cover for your client: [Find Insurance - BIBA](#)*

If you have any further questions, please contact us at [brokercomms@midasuw.com](mailto:brokercomms@midasuw.com)

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