



Department for
Business, Energy
& Industrial Strategy



Huw Evans
Director General
Association of British Insurers
One America Square
17 Crosswall
London
EC3N 2LB

23rd September 2019

Dear Huw,

You will no doubt be aware of the insolvency of Thomas Cook and will appreciate the gravity of this unfortunate event. Obviously, this is a worrying time for employees of Thomas Cook, as well as their customers. Government will do all it can to support them, including our commitment to repatriate affected UK consumers.

We are writing to you to ask for you and your members' co-operation in helping us to support those affected by processing and resolving consumers' claims as swiftly as possible. We are grateful to you for your proactive response to this situation so far and look forward to your continued co-operation.

A priority for government is that those affected know how to access the full range of help available; we would appreciate an update from you about how your sector is communicating with its customers.

Thank you in advance and we look forward to your response.

**THE RT HON ANDREA LEADSOM
MP**

Secretary of State for Business,
Energy & Industrial Strategy

JOHN GLEN MP
Economic Secretary to the Treasury