Send by email to: [consumer.queries@fca.org.uk](mailto:consumer.queries@fca.org.uk)

[Insert your address}

FCA Head Office

12 Endeavour Square

London E20 1JN

[Date]

Dear Sir/Madam

**RE Business Interruption / Advanced Booking Cancellation Insurance**

I am writing to you as an owner of a small, family run self-catering business to draw your attention to the behaviour of some major insurance companies.

My business, <insert name of business> is based in xxxxx. We employ xxxx full time staff and xxx part time staff. Currently we have x% of our staff furloughed due to COVID-19.

As you will be aware, the impacts of the COVID-19 on small businesses in the tourism sector has been devastating, but for most self-catering businesses like ours, it has been catastrophic, despite government support.

However, this dreadful situation is being compounded by one of the biggest threats to the ongoing sustainability of our business - the behaviour of some major insurance companies with respect to coronavirus payouts.

Along with many similar businesses, I have taken the responsible approach and insured my business, complying with rigorous health and safety standards and protected the business against interruption. We have also worked hard to implement the social distancing and safety guidance that will enable/has enabled us to open, albeit at a reduced capacity. As you will be aware, these measures, although undertaken willingly are both expensive, and have a huge impact on our revenue for 2020. The Government’s Small Business Fund is critical in sustaining us through this difficult period.

<My insurance policy states... provide details about individual policy - try to keep this short, with just key points.]

Having begun by refusing payments on the grounds of our businesses only being advised, rather than compelled, to shut by government, these insurers are now shamelessly attempting to take from us the government grants designed to help us to survive this crisis.

The insurers are not trying to work with us, or to listen; they simply want to use taxpayers’ money to shore up their own interests by deducting from their proposed payments any government grant we have received to support us through COVID-19. If they are allowed to succeed, it will heap more misery and pressure on this already beleaguered sector.

As you may be aware, the Financial Conduct Authority (FCA) has taken up our case, which will run in the High Court from Monday to Thursday for two weeks, commencing on Monday 20th July. This case aims to test key wording on policies. But even if we win, we will still face the prospect of deductions matching the grants we have received. This cannot be what the fund was intended for.

I am writing to ask the FCA to ensure that insurance companies stop this reprehensible practice. This money is intended to support small, family run businesses like mine, not insurance company profits. Axis and Lloyds have agreed to do this voluntarily, other companies must be required to do the same.

I look forward to hearing your response.

Yours sincerely,

[insert your name]

[insert name of business]

[insert contact details]