

Car Care Plan Limited

Section 172 statement for the year ended 31 December 2019

The Directors have acted in a way that they considered to be the most likely to promote the success of the Company for the benefit of its sole member and the wider group that it forms an integral part of. In doing so, they had regard for:

- The likely consequences of any decision in the long term;
- The interests of the Company's employees;
- The need to foster business relationships with suppliers, customers and others;
- The impact of the Company's operations on the community and the environment;
- The desirability of maintaining a reputation for high standards of business conduct; and
- The need to act fairly between members of the Company.

As a result of the strategic focus of the business, as discussed above, and its regulated status, the Company maintains a number of relatively small, but particularly close relationships with key stakeholders. When making decisions, the Directors consider carefully the potential impact on these stakeholders to ensure that those decisions balance the interests of all parties. These stakeholders and their perceived interests include:

- **Regulators and other Government agencies:** ensuring the long-term sustainability of the Company through adherence to proper governance practices and conduct rules, maintenance of appropriate solvency and liquidity positions and compliance with all applicable regulations and legal requirements.
- **Policyholders and Contract holders:** delivering products designed to benefit the policyholder and contract holder at cost effective rates, that comply with regulatory requirements, and that comply, where applicable, with FCA customer conduct rules.
- **Suppliers:** establishing trading relationships on fair and reasonable terms based on local market norms and ensuring clear and timely communication of any relevant business changes which might affect the Company's trading relationship or ability to fully honour its commitments to them under these arrangements.
- **Employees:** fostering a culture of openness and inclusivity where employees feel comfortable and are encouraged to share their insights and opinions on issues facing the Company.
- **Communities and the environment:** ensuring that the Company acts as a good corporate citizen within the communities it serves and inhabits.
- **Ultimate shareholder:** providing a long-term sustainable enterprise through which the AmTrust Group can grow in its targeted markets, maintaining the AmTrust Group's reputation for high standards of business conduct.