

IMPORTANT NOTICE: The following Frequently Asked Questions and answers are intended to provide consumers an overview regarding the liquidation of Santa Fe Auto Insurance Company. CANTILO & BENNETT, L.L.P. as Special Deputy Receiver of Santa Fe reserves the right to provide updated and new information that may affect the interests of Santa Fe. **Nothing herein constitutes a binding legal statement by the Commissioner of Insurance of the State of Texas, the Special Deputy Receiver, or their representatives. Nor are the statements contained herein intended as legal advice or complete legal descriptions of the events or matters to which they relate. The material provided herein is offered only for the purpose of general information. For full legal information, interested parties should review the source documents and applicable legal authorities.**

FREQUENTLY ASKED QUESTIONS

Q1. Is Santa Fe Auto Insurance Company still operating its insurance business?

A. No. On April 5, 2013, Santa Fe Auto Insurance Company (“Santa Fe”) was placed into liquidation. The Travis County District Court (the “Court” or “Receivership Court”) issued an order finding Santa Fe was insolvent, placed it in Liquidation, and appointed the Texas Commissioner of Insurance (the “Commissioner”) as Liquidator (the “Liquidation Order”). CANTILO & BENNETT, L.L.P. has been appointed as the Special Deputy Receiver (“SDR”). The SDR is responsible for the day-to-day administration of Santa Fe.

Q2. What is the status of my policy?

A. All policies issued by Santa Fe were canceled on the earliest of the following dates:

1. May 5, 2013;
2. The date of expiration of the policy coverage; or
3. The date you replace the insurance coverage or otherwise terminate the policy.

Q3. What if I did not find replacement coverage before the policy termination date?

A. If you have not begun looking for replacement coverage, you should do so immediately. Failure to obtain replacement coverage means you will be uninsured until you purchase a new policy for your vehicle. You will not have coverage for any loss that occurs during that period. This means you will have to pay the full cost of repairs and any liability to others. You may also be in violation of some states’ laws which require minimum levels of insurance coverage for all drivers.

Q4. Can I renew, make changes, or add coverage to my Santa Fe policy?

A. No.

Q5. What if I have a new policy claim?

A. For the time being, all new claims should be reported to Santa Fe as usual by calling (888) 886-3376 or reporting the claim on www.InsuranceDepot.com. If you have any bills for

repairs or estimates of damages, you should send this information to the claims department at Santa Fe. New claims that are potentially covered by the Texas Property and Casualty Insurance Guaranty Association (“TPCIGA”) or another state’s guaranty association will be transferred to the appropriate guaranty association. Links to the relevant state property and casualty insurance guaranty associations (where available) are posted on the “Links” page of the SDR web site at <http://www.santafesdr.com/index.htm>.

Q6. What should I do if I currently have a claim check that was issued by Santa Fe?

The Liquidation Order granted the SDR permission to keep the claims account open for up to sixty (60) days after the Liquidation Order was issued, to minimize the impact on consumers. Accordingly, the claims account was closed on June 6, 2013. If you have a claim check issued by Santa Fe in your possession please do not attempt to cash it, as it will not be honored.

Q7. Is my claim covered by a guaranty association?

- A. State guaranty associations are responsible for paying “covered claims” under Santa Fe’s insurance policies, subject to applicable state law. Under Texas law, a claim should be made first with the guaranty association of the state in which the insured resides, with some exceptions. If an insured has a claim for property damage, a claim should be made with the guaranty association of the state in which the property is permanently located. If a person has a workers’ compensation claim, the claim should be made with the guaranty association of the state of the claimant’s residence.

TPCIGA pays covered policy claims up to a maximum of \$300,000, and claims for unearned premiums up to \$25,000. Further information regarding TPCIGA can be found at www.tpciga.org. You may contact TPCIGA at:

Phone: (512) 345-9335 or (800) 856-0298
Fax: (512) 345-9341
Mail: 9120 Burnet Road, Austin, Texas 78758-5204
Email: info@tpciga.org

Information about other state guaranty associations may be found at the National Conference of Insurance Guaranty Funds web site, www.ncigf.org. Contact information for each state guaranty fund is available at <http://ncigf.org/public/guarantyfunds>.

Q8. What if my claim is not covered by a guaranty association?

- A. All claims against Santa Fe that are not covered in whole or in part by a guaranty association should be submitted to the SDR in the proof of claim (“POC”) process. This includes claims that are related to insurance policies but denied coverage by a state insurance guaranty association/fund. It also includes claims for goods or services provided to Santa Fe that are not related to insurance policies. If a POC is approved, it may be payable from Santa Fe’s

available funds. The SDR cannot predict if there will be funds available to pay any approved POCs.

Q9. What is the POC process?

- A. The POC process is the mechanism by which all claims against Santa Fe that are not covered in whole or in part by a guaranty association should be submitted to the SDR. This includes claims that are related to insurance policies but denied coverage by a guaranty association, and claims for goods or services provided to Santa Fe unrelated to insurance policies.

On July 19, 2013, the Receivership Court issued its order approving the SDR's POC forms and instructions. That same order established October 5, 2014, as the POC filing deadline. In August 2013, the SDR will provide notice of the POC deadline to known creditors, publish notice in newspapers, and post the POC form and instructions on the SDR web site.

PLEASE BE SURE YOU SUBMIT YOUR POC SO THAT IT IS RECEIVED BY THE SDR BEFORE THE OCTOBER 5, 2014, FILING DEADLINE. POCs submitted after the filing deadline will not be eligible to share in the assets of the Santa Fe receivership estate unless or until all timely presented claims have been paid in full.

Q10. Why is Santa Fe in liquidation?

- A. This action was initiated in order to protect claimants, creditors, and the public from further harm which might be caused by Santa Fe's continued operation. As the company will not be able to pay all policy claims as they come due, continuing the rehabilitation efforts would increase substantially the risk of loss to policyholders and claimants.

Q11. How do I keep up with what is going on in the receivership?

- A. All pleadings filed in the Santa Fe estate, as well as relevant notices, will be posted on the SDR's web site.

Q12. Whom should I contact for additional information regarding the SDR or with questions regarding Santa Fe?

- A. CANTILO & BENNETT, L.L.P.
Special Deputy Receiver
Santa Fe Auto Insurance Company, in Liquidation
11401 Century Oaks Terrace, Suite 300
Austin, Texas 78758
(512) 478-6000
(512) 404-6550 Fax
santafesdr@cb-firm.com