

FREQUENTLY ASKED QUESTIONS (FAQ'S)

NOTICE

1) **What does this Notice I received mean?**

The Notice was mailed to you because you are a former or current policyholder, a creditor of 1st Keystone or for other reasons, may have a claim against 1st Keystone. 1st Keystone has been ordered liquidated by the Court of Common Pleas, Fifth Judicial Circuit, State of South Carolina, Richland County on October 21, 2014.

2) **Why is South Carolina involved?**

Although located in Philadelphia, 1st Keystone is a South Carolina company.

PROOF OF CLAIM (POC)

1) **What is the POC (Proof of Claim) for?**

POCs were mailed with the Notice of Liquidation. You must complete a POC for each claim and return it to the address on the notice.

Your POC must be returned no later than February 28, 2015.

3) **If I already have a reported claim, do I need to fill out a POC?**

Yes. You must fill out a POC for each existing claim.

4) **I am having difficulty understanding the POC form. What should I do?**

Please contact 1st Keystone for assistance.

5) **When will I get paid on my claim?**

- All claims have to first be received (last date is February 28, 2015).
- All claims will then be evaluated and valued.
- You will know this time next year if your claim was accepted and the value placed on your claim.

6) **How will I know you received my POC?**

You will receive a confirmation letter from 1st Keystone that your POC was received.

7) **If 1st Keystone already has my claim, do I still need to fill out a POC (proof of claim)?**

Yes. You still need to fill out and mail the POC form.

8) **Can 1st Keystone help with filling out my POC (proof of claim)?**

Yes.

PREMIUM REFUNDS

1) **How do I get a premium refund if my premium was paid in advance?**

Fill out the POC and return it by February 28, 2015.

2) **How do I get paid?**

At this time it does not appear any refund of premiums will be paid, we will not know for sure until mid to late 2015. However, you still need to complete and mail the POC. 1st Keystone can calculate your premium refund, but you still have to file the POC.

COVERAGE

1) **How do I replace my coverage?**

Contact your broker.

2) **When should I replace my coverage?**

Immediately.

GUARANTY FUND COVERAGE

1) **Is there Guaranty Fund Coverage?**

No.

2) **Why not?**

1st Keystone is a Risk Retention Group. Companies organized as a Risk Retention Group are not covered by State Guaranty Funds.