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February 18, 2025

Special Risks Insurance Brokers
20 Aldermanbury, Suite 409
London EC2V 7HY United Kingdom
Email: info@srib.co.uk

Reference: **Total Protection Plus Policy (TPP)**

To whom it may concern,

We, along with a large group of purchasers, have TPP protection policies for consumer purchases from iGenius we made a few years ago.

We had an early claim window and many of us put in for our "early claim" indicating we would exercise our right to collect on 50% of our coverage at the 5-year mark. All of our interaction was with the entity: Total Protection Plus and all of our documentation was done through the website: gettpp.com (email: info@gettpp.com)

Recently that website has been taken down and we received a cryptic message from the "gettpp" email address indicating we do not have coverage. The message we received from the TPP email before the site was taken down is attached.

We have proof that our "premiums" were paid through confirming correspondence (also attached) from your firm dated 2/3/2022 and signed by Bruno Comin, CEO, indicating you received all of the premium.

Now that Total Protection Plus online portal is gone, how do we and our group interact with you to receive payment for our processed claims?

We thank you in advance for your attention to this very urgent matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Annette Raynor".

Annette Raynor, COO
annette@thefinancialu.com +1 732.889.4309

A handwritten signature in black ink, appearing to read "M. Romano".

Mario Romano, CEO
finance@thefinancialu.com +1 732.889.4308