

FREQUENTLY ASKED QUESTIONS (1)

TRANSFER OF THE POLICIES FROM CENTRIQ TO OMART

It has been agreed between Centriq Life Insurance Company Ltd (CENTRIQ LIFE) and Old Mutual Alternative Risk Transfer Ltd (OMART) to transfer the policies issued through the Selonako Cell under the Centriq life insurance licence subject to approval from the Prudential Authority in terms of the Insurance Act, 18 of 2017 ("the Insurance Act").

This means that OMART will become the insurer of the policies transferred from CENTRIQ LIFE after approval thereof by the Prudential Authority. No consent from the affected policyholders is required for this transfer.

WHICH POLICIES ARE AFFECTED BY THE TRANSFER?

The policies affected by the proposed transfer are all policies underwritten by CENTRIQ LIFE as part of the AllLife Advantage Life, AllLife Optimum Life and AllLife Prestige Life product ranges ("the Transferred Policies").

WILL MY BROKER STAY THE SAME?

Yes, your broker will remain exactly the same.

WHO IS OLD MUTUAL ALTERNATIVE RISK TRANSFER LIMITED ("OMART")?

OMART is a licenced life insurance company and forms part of the Old Mutual Limited Group of Companies. OMART is in a sound financial position.

DO YOU HAVE TO GIVE CONSENT TO THE TRANSFER OF YOUR POLICY?

Policyholder consent is not required for a transfer in terms of section 50 of the Insurance Act. It is for this reason that a detailed regulatory process is prescribed that is compliant with the provisions of the Insurance Act and the requirements of the Prudential Authority. One of these requirements is that the transfer must be approved by the Prudential Authority. The Prudential Authority will therefore carefully consider the transfer and will ensure that your interests are at all times protected.

WHAT WILL HAPPEN TO YOUR POLICY IF THE TRANSFER IS APPROVED?

Your policy terms and your policy benefits will remain unchanged, and your policy benefits will remain secure. The Heads of Actuarial Function of CENTRIQ LIFE and OMART confirmed that your policy benefits and reasonable benefit interests will remain secure and unchanged. The only change is that your policy will, after the approval of the transfer by the Prudential Authority, be underwritten by OMART and no longer by CENTRIQ LIFE.

DO MY POLICY BENEFITS REMAIN SECURE?

Yes, your policy benefits will remain secure and will be unchanged. No additional charges or costs will be levied against your policy pursuant to the transfer. The Heads of Actuarial Function of CENTRIQ LIFE and OMART have confirmed that your policy benefits and interests will remain secure and unchanged following the transfer.

FREQUENTLY ASKED QUESTIONS (2)

HOW WILL THE TRANSFER TAKE PLACE?

The transfer of a portion of the business of an insurance company is subject to a detailed regulatory process that is compliant with the provisions of the Insurance Act and the requirements of the Prudential Authority. One of these requirements is that a transfer of insurance business must be approved by the Prudential Authority.

The following steps in respect of the transfer have already occurred:

1. CENTRIQ and OMART gave notice of their intention to conclude the transfer to the Prudential Authority.
2. The Heads of Actuarial Function of CENTRIQ LIFE and OMART have compiled their reports to the Prudential Authority to indicate the impact (if any) on the policies if the transfer is approved.
3. Notice of the transfer has been published in various newspapers and other forms of communication to ensure that all policyholders, shareholders and other stakeholders receive adequate notice of the transfer.
4. CENTRIQ LIFE and OMART have submitted the application to the Prudential Authority for approval of the transfer on 05 June 2023.

Any owner of a Transferred Policy, shareholder, creditor or other interested party affected by the transfer, shall be entitled to file an affidavit or other documents and to make representations to the Prudential Authority on any matter in connection with the transfer. These representations must reach the Prudential Authority by no later than **26 August 2024**. If you do not have an objection to the transfer, you do not have to file affidavits or make representations. Once the Prudential Authority approves the transfer, your policy will be automatically transferred to OMART.

Please note that the National Financial Ombud Scheme South Africa (“NFO”) and the Ombud for Financial Services Providers will not be able to assist you in this matter.

FREQUENTLY ASKED QUESTIONS (3) - THE TRANSFER PROCESS

The process of the transfer can be illustrated as follows:

- 1 • Initial discussion with the Prudential Authority in respect of the transfer of the Proposed Transaction.
- 2 • Submit the following application form, including annexures, e.g. Communication Plan, to the Prudential Authority - Application form IF 024.
- 3 • Prudential Authority to consider the Application Forms and provide feedback on the Communication Plan and other issues arising from the Application Forms, if applicable.
- 4 • Update proposed Policyholder Communication Plan, communication documents and timeline with comments received from the Prudential Authority and send revised documents to the Prudential Authority.
- 5 • Prudential Authority to receive and consider final report received from the Independent Actuary, if applicable.
- 6 • Submit a full list of documents to be made available for inspection to the Prudential Authority.
- 7 • The Prudential Authority to provide in principle approval of the implementation of the timeline and proposed Policyholder Communication Plan.
- 8 • Prudential Authority to confirm list of documents to be made available for inspection.
- 9 • Implementation and roll-out of approved Policyholder communication plan. A 3-week period is provided for the printing and distribution of letters. This 3-week period takes into account that the communication notices should reach the policyholders before commencement of the inspection period.
- 10 • Documents made available on the websites of OMART, Centriq Life and AllLife.
- 11 • Call Centre of AllLife to become operational in relation to complaints and/or enquiries received through the AllLife Call Center in respect a proposed transaction.
- 12 • OMART and Centriq life through all life to communicate with Affected Policyholders.
- 13 • Submit notice for publication to Government Gazette and newspaper as required by the Prudential Authority and as set out in the approved Policyholder Communication Plan.
- 14 • Notice appears in newspapers as required by the Prudential Authority.
- 15 • Tear sheets of all publications to be delivered to the Head of Centriq Life Audit Function.
- 16 • Documents made available for inspection on the website of Centriq Life, OMART and AllLife from 26 July 2024 - 26 August 2024, during which Inspection Period, all persons who have an interest in the transaction, may make representations to the Prudential Authority.
- 17 • OMART and Centriq Life to compile a report of the implementation of the approved Policyholder Communication Plan and furnish such reports to the Head of the Internal Audit function of OMART and Centriq Life.
- 18 • The Prudential Authority to deal with the possible complaints and enquiries received during the inspection period.
- 19 • Head of OMART and Centriq Life Internal Audit Function to review and report on the process.
- 20 • Head of OMART and Centriq Life Internal Audit function submit report to the Prudential Authority for consideration.
- 21 • Within 60 days of the date of approval of the Formal Application by the Prudential Authority, furnish the Prudential Authority with audited statements E9 and F1 that related to the position of Centriq Life, indicating the position on the day immediately preceding the effective date of transfer of the Transaction as at the commencement of such business date.

FREQUENTLY ASKED QUESTIONS (4)

WHAT IF I DO NOT WANT OMART TO UNDERWRITE MY POLICY?

You are allowed to make representations to the Prudential Authority, to CENTRIQ LIFE or to OMART if you have any concerns about the transfer. These representations must reach the Prudential Authority, CENTRIQ LIFE or OMART no later than 26 August 2024.

WHERE CAN I OBTAIN MORE INFORMATION ABOUT THE TRANSFER?

Copies of the documents listed below will be available for inspection for a period of 30 (thirty) days commencing 26 July 2024 until 26 August 2024 from 09h00 to 17h00 (excluding Saturdays and Sundays) at the at the reception areas of the head offices of:

CENTRIQ LIFE at The Oval, 2nd Floor, West Wing, Wanderers Office Park, 52 Corlett Drive, Illovo, Johannesburg, 2196

OMART at Mutual Park, Jan Smuts Drive, Pinelands, Cape Town, 7405; -

ALLLIFE at 14th Floor, Libridge Building, 25 Ameshoff Street, Braamfontein, Johannesburg 2001; and

ALLIIFE at 3rd floor, Standard Bank Building, 26 Matthews Meyiwa Road, Berea, Durban 4001

The above information will also be available during the above period on the website of CENTRIQ LIFE at www.centriq.co.za and on the website of OMART at <https://www.oldmutual.co.za/corporate/our-capabilities/old-mutual-alternative-risk-transfer/>. and on the website of AllLife at www.alllife.co.za

The following documents will be made available for inspection:

- The **transfer** agreement concluded between CENTRIQ LIFE and OMART.
- A copy of the formal application to the Prudential Authority.
- Resolutions of the boards of directors of CENTRIQ and OMART approving the transfer.
- Annual financial statements for the year ended 31 December 2023 for CENTRIQ LIFE and OMART.
- Reports by the Heads of Actuarial Function of CENTRIQ LFE and OMART.
- All communication notices issued by CENTRIQ LIFE and OMART as part of the transfer process.
- Any other documents as prescribed by the Registrar of Prudential Authority.
-

WHO CAN I CONTACT IF I HAVE ENQUIRIES ABOUT THE TRANSFER?

Please direct all queries as follows:

Centriq Life

Email: compliance@centriq.co.za

Phone 011 268 6490

OMART

Email: OMARTCompliance@oldmutual.com

Phone: 021 509 1064

AllLife

Email: compliance@alllife.co.za

Phone 0861 25 55 43

Alternatively, please direct your enquiries to the Prudential Authority per email at SARB-PA@resbank.co.za.