



This letter contains important information. Please read it carefully and ensure you also forward the communication pack using the link below.

Dear Partner

Transfer of Insurance Business

On 24 March 2022, Aetna International LLC (“**we**”) announced that we plan to wind down our non-Americas insurance business. This means that in the Europe, Middle East, Africa and Asia Pacific regions, we will no longer issue new or renewal policies.

We also announced that we have signed a preferred partnership deal with AWP Health & Life SA – Irish Branch, operating under the registered business name of Allianz Partners (“**Allianz Partners**”) covering the majority of our business outside the Americas. This agreement means that we are introducing our customers to Allianz Partners at renewal, to support continuity of coverage for our members wherever possible.

In addition to the preferred partnership deal with Allianz Partners we are also proposing to transfer all of Aetna Insurance Company Limited’s (“**Aetna**”) remaining private medical insurance business (other than business written by Aetna’s Singapore branch) to AWP P&C SA (“**Allianz**”), an insurance company within the Allianz Partners SAS group with the transferring business to be allocated in full to its UK Branch (“**AWP UK**”). This includes all insurance policies underwritten by Aetna (other than business written by Aetna’s Singapore branch) where there is still potential liability for claims.

The transfer will be carried out using an insurance business transfer scheme under Part VII of the Financial Services and Markets Act 2000 (the “**Transfer**”), subject to approval by the High Court in the UK (the “**Court**”). The court hearing to consider and, if thought fit, approve the Transfer, is currently scheduled for 27 October 2023. If the proposal is approved, we will transfer this business to Allianz. We expect the Transfer to take place on 1 December 2023, or such other date as Aetna and Allianz may agree in writing and the Court may allow (the “**Effective Date**”). Your clients’ Aetna policy terms will not be affected.

Why are we writing to you?

We are writing to customers, brokers and healthcare providers to tell them about the potential Transfer.

Our records show that you are a broker and represent clients who have an interest in a policy that will be included within the Transfer. We are required by the Court to notify certain policyholders of the potential Transfer and have agreed certain steps with the Court, which include notifying you and asking you to notify your clients of the potential Transfer. For more information, please see “What should you

do next?” below.

How does this affect your clients’ policies or claims?

The Transfer will have no impact on the benefits under your clients’ policies, its terms and conditions or your clients’ rights and obligations under their policies. Under the Transfer your clients’ policy provider will change to Allianz, and all claims which are currently being dealt with by Aetna will be handled by, or on behalf of, Allianz, on and from the Effective Date. Your clients do not need to take any action in this regard. If your clients have an existing claim, it will continue to be dealt with by Aetna until the point of transfer.

How are policyholders’ interests protected?

Your clients’ interests, and the interests of our other customers, are protected by the legal process Aetna and Allianz are required to follow:

- We are writing to tell you what is proposed and to give you or your clients an opportunity to raise any concerns before the Transfer takes effect. You or your clients can object if it is felt either of you would be adversely affected by the Transfer.
- We've appointed an Independent Expert who has been approved by the Prudential Regulation Authority (“**PRA**”) in consultation with the Financial Conduct Authority (“**FCA**”), to report on the effects of the Transfer on policyholders. The Independent Expert has reviewed the terms of the Transfer and produced a report for the Court. This report concludes that the proposed Transfer:
 - will not materially adversely affect the security of benefits to the policyholders of either Aetna or Allianz; and
 - will not materially adversely impact on service standards experienced by the policyholders of either Aetna or Allianz.
- We will seek approval for the Transfer from the Court. The Court will only approve the Transfer if it is satisfied it is appropriate in all circumstances. The Court will take into account the opinions of the PRA and FCA, the opinion of the Independent Expert and any representations made by Aetna or Allianz policyholders who are concerned that they would be adversely affected by the Transfer.
- We have been in close consultation with the PRA and FCA, our industry regulators, who will assess the proposed Transfer. Each will provide a report to the Court

What should you do next?

Please notify each policyholder for whom you brokered business included in the proposed Transfer by sending them the communication pack and directing them to the dedicated website for the proposed Transfer (www.aetnainternational.com/en/about-us/insurance_business_transfer/uk_insurance_business_transfer.html).

Please rely on your own policyholder/address records for the purposes of any communications with your clients – we will of course provide any reasonable assistance requested. The communication pack will enable all relevant policyholders

to make an informed assessment of the impact of the proposed Transfer and make clear that policyholders have the right to object to the proposed Transfer should they wish to do so. We ask that the communication pack be sent to all relevant policyholders within 7 days of this communication.

Where a communication pack is sent by email and you receive a "delivery failure notification", we ask that you:

- review the address to confirm there are no obvious errors in the address that have prevented the documents being delivered, and resend the communication pack to the corrected address if there was an error; and
- where there are no obvious errors in the address, please follow your standard business practice to attempt to contact the relevant policyholder. This should include using alternate available contact details in order to send the communication pack by post or other suitable alternative means.

Please ask your clients to pass this information (including any links) on to anyone else with an entitlement to the benefits under their policy (such as individual members, if applicable, and dependants), as soon as possible to ensure that any questions can be asked and resolved in a timely manner.

If a person is concerned that the proposed Transfer could adversely affect them, they are entitled to object. You or the policyholder can contact us by email, telephone or post, using the details shown at the end of this letter. We will pass any objections to all relevant parties, including the Court, the PRA, the FCA and the Independent Expert, who will also consider the objection. If any policyholder communicates with you in respect of the Transfer, or raises any questions or concerns or informs you that they intend to make representations in respect of the Transfer, please contact us using the information provided below or direct the policyholder to do so.

If a person is concerned that the proposed Transfer could adversely affect them, they also have the right to raise an objection at the court hearing on 27 October 2023 either in person, by written representation or by legal representation. We explain the process in more detail in section 4 of the linked frequently asked questions.

Unless there are any concerns or objections to this proposal, no further action is required to be taken by your clients.

Additional Documents

Here is the link to [the communication pack](#) containing further information about the proposed Transfer. Please share this with your clients and encourage them to read it carefully. The communication pack contains:

- an information document containing:
 - a [summary of the Scheme document](#) setting out the terms of the proposed Transfer; and
 - a [summary of the Independent Expert's report](#);
- [notice of the proposed Transfer](#) and further information on the court hearing; and

- a set of [frequently asked questions and answers](#).

We have prepared this short [webinar](#) to help explain the Insurance Business Transfer process.

Keeping you informed

If the Court approves the Transfer, or if there are any changes to the process (such as the dates of the court hearings or the Effective Date of the Transfer), we will provide details on our website at www.aetnainternational.com/en/about-us/insurance_business_transfer/uk_insurance_business_transfer.html.

You and your clients can request free copies of any of the documents available or ask any further questions by emailing us at europeservices@aetna.com – our team is on hand to answer any questions relating to the Transfer. Alternatively, you or your clients can call us on UK freephone 0800-085-2596, Non-UK +44-203-788-3288, or on one of our international freephone numbers. For toll-free calling from other countries, please refer to <https://www.business.att.com/collateral/access.html> to find the number for the country you're dialling from. When prompted during the call, please enter the access code 855-491-9150 and follow the instructions. You can also write to us at The Hub, Fowler Avenue, Farnborough Business Park, Farnborough, Hampshire, England, GU14 7JF. Your clients should continue to contact Member Services for general questions about their policy or claim.

If you or your clients have any questions or concerns about this correspondence, the communications pack or the Transfer, please contact us using the details below.

If you or your clients would like this information in an alternative format such as large print, please email us at europeservices@aetna.com. Alternatively, you can call us on UK freephone 0800-085-2596, Non-UK +44-203-788-3288, or on one of our international freephone numbers. For toll-free calling from other countries, please refer to <https://www.business.att.com/collateral/access.html> to find the number for the country you're dialling from. When prompted during the call, please enter the access code 855-491-9150 and follow the instructions.

Yours faithfully

Aetna Insurance Company Limited

Linked:

- [Summary Scheme Document including Summary of Independent Expert report](#)
- [Frequently Asked Questions](#)
- [Legal Notice](#)

Relevant Contact Details

If you or your clients have any questions or concerns about this letter, the communications pack or the proposed Transfer, please contact Aetna as follows:

Email: europeservices@aetna.com

Website: www.aetnainternational.com/en/about-us/insurance_business_transfer/uk_insurance_business_transfer.html

Telephone: Toll free from the UK 0800-085-2596
From outside the UK (Toll) +44-203-788-3288
For toll-free calling from other countries, please refer to <https://www.business.att.com/collateral/access.html> to find the number for the country you're dialling from. When prompted during the call, please enter the access code 855-491-9150 and follow the instructions.

Address: The Hub, Fowler Avenue, Farnborough Business Park,
Farnborough, Hampshire, England, GU14 7JF

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Please visit <http://www.aetnainternational.com/ai/en/about-us/legal/regional-entities> for more information, including a list of relevant entities permitted to carry on or administer insurance business in their respective jurisdictions.

Aetna does not provide care or guarantee access to health services. Not all health services are covered, and coverage is subject to applicable laws and regulations, including economic and trade sanctions.

The contents of this communication are confidential and may be privileged. If you are not the intended recipient of this communication, any disclosure, copying, distribution or use of its contents is strictly prohibited, and you should notify the sender immediately and then delete it from your system.

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