



**This letter contains important information, please read it carefully and share all of the information with anyone else who has an interest in your policy.**

### **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 signed a preferred partnership deal with Allianz Partners for the majority of our business outside the Americas, Thailand and India. 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 Singapore Branch’s (“**Aetna**”) insurance business to Allianz Global Corporate & Specialty SE Singapore Branch (“**Allianz**”). Allianz Global Corporate & Specialty SE is a German company and an insurance company within the Allianz group.

The transfer will be carried out using an insurance business transfer scheme pursuant to Section 117 of the Insurance Act 1966 (“**Transfer**”) with the approval of the Monetary Authority of Singapore (“**MAS**”) and is subject to confirmation by the General Division of the High Court of Singapore (“**Court**”). The Court hearing to consider and, if thought fit, confirm the proposed Transfer is expected to take place in September or October 2023 (“**Confirmation Hearing**”). We expect the proposed Transfer to take place at 00:01 hours (Singapore time) on 1 December 2023, or such other date as Aetna and Allianz may agree in writing and the Court may allow (“**Effective Date**”). Your Aetna policy terms will not be affected.

## **Why are we writing to you?**

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

Our records show that you have an interest in a policy that will be included within the proposed Transfer. This could be because you:

- took out a policy directly with Aetna;
- took out a policy underwritten by Aetna through a broker; or
- are dealing or have dealt with Aetna or one of its brokers, healthcare providers or claims administrators in relation to a claim in respect of a policy underwritten by Aetna.

For the avoidance of doubt, even if your policy has expired as of the date of this letter, such policy will still be included within the proposed Transfer.

## **How does this affect your policy or claim?**

If you have taken out a policy directly with Aetna or underwritten by Aetna, the proposed Transfer will have no impact on the benefits under your policy, its terms and conditions, or your rights and obligations under your policy. Under the proposed Transfer, your policy provider will change to Allianz on the Effective Date.

If you are dealing with Aetna or one of its brokers, healthcare providers or claims administrators in relation to a claim in respect of a policy underwritten by Aetna, 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 personal data (including health data where applicable) that Aetna holds in relation to your policy and/or claim will also be transferred on or after such date to Allianz in accordance with applicable law. From the Effective Date, Allianz will process your personal data in accordance with its own privacy notice available at

<https://www.agcs.allianz.com/footer/privacy-notice.html>. You do not need to take any action in this regard. If you have an existing claim, it will continue to be dealt with by Aetna until the point of the proposed Transfer.

### **How are your interests protected?**

Your 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 an opportunity to raise any concerns before the proposed Transfer takes effect. You can appear or be represented at the Confirmation Hearing (at your own expense) if you think you and/or any of your dependants would be adversely affected by the proposed Transfer (see further below).
- We will seek confirmation for the proposed Transfer from the Court. The Court will only confirm the proposed Transfer if it is satisfied it is appropriate in all circumstances. The Court will take into account any representations made by MAS and any representations made by Aetna and Allianz policy owners who are concerned that they would be adversely affected by the proposed Transfer.
- We have been in close consultation with MAS, which has assessed and given its approval for the proposed Transfer subject to the Court's confirmation.

### **Additional Documents**

You will find links to a communication pack below containing further information about the proposed Transfer which we encourage you to read carefully. The communication pack contains:

- an information document comprising:
  - a [summary of the document](#) setting out the terms of the proposed Transfer (such document being the “**Scheme of Transfer**”); and
  - the notice (in both [English](#) and [Chinese](#) language) of the proposed Transfer and further information on the Confirmation Hearing, which

was published in the Government Gazette, The Straits Times and Lianhe Zaobao on 17 August 2023; and

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

### **What should you do next?**

We recommend you read this letter in full together with the linked documents. You can find more information about the proposed Transfer, including a full copy of the Scheme of Transfer, on our website at [www.aetnainternational.com/en/about-us/insurance\\_business\\_transfer/singapore-insurance-business-transfer.html](http://www.aetnainternational.com/en/about-us/insurance_business_transfer/singapore-insurance-business-transfer.html).

If there is anyone else with entitlement to the benefits under your policy (such as individual members and dependants), please make them aware of the proposed Transfer as soon as possible.

If, after reading this letter and the communication pack referred to above, you believe the proposed Transfer would adversely affect you and/or any of your dependants, you are entitled to appear or be represented at the Confirmation Hearing (at your own expense). Meanwhile, you 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 and MAS. Please quote the reference number at the top of this letter in any correspondence. We explain the process in more detail in section 2.4 of the linked frequently asked questions and answers.

**Unless you have any concerns about the proposed Transfer or wish to object to it, you do not have to take any further action.**

### **Keeping you informed**

If the Court confirms the proposed Transfer, or if there are any changes to the process (such as the date of the Confirmation Hearing or the Effective Date), we will provide details on our website at [www.aetnainternational.com/en/about-us/insurance\\_business\\_transfer/singapore-insurance-business-transfer.html](http://www.aetnainternational.com/en/about-us/insurance_business_transfer/singapore-insurance-business-transfer.html).

You can inspect a copy of the Scheme of Transfer from 18 August 2023 to 01 September 2023 during office hours (9.00am to 5.00pm) at the office of Aetna (80 Robinson Road, #23-02, Singapore 068898), or ask any further questions you may have by calling us using the contact details at the end of this letter – our team is on hand to answer any questions relating to the proposed Transfer.

Alternatively, you can write to us at 80 Robinson Road, #23-02, Singapore 068898 or by email at [AsiaPacServices@aetna.com](mailto:AsiaPacServices@aetna.com). Please continue to contact your usual Aetna representative or Aetna member services for general questions about your policy or claim until the Effective Date. If you have a claim that is being dealt with by Aetna at the time of the proposed Transfer, we will write to you with Allianz' contact details.

If you have any questions or concerns about this letter, the communication pack or the proposed Transfer, please contact us using the details below.

**If you would like this information in an alternative format such as large print, please call us at Telephone (toll-free from Singapore): 1-800-723-1241, Telephone (toll): +65-6701-6912. 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 dialing from. When prompted during the call, please enter the access code 855-532-5085 and follow the instructions.**

Yours sincerely

Aetna Insurance Company Limited Singapore Branch

**Linked:**

- [summary of the Scheme of Transfer](#)
- [frequently asked questions and answers](#)
- [notice of the proposed Transfer \(English\)](#)

- [notice of the proposed Transfer \(Chinese\)](#)

### **Relevant Contact Details**

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

Email: [AsiaPacServices@aetna.com](mailto:AsiaPacServices@aetna.com)

Website: [www.aetnainternational.com/en/about-us/insurance\\_business\\_transfer/singapore-insurance-business-transfer.html](http://www.aetnainternational.com/en/about-us/insurance_business_transfer/singapore-insurance-business-transfer.html)

Telephone: Telephone (toll-free from Singapore): 1-800-723-1241

Telephone (toll): +65-6701-6912

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 855-532-5085 and follow the instructions.

Address: 80 Robinson Road, #23-02, Singapore 068898

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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.

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