



Please read this 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 have signed a preferred partnership deal with AWP Health & Life SA (“Allianz”), operating through its Irish Branch, 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 Health Insurance Company of Europe DAC’s (“Aetna”) remaining private medical insurance business to Allianz, an insurance company within the Allianz Partners SAS group. This includes all insurance policies underwritten by Aetna where there is still potential liability for claims.

The transfer will be carried out using an insurance business transfer scheme under Section 13 of the Assurance Companies Act 1909 (as amended) (the 1909 Act), Section 36 of the Insurance Act 1989 (as amended) (the 1989 Act) and Regulation 41 of the European Union (Insurance and Reinsurance) Regulations 2015 (as amended) (the 2015 Regulations) (the “Transfer”), subject to approval by the High Court of Ireland (the “Court”). The Court hearing to consider and, if thought fit, approve the Transfer, is currently scheduled for 7 November 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 Aetna policy terms will not be affected.

Why are we writing to you?

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

Our records show that you have an interest in a policy that will be included within the 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.

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. 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. You do not need to take any action in this regard. We will let you know how to contact Allianz (or its appointed agent) to submit a future claim if the Transfer goes ahead by posting contact details for Allianz (or its appointed agent) on our website.

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 queries before the Transfer takes effect. You can object, as described in further detail below, if you think that you and/or any of your dependants would be materially adversely affected by the Transfer.
- We've appointed an Independent Actuary. The Independent Actuary 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 the policyholders of either Aetna or Allianz; and
 - will not have any impact on service standards experienced by the policyholders of either Aetna or Allianz.
- We will seek approval for the Transfer from the Court in Ireland. The Court will only approve the Transfer if it is satisfied it is appropriate in all circumstances. The Court will take into account the opinion of the Independent Actuary and any objections 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 Central Bank of Ireland, our industry regulator, who will assess the proposed Transfer.

Additional Documents

You will find links to a communication pack 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 Scheme document](#) setting out the terms of the proposed Transfer;
 - a [summary of the Independent Actuary's report](#); and
 - [notice of the proposed Transfer](#) and further information on the court hearing; and
- A set of [frequently asked questions and answers](#).

What should you do next?

We recommend you read all of this information in full together with the links provided. You can find more information about the proposed Transfer, including full copies of both the Scheme document and the Independent Actuary's report, on our website at http://www.aetnainternational.com/en/about-us/insurance_business_transfer/ireland-insurance-business-transfer.html.

If there is anyone else with entitlement to the benefits under your policy (such as individual members, if applicable, and dependants), please make them aware of the proposed Transfer and pass on this information to them as soon as possible. We will of course provide any reasonable assistance requested.

If, after reading this information and the communications pack referred to above, you believe the proposed Transfer would materially adversely affect you and/or any of your dependants, you are entitled to object. You can contact us by email, telephone or post, using the details shown at the end of this email. We will pass information about any objections to all relevant parties, including the Court, and the Independent Actuary, who will also consider your objection.

You also have the right to be heard at the court hearing on 7 November 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 you have any queries about this proposal, or wish to object to it, you do not have to take any further action.

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 http://www.aetnainternational.com/en/about-us/insurance_business_transfer/ireland-insurance-business-transfer.html.

You can request free copies of any of the documents available or ask any further questions you may have by emailing us at europeservices@aetna.com – our team is on hand to answer any questions relating to the Transfer. Alternatively, you can call us on UK freephone 0800-085-2596, or 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 Alexandra House, 3 Ballsbridge Park, D04 C7H2, Ballsbridge, Dublin, Ireland. Please continue to contact 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' (or its appointed agent's) contact details.

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

If you 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 sincerely

Aetna Health Insurance Company of Europe DAC

Linked:

- [Summary Independent Actuary report](#)
- [Summary Scheme document](#)
- [Frequently Asked Questions](#)
- [Legal Notice](#)

Relevant Contact Details

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

Email: europeservices@aetna.com

Website: http://www.aetnainternational.com/en/about-us/insurance_business_transfer/ireland-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: Alexandra House, 3 Ballsbridge Park, D04 C7H2, Ballsbridge, Dublin, Ireland

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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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