



**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 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 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 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. If you have an existing claim, it will continue to be dealt with by Aetna until the point of 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 Transfer takes effect. You can object if you think you and/or any of your dependants 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.

### **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; 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](#).

### **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 Expert's report, on our website at [www.aetnainternational.com/en/about-us/insurance\\_business\\_transfer/uk\\_insurance\\_business\\_transfer.html](http://www.aetnainternational.com/en/about-us/insurance_business_transfer/uk_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, and ask them to share it with anyone else, as soon as possible. If you receive a “delivery failure notification” when sending to individual members, we ask that you (i) 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 (ii) where there are no obvious errors in the address, please attempt to contact the relevant individual, which should include using alternate available contact details in order to send the communication pack by post or other suitable alternative means

If, after reading this information and the communications pack referred to above, you believe the proposed Transfer would 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 any objections to all relevant parties, including the Court, the PRA, the FCA and the Independent Expert, who will also consider your objection.

You 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 you have any concerns 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 [www.aetnainternational.com/en/about-us/insurance\\_business\\_transfer/uk\\_insurance\\_business\\_transfer.html](http://www.aetnainternational.com/en/about-us/insurance_business_transfer/uk_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](mailto: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, 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. 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' contact details.

If you have any questions or concerns 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](mailto:europeservices@aetna.com) or 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 Insurance Company Limited

**Linked:**

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

**Relevant Contact Details**

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

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

Website: [www.aetnainternational.com/en/about-us/insurance\\_business\\_transfer/uk\\_insurance\\_business\\_transfer.html](http://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.

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