

FINAL POLICYHOLDER COMMUNICATION PLAN

in respect of the transfer of a portion of the insurance business of



CENTRIQ LIFE INSURANCE COMPANY LIMITED

to



OLD MUTUAL ALTERNATIVE RISK TRANSFER LIMITED

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SECTION I: INTRODUCTION

Introduction and background

Centriq Life Insurance Company Limited ("**Centriq Life**"), a life and cell captive insurer, and Old Mutual Alternative Risk Transfer Limited ("**OMART**") also a life and cell captive insurer, collectively the "**Parties**", have agreed and entered into a transfer of business agreement (the "**Transfer Agreement**") dated 31 December 2021 for the transfer of a portion of the life insurance business of Centriq Life to OMART (the "**Transaction**"). The Transaction will be effected pursuant to the provisions of section 50 of the Insurance Act ("**Insurance Act**") and Prudential Standard GOI 6 ("**GOI 6**").

The portion of the business to be transferred from Centriq Life to OMART pursuant to the Transaction will comprise of -

- a) all rights and liabilities in respect of the in-force insurance policies providing life and disability cover ("the **Transfer Policies**") to the relevant policyholders (the "**Affected Policyholders**") distributed and administered by AllLife (Pty) Ltd ("**AllLife**") issued through the Selonako Cell under the Centriq Life insurance licence

The Transfer Policies all constitute life and disability insurance policies underwritten by Centriq Life through the Selonako Cell, distributed, and administered through AllLife, (the "**AllLife Book**"). The AllLife Book however, does not constitute the entire life and disability book of Centriq Life, and policyholders of policies not underwritten through the Selonako Cell and distributed and administered through AllLife will not be affected.

In terms of section 50 of the Insurance Act read with GOI 6, it is prescribed that a communication plan, including timelines, communication notices and details of documents be made available for inspection and must be provided as part of the Application.

This proposed policyholder communication plan provides an overview of the demographics and geographical spread of the affected policyholders and sets out the communication strategy to communicate with the policyholders of the Transfer Policies (the "**Strategy**"). Furthermore, it is also aimed at ensuring that all affected policyholders are properly informed of the intended Transaction, are given access to all relevant information pertaining to this intended Transaction and are provided with the opportunity to lodge any questions or objections that they may have thereto. The Strategy has been proven to be the most effective way to communicate with policyholders when considering the demographics, geographical data and restrictions in the experience of Centriq Life and OMART.

SECTION II: PROFILE OF AFFECTED POLICYHOLDERS

Introduction

A brief exposition of the applicable demographics of the Affected Policyholders is set out in this section.

The purpose hereof is to explain the most suitable means of communication with the Affected Policyholders and to suggest the most suitable newspapers for publication of the Formal Notification taking the geographical spread of the Affected Policyholders into account.

As at 30 June 2024 there were 9,799 in-force Transfer Policies, of which all of these Affected Policyholders will be communicated to.

The number of in-force Transfer Policies stated above will differ, as at the date of implementation of the proposed policyholder communication plan and the number will be disclosed in the audit reports of Centriq Life and OMART.

Demographics of the Affected Policyholders

The Transfer Policies constitute individual life and disability policies, underwritten by Centriq Life through the Selonako Cell and distributed through AllLife.

The table below indicates the geographical spread of the Affected Policyholders throughout South Africa:

Region	Count	%
Eastern Cape	479	4.9%
Free State	486	5.0%
Gauteng	3,835	39.1%
Kwa-Zulu Natal	1,968	20.1%
Limpopo	371	3.8%
Mpumalanga	669	6.8%
North West	567	5.8%
Northern Cape	212	2.2%
Western Cape	1,212	12.4%
TOTAL	9,799	100%

All of the Affected Policyholders indicated English as their preferred language of communication. English is also the business language of both Centriq Life and OMART.

Preferred Methods of Communication

The majority of the Affected Policyholders have indicated their preferred method of communication to be email. The remainder of the Affected Policyholders indicated their preferred method of communication to be post.

Preferred method of communication	Count
Email	4,882
Postal	4,917
TOTAL	9,799

OMART policyholders

The Transfer will have a limited effect on the policyholders of OMART.

There won't be any targeted communication with unaffected Centriq Life policyholders or OMART policyholders.

Role of AllLife

AllLife administers all of the Transfer Policies and will administer the communication process on behalf of the Parties, subject to supervision by Centriq Life.

SECTION III: PROPOSED COMMUNICATION STRATEGY

Introduction

The Strategy comprises of an overarching communication strategy intended to reach the Affected Policyholders of Centriq Life. The Strategy is targeted at Affected Policyholders by way of communication methods considered effective in respect of, and in line with, such Affected Policyholders preferred methods of interaction.

The proposed communication documents are attached hereto as **Annexure A to I**.

Overview of general communication methods targeted at all policyholders and other stakeholders

The Parties will publish the Formal Notice in the *Government Gazette* and various national newspapers, listed in Annexure A as a general means of communication with the policyholders and stakeholders.

The intention with the publication of the Formal Notice is two-fold:

- Firstly, to comply with Parties' duties as set out in section 50 of the Insurance Act and GOI 6; and
- Secondly, to make the details of the Transaction known to the general public and in particular for the attention of the Affected Policyholders and other stakeholders.

The websites of the Parties and AllLife will also be used to display information about the Transaction.

In addition, the call centre of AllLife acting on behalf of Centriq Life and OMART, will be made available with effect from the date of publication of the Formal Notice to answer queries of Affected Policyholders in accordance with the Frequently Asked Questions attached as Annexure D. All enquiries and complaints submitted to the call centre will be submitted to the Head of the Internal Audit Control Function of Centriq Life, for purposes of reporting to the Prudential Authority. All calls will also be recorded.

Each of these methods of communication will be addressed in detail herein below.

Formal Notification by way of publication in national newspapers

The Formal Notice will be published at least 30 days prior to submission of the application with the Authority in the *Government Gazette* and various national newspapers listed in Annexure A. Tear sheets of the above publications will be furnished to the Head of the Internal Audit Control Function of Centriq Life for purposes of the audit report of Centriq Life.

A draft copy of the proposed Formal Notice for publication in English is attached hereto as **Annexure B**.

Use of the Parties Websites

Details about the Transaction will be published on Centriq Life's, OMART's and AllLife's websites ("**Websites**") in the form of a Frequently Asked Questions document, a copy of which is attached hereto as **Annexure E**.

The documents as proposed in Annexure C to be made available for inspection following publication of the Formal Notice, will also be made available on the Websites. Records of the users who visited the websites and who downloaded the documents will be kept.

An example of the website wording is attached as **Annexure E**.

Call centre

The call centre of AllLife will deal with enquiries and/or complaints of policyholders and other stakeholders. These calls will be monitored and recorded.

The call centre agents will be properly trained in order to answer any questions in accordance with the Frequently Asked Questions attached as **Annexure D**.

Any complaints will be referred to the Centriq Life's legal department for resolution.

Additional direct communication strategies

Centriq Life will also engage with the Affected Policyholders in the manner described below in addition to the general communication proposed above.

AllLife will communicate with the Affected Policyholders on behalf of Centriq Life and OMART. Centriq Life will exercise high-level oversight over AllLife, and AllLife will be required to execute the Communication Plan within the timelines prescribed by Centriq Life.

Subject to legislation, public and private policy or protocols allows, the documents as prescribed by the Authority may also be available for inspection at the head offices of at the following address:

- CENTRIQ LIFE at The Oval, 2nd Floor, West Wing, Wanderers Office Park, 52 Corlett Drive, Illovo, Johannesburg, 2196 and
- OMART at Mutual Park, Jan Smuts Drive, Pinelands, Cape Town, 7405;
- AllLife at 14th Floor, Libridge Building, 25 Ameshoff Street, Braamfontein, 2001
- AllLife at 3rd Floor, Standard Bank Building, 26 Matthews Meyiwa Road, Berea, Durban, 4001

Communication with the Affected Policyholders

Affected Policyholders of Transfer Policies previously indicated their preferred methods of communication as follows:

Preferred method of communication	Count
Email	4,882
Postal	4,917
Total	9,799

Centriq Life, through AllLife, will communicate with Affected Policyholders by use of SMS messaging, email distributions, and letters distributed via postal mail, which communication methods will be applied as follows:

Step 1:

Where an Affected Policyholder indicated a preferred method of communication, such Affected policyholder will be informed of the Transaction by way of his/her preferred method of communication; and

Step 2:

Where cell phone numbers are available, all Affected Policyholders, irrespective of their preferred method of communication, will also receive a SMS informing them of the Transaction.

AllLife has at least one cell phone number on record for each of the Affected Policyholders in respect of Transfer Policies.

Use of SMS messages to Affected Policyholders

All Affected Policyholders with valid mobile contact numbers will receive a SMS message in accordance with the wording of **Annexure F**.

The SMS message will refer Affected Policyholders to the call centre of AllLife.

SMS messaging will be in addition to the preferred method of communication. Centriq Life therefore does not propose a specific target ratio in respect of the SMS messaging distribution. AllLife will keep

records of the number of SMS's sent in respect of Transfer Policies and will provide the records to the Head of the Internal Audit Control Function of Centriq Life for inclusion in the auditor's report in respect of the implementation of the communication plan.

Distribution of letters via email

Affected Policyholders of Transfer Policies who indicated their preferred method of communication as a letter via email will, in addition to the SMS, receive an email, provided email contact particulars are available.

A copy of the pro forma letter to be sent via email is attached hereto as **Annexure G**.

AllLife has access to email particulars of Affected Policyholders in respect of 4,882 (four thousand eight hundred and eighty two) Transfer Policies.

Distribution of letters via Postal mail

AllLife will send letters to Affected Policyholders of Transfer Policies who indicated their preferred method of communication to be via postal mail provided postal details are available.

A copy of the pro forma letter to be sent via postal mail is attached hereto as **Annexure G**.

AllLife has access to postal addresses in respect of 4,917 (four thousand nine hundred and seventeen) Transfer Policies.

Due to the issues with the South African postal services, history has shown that the target ratios for the letters to reach policyholders are very low. For this reason, no target ratio is proposed.

General

The Affected Policyholders, who do not receive communication via direct communication methods, will receive notification of the Transaction via the Formal Notice.

SMS messages, letters via postal mail and letters via email will be sent before commencement of the inspection period when documents will be made available on the Websites, to ensure that the Affected Policyholders have the benefit of inspecting the documents during the inspection period. In this regard, please refer to the draft timeline.

The parties will notify the Prudential Authority timeously of any complaint or disputed claim that may arise because of Affected Policyholders not receiving the relevant communication.

Where relevant, the relevant documents will be available for inspection for a period of at least 30 days (from 26 July 2024 – 26 August 2024) after publication of the notification in the *Government Gazette* and National News Papers from 09h00 until 17h00 daily (excluding Saturdays, Sundays and public holidays).

SECTION IV: REVIEW

Review of implementation of Communication Plan

The Heads of the Internal Audit Control Function of Centriq Life and OMART will review and report on the implementation of the proposed policyholder communication plan.

The review will be conducted on the basis of the proposed terms of engagement as set out in **Annexure H and I.**

LIST OF NATIONAL NEWSPAPERS		
Region	Publication	Distribution
Eastern Cape	EP Herald or Daily Dispatch	Weekly x 2
Free State	The Star	Weekly x 2
Gauteng	The Star	Weekly x 2
Kwa-Zulu Natal	Natal Witness	Weekly x 2
Limpopo	The Star	Weekly x 2
Mpumalanga	The Star	Weekly x 2
North West	The Star	Weekly x 2
Northern Cape	DFA	Wednesday & Friday
Western Cape	Cape Argus	Weekly x 2



THE OVAL, SECOND FLOOR, WEST WING, WANDERERS OFFICE PARK
52 CORLETT DRIVE, ILLOVO, SOUTH AFRICA, 2196
P O BOX 55674, NORTHLANDS, 2116

TEL +27 11 268 6490
FAX +27 11 268 6495
WWW.CENTRIQ.CO.ZA

FORMAL NOTICE

NOTICE OF THE TRANSFER OF A PORTION OF THE INSURANCE BUSINESS OF CENTRIQ LIFE INSURANCE COMPANY LIMITED TO OLD MUTUAL ALTERNATIVE RISK TRANSFER LIMITED IN TERMS OF SECTION 50 OF THE INSURANCE ACT, 18 OF 2017

Notice is hereby given in terms of section 50 of the Insurance Act 18 of 2017 (hereinafter referred to as "the Act"), that it is the intention of CENTRIQ LIFE INSURANCE COMPANY LIMITED (REG. NO.1943/016409/06) ("CENTRIQ LIFE") to transfer a portion of its business to OLD MUTUAL ALTERNATIVE RISK TRANSFER LIMITED (REG. NO. 1997/008994/06) ("OMART") (hereinafter referred to as the "Proposed Transfer").

The portion of the business affected by the Proposed Transfer is -

- Insurance Policies providing life and disability cover ("the Transferred Policies") distributed and administered by AllLife (Pty) Ltd; and

The Proposed Transfer envisages a transfer of the Transferred Policies from CENTRIQ LIFE to OMART without consent from the affected policyholders and/or other stakeholders. For this reason, a detailed regulatory process is prescribed in terms of the Act, which includes, amongst others, the approval of the Proposed Transfer by the Prudential Authority.

Details of the Proposed Transfer are contained in a Transfer agreement entered into between CENTRIQ LIFE and OMART, dated 31 December 2021 ("the Agreement"). The Agreement is subject to the fulfilment of suspensive conditions, which includes, amongst others, that the Proposed Transfer is approved by the Prudential Authority for the reasons explained above.

If the Proposed Transfer is confirmed, OMART shall be responsible for the fulfilment of all the obligations of CENTRIQ LIFE insofar as the said obligations relate to the Transferred Policies. In such an event, the Proposed Transfer will be implemented on the first day of the month immediately after the month during which the Agreement becomes unconditional. Copies of the Agreement, the reports of the Head of Actuarial Function of CENTRIQ LIFE and OMART in respect of the Proposed Transfer; and any other documents required by the Prudential Authority, shall, where possible, be available for inspection for a period of 30 (thirty) days commencing on 26 July 2024 to 26 August 2024 from 09h00 to 17h00 (Saturdays, Sundays and public holidays excluded) at the reception areas of the head offices of CENTRIQ LIFE, OMART and AllLife, whose details are as follows:

- CENTRIQ LIFE at The Oval, 2nd Floor, West Wing, Wanderers Office Park, 52 Corlett Drive, Illovo, Johannesburg, 2196 and
- OMART at Mutual Park, Jan Smuts Drive, Pinelands, Cape Town, 7405;
- AllLife at 14th Floor, Libridge Building, 25 Ameshoff Street, Braamfontein, Johannesburg, 2001
- AllLife at 3rd floor, Standard bank Building, 26 Matthews Meyiwa Road, Berea, Durban, 4001

These documents will also be made available on the websites of CENTRIQ LIFE at www.centriq.co.za and OMART at <https://www.oldmutual.co.za/corporate/our-capabilities/old-mutual-alternative-risk-transfer/> and AllLife at www.alllife.co.za with effect from 26 July 2024 to 26 August 2024.

Any person who has an interest in this matter may, within 30 (thirty) days from the publication of this notice in the *Government Gazette* on 26 July 2024, submit to the Prudential Authority such representation concerning the Proposed Transfer as are relevant to his/her/its interests. The representations must reach the Prudential Authority no later than 26 August 2024. Please direct all queries to AllLife on 0861 25 55 43 or send an email enquiry to info@alllife.co.za. Alternatively, please direct your enquiries to the Prudential Authority by email at SARB-PA@resbank.co.za.

Annexure C

Proposed list of documents for inspection at the Head Offices of Centriq Life, OMART and AllLife and on the Websites

- Copy of the Application (excluding annexes);
- Copy of the Transfer Agreement;
- Copy of the quantitative reporting templates for Centriq Life reflecting the financial positions before the proposed transfer;
- Copy of the quantitative reporting templates for OMART reflecting the financial positions before the proposed transfer;
- Copy of the quantitative reporting templates for Centriq Life reflecting the pro forma financial positions after the proposed transfer;
- Copy of the quantitative reporting templates for OMART reflecting the pro forma financial positions after the proposed transfer;
- Copy of the Annual Financial Statements for the year ended 31 December 2023 for Centriq Life;
- Copy of the Annual Financial Statements for the year ended 31 December 2023 for OMART;
- A copy of the Head of Actuarial Function's report for Centriq Life;
- A copy of the Head of Actuarial Function's report for OMART;
- All communication notices.

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

ALLLIFE 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.

Centriq Life: **Wording on Homepage**

"Please click here for more details on the transfer of your Centriq Life policy to OMART"

This will be placed on the homepage of: (i) Centriq Life; (ii) OMART; and (iii) All Life, and will be linked to a webpage displaying the inspection documents and the Frequently Asked Questions ("Webpage 2")

Wording on Webpage 2

"The insurer of your policy is currently Centriq Life Insurance Company Limited. This will change to Old Mutual Alternative Risk Transfer Limited. Your benefits will remain secure and unchanged. Please see the documents below for further information."

OMART: **Wording on Homepage**

"Please click here for more details on the transfer of your Centriq Life policy to OMART"

This will be placed on the homepage of: (i) Centriq Life; (ii) OMART; and (iii) All Life, and will be linked to a webpage displaying the inspection documents and the Frequently Asked Questions ("Webpage 2")

Wording on Webpage 2

"The insurer of your policy is currently Centriq Life Insurance Company Limited. This will change to Old Mutual Alternative Risk Transfer Limited. Your benefits will remain secure and unchanged. Please see the documents below for further information."

The insurer of your AllLife Policy will change from Centriq Life Insurance Company Ltd to Old Mutual Alternative Risk Transfer Ltd once approved by the Prudential Authority. There is no change to your policy or benefits. Queries: 0861 55 55 59. For more information visit websites of Centriq Life, OMART or AllLife from 26 July 2024.



AllLife (Pty) Ltd, 14th Floor, Libridge Building, 25 Ameshoff Street, Braamfontein, 2001
 P.O. Box 787159, Sandton, 2146 | 0861 555 559 | info@alllife.co.za | www.alllife.co.za

Name Surname
 29 Cosmo Gardens
 Thomas Street
 Morula View
 Pretoria
 0109

POLICY NUMBER	ABC22432551
LIFE INSURED	Mr AT Surname

CUSTOMER CARE	
0861 555 559	customercare@alllife.co.za

<<Date>>

Dear <<Title>> << LastName>>,

Transfer of Life Insurance Policy from CENTRIQ to OMART

Please note that your life insurance policy underwritten by Centriq Life Insurance Company Limited (“Centriq”) will transfer to Old Mutual Alternative Transfer Limited (“OMART”), part of the Old Mutual Group, once approved by the Prudential Authority.

All benefits and your premium under this policy remain exactly the same [and all terms and conditions are unchanged]. The transfer of your policy will happen automatically, and you do not have to action anything from your side. If you wish to make any representations regarding the transfer, you can do so as explained in the attached document within the period as explained therein.

If you have any questions, please contact us on 0861 25 55 43 or go to www.alllife.co.za for more information.

More information is also attached to this letter. Please read the attached notification for more details on:

- The process that must be followed before the transfer can take place;
- Where to view documents relating to the transfer; and
- Who to contact if you have questions.

Kind Regards

Managing Director

AllLife (Pty) Ltd

Tel: 0861 555 559

Email: info@alllife.co.za

Artefact	Description
Newspapers & Government Gazette	a) Obtain the approved list of newspapers and Government Gazette wherein Formal Notice will be published in line with the Prudential Authority instructions. b) Obtain tear sheets of the newspapers with the dates of publication. c) Inspect the wording of the Formal Notices for consistency with the Prudential Authority approved notice.
SMS	Obtain report (e.g. logs, delivery reports) from the system(s) on the date that SMS's are sent specifying: <ul style="list-style-type: none"> • Date of SMS distribution • Total population of SMS • Successful delivery • Unsuccessful delivery • Inspect wording of SMS to confirm consistency with Prudential Authority approved wording.
Email	Obtain report (e.g. logs, delivery reports) from the system(s) on the date that Emails are sent specifying: <ul style="list-style-type: none"> • Total population of Emails • Successful delivery • Unsuccessful delivery • Inspect wording of emails to confirm consistency with Prudential Authority approved wording
Letters per post	Obtain report and confirmation regarding the distribution of letters via mail.
Documents on Websites	<ul style="list-style-type: none"> • Confirm listed documents are available on the websites of Centriq Life, OMART and AllLife Financial Services ("Websites"). • Confirm number of views of the documents maintained on the Websites. • Obtain evidence of general complaints and queries during the inspection period. • Obtain management response that general complaints have been followed up and resolved.
Call Centre(s)	Obtain evidence of general complaints made to the call centres of AllLife: Report from the AllLife Call Centre: <ul style="list-style-type: none"> • Number of calls received • Nature of enquiry/complaint • Resolution • Evidence Report from management commenting on the successful and adequate resolution of any/all complaints and queries. Obtain management response that the general complaints have been followed up and resolved.

Artefact	Description
Documents on Websites	<ul style="list-style-type: none">• Confirm listed documents are available on the website of OMART ("Website").• Confirm number of views of the documents maintained on the Website.• Obtain evidence of general complaints and queries during the inspection period.• Obtain management response that the general complaints have been followed up and resolved.