

Frequently Asked Questions

Who is Swiss Re?

Swiss Re Life & Health Australia Limited, ABN 74 000 218 306, AFSL 324908 (**Swiss Re**) is the issuer of your Policy, which you purchased through Advantedge Financial Solutions Pty Ltd, ABN 36 130 012 930 (**Advantedge Financial Solutions**).

Who is Hannover Re?

Hannover Life Re of Australasia Ltd, (ABN 37 062 395 484, AFSL 530811) (**Hannover Re**) belongs to the Hannover Re Group and has been a trusted partner in the Australasian market for more than 30 years, offering a broad range of insurance and reinsurance solutions. The Hannover Re Group holds a credit rating of AA- ("very strong") from Standard & Poor's, indicating a robust financial position and the ability to meet financial obligations.

Committed to assisting customers when they need it most, Hannover Re's claims philosophy focuses on providing a smooth claims journey by assessing each claim on its own merit with integrity, compassion, and fairness. More information is available at Hannover Re's website, www.hannover-re.com/australia/claims.

Who is Greenstone?

Greenstone Financial Services Pty Ltd (ABN 53 128 692 884, AFSL 343079) (**Greenstone**) specialises in harnessing technology and data analytics in order to design, market, distribute and administer personal insurance products.

When is the Transfer happening?

Your insurance policy will be transferred from Swiss Re to Hannover Re on the transfer date approved by the Federal Court of Australia, which is proposed to be 1 December 2025 (**Transfer**). The Transfer is subject to confirmation by the Federal Court of Australia.

The administration of your policy will transfer from Swiss Re to Greenstone at the same time.

Why is Court approval required?

It is standard practice that transfers of this kind go through a Federal Court of Australia approval process, which must consider the interests of Policy Owners.

How will this be done?

In April 2025, Swiss Re entered into an agreement with Hannover Re to acquire Swiss Re's direct life insurance business. This includes the transfer of your insurance policy, which you purchased through Advantedge Financial Solutions. The Transfer will be implemented through a process known as a Scheme under Part 9 of the Life Insurance Act 1995 (Cth) and is subject to confirmation by the Federal Court of Australia at a hearing scheduled for 9:15am (AEDT) on 14 November 2025 at the Law Courts Building, Queens Square, Sydney, New South Wales. If confirmation is granted by the Court, and once the Scheme is implemented, your insurance policy and any related claims will automatically transfer to Hannover Re on the transfer date approved by the Federal Court of Australia, which is proposed to be at 12:01am on 1 December 2025.

Why is this happening?

Swiss Re made the decision to stop selling direct life insurance in Australia and withdraw from the direct life insurance market globally.

What does this mean for my insurance policy?

Throughout the Transfer process, and following, your Policy stays active, subject to its terms and conditions, including payment of premiums. The Transfer will not change:

- The terms of your policy;
- How you pay for your policy; and
- Your rights and obligations.

What does this mean for any existing or future claims?

After the Transfer is complete, you can contact Greenstone on the following details to notify any new or enquire about any previously notified life insurance claims.

Phone (9am – 5pm AEST) (excludes NSW Public holidays): [1300 859 314](tel:1300859314)

Email: Plan_Protect@greenstone.com.au

Post: Plan Protect life insurance, Reply Paid 6728, Baulkham Hills, NSW 2153

Life insurance claims will continue to be processed and assessed on the same terms and conditions and in alignment with the Life Insurance Code of Practice.

Do I need to take any action to keep my cover?

If the Scheme is confirmed by the Court your insurance policy and any payments that you make for the policy will be automatically transferred to the new insurer. You do not need to contact Swiss Re, Greenstone or your bank or card issuer to facilitate the Transfer.

When will the change come into effect (timeline)?

The effective date of the Scheme will be confirmed by the Court but is provisionally scheduled for 1 December 2025. Once the date is confirmed we will update our website with this information at www.swissre.com/insurance-transition.

Who do I contact moving forward?

Until the Transfer takes place, you can continue to contact us about your insurance policy.

Phone (9am – 5pm AEST) (excludes NSW Public holidays): [1300 859 314](tel:1300859314)

Email: Plan_Protect@swissre.com.au

Post: Plan Protect Policy Owner Services, GPO Box 7020 Sydney, NSW 2001

After the Transfer takes place, you can contact Greenstone on the following details:

Phone (9am – 5pm AEST) (excludes NSW Public holidays): [1300 859 314](tel:1300859314)

Email: Plan_Protect@greenstone.com.au

Post: Plan Protect life insurance, Reply Paid 6728, Baulkham Hills, NSW 2153

How will you keep me informed?

If the Court confirms the Scheme, or if there are any changes to the Transfer, we will update our website at www.swissre.com/insurance-transition.

How is personal information affected?

As an insurance Policy Owner, Swiss Re currently holds your personal information. As part of the Transfer, that personal information will be transferred to Hannover Re and Greenstone who will use that information for the same purposes that you were informed about when you first obtained your insurance policy. Hannover Re and Greenstone will otherwise hold, use, and disclose personal information collected from you as outlined in their respective privacy policies, including disclosing information to the locations set out in those policies.

Hannover Re - www.hannover-re.com/australia/privacy

Greenstone - www.greenstone.com.au/privacy-policy

How am I protected?

There is a review process which includes:

- Actuaries for Swiss Re and Hannover Re, and an independent actuary, each reporting on the likely impact of the Scheme on affected Policy Owners. You can review these documents on our website at www.swissre.com/insurance-transition;
- The ability for you and other Policy Owners to attend and be heard at the Court hearing; and
- Court confirmation of the Scheme, which it will only give if appropriate, after considering the impact of the Scheme on the interests of Policy Owners.

Will my premiums increase because of the Transfer?

Your premiums will not automatically increase, and the terms of your policy will not change, because of the Transfer of your Policy to Hannover Re.

The premium that applies to your Policy at the time of the Transfer will be the same as what was set out in the most recent policy schedule you received from us.

Hannover Re can only increase your premiums in the circumstances set out in your Product Disclosure Statement and must give you advance notice of any change in premiums.

Can Policy Owners make changes to their products or policy?

You can continue to request changes to your policy by contacting us on the below contact details.

Phone (9am – 5pm AEST) (excludes NSW Public holidays): [1300 859 314](tel:1300859314)

Email: Plan_Protect@swissre.com.au

After the Transfer Date (defined below) you can request changes to your policy on the below details.

Phone (9am – 5pm AEST) (excludes NSW Public holidays): [1300 859 314](tel:1300859314)

Email: Plan_Protect@greenstone.com.au

Requests for changes to your policy that are submitted up to 28 November 2025 will be reviewed by Swiss Re. If the Court confirms the Scheme, requests for changes to your policy submitted after close of business on 28 November 2025 will be reviewed by Hannover Re after the Transfer Date. Any requests for changes received by Swiss Re that are not decided before the Transfer Date will be passed to Hannover Re for decision after the Transfer Date.

What is the process for the Scheme approval?

Under the Life Insurance Act 1995 (Cth), Swiss Re is required to provide affected Policy Owners with certain information about the proposed Scheme. Once all documentation has been provided or otherwise made available to affected Policy Owners, Swiss Re and Hannover Re will apply to the Court to seek confirmation of the Scheme.

The application for confirmation of the Scheme is scheduled to be heard by the Court on 14 November 2025. Should the Court confirm the Scheme, it will determine the exact time and date of the transfer. Swiss Re and Hannover Re have proposed an effective date of 1 December 2025 (**Transfer Date**).

What happens if the Scheme is not confirmed?

The Scheme will not proceed unless it is confirmed by the Court. If the Scheme is not confirmed, then your policy will not transfer to Hannover Re.

Can a Policy Owner opt out of the transfer?

If the proposed Scheme is confirmed by the Court, your policy will automatically transfer to Hannover Re. The Scheme does not involve a process to opt out of it.

Can Policy Owners share their feedback on the Scheme before the court hearing?

You can provide feedback, or request a copy of the Scheme Document, during the consultation period by contacting us on the details below:

Phone (9am – 5pm AEST) (excludes NSW Public holidays): [1300 859 314](tel:1300859314)

Email: Plan_Protect@swissre.com.au

All feedback will be captured, and a summary will be provided to the Federal Court as part of its consideration of the Scheme.

The consultation period will begin on the date the Notice of Intention is published and will continue until shortly before the confirmation hearing, scheduled to be held at the New South Wales Registry of the Federal Court, located at Law Courts Building, Queens Square, Sydney on 14 November 2025 at 9:15am (AEDT).