

## Frequently Asked Questions

### Who is Freedom Insurance?

Freedom insurance Pty Ltd (ABN 80 138 864 543) (AFSL 341082) (**Freedom insurance**) was the distributor and administrator of Freedom Life insurance policies until 2 October 2018 when sales ceased. The administration of Freedom Life insurance policies was transferred to Genus on 1 June 2019.

### Who is Genus?

Genus Life Insurance Services Pty Ltd (ABN 89 631 536 537) (**Genus**) is an Authorised Representative of NobleOak Services Ltd (ABN 66 112 981 718) (AFSL 286798) and provides administration and ongoing services in relation to your Plan, which includes processing of premium payments, responding to customer service calls, mailing annual Plan anniversary letters and handling customer claims.

### Who is Swiss Re?

Swiss Re Life & Health Australia Limited, ABN 74 000 218 306, AFSL 324908 (**Swiss Re**) is the issuer of your Freedom insurance Plan, which you purchased through Freedom Insurance.

### 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 claims website, [www.hannover-re.com/australia/claims](http://www.hannover-re.com/australia/claims).

### When is the Transfer happening?

Your Freedom insurance Plan 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.

### 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 Policyowners.

### 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 Freedom insurance Plan, which you purchased through Freedom insurance. The Transfer will be implemented through a process

Life insurance policies administered by Genus Life Insurance Services Pty Ltd (Genus) ABN 89 631 536 537 are issued by one of the following insurers: NobleOak Life Limited ABN 85 087 648 708 AFSL 247302 (for policy numbers beginning with 41 or 51); or Swiss Re Life & Health Australia Limited ABN 74 000 218 306 AFSL 324908 (for policy numbers beginning with 61, 71, 81 or 91); or Hannover Life Re of Australasia Ltd ABN 37 062 395 484 AFSL 530811 (for policy numbers beginning with 31 or 32).

Your Life Insurance Plan Summary outlines the details of your insurer which is available by contacting Genus. Genus is an Authorised Representative of NobleOak Services Ltd AFSL 286798.

GPO Box 2548 Sydney NSW 2001 | Phone 1300 88 44 88 | Email [enquiry@genusliveservices.com.au](mailto:enquiry@genusliveservices.com.au)

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 Freedom insurance Plan 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 (AEDT) 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 Freedom insurance Plan?**

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

- The terms of your Plan;
- How you pay for your Plan;
- Your rights and obligations; and
- How you contact Genus to manage your Freedom insurance Plan and claims.

### **What does this mean for any existing or future claims?**

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

**Phone:** [1300 88 44 88](tel:1300884488), Monday to Friday, between 8:00am and 6:00pm AEST.

**Email:** [claims@genuslifeservices.com.au](mailto:claims@genuslifeservices.com.au)

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 Freedom insurance Plan and any payments that you make for the Plan will be automatically transferred to the new insurer. You do not need to contact Genus 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 12:01am (AEDT) on 1 December 2025. Once the date is confirmed we will update our website with this information at [www.genuslifeinsuranceservices.com.au/swissre-transfer](http://www.genuslifeinsuranceservices.com.au/swissre-transfer).

### **Who do I contact moving forward?**

Please continue to contact Genus about your Freedom insurance Plan.

**Phone:** [1300 88 44 88](tel:1300884488), Monday to Friday, between 8:00am and 6:00pm AEST.

**Email:** [enquiry@genuslifeservices.com.au](mailto:enquiry@genuslifeservices.com.au)

**Post:** GPO Box 2548 Sydney, NSW 2001

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### 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.genuslifeinsuranceservices.com.au/swissre-transfer](http://www.genuslifeinsuranceservices.com.au/swissre-transfer).

### Who do I contact if I have questions?

Please contact Genus on [1300 88 44 88](tel:1300884488) Monday to Friday, between 8:00am and 6:00pm AEST. (except for public holidays) or by email at [insurancetransfer@genuslifeservices.com.au](mailto:insurancetransfer@genuslifeservices.com.au) if you have any questions in relation to the Transfer, or if you require further information.

### How is personal information affected?

Swiss Re currently holds your personal information as a Freedom insurance Policyowner. In the Transfer, your personal information will be transferred to Hannover Re, who will use it for the same purposes that Swiss Re informed you about when you first obtained your Plan. Hannover Re will hold, use and disclose your personal information as outlined in its privacy policy available at [www.hannover-re.com/australia/privacy](http://www.hannover-re.com/australia/privacy).

### 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 Policyowners. You can review these documents on our website at [www.genuslifeinsuranceservices.com.au/swissre-transfer](http://www.genuslifeinsuranceservices.com.au/swissre-transfer);
- The ability for you and other Policyowners 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 Policyowners.

### Will my premiums increase because of the Transfer?

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

Hannover Re can only increase your premium in those circumstances set out in your Product Disclosure Statement and they will notify you beforehand.

The premium that applies to your Plan 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.

### Can Policyowners 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:** [1300 88 44 88](tel:1300884488), Monday to Friday, between 8:00am and 6:00pm AEST (except for public holidays)

**Email:** [enquiry@genuslifeservices.com.au](mailto:enquiry@genuslifeservices.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 Policyowners with certain information about the proposed Scheme. Once all documentation has been provided or otherwise made available to affected Policyowners, 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 Policyowner 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 Policyowners 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:** [1300 88 44 88](tel:1300884488), Monday to Friday, between 8:00am and 6:00pm AEST (except for public holidays)

**Email:** [insurancetransfer@genuslifeservices.com.au](mailto:insurancetransfer@genuslifeservices.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).