



Address Block  
[Policy Holder Name]  
[Policy Holder Address]  
[Policy Holder Address]  
[Policy Holder Address]  
[Policy Holder Address]  
[Policy Holder Address]

Our reference [Policy numbers]  
Date [Date]

**Zurich International Life Limited (Singapore Branch)**

Registered in Singapore No. T05FC6754E.  
Singapore Land Tower #29-05  
50 Raffles Place  
Singapore 048623  
Telephone +65 6876 6750  
Telefax +65 6876 6751

Dear [Title][Surname]

**RE: Proposed transfer of your Zurich International Life Limited (Singapore Branch) policy to Monument International Life Assurance Company Limited (Singapore Branch)**

We are writing to you as you have previously held a policy issued through our Zurich International Life Limited (Singapore Branch) (“**ZILL Singapore**”) and we intend to transfer all long-term (life insurance) business issued through ZILL Singapore to Monument International Life Assurance Company Limited (Singapore Branch) (“**MILAC Singapore**”) (the “**Transfer**”). The proposed Transfer will see any remaining rights and obligations in respect of your policy(ies) transfer to MILAC Singapore, along with copies of your policy records, to enable MILAC Singapore to assist you with any future queries you may have.

The proposed Transfer is subject to the approval of the Monetary Authority of Singapore (“**MAS**”), the Isle of Man Financial Services Authority (“**IoMFSA**”) and the High Court of the Republic of Singapore and the High Court of Justice of the Isle of Man (the “**High Courts**”).

We would like to explain what the proposed Transfer means for you and ask that you read this letter and the enclosures carefully as they provide you with important information.

When will the proposed Transfer take place?

The Transfer is subject to the High Courts’ approval, as required under the applicable legislation in the Isle of Man and Singapore. If the proposed Transfer is approved, policies and records will be transferred to MILAC Singapore on the effective date, which we expect to be Tuesday, 01 November 2022 (the “**Effective Date**”). MILAC Singapore will then take over responsibility for the administration of the transferred insurance business.

How will the proposed Transfer affect you?

Under the Transfer, any remaining rights and obligations in respect of your policy(ies) along with copies of your policy records will be transferred from ZILL Singapore to MILAC

Zurich International Life Limited provides life assurance, investment and protection products and is authorised by the Isle of Man Government Insurance and Pensions Authority.

Registered in the Isle of Man Number 020126C.

Singapore. From the Effective Date, MILAC Singapore will be your contact point for any enquiries relating to the policy(ies) you previously held or the benefits previously paid to you by ZILL Singapore.

If you have additional products or policies with Zurich International Life Limited (“ZILL”) (either in the Isle of Man or through a different branch), or with any other Zurich Group company other than ZILL, these will not transfer to MILAC Singapore. The proposed Transfer has no impact on the commercial insurance business of Zurich Insurance Company Singapore Branch.

#### How are you protected?

For the proposed Transfer to take place, there is a legal process which must be followed which seeks to ensure that your interests as a former policyholder are protected and that you are fully informed about the proposed Transfer. This letter is provided to you as part of that legal process.

Your interests, and the interests of other policyholders, are being looked after by a rigorous review process which includes:

- The appointment of an Independent Actuary to produce a report for the High Courts detailing the likely impact of the Transfer on policyholders;
- Close consultation with the relevant regulatory authorities, including the MAS and the IoMFSA;
- The ability for you, and other people impacted by the Transfer, to raise concerns and object to the Transfer; and
- The requirement for approval of the Transfer by the High Courts.

#### What should you do next?

Please take the time to read all the enclosed documents to ensure you understand the proposed Transfer and how it will impact you:

- Questions and answers about the Transfer;
- Summary of the terms of the Transfer; and
- Summary of the Independent Actuary’s report.

**Unless you want to raise any concerns or object to the proposed Transfer, you do not have to take any further action.**

However, if you believe you may be adversely affected by the Transfer, you can:

- Call or write to us using the details in the ‘Where to find further information’ section below; and/or
- Appear at the High Court hearings (or instruct a legal representative to do so on your behalf, at your own expense).

We expect the High Court hearing in the Isle of Man to be at 10am (UK time) on Tuesday, 20 September 2022 and the High Court hearing in Singapore to also be within September 2022. We will publish the dates, times and locations of the hearings once confirmed, and any other updates, on our website, [www.zurich.com.sg/businesstransfer](http://www.zurich.com.sg/businesstransfer), and on the MILAC website, [www.monumentregroup.com/transfers](http://www.monumentregroup.com/transfers).

If you would like more information about how to raise concerns or object to the proposed Transfer, please refer to question 14 in the enclosed set of questions and answers.

#### How will you be kept informed?

If the Transfer is approved by the High Courts, or if there are any changes to the transfer process (such as changes to the individual High Court hearing dates), we will update [www.zurich.com.sg/businesstransfer](http://www.zurich.com.sg/businesstransfer) and [www.monumentregroup.com/transfers](http://www.monumentregroup.com/transfers) with this information. MILAC Singapore will also write to you shortly after the Effective Date.

If the Transfer is not approved by the High Courts, we will update [www.zurich.com.sg/businesstransfer](http://www.zurich.com.sg/businesstransfer) and [www.monumentregroup.com/transfers](http://www.monumentregroup.com/transfers) and will also write to you to inform you of the decision.

Where to find further information

You can find more detailed information at [www.zurich.com.sg/businesstransfer](http://www.zurich.com.sg/businesstransfer) and [www.monumentregroup.com/transfers](http://www.monumentregroup.com/transfers), including the 'Scheme of Transfer' documents (which set out the legal terms of the Transfer), the full Independent Actuary's report and any supplemental reports.

If you are unsure about how the proposed Transfer may affect you, have questions or want clarification and would prefer to speak to us over the phone, our team are on hand to help.

You can call us on +65 6876 6750. Phone lines are open 9:00am to 5:30pm Monday to Friday (excluding public holidays). If you prefer, you can write to us at Zurich International Life Limited (Singapore Branch), 50 Raffles Place #29-01, Singapore Land Tower, Singapore 048623 or by email to [helppoint.singapore@zurich.com.sg](mailto:helppoint.singapore@zurich.com.sg).

You can also request free copies of the Scheme of Transfer documentation, including the Isle of Man High Court Claim Form and the Independent Actuary's report, using the contact details listed above.

Copies of the Scheme of Transfer documentation, including the Isle of Man High Court Claim Form and Independent Actuary's report, are also available for inspection between 9:00am and 5:30pm Monday to Friday (excluding public holidays) at the following addresses:

- Branch address of ZILL Singapore at 50 Raffles Place, #29-01 Singapore Land Tower, Singapore 048623. Phone number +65 6876 6750.
- Registered office of ZILL at Zurich House, Isle of Man Business Park, Douglas, Isle of Man, IM2 2QZ. Phone number +44 1624 691013.
- Registered office of MILAC at St George's Court, Upper Church Street, Douglas, Isle of Man, IM1 1EE. Phone number +44 1624 683683.

The opportunity to inspect the Scheme of Transfer documentation at the addresses listed above is subject to local health and safety guidance. If you contact us on the numbers provided above, we can advise of any applicable guidance or local restrictions at the time.

If you would like this information to be translated or provided in large print, please call us on +65 6876 6750.

Yours sincerely,



Bruce Pearson  
CEO Zurich International Life Limited