Chesnara Life

Customer Guide

We have agreed to transfer our policies to Countrywide Assured plc.

This guide gives you the key facts relating to the proposed transfer.

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Here's how to get in touch with us

- **By phone** – 020 3442 8496 from 8am to 6pm Monday to Friday (but not on public holidays)
- **By phone from abroad** – +44 (0) 20 3442 8496
- **In writing** – Black & Callow, 80 Coleman Street, London, UK, EC2R 5BJ
- **Online** – partviiqueries@chesnara.co.uk

You can find the Independent Expert's full report on the website above. Copies of all documents about this transfer are there too, including a copy of the Scheme documents and this Customer Guide.

If you need this information in an alternative format, such as Braille, large print or audio, please let us know via phone or email.

Customer Guide

We're moving your policy – what this means for you

The key points (quick summary)

- Your policy is moving across from **Chesnara Life (UK) Limited to Countrywide Assured plc**, who are Chesnara plc's primary UK based insurance company.
- **You don't need to do anything.**
- **Nothing about your policy is changing.**
- Your policy will still be **safe** and **protected**.
- You can **contact us at any time if you have questions or concerns**.

If you would like help to understand anything in this guide, contact us. We will take you through it.

Why you're receiving this

You have a policy with us and we want to:

- explain what is happening,
- make it easy to understand, and
- help you decide if you need to do anything.

Section 1 – What is happening?

We plan to move your policy to another company, in the Chesnara plc group called **Countrywide Assured plc**.

We are using a legal process (called a "**Part VII transfer**") to move your policy safely to them. The terms of the proposed transfer are set out in a legal document called the Scheme. You can find a summary of the Scheme on page 3 of this guide.

This type of transfer is common in the insurance industry and must meet strict legal and regulatory requirements designed to protect customers.

This process includes:

- **Consideration of the proposed transfer by our regulators**. These are the Financial Conduct Authority (FCA) and the Prudential Regulation Authority (PRA). As a part of their review, the FCA and PRA will report their views to the High Court.
- **A review by an independent expert**, approved by the PRA in consultation with the FCA. It is their job to review the proposed transfer and assess what impact it could have on our customers.
- **Approval of the proposed transfer by the High Court** if they, and all the review parties, consider that it is fair to policyholders.

Why we are doing this

Earlier this year, we told you that HSBC Life (UK) Limited had been sold to, and became part of, Chesnara plc in January.

Under the proposal, your policy would stay within Chesnara plc, but to make it easier for us to look after our customers, the legal and regulatory responsibility would move from Chesnara Life (UK) Limited to Countrywide Assured plc, Chesnara plc's primary UK company.

Countrywide Assured also:

- specialise in looking after these types of policies,
- have the experience to manage them long term,
- focus, like us, on supporting the needs of customers through excellent customer service, making sure that customers have the right information to understand their choices, and make decisions that are right for them.

Countrywide Assured has looked after life and pension policies since 1988 and are part of Chesnara plc's group of companies. Across the UK and Europe, the group supports around 1 million policies.

In the UK, Countrywide Assured is authorised by the PRA. It is regulated by the FCA and the PRA.

Countrywide Assured is also covered by the Financial Services Compensation Scheme (FSCS) which protects you if the company fails and cannot meet its obligations. You can find out more on the Countrywide Assured website: www.countrywideassured.co.uk

What changes if the transfer is approved?

- Your policy will be managed by Countrywide Assured but the logo and branding you will see will stay as Chesnara Life.

What will NOT change

- Your **policy number**.
- Your **policy terms and conditions**.
- Your **benefits**.
- Your **payments**,
- And if they apply to you,
  - Your **charges**,
  - Your **investment options**,
  - Your **tax position**.

In simple terms:

You keep the same policy – just with a different part of the Chesnara plc so none of your rights or obligations change. You will still see the Chesnara Life logo and branding. Only the legal wording at the foot of the letters will change.

Will my policy still be safe?

Yes, it will. This is the opinion of the Independent Expert, a senior actuary approved by the financial regulators to check this change. This was Nick Ford from the company Howden and he confirmed it will:

- not affect your benefits,
- not affect what you expect from your policy,
- not reduce the level of service.

When will this happen?

The final hearing is expected to take place on 21 May 2027. We will update the details of the final hearing on our website www.chesnaralife.co.uk.

If approved, we expect the proposed transfer to happen on 31 May 2027.

If anything changes with this transfer date, we will let you know.

What you need to do

If you are happy with this information, then you don't need to take any action. Simply keep this guide for your records.

What to do if you are not sure

We want you to feel comfortable with this change.

You can:

- ask questions,
- raise concerns, or
- object if you think the proposed transfer will cause you significant harm.

You can do this by:

- calling us on 020 3442 8496
- emailing us at partviiqueries@chesnara.co.uk

- writing to us at Chesnara Life c/o Black & Callow, 80 Coleman Street, London, UK, EC2R 5BJ
- attending the High Court hearing. This will be held on the 21 May 2027 at Companies Court, Business and Property Courts, Rolls Building, Fetter Lane, London, EC4A 1NL

Telling others about the change

If someone else has an interest in your policy (for example a joint holder, trustee, or attorney), then you should share this information with them.

Making things clear

We want to make sure everyone understands what is being proposed.

We can:

- explain this in simpler terms,
- send this in **large print**, **audio** or **Braille**, or
- give extra help if you need it.

If you are going through a difficult time or need extra support, please contact us. We are here to help.

Answering your questions

The sections below give you answers to some common customer questions. You may find that you have a different question, if you do then contact us and we can answer it for you. Our contact details are listed on page 3 of this guide.

Section 2 – The Independent Expert's Report

What is the role of the Independent Expert?

The role of the Independent Expert is to prepare a report on the terms of the proposed transfer. This report helps the High Court, the regulators and other interested parties to understand the likely impact on policyholders and whether they are being treated fairly.

Who is the Independent Expert?

The Independent Expert is Nick Ford, a senior qualified actuary of Howden – a global insurance, risk and actuarial consulting firm. An actuary is a professionally qualified person with in-depth knowledge of the insurance industry who uses mathematical modelling to assess and predict future risks. His focus is to consider the likely effects of the transfer on the policyholders of Chesnara Life and Countrywide Assured. Mr Ford's duty is to the High Court, and he is independent of the companies involved in the Scheme. His appointment, and the form of his report have been approved by the PRA, in consultation with the FCA.

Who is the PRA and the FCA?

These are regulators that help protect customers.

The PRA checks that insurance companies have enough money to pay customers what they are owed.

The FCA checks that financial companies treat customers fairly and follow the rules. This means we must put your needs first and make sure you receive good customer outcomes.

Their role in the process is to provide the High Court with reports including their views on the proposed transfer and whether they object to it.

What does the Independent Expert's Report say?

The Independent Expert has carefully considered the impact of the Scheme on Chesnara Life and Countrywide Assured customers. His conclusions are set out in his report – you can find a summary of the Independent Expert's Report, and his conclusions, alongside this guide.

To reach this conclusion, he has considered:

- the security of their benefits,
- their reasonable benefit expectations,
- the levels of administration and customer service, management and governance that apply to them.

You can read a summary of the Independent Expert's Report. This is included separately with this guide.

Where can I see the Independent Expert's full report?

You can read the full report on our website at www.chesnaralife.co.uk. Or you can contact us and we will send you a copy. Our contact details are on page 3 of this guide.

Who else has looked at the terms of the proposed transfer?

In addition to the Independent Expert, three actuaries have checked the terms of the proposed transfer and prepared reports for the board of directors of their respective companies. These are the:

- Chief Actuary of Chesnara Life,
- Chief Actuary of Countrywide Assured,
- Countrywide Assured's With-Profits Actuary.

All three actuaries agreed that customers would not be worse off if the transfer goes ahead.

The reports prepared by those actuaries, as well as the report from the Independent Expert, will be considered by the High Court at the court hearing. You can find these reports on our website at www.chesnaralife.co.uk.

Section 3 – Customer policies

Will there be any changes to my policy?

No. The proposed transfer will not make any changes to your policy's terms and conditions.

Are there any changes to the charges of my policy?

No, the charges will stay the same as written in your policy terms and conditions.

Will I be charged for the proposed transfer?

No.

How does this affect my Direct Debit?

Your Direct Debit is unaffected, and you do not need to take any action. After the transfer date, we will continue to collect your premium on the same date and for the same amount. You will still see the name 'Chesnara Life' on your bank statement too.

There is no need for you to complete a new Direct Debit Instruction as details of the change of company ownership will be given to your bank. You will continue to enjoy the benefits of the Direct Debit Guarantee. If you have any questions about this change, please contact us.

When will the transfer happen?

If the High Court approves the proposed transfer, we expect to move your policy over on the 31 May 2027. We refer to this as the "transfer date".

Will there be any disruption to my policy?

No. Following the transfer to Countrywide Assured, there will be no disruption to your policy.

Will there be any disruption to assessing or paying my claim?

No. Following the transfer to Countrywide Assured, there will be no disruption in assessing your claim or in the payment of any benefit you receive.

Is the transfer process the same if I now live overseas?

Yes, your policy will be transferred by the Scheme subject to approval by the High Court in the UK.

Why did I receive more than one letter about the proposed transfer?

You have received more than one as we have sent a letter for each of the policies you have with us.

What will happen to the support I receive as part of my policy?

The proposed transfer does not change the way in which you will be supported by our Customer Services team, who will be there to help you with any policy queries.

Do I need to tell my adviser about this change?

No. Financial advisers have been told about the proposed transfer.

There is no change in your relationship with your adviser. They will continue to support and advise you after your policy transfers to Countrywide Assured.

Section 4 – Raising a concern or objection

Do I have a choice about the transfer?

If approved by the High Court, unfortunately, no. The process does not allow policyholders and shareholders to vote on the proposed transfer.

If you think that the proposed transfer may materially disadvantage you, you have the right to object. Details of how you can object are set out below.

However:

- your interests are protected by strict checks, and
- you can still raise concerns if you want to.

If the High Court approves the proposal your policy will move across to Countrywide Assured.

What should I do if I have any concerns or want to object?

You can raise your concerns or make an objection if you think this change may materially disadvantage you.

- You can call our helpline, send us an email, or write to us. Our contact details are on page 3 of this guide.
- You can attend the High Court hearing and present your objection in person or by having a representative (Counsel) present your objection on your behalf.

What information do I need to make an objection?

Whether you choose to contact us or plan to attend the High Court hearing, you should tell us the reason for your objection and the impact you believe this change will have on you.

What happens after I have raised my objection?

If you raise an objection, we will reply to you and send your objection, our reply and any supporting information to the High Court, the Independent Expert and the regulators before the hearing. The details of the High Court hearing are in section 1 of this guide.

If you plan to attend the High Court hearing, it would be helpful if you could tell us as soon as possible and preferably before 14 May 2027.

Our contact details are on page 3 of this guide.

Understanding your plans means that we can let you know about the exact timing of the High Court hearing and any changes that may come up such as a new date.

Section 5 – After the High Court hearing

How will I know about the High Court's decision?

After the hearing, we will put the High Court's decision on our website. If that decision is to approve the transfer, then Chesnara Life and Countrywide Assured will confirm the transfer date. This date will be on our website too.

What happens next?

- If approved, your policy will transfer on 31 May 2027.
- Countrywide Assured (Chesnara Life as a brand of Countrywide Assured) will look after your policy going forward.
- You can contact them using the contact details given on their website (www.countrywideassured.co.uk) and they will be there to support you.

What happens if the transfer doesn't go ahead?

If the High Court does not approve this proposal then:

- nothing will change,
- Chesnara Life will carry on managing your policy.

Section 6 – After the transfer

What happens to my personal data?

Your data will be securely transferred so Countrywide Assured can manage your policy.

Like us, they follow:

- UK data protection laws, and strict privacy rules.

Once your policy moves, you can access a copy of the new privacy notice at www.countrywideassured.co.uk or you can use the contact details on the above website to ask for a copy to be sent to you.

Will my payments change?

No. Everything will continue as normal.

Do I get a financial benefit because of the proposed transfer?

No, you will not get a financial benefit because of this proposed transfer.

Will this change cost me anything?

No. You will not be charged for this change.

Will I get a new policy number after the proposed transfer?

Your policy number will not change, you will keep the one we gave you when your policy started.

I have additional service support needs, will these still be there for me after the proposed transfer?

If you have told us about any additional support that you need from us (such as letters in a different format, or that you need more time in making decisions) then this information will be shared with Countrywide Assured so that the support you need carries on.

You can contact Countrywide Assured at any time to tell them of any changes in the support that you need from them.

Section 7 – Other questions

What if I need this information in a different format?

If you need this information in an alternative format, such as Braille, large print or audio, let us know by phone or email.

What if I need more information?

If you have any questions or need help, please get in touch. Our contact details are on page 3.

We are here to help you understand this and feel confident about what it means.

Appendix 1 – Summary of the terms of the Scheme

[Insert updated copy]

Appendix 2 – Legal Notice

[Insert legal notice] [Insert legal footer and literature item reference number/date].