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**This letter contains important information. Please read it carefully and ensure you also forward the communication pack to your clients using the link below.**

Dear Partner

On 24 March 2022, Aetna International LLC (“**we**”) announced that we plan to wind down our non-Americas insurance business. This means that in the Europe, Middle East, Africa and Asia Pacific regions, we will no longer issue new or renewal policies.

We also announced that we have signed a preferred partnership deal with AWP Health & Life SA (“**Allianz**”), operating through its Irish branch, under the registered business name of Allianz Partners (“**Allianz Partners**”) covering the majority of our business outside the Americas. This agreement means that we are introducing our customers to Allianz Partners at renewal, to support continuity of coverage for our members wherever possible.

### **Transfer of Insurance Business**

In addition to the preferred partnership deal with Allianz Partners, we are also proposing to transfer all of Aetna Health Insurance Company of Europe DAC’s (“**Aetna**”) remaining private medical insurance business to Allianz, an insurance company within the Allianz Partners SAS group. This includes all insurance policies underwritten by Aetna where there is still potential liability for claims.

The transfer will be carried out using an insurance business transfer scheme under Section 13 of the Assurance Companies Act 1909 (as amended) (the 1909 Act), Section 36 of the Insurance Act 1989 (as amended) (the 1989 Act) and Regulation 41 of the European Union (Insurance and Reinsurance) Regulations 2015 (as amended) (the 2015 Regulations) (the “**Transfer**”), subject to approval by the High Court in Ireland ( the “**Court**” ). The Court hearing to consider and, if thought fit, approve the Transfer, is currently scheduled for 7 November 2023. If the proposal is approved, we will transfer this business to Allianz. We expect the Transfer to take place on 1 December 2023 or such other date as Aetna and Allianz may agree in writing and the Court may allow (the “**Effective Date**”). Your clients’ Aetna policy terms will not be affected.

## **Why are we writing to you?**

We are writing to all our customers, brokers and healthcare providers to tell them about the potential Transfer.

Our records show that you are a broker and represent clients who have an interest in a policy that will be included within the Transfer. We are required by the Court to notify certain policyholders of the potential Transfer and have agreed certain steps with the Court, which include notifying you and asking you to notify your clients of the potential Transfer. For more information, please see "What should you do next?" below.

## **How does this affect your clients' policies or claims?**

The Transfer will have no impact on the benefits under your clients' policies, its terms and conditions or your clients' rights and obligations under their policies. Under the Transfer your clients' policy provider will change to Allianz, and all claims which are currently being dealt with by Aetna will be handled by, or on behalf of, Allianz, on and from the Effective Date. We will let you know how your client should contact Allianz (or its appointed agent) to submit a future claim if the Transfer goes ahead by posting contact details for Allianz (or its appointed agent) on our website.

## **How are policyholders' interests protected?**

Your clients' interests, and the interests of our other customers, are protected by the legal process Aetna and Allianz are required to follow:

- We are writing to tell you what is proposed and to give you or your clients an opportunity to raise any queries before the Transfer takes effect. You or your clients can object, as described in further detail below, if it is felt either of you would be materially adversely affected by the Transfer.
- We've appointed an Independent Actuary. The Independent Actuary has reviewed the terms of the Transfer and produced a report for the Court. This report concludes that the proposed Transfer:
  - will not materially adversely affect the security of the policyholders of either Aetna or Allianz; and
  - will not have any impact on service standards experienced by the policyholders of either Aetna or Allianz.
- We will seek approval for the Transfer from the Court. The Court will only approve the Transfer if it is satisfied it is appropriate in all circumstances. The

Court will take into account the opinion of the Independent Actuary and any objections made by Aetna or Allianz policyholders who are concerned that they would be adversely affected by the Transfer.

- We have been in close consultation with the Central Bank of Ireland, our industry regulator, which will assess the proposed Transfer.

### **What should you do next?**

Please notify each policyholder for whom you brokered business included in the proposed Transfer by sending them the communication pack and directing them to the dedicated website for the proposed Transfer [www.aetnainternational.com/en/about-us/insurance\\_business\\_transfer/ireland-insurance-business-transfer.html](http://www.aetnainternational.com/en/about-us/insurance_business_transfer/ireland-insurance-business-transfer.html). Please rely on your own policyholder/address records for the purposes of any communications with your clients. The communication pack will enable all relevant policyholders to make an informed assessment of the impact of the proposed Transfer and make clear that policyholders have the right to object to the proposed Transfer should they wish to do so. We ask that the communication pack be sent to all relevant policyholders within 7 days of this communication.

Where a communication pack is sent by email and you receive a "delivery failure notification", we ask that you:

- review the email address to confirm there are no obvious errors that have prevented the documents being delivered, and resend the communication pack to the corrected email address if there was an error; and
- where there are no obvious errors in the email address, please follow your standard business practice to attempt to contact the relevant policyholder. This should include using alternate available contact details in order to send the communication pack by post or other suitable alternative means.

Please ask your clients to pass this information (including any links) on to anyone else with an entitlement to the benefits under their policy (such as individual members, if applicable, and dependants), as soon as possible to ensure that any questions can be asked and resolved in a timely manner.

If a person is concerned that the proposed Transfer could materially adversely affect them, they are entitled to object. You or the policyholder can contact us by email, telephone or post, using the details shown at the end of this letter. We will pass information on any objections to all relevant parties, including the Court and the Independent Actuary, who will also consider the objections. If any policyholder communicates with you in respect of the Transfer, or raises any questions or objections, or informs you that they intend to make representations in respect of the

Transfer, please contact us using the information provided below or direct the policyholder to do so.

If a person is concerned that the proposed Transfer could adversely affect them, they also have the right to be heard at the court hearing on 7 November either in person, by written representation or by legal representation. We explain the process in more detail in section 4 of the linked frequently asked questions.

Unless there are any queries or objections to this proposal, no further action is required to be taken by your clients.

Please confirm that you can make these notifications in accordance with our request.

### **Additional Documents**

Here is the link to [the communication pack](#) containing further information about the proposed Transfer, which we encourage you to recommend to your clients to read carefully. The communication pack contains:

- An information document containing:
  - a [summary of the Scheme document](#) setting out the terms of the proposed Transfer;
  - a [summary of the Independent Actuary's report](#); and
  - [notice of the proposed Transfer](#) and further information on the court hearing; and
- A set of [frequently asked questions and answers](#).

We have prepared this short [webinar](#) to help explain the Insurance Business Transfer process.

### **Keeping you informed**

If the Court approves the Transfer, or if there are any changes to the process (such as the dates of the court hearings or the Effective Date of the Transfer), we will provide details on our website at [www.aetnainternational.com/en/about-us/insurance\\_business\\_transfer/ireland-insurance-business-transfer.html](http://www.aetnainternational.com/en/about-us/insurance_business_transfer/ireland-insurance-business-transfer.html).

You and your clients can request free copies of any of the documents available or ask any further questions by emailing us at [europeservices@aetna.com](mailto:europeservices@aetna.com) – our team is on hand to answer any questions relating to the Transfer. Alternatively, you can

call us on UK freephone 0800-085-2596, Non-UK +44-203-788-3288, or on one of our international freephone numbers. For toll-free calling from other countries, please refer to <https://www.business.att.com/collateral/access.html> to find the number for the country you're dialling from. When prompted during the call, please enter the access code 855-491-9150 and follow the instructions. You can also write to us at Alexandra House, 3 Ballsbridge Park, D04 C7H2, Ballsbridge, Dublin, Ireland. Your clients should continue to contact Member Services for general questions about their policy or claim.

If you or your clients have any questions about this correspondence, the communications pack or the Transfer, please contact us using the details below.

**If you or your clients would like this information in an alternative format such as large print, please email us at [europeservices@aetna.com](mailto:europeservices@aetna.com). Alternatively, you can call us on UK freephone 0800-085-2596, Non-UK +44-203-788-3288, or on one of our international freephone numbers. For toll-free calling from other countries, please refer to <https://www.business.att.com/collateral/access.html> to find the number for the country you're dialling from. When prompted during the call, please enter the access code 855-491-9150 and follow the instructions.**

Yours faithfully

Aetna Health Insurance Company of Europe DAC

**Linked:**

- [Summary Independent Actuary report](#)
- [Summary Scheme Document](#)
- [Frequently Asked Questions](#)
- [Legal Notice](#)

**Relevant Contact Details**

If you have any questions about this letter, the communications pack or the proposed Transfer, please contact Aetna as follows:

Email: [europeservices@aetna.com](mailto:europeservices@aetna.com)

Website: [www.aetnainternational.com/en/about-us/insurance\\_business\\_transfer/ireland-insurance-business-transfer.html](http://www.aetnainternational.com/en/about-us/insurance_business_transfer/ireland-insurance-business-transfer.html)

Telephone: Toll free from the UK 0800-085-2596  
From outside the UK (Toll) +44-203-788-3288  
For toll-free calling from other countries, please refer to <https://www.business.att.com/collateral/access.html> to find the number for the country you're dialling from. When prompted during

the call, please enter the access code 855-491-9150 and follow the instructions.

Address: Alexandra House, 3 Ballsbridge Park, D04 C7H2, Ballsbridge, Dublin, Ireland

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Please visit <http://www.aetnainternational.com/ai/en/about-us/legal/regional-entities> for more information, including a list of relevant entities permitted to carry on or administer insurance business in their respective jurisdictions.

Aetna does not provide care or guarantee access to health services. Not all health services are covered, and coverage is subject to applicable laws and regulations, including economic and trade sanctions.

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