

FREQUENTLY ASKED QUESTIONS

JUNE 2019

THE SALE TO ZURICH

Who is Zurich?

Zurich is a global insurance specialist and one of the largest retail life insurers in Australia. Zurich has a presence in more than 210 countries and territories around the world with over 145 years' experience. Zurich has an Australian heritage dating back to the 1920s and is committed to the Australian market and to retaining and developing the OnePath Life product lines.

How does the sale to Zurich benefit me?

The benefit is that OnePath Life, the insurer, is now owned by a global insurance specialist and one of the largest retail life insurers in Australia. ANZ is a bank and therefore not a specialist insurance company. ANZ has made the decision to focus on banking services such as home loans and credit cards.

Zurich has committed to investing in the OnePath Life product lines and building on the features over the long term. It is also important to know that all aspects of the policies provided by OnePath Life will remain the same following the sale.

Does the change of ownership to Zurich affect my policy and cover?

No, this is a change to the ownership of OnePath Life only.

The important thing to know is that all aspects of your policy and cover remain the same, for example:

- its name and brand
- the type and level of cover
- your current payment arrangement and renewal date
- any beneficiary nominations
- terms and conditions.

Your product will also continue to be issued by OnePath Life, as part of Zurich.

What will happen from 1 June (the first day of Zurich ownership)?

This will be the first day of Zurich's ownership of the OnePath Life insurance business. However, this has no impact on your policy or its brand. Our Customer Service contact details remain the same, and your policy will still be issued by OnePath Life, which is now owned by Zurich.

I joined OnePath/ANZ for the premiums and good claims history – will this change?

Your policy stays the same as it is today with no change to your cover or premiums. You remain in the same insurance policy which will continue to be serviced by our award-winning claims teams. The only difference is that OnePath Life is now owned by Zurich, a global insurance specialist.

Zurich has committed to investing in the OnePath Life product lines over the long term and so will continue to provide high quality life insurance products.

Will I still get the discounts I was getting before?

Yes, your policy, premiums and any discounts you currently have are not affected by the sale.

Will I still get Qantas points when I pay my premiums?

Yes, you will continue to earn Qantas points in the same way you did previously.

Will I need to update my beneficiary details?

No, your beneficiary details stay the same.

Who should I call if I want to make changes to my policy?

You should continue to call your financial adviser if you have any questions or want make any changes to your cover or you can call us directly on 133 667.

Will Zurich be putting up my premium rates as soon as they take over?

Your current premium is not impacted by the change in ownership, and will not be increased or decreased as a result of the transfer.

This information is of a general nature and has been prepared without taking into account your objectives, financial situation or needs. You should consider whether the information is appropriate for you having regard to your objectives, financial situation and needs. We recommend that you read the Product Disclosure Statement, available by calling 133 667 before deciding whether to continue to hold the product.