

15 September 2021

Dear Customer

Transfer of insurance policies from Shoprite Insurance Company Limited to Centriq Life Insurance Company Limited and to Centriq Insurance Company Limited

This communication is to inform you that:

- your Consumer Protection Policy: Death, Disability, Loss of Employment or Inability to Earn an Income insured by Shoprite Insurance Company Limited (registration number: 1948/030484/06) ("**Shoprite Insurance**") will transfer to Centriq Life Insurance Company Limited (registration number: 1943/016409/06) ("**Centriq Life**"); and
- your Consumer Protection Policies: All Risk Insurance and/or Extension of the Manufacturer's Warranty or Guarantee Policies insured by Shoprite Insurance will transfer to Centriq Insurance Company Limited (registration number 1998/007558/06) ("**Centriq Insurance**"),

once such transfer has been approved by the Prudential Authority.

Centriq Life and Centriq Insurance are public companies duly incorporated in terms of the Companies Act. Centriq Life is a licensed life insurer and Centriq Insurance is a licensed non-life insurer in terms of the Insurance Act, 18 of 2017.

Due to a change in the legislation, the benefits currently provided in terms of the Consumer Protection Policies: Death, Disability, Loss of Employment or Inability to Earn an Income can no longer be provided by a non-life insurer (such as Shoprite Insurance) but must be provided by a life insurer (such as Centriq Life).

Similarly, the benefits currently provided in terms of the Consumer Protection Policies: All Risk Insurance and the Extension of the Manufacturer's Warranty or Guarantee Policy must be provided by a licensed non-life insurer (such as Centriq Insurance).

As such, it was agreed that:

- your Consumer Protection Policies: Death, Disability, Loss of Employment or Inability to Earn an Income would be transferred from Shoprite Insurance to Centriq Life; and
- Consumer Protection Policies: All Risk Insurance and the Extension of the Manufacturer's Warranty or Guarantee Policy would be transferred from Shoprite Insurance to Centriq Insurance.
- All administration services in terms of your policy through Shoprite Checkers will remain unchanged.

Rest assured that your benefits under these policies remain exactly the same and all terms and conditions are unchanged, save for some enhanced protections provided in terms of the applicable laws as set out in a letter attached hereto as Attachment 1 and Attachment 2. In addition, your premiums under these policies will not increase for a period of 12 months after approval of the transfer by the Prudential Authority.

REGISTERED OFFICE : CNR WILLIAM DABBS STREET & OLD PAARL ROAD, PO BOX 215, BRACKENFELL, 7561,
SOUTH AFRICA



MEMBER OF SHOPRITE GROUP

DIRECTORS : M BOSMAN, R I COATES, A DE BRUYN, P A FAIRHURST, L HOFFMANN,
J C M WETHMAR

Please note, in respect of the Consumer Protection Policies: Death, Disability, Loss of Employment or Inability to Earn an Income, because these policies will in future be a life policy once underwritten by Centriq Life, that value added tax is no longer payable in terms of your premiums under your Consumer Protection Policies: Death, Disability, Loss of Employment or Inability to Earn an Income. This means that your premiums under this policy will reduce with the value of the value added tax charge.

However, the credit provider of the credit agreements, namely Rainbow Finance, a division of Shoprite Investments Limited (registration number 1985/000928/07) ("**Rainbow Finance**") will not be able to reduce the instalment amount with the amount of value added tax that is no longer chargeable on the Consumer Protection Policies: Death, Disability, Loss of Employment or Inability to Earn an Income. As such, the value added tax portion previously charged on these policies will be treated by Rainbow Finance as a pre-payment on the instalment amount. A letter from Rainbow Finance is attached hereto as Attachment 3.

The transfer of your policy will happen automatically and you do not have to consent to the transfer. If you however wish to make any objections regarding the transfer, you must do so by 7 October 2021 by contacting us as set out below.

If you have any questions, please contact us on 0861 00 88 61 or at policytransfer@shoprite.co.za for more information.

For your convenience, we have the formal notice of the transfer, together with a document titled *Frequently Asked Questions* relating to the transfer.

Please ensure you read the attached as Attachment 4 and Attachment 5 as it includes more details on the following:

- The process that must be followed before the transfer can take place;
- Where to view some of the documents relating to the transfer; and
- Who to contact if you have questions.

Kind Regards

Shoprite Insurance Company Limited