

[Header]

[Address details]

<Salutation>

### **Important information about your [policy]**

When this policy was taken out with us, it was contracted with the UK branch of our Irish insurer, MetLife Europe d.a.c. (“**MetLife Europe**”).

Following the UK’s decision to leave the EU, we have been in discussion with our regulators regarding our organisational structure. As a result of the discussions with our regulators, a decision has been made that the retirement and investments business of the MetLife Europe UK branch should sit within a UK entity. As a result, we have established a new UK subsidiary, MetLife UK Limited (“**MetLife UK**”).

By 1<sup>st</sup> April 2024, we intend to transfer the retirement and investments business of MetLife’s UK branch from MetLife Europe to MetLife UK.

Our records indicate that you (or someone you represent) have an interest in one or more policies that will transfer to MetLife UK and this is why we are writing to you.

### **How will this impact your policy?**

MetLife UK will become your insurer in place of MetLife Europe.

Rest assured, the proposed transfer will not affect your benefits, the terms of any guarantee you have taken out with us, nor any regular contributions you currently make. It will also have no impact on the administration of your policy nor the levels of service that you receive. How you deal with MetLife will remain the same, including in relation to any claim or complaint. Your policy number and terms and conditions will not change following the transfer.

### **How are we making sure that your interests are protected?**

The proposed transfer will be carried out under an insurance business transfer scheme (the “**Scheme**”) in accordance with Part VII of the Financial Services and Markets Act 2000 and will require the approval of the High Court of Justice in England and Wales (the “**Court**”). The Court will only approve the transfer if it is satisfied that it is appropriate to do so.

An independent expert (the “**Independent Expert**”), whose appointment was approved by the Prudential Regulatory Authority (“**PRA**”), has prepared a report on the Scheme for the Court. A summary of the Independent Expert’s report is included in the enclosed booklet.

The Independent Expert has concluded that in his opinion the Scheme will not have a material adverse effect on:

- The security of benefits of the transferring customers;
- The reasonable benefit expectations of the transferring customers; or
- The standards of service, management and governance applicable to transferring customers.

We have consulted with both the PRA and the Financial Conduct Authority (“**FCA**”) about this transfer. The PRA and the FCA will assess the proposed transfer and will each provide a report to the Court.

In addition, we are writing to you about our proposals in order to give you an opportunity to raise any concerns, queries or objections before the transfer takes effect.

### **Further documents enclosed for you**

The booklet enclosed with this letter contains:

1. Notice of application to the Court and further information on the Court hearing;
2. A Questions and Answers Booklet which provides information about the Scheme; and
3. An explanatory circular which gives more detail on and background to the proposed Scheme. This incorporates:
  - a. A summary of the terms of the Scheme; and
  - b. A summary of the report prepared by the Independent Expert.

If you are aware of anyone else who has an interest in and/or may be entitled to benefits under your policy, please inform them of the transfer and pass on the information contained in this letter and the booklet. If you are a Trustee of the policy we have only contacted you as the lead Trustee, if the policy has additional Trustees please inform them of the transfer. We provide examples of the circumstances in which it is important for you to pass on this information in the accompanying Questions and Answers Booklet. You can download additional copies of these and other documents from <https://www.metlife.eu/transfer-documents/> or, if you prefer, you can contact us to ask for additional paper copies.

Further information, including the Independent Expert's full report, is available at <https://www.metlife.eu/transfer-documents/>. Alternatively, you can obtain a copy of the Independent Expert's report by writing to us using the address below, or by calling 0800 917 0701.

### **Do you need to take action?**

You do not have to take any action, unless you have any concerns about the proposal or wish to object to the transfer.

If you have any comments or queries, please feel free to phone us on the number set out below and we will do our best to help. Alternatively, you can write to us, or email, using the addresses below.

If you believe that the proposed transfer would adversely affect you, you have a right to object. You can object in person during the Court hearing. This is currently scheduled to take place on 12<sup>th</sup> February 2024 at The Business and Property Courts, 7 Rolls Building, Fetter Lane London EC4A 1NL. Alternatively, you can object by telephone, email or in writing using the details set out below. If you intend to raise an objection, either in person or otherwise, please let us know as soon as possible and by no later than 31<sup>st</sup> January 2024.

0800 917 0701 – phone lines are open Monday to Friday (except bank holidays) 9am to 5pm

customerservice@metlife.co.uk

MetLife Europe d.a.c.

Beacon House

27 Clarendon Road

Belfast

BT1 3PR

The MetLife website will be updated to reflect the progress of the transfer, including if there is any change to the proposed hearing date. The MetLife website can be accessed at <https://www.metlife.eu/transfer-documents/>.

<Yours sincerely>

[•]