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TRANSFER OF INSURANCE BUSINESS FROM LIBERTY INSURANCE PTE LTD TO LIBERTY SPECIALTY MARKETS SINGAPORE PTE. LIMITED

Frequently Asked Questions (FAQs) for Policyholders

You're receiving this FAQ because you're a Liberty Insurance policyholder. The Liberty Group is transferring its insurance business in Singapore from Liberty Insurance Pte Ltd ("**LI**") to Liberty Specialty Markets Singapore Pte. Limited ("**LSM**").

This FAQ explains the transfer (the "**Scheme**") and answers common questions.

Q1: Why did I receive a letter about this?

You received the letter because you hold one or more insurance policies with LI. These policies are included in the Scheme, so we want to give you the relevant details.

Q2: When will the Scheme take effect?

Subject to the confirmation of the General Division of the High Court of Singapore, the Scheme is expected to take effect at 0001 hours on 1 January 2026. It may also take effect at another time/date if agreed by LI and LSM, or as the Court may allow (the "**Effective Date**"). All insurance policies issued by LI before the Effective Date will be transferred to LSM under the Scheme.

Q3: What does this mean for me as a policyholder?

You don't need to do anything. The transfer will not change the terms of your policy, your benefits, or the services you currently receive. Your existing policy remains valid until it expires. Any benefits you are entitled to will continue to be honoured by LSM under the same policy terms. You won't need a new policy document or certificate.

Q4: How will I receive future letters or notices about my policy?

You will continue to receive notices, communications and letters in connection with your policy after the Effective Date from LSM via the same way you currently do from LI.

Q5: Do I need to change my agent or broker?

No. If you have currently have an agent or broker, they will continue to support you after the transfer.

Q6: Will my contact points or claims process change?

No. Your existing contact points will remain the same. The representatives you work with will continue to support you. There will be no changes to how you make claims or request pre-authorisation of treatment under your policy.

Q7: How will this affect the way I pay premiums?

If you currently pay by an existing GIRO or recurring credit card arrangement, those arrangements will move to LSM automatically — no action is needed from you.

For payments by bank transfer, cheque, or PayNow, updated payee details will appear on the relevant documents issued on or after the Effective Date.

Bank Account Information
The existing UOB bank account 451-304-455-5 on renewal notices will remain unchanged. Policyholders can continue to use the current bank account details for all payments until further notice.

Cheques
Cheques written on or after 1 January 2026 should be made out to "Liberty Specialty Markets Singapore Pte. Limited". Cheques issued to "Liberty Insurance Pte Ltd" up to 31 December 2025 can still be submitted to us after 1 January 2026 for clearance. Claims or refund cheques issued by LI can still be presented after 1 January 2026.

Discontinuation of existing PayNow Corporate UEN ID and QR Code
The current LI PayNow Corporate UEN IDs and QR codes will be discontinued as of 1 January 2026. Further information regarding the new replacement UEN IDs will be provided in due course. For alternative payment options after 1 January 2026, please visit:
https://www.libertyinsurance.com.sg/finance

Migration and Suspension of new GIRO collection tokens
Please note that no new GIRO payees will be set up from 1 October 2025 until further notice. Existing GIRO payees will be automatically migrated to LSM starting from 1 January 2026.

Q8: My policy is expiring soon. Should I still renew it now?

Yes. Please renew as you normally would.

All policies issued by LI that are in force on the Effective Date will transfer to LSM. If you receive a renewal offer before the Effective Date but accept it after, the renewed policy will be with LSM on the same terms offered.

Q9: What if I have a claim in progress at the time of the transfer?

Your claim will continue to be assessed under the terms of your policy. There is no need to submit a new claim form. LSM will take responsibility for your claim and continue the process, and will contact you if more information is required.

Q10: Will my personal data be transferred?

Yes. Your personal data will transfer to LSM so they can take over as your insurer and provide services under your policy. This transfer of personal data is necessary to ensure LSM can continue servicing your policy and fulfilling all obligations under the insurance contract. This may include personal data about you, the insured person(s), and any relevant third parties (e.g. claimants), as needed to manage your policy or claim.

From the Effective Date, LSM's privacy policy will apply to your personal data. LI's privacy policy will no longer govern the handling of your data. While there will be no material change to how your data is handled, you can review the policy here:
https://www.libertyspecialtymarkets.com.sg/footer/privacy-policy/.

You retain the right to access and correct your personal data, and to withdraw consent for its use, subject to applicable legal and contractual obligations. For more information, please refer to LSM's privacy policy. If you have any questions about how your personal data will be handled, please contact our Data Protection Officer directly at privacy.officer.ap@libertyglobalgroup.com.

Q11: What will happen to Liberty Insurance Pte Ltd after the transfer?

LI will eventually cancel its licence as an insurer with the Monetary Authority of Singapore.