

Significant Event Notice

Background

By this Significant Event Notice dated 7th February 2025, we are notifying you of some significant changes to your Resolution Life Australasia Funeral Insurance Policy (**Funeral Policy**).

Details of your Life Policy

The insurer of your Life Policy is Resolution Life Australasia Limited, ABN 84 079 300 379, AFSL 233671 (**Resolution Life**). The insurer issues your Life Policy and is responsible for paying benefits under your Life Policy.

The administrator of your Life Policy is currently Insurance Australia Limited, ABN 11 000 016 722, AFSL 227681, trading as Swann Insurance (**Swann**).

What are the changes to your Life Policy?

We are notifying you of:

1. Changes to the administrator of your Funeral Policy; and
2. Changes to your Direct Debit payment arrangements.

These changes are effective from 1 April 2025.

This Significant Event Notice explains the changes and how they may affect you.

Change of Administrator

The administrator of your Funeral Policy conducts administration activities such as collecting premiums, processing insurance applications, and managing claims.

On and from 1 April 2025, Swann will cease its role as the administrator of your Funeral Policy, and Resolution Life will perform the functions of the administrator.

On and from 1 April 2025, you can contact Resolution Life for any queries, payments and claims relating to your Funeral Policy.

Change of Direct Debit Arrangements

Currently, QPR Finance Pty Ltd ABN 92 094 904 266 (**QPR**) collects premiums from you for your Funeral Policy.

From 1 April 2025, this arrangement is ending and QPR will no longer be able to collect premiums from you. Instead, Resolution Life will collect premiums directly from you in its capacity as the insurer and new administrator of your Funeral Policy.

To maintain your cover and allow Resolution Life to collect premiums from you after 1 April 2025, you can enter into a new Direct Debit arrangement with Resolution Life. Resolution Life will send you a new Direct Debit Authorisation Form by 28th February 2025 with details for completion and return to Resolution Life using the contact details on page 3.

If you do not provide new payment details by 1 May 2025 and your Funeral Policy remains unpaid, Resolution Life may seek to cancel your policy for non-payment pursuant to the terms of your Funeral Policy and if allowed by the law.

Changes to your PDS

The information contained in this Significant Event Notice updates and should be read with the last Product Disclosure Statement (**PDS**) you received for your Funeral Policy, and any other applicable Supplementary PDS.

Your Resolution Life Australasia Funeral Insurance PDS is amended on and from 1 April 2025 by the following:

1. Where references to “Insurance Australia Limited, ABN 11 000 016 722, AFSL 227681, trading as Swann Insurance (**Swann**)” and “Swann Insurance (Aust) Pty Ltd ABN 80 000 886 680, AFS Licence No. 238292” appear in your Product Disclosure Statement, these references are deleted and replaced with “Resolution Life Australasia Limited ABN 84 079 300 379, AFSL 233671 (**Resolution Life**).”
2. All references to “QPR” and “QPR Finance Pty Ltd 92 094 904 266” (**QPR**) are deleted.
3. The sentence “QPR Finance Pty Ltd ACN 92 094 904 266 collects premiums and debits the policyholder’s account on behalf of Swann, who in turn remit your premiums to AMP Life” is deleted in all instances where that sentence appears.
4. Any references to “Administrator” or any administration activities should be read in the context of Resolution Life performing those activities.

5. The following paragraphs on page 4 are deleted:

Swann Insurance (Aust) Pty Ltd ABN 80 000 886 680, AFS Licence No. 238292 administers your AMP Funeral Plan policy.

QPR Finance Pty Ltd ABN 92 094 904 266 (QPR) collects premiums and debits the policyholder's account on behalf of Swann Insurance (Aust) Pty Ltd, who in turn remit your premiums to us.

6. The sentence "QPR will collect premiums and debit the policy owner's account" on page 10 under the heading "Payment of Premiums" is deleted and replaced with:

"Resolution Life will collect premiums and debit the policy owner's account"

Next Steps

We recommend you review the changes in this notice to ensure your Life Policy continues to meet your needs.

If you wish to continue your insurance cover under your Life Policy, please complete the new Direct Debit Authorisation Form and return it to Resolution Life by 1 April 2025 using the contact details below.

Any questions or concerns?

If you have any questions or concerns regarding the information contained in this Significant Event Notice you can contact Swann as the current administrator of your Life Policy on:

Phone 1300 307 926
Online www.swanninsurance.com.au
Email AMPLifePlan@swanninsurance.com.au
Address Swann Insurance
PO BOX 14459
Melbourne VIC 3000

From 1 April 2025, you can contact Resolution Life as the insurer and new administrator of your Life Policy on:

Phone 133 731
Online www.resolutionlife.com.au
Email askus@resolutionlife.com.au
Address Resolution Life
GPO Box 5441
Sydney NSW 2001

We're here for you

Yours Sincerely

A handwritten signature in black ink, appearing to read "Peter Histon".

Peter Histon
Chief Customer Experience Officer
Resolution Life Australasia Limited.

What you need to know

Your product is issued by Resolution Life Australasia Limited ABN 84 079 300 379, AFSL No. 233671 (Resolution Life).

Any advice in this email is general in nature and is provided by Resolution Life. It does not take into account your personal objectives, financial situation or needs. Therefore, before acting on this advice, you should consider the appropriateness of the advice having regard to those matters as well as the relevant product disclosure statement and/or policy documents, available from Resolution Life at resolutionlife.com.au or by calling 133 731, before making a decision about the product. Consider speaking to a financial adviser if you have any concerns.

Resolution Life is part of the Resolution Life Group and can be contacted on 133 731 or askus@resolutionlife.com.au.