

## Frequently Asked Questions

### 1. Information about Lion Life, Emerald Life and the Transfer

#### 1.1 Who is Lion Life

Lion of Africa Life Assurance Company Limited, registration number 1942/015587/06 ("**Lion Life**") is a public company and a licensed life insurer incorporated in South Africa.

#### 1.2 Who is Emerald Life?

Emerald Life Proprietary Limited, registration number 2016/534835/07 ("**Emerald Life**") is a private company and a licensed micro-insurer incorporated in South Africa and is a member of the Emerald group of companies.

### 2. Transfers of Policies from Lion Life to Emerald Life

#### 2.1 Why will the insurer of my policy change?

It has been agreed between Lion Life and Emerald Life to transfer the policies referred to below to Emerald Life, subject to approval by the Prudential Authority as required in terms of the section 50 of the Insurance Act 2017 ("**Insurance Act**"). Emerald Life will remain the administrator of the policies and will accordingly become the insurer of the policies after approval of the transfer by the Prudential Authority ("**Proposed Transfer**").

#### 2.2 Which policies are affected by the transfer?

The Transfer Policies all constitute funeral insurance policies underwritten by Lion Life and previously sold and administered by Emerald Life (the "**Transfer Policies**").

#### 2.3 Are there any exceptions to the funeral insurance policies that are affected?

2.3.1 Yes, 50% of the funeral insurance policies underwritten by Lion Life, distributed and administered by Emerald Life in terms whereof premiums are paid by means of deductions from social grants in terms of regulation 29(1) of the regulations published under the Social Assistance

Act, 2004 as agreed between Lion Life and Emerald Life, will continue to be underwritten by Lion Life

2.3.2 This means that if your policy is not being transferred, Lion Life will continue underwriting your policy and nothing will change in that respect.

2.3.3 If your premium is paid by any means other than direct deduction from social grants in terms of regulation 29(1) of the regulations published under the Social Assistance Act, 2004, it will be transferred from Lion Life to Emerald Life. It is likely that you have received an SMS from either Emerald Life and/or Lion Life to confirm that your policy will transfer to Emerald Life.

## 2.4 **Which funeral insurance policies are affected?**

The following insurance policies are affected:

- If your policy payments are made by means of debit order and you receive an SMS, your policy will be transferred to Emerald Life;
- If your policy payments are deducted from your social grant and you receive an SMS, your policy will be transferred to Emerald Life;
- If you have not received an SMS and you are unsure whether your policy is affected, please contact any of the following call centres, Emerald Life, at 0861 666 333 and/or Lion Life at 021 461 8233 or visit your nearest branch.

## 2.5 **How will the policies be transferred?**

2.5.1 The Transfer Policies will be transferred to Emerald Life as part of a transfer of business transaction concluded between Lion Life and Emerald Life. This means that Emerald Life will become the new insurer of the Transfer Policies.

2.5.2 The agreement is subject to the approval by the Prudential Authority (as required in terms of the Insurance Act) and has to follow a detailed regulatory process as described below.

2.5.3 After approval of the Proposed Transfer by the Prudential Authority, Emerald Life will become the insurer of the Transfer Policies.

**3. Do you have to give consent to the transfer of your policy or cover?**

No. Consent by a policyholder is not required for a transfer in terms of section 50 of the Insurance Act.

**4. What will happen if the Proposed Transfer is approved?**

4.1 As consent is not required, a detailed regulatory process is prescribed in the Insurance Act, and the Prudential Authority must approve the Proposed Transfer.

4.2 Cover in terms of the Transfer Policies will remain unchanged and benefits will remain secured.

4.3 The only changes will be that after the approval of the Proposed Transfer by the Prudential Authority, the Transfer Policies will be underwritten by Emerald Life and no longer by Lion Life.

**5. Will policy benefits remain secured?**

Yes. Policy benefits will remain secured and will be unchanged. No additional charges or costs will be levied against any policy pursuant to the Proposed Transfer.

**6. How will the Proposed Transfer take place?**

6.1 The transfer of the business of an insurance company is subject to a detailed regulatory process in terms of the Insurance Act and must be approved by the Prudential Authority.

6.2 The following steps in respect of the Proposed Transfer have already occurred:

6.2.1 Lion Life and Emerald Life have lodged an application for approval of the Proposed Transfer with the Prudential Authority;

6.2.2 The heads of the actuarial functions of both Lion Life and Emerald Life have issued reports regarding the soundness of the Proposed Transfer;

6.2.3 The Prudential Authority has given its preliminary support for the Proposed Transfer and has allowed Lion Life and Emerald Life to communicate with the policyholders regarding this change, as they are required to do in terms of the Insurance Act; and

- 6.2.4 Notice of the Proposed Transfer has been published in various newspapers and other forms of communication to ensure that all policyholders receive adequate notice of the Proposed Transfer.
- 6.3 Any policyholder of a Transfer Policy or other interested party affected by the Proposed Transfer may contact the Prudential Authority and/or the Financial Sector Conduct Authority on any matter in connection with the Proposed Transfer by no later than 17 July 2026.
- 6.4 If you have an objection to the Proposed Transfer, you must make representations to the Prudential Authority and/or the Financial Sector Conduct Authority by calling and/or emailing and/or writing to the Prudential Authority or the Financial Sector Conduct Authority. These representations must reach the Prudential Authority or Financial Sector Conduct Authority by no later than 17 July 2026.
- 6.5 If you do not have an objection to the Proposed Transfer, you do not have to file affidavits or make representations. Once the Prudential Authority approves the Proposed Transfer, your policy will be automatically transferred to Emerald Life.
- 6.6 Please note that the Long-term Insurance Ombudsman and the Ombud for Financial Services Providers will not be able to assist you in this matter.

**7. What if I do not want Emerald Life to underwrite any cover relating to me?**

You are allowed to make representations to the Prudential Authority, Financial Sector Conduct Authority, Lion Life or to Emerald Life if you have any concerns about the Proposed Transfer. These representations must reach the Prudential Authority, Financial Sector Conduct Authority, Lion Life or Emerald Life no later than 17 July 2026.

**8. Where can I obtain more information about the Proposed Transfer?**

- 8.1 Copies of the documents mentioned below shall be available for inspection on the websites of:
- 8.1.1 Lion Life at [www.lionlife.co.za](http://www.lionlife.co.za)
- 8.1.2 Emerald Life at [www.emeraldlife.co.za](http://www.emeraldlife.co.za)

8.2 Copies of the documents mentioned below shall be available for inspection at the head office of Lion Life or any of the Emerald Life branches.

8.3 The documents available for inspection will include:

8.3.1 Copy of the Application Form (excluding annexes);

8.3.2 Copy of the Transfer Agreement; and

8.3.3 All communication notices (which consist of the following: a formal notice published in the newspapers; SMS wording; a letter notification together with a copy of these frequently asked questions).

**9. Who can I contact if I have enquiries regarding the Proposed Transfer?**

9.1 Please direct all queries as follows:

9.1.1 Telephonically: Emerald Life, at 0861 666 333 and/or Lion Life at 021 461 8233.

9.1.2 Email: Emerald Life, at [info@emerald.life.co.za](mailto:info@emerald.life.co.za) and/or Lion Life at [transfer@lionlife.co.za](mailto:transfer@lionlife.co.za)

9.2 Alternatively, please direct your enquiries to the Prudential Authority per email at [SARB-PA@resbank.co.za](mailto:SARB-PA@resbank.co.za) or the Financial Sector Conduct Authority by email at [Section50@fsc.co.za](mailto:Section50@fsc.co.za).