

1. What's happening

Q 1.1 What are the proposed changes?

A: It is proposed that QBE General Insurance (Hong Kong) Limited (**QGI**) (operating in Macau through its registered Macau Branch (**QGI Macau Branch**)) will transfer its insurance business to QBE Hongkong & Shanghai Insurance Limited (**HKSI**) (operating in Macau through its registered Macau Branch (**HKSI Macau Branch**)) by way of a business transfer(**Transfer**).

Q 1.2 Why are these changes happening?

A: The QBE insurance group of companies (**QBE**) in Hong Kong and Macau is undertaking an exercise to simplify its group structure and as part of this group restructuring exercise, it has been determined that the Hong Kong and Macau business will be consolidated in HKSI. Pursuant to Macau Chief Executive Order no. [·] approving the establishment of HKSI Macau Branch and the transfer of the insurance business carried on by QGI Macau Branch in Macau to HKSI Macau Branch (Chief Executive Order), QGI Macau Branch will thereafter cease to be an authorized insurer in Macau. QGI Macau Branch will subsequently be wound up and will close down its operation in Macau, whilst HKSI Macau Branch will be registered in Macau and will continue the business previously carried on by QGI.

Please be reassured that this restructuring will not affect QBE's presence in Macau. QBE has been serving Macau since 1985 and will remain present in Macau in the future. QBE will continue to provide a comprehensive range of non-life insurance solutions for both business and personal customers through an extensive network of professional insurance agents and brokers.

Q 1.3 What is this process called?

A: The transfer will be carried out by way of a transfer of business as approved by the Macau Chief Executive under Executive Order no. [·] .

Q1.4 Who is QGI Macau Branch?

A: QGI Macau Branch, with registered office in Macau at Rua do Comandante Mata e Oliveira, nº 32, Edifício "Associação Industrial de Macau", 8º andar "B" a "C", registered in the Macau Commercial and Moveable Property Registry under number 59501(SO), is the Macau registered Branch of QGI, a company incorporated in Hong Kong on 9 November 1973 and is part of the QBE group, QGI is an authorised insurer under the Macau Insurance Ordinance with authorisation to carry on its general insurance business in or from Macau¹.

Q 1.5 Who is HKSI Macau Branch?

A: HKSI Macau Branch was authorized to be established in Macau pursuant to Macau Chief Executive Order no. [·] in order to take on the existing insurance business in Macau of QGI Macau Branch. Both QGI Macau Branch and HKSI Macau Branch have the same shareholder. HKSI Macau Branch will be authorized under the Macau Insurance Ordinance to carry on its general insurance business in or from

¹ General insurance policies includes : Accident (personal and occupational), Sickness (short term), Land vehicles, Goods in transit, Fire and natural forces, Damage to property, Motor vehicle liability, General liability, Credit (commercial risks), Suretyship, Miscellaneous (financial loss), Legal expenses.

Macau under the same terms as insurance business carried on by the QGI Macau Branch².

Q 1.6 What is being transferred?

A: The whole general insurance business of QGI Macau Branch carried on by QGI Macau Branch in or from Macau is being transferred to HKSI Macau Branch.

Q 1.7 When will the proposed Transfer take place?

A: We expect the proposed Transfer to take place at 00:01 a.m. on 1 October, 2024, or such other date as QGI and HKSI may agree in writing and the Macau Monetary Authority (**AMCM**) or Macau Chief Executive may allow (**Effective Date**).

Q 1.8 Why are you writing to me?

A: Our records show that you (or someone you represent) have an interest in one or more policies that will be included within the proposed Transfer. This could be because you (or someone you represent):

- took out a policy directly with QGI Macau Branch;
- took out a policy underwritten by QGI Macau Branch policy through an agent or broker, including via Hang Seng Bank;
- are dealing or have dealt with QGI Macau Branch or one of its agents or brokers or claims administrators in relation to a claim in respect of a policy underwritten by QGI Macau Branch; or
- have had claim in respect of a policy underwritten by QGI Macau Branch approved by QGI Macau Branch, and QGI Macau Branch has issued a cheque in respect of the claim, but you (or someone you represent) have not presented the cheque to the bank for payment (i.e. unpresented cheques).

For the avoidance of doubt, even if your policy has expired as of the date of the accompanying letter, such policy will still be included within the proposed Transfer.

2. What this means for you

Q 2.1 How does this affect my policy or claim?

A: The proposed Transfer will change the insurance company responsible for handling claims under your policy after the Effective Date. Broadly speaking, the proposed Transfer will transfer the rights and obligations under the policies from QGI Macau Branch to HKSI Macau Branch. This means that you will contact HKSI Macau Branch if you need to make a claim or have a question about a claim after the Effective Date. Your personal data that QGI Macau Branch holds in relation to your policy and/or claim will also be transferred to HKSI Macau Branch on or after such date in accordance with applicable laws in Macau Branch (including the Personal Data Protection Act (Law 8/2005)). The proposed Transfer will

² Including the following general insurance business carried in or from Macau: Accident (personal and occupational), Sickness (short term), Land vehicles, Goods in transit, Fire and natural forces, Damage to property, Motor vehicle liability, General liability, Credit (commercial risks), Suretyship, Miscellaneous (financial loss), Legal expenses.

have no impact on the benefits under your policy, its terms and conditions or your rights and obligations under your policy.

All claims under the transferred policies, which are currently being dealt with by QGI Macau Branch will be handled by, or on behalf of, HKSI Macau Branch. If you have an existing claim, it will continue to be dealt with by QGI Macau Branch until the Effective Date. You will not need to take any action, such as by submitting new claim forms to HKSI Macau Branch, as we will arrange the proposed Transfer. The proposed Transfer does not impact your relationships with your insurance intermediary (which may include Hang Seng Bank as agent). If you have a claim that is being dealt with by QGI Macau Branch at the time of the Effective Date, we will write to you with HKSI Macau Branch's contact details.

Q 2.2 Which of my policies are transferring?

A: All of your policies falling under the classes Accident (personal and occupational), Sickness (short term), Land vehicles, Goods in transit, Fire and natural forces, Damage to property, Motor vehicle liability, General liability, Credit (commercial risks), Suretyship, Miscellaneous (financial loss), Legal expenses, written by QGI will transfer to HKSI (as applicable).

Q 2.3 What should I do next?

A: We recommend that you read the accompanying letter and its enclosures in full.

You can find the following information about the proposed Transfer on our website: <https://www.qbe.com/mo/en/newsroom/insurance-business-transfer> (in English) and <https://www.qbe.com/hk/zh-mo/newsroom/insurance-business-transfer> (in Chinese) including the frequently asked questions and answers (in English and Chinese), letter to policyholders and other updates of the Transfer from time to time.

If you represent someone, or if there is anyone else, with an interest in, or entitlement to, the benefits under your policy (such as any members of the policy and their dependants, other named policyholders or sub-policyholders of the policy), please make them aware of the proposed Transfer as soon as possible.

If, after reading this document, the accompanying letter and its enclosures in full, you believe the proposed Transfer would adversely affect you and/or any of your dependants, other named policyholders or sub-policyholders of the policy, please refer to section 2.4 below.

If you do not have any concerns about the proposed Transfer and do not wish to object to it, you do not have to take any further action.

Q 2.4 What should I do if I have any concerns or want to object?

A: If you believe the proposed Transfer would adversely affect you and/or any of your dependants, other named policyholders or sub-policyholders of the policy, please contact us by email, telephone or post (details in section 5) and we will address your concerns. Please quote the reference number at the top of the accompanying letter or the relevant policy number in any correspondence.

Q 2.5 Will I receive a new policy schedule or updated terms and conditions?

A: No, your existing policy documents will not change. Your policy terms and conditions will not be

affected by this proposed Transfer.

Q 2.6 What if I have a general question about my policy or claim?

A: Please continue to contact your usual QGI Macau Branch representative or QBE customer services for general questions about your policy or claim until the Effective Date. You can use the telephone number given in the accompanying letter or at the end of this document if you have any questions about the proposed Transfer. If the proposed Transfer goes ahead, we will let you know how to contact HKSI Macau Branch by posting this information on our website. We will also write to you with HKSI Macau Branch's contact details if you have submitted a claim and it is still being processed at the time of the Effective Date.

Q 2.7 Why have I received more than one letter about the proposed Transfer?

A: If you hold more than one policy with QGI Macau Branch, you may receive notification of the proposed Transfer for each policy. You may also receive separate notification of the proposed Transfer if you have a claim being dealt with by QGI Macau Branch at the moment.

Q 2.8 My policy has expired, why am I receiving this letter?

A: For the avoidance of doubt, even if your policy has expired as of the date of the accompanying letter, such policy will still be included within the proposed Transfer. We have also written to you to explain the proposed Transfer and how this may affect you, as from the Effective Date, HKSI Macau Branch will be taking over the administrative records of your policy, even though it has now expired. This will enable HKSI Macau Branch to assist you with any future queries you may have.

Q 2.9 What if my policy was issued through QGI Macau Branch but I am no longer in Macau?

A: All policies issued through QGI Macau Branch will transfer to HKSI Macau Branch and the country in which you now reside does not affect this.

Q 2.10 Will QGI Macau Branch retain any of my personal information?

A: Yes, QGI Macau Branch will retain your personal information (including health data where relevant) for a period of up to 6 years (or such longer period required by applicable law or regulation) following the Effective Date as may be necessary to comply with applicable legal and regulatory responsibilities.

Q 2.11 Will the proposed Transfer include my personal information?

A: Yes, QGI Macau Branch will provide HKSI Macau Branch with such information as is necessary for HKSI Macau Branch to provide you with the relevant services once the transfer of the information takes place alongside the proposed Transfer. The information will be securely transferred on or after the Effective Date. The information that QGI Macau Branch will provide to HKSI Macau Branch may include all personal data about you (including health data where applicable), the insured and beneficiaries (and their health data where applicable) under your policy and any other relevant persons (e.g. claimants), all of which are necessary for HKSI Macau Branch to administer or handle your claims under the policy. From the Effective Date, HKSI Macau Branch will process your personal data in the same way as QGI Macau Branch did before the Effective Date but in accordance with QBE's Macau privacy policy at: [●].

Q 2.12 Will I be required to change my insurance intermediary?

A: No, your relationship with your insurance intermediary (if applicable) will not be affected by the proposed Transfer.

Q 2.13 Can I choose to leave my policy(ies) with QGI Macau Branch instead of them transferring to HKSI Macau Branch?

A: If the regulator approves the proposed Transfer, then all the policies you have with QGI Macau Branch will transfer to HKSI Macau Branch.

3. More about the proposed Transfer

Q 3.1 Who will pay for the proposed Transfer?

A: The proposed Transfer will be paid for by QGI Macau Branch. There is no cost to policyholders.

Q 3.2 How are my interests protected?

A: Your interests and the interests of other policyholders and claimants are protected by the legal process QGI Macau Branch and HKSI Macau Branch are required to follow:

- The proposed Transfer has been approved by the Macau Chief Executive and its implementation is subject to regulatory supervision and control by the AMCM.
- We have been in close consultation with AMCM, which has reviewed the key documents relevant to the proposed Transfer to ensure protection of all interested parties and policyholders.

Q 3.3 Who Is the AMCM?

A: The principal function of the AMCM is to regulate and supervise the insurance industry for the promotion of the general stability of the insurance industry in Macau and for the protection of existing and potential policyholders.

Q 3.4 How will I know if the AMCM has approved the proposed Transfer?

A: The proposed Transfer has been approved by the Macau Chief Executive Order no. [●] You can find the original publication in the Macau Official Gazette at [●] (in Portuguese) and [●] (in Chinese).

Any changes or information on the progress of the proposed Transfer will be announced on the same website. You should check this website for any changes or updates.

4. Additional information

Q 4.1 How will you keep me Informed?

A: If there are any changes to the process (such as the Effective Date), we will provide details on our website at <https://www.qbe.com/mo/en/newsroom/insurance-business-transfer> (in English) and <https://www.qbe.com/hk/zh-mo/newsroom/insurance-business-transfer> (in Chinese).

You can also ask any further questions you may have by writing to us or by calling us using the details shown in Section 5 below - our team is on hand to answer any questions relating to the proposed

Transfer. Please continue to contact your usual QGI Macau Branch representative or member services for general questions about your policy or claim until the Effective Date.

If you have any questions or concerns about this document or the accompanying letter and its enclosures or the proposed Transfer, please contact us using the details in Section 5 below.

Q 4.2 Can I receive the communication pack in other formats?

A: If you would like this information in an alternative format such as large print please email us at info.mac@qbe.com or call us using the details shown in Section 5 below.

Q 4.3 Who do I contact once the proposed Transfer has been completed?

A: If the proposed Transfer goes ahead, you should contact HKSI Macau Branch after the Effective Date for any enquiries about your policy. We will let you know how to contact HKSI Macau Branch by posting this information on our website. We will also write to you with HKSI Macau Branch's contact details if you have submitted a claim and it is still being processed.

5. Contact Us

We are here to help. If you have any questions not answered above, or if you have any concerns with the proposed Transfer, you can contact us using the following details.

Until the proposed Transfer takes effect, please continue to contact your usual QGI representative or QBE customer services for general questions about your policy or claim.

Contact details

Email: info.mac@qbe.com

Website:

<https://www.qbe.com/mo/en/newsroom/insurance-business-transfer> (in English)

<https://www.qbe.com/hk/zh-mo/newsroom/insurance-business-transfer> (in Chinese).

Telephone: +853 28323909

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