

# Explanatory flyer

## Regarding your claim

### Background

**On 1 July 2023, AIA Australia Limited (AIAA) transferred its Australian Superannuation & Investments business to Resolution Life Australasia Limited (Resolution Life). The Superannuation & Investments business includes Lifestream Guaranteed Income Annuities, Investment Growth Bonds and Super, Pensions and Deferred Annuity products.**

**More details about the transfer of AIAA's Superannuation & Investments business to Resolution Life can be found at [resolutionlife.com.au](https://resolutionlife.com.au).**

### Processing your claims during the transitional period

AIAA and Resolution Life have both agreed to enter into a transitional services agreement so that the AIAA group can provide services to Resolution Life following the transfer. Under that agreement the AIAA group will, for an anticipated transitional period of 18 months, process claims relating to transferred policies on Resolution Life's behalf. During this transitional period, you may receive letters, documents and other collateral which contains AIAA's branding. Any declarations, consents or other information you provide on these forms will be ultimately provided to and relied upon by Resolution Life.

### What you need to know

Resolution Life Australasia Limited ABN 84 079 300 379, is part of the Resolution Life Group. The AIA Group has sold to the Resolution Life Group that part of the business that previously provided and/or administered these products. The Resolution Life Group and its products and services are not affiliated with, or guaranteed by, the AIA Group. The Resolution Life Group uses AIA's trademarks under licence.

The information contained in this document is factual information only and it does not contain any financial product advice or make any recommendations about a financial product or service being right for you.

## Privacy disclosure

This section summarises key information about how Resolution Life and AIAA handle personal information.

Resolution Life's privacy policy contains information on how your personal information (including disclosure to overseas recipients) is collected, used and disclosed. Visit [resolutionlife.com.au/privacy](https://resolutionlife.com.au/privacy) for further information.

Further information on how AIAA collect, use and disclose personal information can be found at [aia.com.au/privacy](https://aia.com.au/privacy).

Protecting your personal information and being transparent about how your personal information is used by Resolution Life and AIAA is a vital part of our relationship with you. Your personal information includes your identity, name, contact details, date of birth, gender, product details, financial information, employment status and foreign tax compliance. We will not be able to administer this product for you without this information.

Resolution Life and AIAA will share your personal information with each other during this transition period, to perform their respective roles relating to your products and to continue to offer you a seamless customer and claims experience. This can include providing you with customer service, to service your product, the management of claims and complaint handling. Resolution Life will only share your information in accordance with their privacy policy.

To protect your privacy, Resolution Life or AIAA may also ask for your further consent to access certain personal information when you are next dealing with us.

We may exchange your information with third parties where this is permitted by law or for any of the purposes, we use your information.

Third parties include:

- those who refer your business to us
- any person acting on your behalf, including your financial adviser, solicitor, accountant executor, administrator, trustee, guardian or attorney
- external product providers into which you might direct some of your investment or other product providers to which your investment might be transferred
- where we are required to under domestic or foreign law
- medical practitioners (to verify or clarify, if necessary, any health information you may provide)
- reinsurers and auditors
- claims-related providers such as assessors and investigators (so that any claim you make can be assessed and managed), insurance reference agencies (where we're considering whether to accept a proposal of insurance from you and, if so, on what terms)
- organisations to whom we may outsource certain functions
- government and law enforcement agencies or regulators
- entities established to help identify illegal activities and prevent fraud
- the life insured, policy owner or beneficiaries of a policy issued by us.

In all circumstances where our contractors, agents and outsourced service providers become aware of customer information, confidentiality arrangements apply. Customer information may only be used by our agents, contractors and outsourced service providers for our purposes.

We may be required to disclose customer information by law, e.g. under Court Orders or Statutory Notices pursuant to taxation or social security laws or under laws relating to sanctions, anti-money laundering or counter terrorism financing.

The law allows you (subject to permitted exceptions) to access your information. We may charge you for providing this access. You can do this by contacting:

Email [askus@resolutionlife.com.au](mailto:askus@resolutionlife.com.au)

Post Reply Paid 90618, GPO Box 5441,  
Sydney NSW 2001

## What you need to know

Equity Trustees Superannuation Limited ABN 50 055 641 757, AFSL No. 229757, RSE Licence No. L0001458 (Trustee) as trustee of the Super Retirement Fund ABN 40 328 908 469 (Fund) is the issuer of this product. Resolution Life Australasia Limited ABN 84 079 300 379, AFSL No. 233671 (Resolution Life) is the issuer of life insurance policies to the Trustee for this product. The Trustee, as owner of the life insurance policies, will receive the applicable benefit from Resolution Life, and in turn provides the benefit to eligible Fund members. Any advice in this document is provided by Resolution Life, and is general advice and does not take into account your objectives, financial situation or needs. Before acting on this advice, you should consider the appropriateness of the advice having regard to your objectives, financial situation and needs, as well as the appropriate product disclosure statement and plan document, available from Resolution Life at [resolutionlife.com.au](https://resolutionlife.com.au) or by calling 133 731, before making a decision on whether to continue to hold, the product. Resolution Life is part of the Resolution Life Group and can be contacted via [resolutionlife.com.au/contact-us](https://resolutionlife.com.au/contact-us) or by calling the phone number mentioned above.