



21 July 2025

Account number: <partially redacted account number>

<Address Name>

<Address Line 1>

<Address Line 2>

<SUBURB> <STATE> <POSTCODE>

Change of administrator for Asgard Personal Protection Package

Dear <Salutation>

Policy number/s

<Policy number> <Insurance Product Name>

We are writing to let you know about a change to the administrator of Asgard Personal Protection Package (APPP) Superannuation and Standalone (non-superannuation) insurance policies which will apply from 25 August 2025.

What is changing?

From 25 August 2025, administration services for APPP insurance policies will transfer from Asgard Capital Management Limited (ACML) to an external administrator, Australian Group Insurances Pty Ltd (AGI).

As the new insurance administrator, AGI will manage your APPP policy and policy alterations, handle communications and complaints, quotes, premium payments, and policy renewals.

If you currently pay your insurance premiums via direct debit, you will need to resubmit your direct debit details. This will allow your direct debit arrangement to continue without disruption. You can do this by either:

- Completing and returning the Direct Debit Request form enclosed using the reply-paid envelope provided by **15 August 2025** or via bt@agigroup.com.au OR
- Updating your direct debit payment details on the AGI portal, once access has been established after 25 August 2025.

If your direct debit details are not provided and payment is not received within 30 days of your premium due date, your cover will lapse. To avoid this, we encourage you to update your details as soon as possible and we will work closely with AGI to support your seamless transition.

Why is the administrator changing?

As of 25 August 2025, we will no longer be performing insurance administration services for APPP within Asgard, and these administration services will be transferred to AGI.

AGI was selected as they are a specialist life administrator who have supported superannuation funds, life insurers, and advisers across the Australian market since 2009. They provide end-to-end administration services across a wide range of life insurance products, including group life, income protection, and Risk-Only Superannuation solutions.

What is not changing?

Importantly there is **no change to your existing insurance cover, features or terms as a result of the change of administrator.**

- Your existing policy number/s remain the same
- AIA Australia Limited remains the insurer of your APPP policy
- BT Funds Management Limited (BTFM) remains the APPP product issuer and will continue to be responsible for all insurance claims
- There is no change to existing Powers of Attorney (POA), and Third-Party Authorities (TPA)

What does this mean for me?

The administrator of your APPP policy will change on **25 August 2025** from ACML to AGI which means there will be a number of key changes. An overview of the key changes can be found below. Please review the 'Important Information' table enclosed with this letter for the full list of changes and consider how they will affect you.

Who to contact

- **General enquiries (non-claims related)**
 - You will need to contact AGI directly for any general queries, including policy information and transactions.
- **Claims related enquiries**
 - Asgard will remain responsible for all your insurance claims so if you have a claims related enquiry please continue to contact us.
 - If you have an enquiry about an in-progress income protection claim, please contact your Claims Consultant at the relevant insurer (see the key contacts details table below). All other claims related enquires can be directed to us.

Key contact details

Please keep these new contact details handy, as you will need these from 25 August 2025.

Enquiry type	Who to contact	Contact Details
General enquires (non - claims related)	AGI	From 25 August 2025 1300 375 018 or contact us on bt@agigroup.com.au
Claims related enquiries (excluding in-progress income protection claims)	Asgard	1800 998 185 or contact us at asgard.com.au/contact
In-progress income protection claims	AIA Australia (current insurer)	AIA Australia 1800 333 613
	TAL (previous insurer)	TAL 02 9182 0773

Direct Debit arrangements

- **If you currently pay your insurance premiums via direct debit, you will need to resubmit your direct debit details. This will allow your direct debit arrangement to continue without disruption.** You can do this by either:
 - Completing and returning the Direct Debit Request form enclosed by **15 August 2025** in the reply-paid envelope provided or via bt@agigroup.com.au OR
 - Updating your direct debit payment details on the AGI portal, once access has been established after 25 August 2025.
- **If your direct debit details are not provided and payment is not received within 30 days of your premium due date, your cover will lapse.** To avoid this, we encourage you to update your details as soon as possible and we will work closely with AGI to support your seamless transition.

Fee changes

- The APPP administration fee for each policy you hold will be removed. The amount of this fee reduction varies depending on your frequency of payment for example between \$4.40 per month to \$48.40 per annum including GST. This change will be applied from your next premium payment after 25 August 2025.
- The fee currently payable to Asgard as a portion of your premium will be paid to AGI from your next premium payment date, after 25 August 2025.

Managing your policy

- You will receive a welcome letter in the mail from AGI from 25 August 2025, including their contact details and step-by-step instructions to guide you through setting up your access to the AGI portal. The AGI portal is where you will view your policy details, access your Certificate of Currency, and download necessary forms. Once you complete the setup process, you will be able to log in and use the AGI portal.
- From **24 August 2025**, you will no longer be able to view the details of your APPP Standalone policy/s on Investor *Online*. Instead, policy information including cover, status, and premium amount, will be managed by AGI and accessible exclusively through the AGI portal.

What do I need to do?

1. **If you currently pay your insurance premiums via direct debit, you will need to resubmit your direct debit details. This will allow your direct debit arrangement to continue without disruption. You can do this by either:**

- Completing and returning the Direct Debit Request form enclosed using the reply-paid envelope provided by **15 August 2025** or via bt@agigroup.com.au OR
- Updating your direct debit payment details on the AGI portal, once access has been established after 25 August 2025.
- **If your direct debit details are not provided and payment is not received within 30 days of your premium due date, your cover will lapse.** To avoid this, we encourage you to update your details as soon as possible and we will work closely with AGI to support your seamless transition.

2. Please review your contact information (including email address which is required to set up your access to the AGI portal) and update, if necessary, by **15 August 2025**.

Your adviser can update your contact details using AdviserNET or you can do it via Investor *Online*. To do this login to Investor Online and either:

- Click Account » Manage my account » Change Account Details. Complete the e-form and submit, OR
- Click Forms » All forms » Amend account details. Complete the manual form and:
 - upload the form via Investor *Online*, OR
 - post the form to Asgard, PO Box 7490, Cloisters Square WA 6850, OR
 - submit your request at www.asgard.com.au/contact

3. Complete the step-by-step instructions in the welcome letter you receive in the mail from AGI so you can log in and access the AGI portal to view your APPP policy details.

Please be aware that all APPP policy changes submitted from **16 August 2025** will be processed by AGI after 25 August 2025.

What happens next?

After 25 August 2025, you will receive a welcome letter in the mail from AGI. The letter will contain step-by-step instructions to guide you through the setup process so you can access the AGI portal and view your APPP policy details.

For more information

Should you need additional information we are here to help.

If you have any questions about these changes or to find out more about the administration of your APPP insurance, please speak to your adviser or contact us at asgard.com.au/contact or call us on 1800 998 185 from Monday to Friday, 8:30am to 7pm (AEST).

From 25 August 2025

If you have any questions about these changes, or to find out more about the administration of your APPP insurance, please speak to your adviser or contact AGI on 1300 375 018 from Monday – Friday, 8:30am to 5:00pm (AEST) or bt@agigroup.com.au.

Yours sincerely

Annabelle Kline

Chief Product Officer

Important Information

The table below provides APPP policy holders with important information about the transfer of administration services for APPP insurance policies to AGI. The changes will come into effect on **25 August 2025**. These changes will not affect your APPP policy features, terms and cover.

Please take the time to review these changes and consider what you need to do and how these changes will affect you.

Feature	What you need to know and do
Who to contact about general enquires (non - claims related)	You will need to contact AGI directly for any general queries, including policy information and transactions. You can contact AGI from 25 August 2025 on 1300 375 018 or bt@agigroup.com.au .
Who to contact about claims related enquiries	Asgard will remain responsible for all insurance claims. You can contact Asgard on 1800 998 185 or at asgard.com.au/contact .
Who to contact about in-progress income protection claims	If you have an enquiry about an in-progress income protection claim, please contact your Claims Consultant at the relevant insurer: - AIA Australia (current insurer) 1800 333 613 - TAL (previous insurer) 02 9182 0773 All other claims related enquires can be directed to us.
Premium payments	If you currently pay your insurance premiums via direct debit, you will need to resubmit your direct debit details. This will allow your direct debit arrangement to continue without disruption. You can do this by either: - Completing and returning the Direct Debit Request form enclosed using the reply-paid envelope provided by 15 August 2025 or via bt@agigroup.com.au OR - Updating your direct debit payment details on the AGI portal, once access has been established after 25 August 2025. If your direct debit details are not provided and payment is not received within 30 days of your premium due date, your cover will lapse. To avoid this, we encourage you to update your details as soon as possible and we will work closely with AGI to support your seamless transition.
Fee changes	The APPP administration fee for each policy you hold will be removed. The amount of this fee reduction varies depending on your frequency of payment for example between \$4.40 per month to \$48.40 per annum including GST. This change will be applied from your next premium payment after 25 August 2025. The fee currently payable to Asgard as a portion of your premium will be paid to AGI from your next premium payment date, after 25 August 2025.
If you currently pay by direct debit and don't submit the direct debit form	If AGI is unable to deduct your premium, they will send you an overdue notice (or lapse notice if your premiums are already in arrears) explaining the reason for the failed payment. To avoid any disruption to your cover, you must update your direct debit details before your next premium payment date. If the payment remains outstanding, a final notice will be issued. Failure to pay before your next premium due date will result in your policy lapsing.
New AGI portal	After 25 August 2025, you will receive a welcome letter in the mail from AGI with details to set up your access to the AGI portal. The letter will contain step-by-step instructions to guide you through the setup process so you can access the AGI portal. The AGI portal is where you will view your policy details, access your Certificate of Currency and download forms. Once you complete the setup process you will be able to log in and use the AGI portal.

The steps for getting set up on the AGI portal	AGI will advise you how to activate your AGI portal access in their welcome letter which you will receive in the mail after 25 August 2025.
Changes to APPP information on Investor <i>Online</i>	You will not be able to view your APPP policy administered by ACML on Investor <i>Online</i> from 24 August 2025. Investor <i>Online</i> will be updated to Closed. Closure reason: Transfer to AGI 25 AUG/ 2025. Your policy will be managed by AGI, and you will be able to view your policy via the AGI portal from 25 August 2025 once you activate your access.
Historical service history	We will provide AGI with your policy information so they can support all your enquiries.
Powers of Attorney (POA), Court Orders and any Third-Party Authorities (TPA)	There is no change to existing POA, Court Orders and any TPAs.

SAMPLE