



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>

We are planning to move Asgard accounts to BT Panorama in 2026. This move is part of our technology simplification program which will provide Asgard customers with access to BT Panorama's more advanced technology, mobile app and modern security features.

We'll be writing to you in August 2025 to let you know more information about this move and what it means for you.

Ahead of this move, this letter is to let you know about an important and related change to the administrator of your Asgard Personal Protection Package (APPP) insurance policy 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.

Why is the administrator changing?

As part of our technology simplification program, from 25 August 2025 the administration of your APPP policy will transfer 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
- Your premiums continue to be paid from your superannuation account
- AIA Australia Limited remains the insurer of your APPP policy
- BT Funds Management Limited (BTFM) remains the superannuation trustee and 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 enquires (non-claim related)

- You will need to contact AGI directly for any general queries, including policy information and transactions.

– Claims related enquiries

- Asgard will ultimately remain responsible for all insurance claims before the move to BT Panorama in 2026. Following the move, BT Panorama will be responsible for all claims.
- If you have an enquiry about an in-progress salary continuance 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 salary continuance claims)	Asgard*	1800 998 185 or contact us at asgard.com.au/contact 1300 881 716 or email us on support@Panorama.com.au
In-progress salary continuance claims	AIA Australia (current Insurer)	AIA 1800 333 613
	TAL (previous Insurer)	TAL 02 9182 0773

*Planned to move to BT Panorama in 2026. You will receive more details about this move in August 2025.

Fee changes

- The APPP monthly administration fee of \$4.10 per month (including GST) will be removed. 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, 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.
- You will continue to have access to your insurance details via your existing Investor *Online* log in. From Investor *Online* you will be able to view policy details including policy cover, status, and premium amount.

What do I need to do?

There are several steps you can take to prepare for the transfer of your APPP policy/s to AGI. Reviewing these in advance will help ensure a smooth transition.

1. 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

2. 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 how they 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 (excluding in-progress salary continuance claims)	Asgard will ultimately remain responsible for all insurance claims before the move to BT Panorama in 2026. Following the move, BT Panorama will be responsible for all claims. You can contact Asgard on 1800 998 185 or contact us at asgard.com.au/contact and post move, BT Panorama on 1300 881 716 or email us on support@Panorama.com.au.
Who to contact about in-progress salary continuance claims	If you have an enquiry about an in-progress salary continuance 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.
Fee changes	The APPP monthly administration fee of \$4.10 per month (incl GST) will be removed. 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.
New AGI portal	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. 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.
APPP policy information on Investor Online	You will have access to your APPP insurance details via Investor <i>Online</i>. You will be able to view: - Your APPP policy when it was administered by ACML - Your APPP policy administered by AGI (which will also be available on the AGI portal). - The commencement date, which will remain the same for your APPP policy/s. - Premium deductions from your superannuation account which will continue to be visible from Investor <i>Online</i> so you will be

	able to see the payment amount. This will not be visible on the AGI portal. You will see your APPP policy administered by ACML display as Closed from 25 August 2025 with the closure reason: Transfer to AGI 25 AUG 2025.
Changes to APPP information on Investor Online	From 25 August 2025, you will no longer be able to view your Certificate of Currency on Investor <i>Online</i>. It will be available to view and download via the AGI portal. CPI indexation, Smoker status, Occupation code and Occupation will also no longer be updated on Investor <i>Online</i> and will display as 'not available'. They still form part of your policy and information can be accessed by contacting AGI.
Premium deductions	There will be no change to the way your premiums will be deducted
Historical service history	We will provide AGI with your policy information so they can support all your enquiries.
Powers of Attorney, Court Orders and any Third-Party Authorities	There is no change to existing Powers of Attorney (POA), Court Orders and any Third-Party Authorities (TPA).