



[Letter to Claimants or their Representatives]

<Claimant or Claimant Representative Name>
<Address Line 1>
<Address Line 2>
<Address Line 3>
<Address Line 4>
<Country>
<Postcode>

[Date] 2022

Dear Sir/Madam

IMPORTANT INFORMATION ABOUT YOUR INSURANCE POLICY WITH USAA LIMITED – PLEASE READ CAREFULLY

Our records show that you/your client are/is party to a claim or claims in respect of which USAA Limited (**USAA LTD**), a United Kingdom insurance company is a party.

We are writing to you to inform you that it is proposed that on **31 December 2022**, USAA LTD will transfer all of its insurance business to USAA S.A. as follows:

- all of its general insurance business which relates (in whole or in part) to a risk or risks situated in the European Economic Area (**EEA**) will be transferred to USAA S.A., an insurance company based in the Grand-Duchy of Luxembourg; and
- all of its general insurance business which relates (in whole or in part) to a risk or risks situated in the United Kingdom (**UK**) will be transferred to the UK branch of USAA S.A. (**USAA S.A. UK Branch**),

(together, the **Proposed Transfer**).

Your claim or that of your client against USAA LTD will form part of the Proposed Transfer.

This letter contains important information about the Proposed Transfer, to allow you/your client reasonable time to consider whether you/your client and/or other interested parties (e.g. other beneficiaries under your/your client's claim) may be adversely affected by the Proposed Transfer.

Background

The UK ceased to be a member of the European Union (the **EU**) on 31 January 2020 (**Brexit**). As a result of Brexit, it has been necessary for the USAA group to restructure its European operations and it now proposes to consolidate its insurance business into one European insurer (i.e. USAA S.A.).

Postal & Registration Address: Fitzwilliam House, 10 St Mary Axe, London EC3A 8AE, England.
Registration Number: England 730577 Tel No: 020 7655 1800 Fax No: 020 7655 1850

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.
Call may be recorded for training or monitoring purposes.



Information about USAA S.A.

USAA S.A. is an insurance company incorporated in the Grand-Duchy of Luxembourg, authorised, and regulated by the Commissariat aux Assurances (the **CAA**). USAA S.A. is a member of the USAA group, along with USAA LTD. The United Services Automobile Association, the ultimate parent of all companies in the USAA group, has a A++, AA+, Aaa financial strength rating from A.M. Best, Moody's and SPG Global respectively.

Information about USAA S.A. UK Branch

USAA S.A. UK Branch is a branch of USAA S.A. that was established in the UK on 1 May 2021. As well as being authorised and regulated by the CAA in the Grand-Duchy of Luxembourg, it is authorised by the Prudential Regulation Authority (the **PRA**) and the Financial Conduct Authority (the **FCA**) in the UK. USAA S.A. UK Branch, as part of USAA S.A., is part of the USAA group, along with USAA LTD.

Information about the Proposed Transfer

The Proposed Transfer must be carried out in accordance with the UK Financial Services and Markets Act 2000. This requires us to obtain approval from the High Court of England and Wales (the **Court**). An independent expert (the **Independent Expert**) has been appointed to write a report for the Court. The Independent Expert has assessed the impact of the Proposed Transfer and has concluded that it will not materially adversely affect any group of policyholders.

It is a legal requirement for us to contact you/your client as part of this process, and should you consider that you are adversely affected by the Proposed Transfer, you are entitled to make representations to the Court. This letter contains information on how to do so.

Nothing in this letter should be deemed to be an acknowledgment or acceptance of the validity of any claim you/your client may have made or may make in the future or of any liability of USAA LTD (or, following the Proposed Transfer, USAA S.A. or USAA S.A. UK Branch) in relation to any such claim (and, in particular, any reservation of rights which if issued shall remain fully reserved) or the validity of the relevant policy (including where such policy has been voided).

The Proposed Transfer will have no effect on:

- our obligations under the policy or policies;
- the terms and conditions of the policy or policies;
- the duration of the policy or policies;
- the way the policy or policies is/are administered; or
- the way any claims you/your client have made or may make under a relevant policy or policies are handled.

However, you/your client's eligibility for access to the UK's Financial Ombudsman Service and the UK's Financial Services Compensation Scheme may change following the Proposed Transfer. Further information about this is set out in the "Questions and Answers Booklet" enclosed with this letter.

Postal & Registration Address: Fitzwilliam House, 10 St Mary Axe, London EC3A 8AE, England.
Registration Number: England 730577 Tel No: 020 7655 1800 Fax No: 020 7655 1850

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.
Call may be recorded for training or monitoring purposes.



How are your interests being protected?

The legal approval process for the Proposed Transfer to USAA S.A. and USAA S.A. UK Branch is designed to help safeguard your/your client's interests.

The Court must approve the Proposed Transfer for it to go ahead. The Court will consider whether the Proposed Transfer will adversely affect policyholders (which includes those entitled to an interest under the policy such as those with a valid claim against USAA LTD) and whether it is appropriate to approve the Proposed Transfer. The Court hearing is due to take place on **21 November 2022** at the **High Court of Justice, 7 Rolls Building, Fetter Lane, London, EC4A 1NL, United Kingdom**. Any change to the date of the Court hearing or the date of the Proposed Transfer will be announced on our website (www.usaa.com/Brexit).

You/Your client have/has the right to attend the Court hearing that will consider the Proposed Transfer and to present any objections or concerns that you/they may have directly, or appoint legal counsel to attend on your/ their behalf. If you/your client want to telephone or write to us rather than appear in person, we will present in writing any objections received from you to the Court on 21 November 2022. If you/your client decide to write to us you are kindly requested to do so as soon as possible and preferably no later than **11 November 2022**.

Please note that it is possible that the Court hearing may take place remotely via a teleconferencing service. It is requested that if you/your client intend on attending the Court hearing (whether in person or via your representative), you inform USAA LTD, USAA S.A. and/or USAA S.A. UK Branch (using the contact details set out below) as soon as possible and preferably before **11 November 2022**. This will enable USAA LTD, USAA S.A. and USAA S.A. UK Branch to provide any details necessary to attend the hearing if it is to be held remotely.

Subject to Court approval, it is expected that policies (and related liabilities) included in the Proposed Transfer will automatically transfer to USAA S.A. or USAA S.A. UK Branch on **31 December 2022**. Any change to the date of the Court hearing or the date of the Proposed Transfer will be announced on our website (www.usaa.com/brexit).

The Independent Expert has assessed the impact of the Proposed Transfer and has concluded that it will not materially adversely affect any group of policyholders.

In addition, USAA LTD has consulted closely with its regulators, the FCA and the PRA and USAA S.A. (including USAA S.A. UK Branch) has consulted closely with the CAA in respect of the Proposed Transfer. The UK regulators are entitled to make their own representations to the Court and we expect them to do so.

What should you do?

Please carefully read the information we have provided alongside this letter. We have enclosed a booklet containing more information and background in relation to the Proposed Transfer, including:

- "Questions and Answers" about the Proposed Transfer;
- a summary of the legal document that sets out the terms of the Proposed Transfer (the **Scheme Document**);
- a summary of the Independent Expert's report; and

Postal & Registration Address: Fitzwilliam House, 10 St Mary Axe, London EC3A 8AE, England.
Registration Number: England 730577 Tel No: 020 7655 1800 Fax No: 020 7655 1850

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.
Call may be recorded for training or monitoring purposes.



- a copy of a legal notice setting out details of the Court hearing for the Proposed Transfer.

How to make your views known

If you /your client are/is comfortable with the Proposed Transfer and the information contained in and included with this letter, you do not need to take any further action. However, should you/your client need any further information or if you have any questions or concerns about the Proposed Transfer or consider that you/your client may be adversely affected or if you/your client have any objections to the Proposed Transfer then please contact us as soon as possible and preferably no later than **11 November 2022**.

You/your client can:

- Call the helpline, free of charge at: (a) 0800 289 192 (if calling from within the UK or by mobile or DSN); (b) 00 800 531 81110 (if calling from within Europe); or (c) 800 531 8722 (if calling from within the United States), available Monday to Friday 7am to 1am (UK time).

- Write to us at:

Part VII Enquires, USAA Limited, 4th Floor, Fitzwilliam House, 10 St Mary Axe, London, EC3A 8AE, United Kingdom; or

Part VII Enquiries, USAA S.A., 1, Avenue du Bois, L-1251 Luxembourg.

- E-mail us at: PartVII@usaa.com.

For your convenience, this information is also available on the USAA website (www.usaa.com/brexit), together with full copies of the documents enclosed with this letter, the Scheme Document and the Independent Expert's report. All updates and details about the progress of the Proposed Transfer, including any supplemental Independent Expert's report that may be prepared prior to the Court hearing, will also be posted on www.usaa.com/brexit. If you require hard copies of the documentation included on the website www.usaa.com/brexit, please contact us using the details set out above.

If you/your client are/is aware of anyone else who has an interest in your/your client's claim, please inform them of the Proposed Transfer and pass on the information contained in this letter and booklet. Alternatively, please provide us with their contact details so that we can contact them.

Yours faithfully

A handwritten signature in black ink, appearing to read "Simon Keith".

Simon Keith
For and on behalf of
USAA Limited

A handwritten signature in black ink, appearing to read "Julie Duriez".

Julie Duriez
For and on behalf of
USAA S.A.

Postal & Registration Address: Fitzwilliam House, 10 St Mary Axe, London EC3A 8AE, England.
Registration Number: England 730577 Tel No: 020 7655 1800 Fax No: 020 7655 1850

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.
Call may be recorded for training or monitoring purposes.