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Frequently Asked Questions - Transfer of Short-Term Insurance Policies

1. Insurer Information

Who is Hollard Specialist Insurance Limited?

Hollard Specialist Insurance Limited (registration number 1966/007612/06) **("Hollard")** is a public company registered as a short-term insurer established in 1966. It forms part of the Hollard Group, one of South Africa's largest insurance groups.

Hollard operates as a cell captive insurer, which allows different business partners to operate within separately managed insurance "cells".

What is a cell captive insurer?

A cell captive insurer is an insurance company made up of separate business units ("cells") that are financially ring-fenced from one another.

Importantly:

- Your rights as a policyholder are not affected by this structure.
- Your insurer remains fully responsible for all policy obligations and benefits.

Who is Centriq Insurance Company Limited?

Centriq Insurance Company Limited (registration number 1998/007558/06) **("Centriq")** is a licensed South African insurer incorporated in 1998. It forms part of the Santam group of companies, a well-established insurance group in South Africa.

Centriq Insurance Company Limited is a non-life cell captive insurer, which allows different business partners to operate within separately managed insurance "cells".

2. About the Proposed Policy Transfer

Why will the insurer of my policy change?

Hollard and Centriq have agreed that certain non-life insurance policies will be transferred from Hollard to Centriq.
This transfer must be approved by the Prudential Authority in terms of Section 50 of the Insurance Act, 2017.
Once approved, Centriq will become the insurer of the affected policies.

Which policies are affected?

The transfer applies only to:

- Value-Added Non-Life Insurance Policies currently underwritten by Hollard; and
- Administered by M-Sure Financial Services (Pty) Ltd (registration number: 2002/022941/07**) ("M-Sure").**

Valued-Added Non-Life Insurance Policies underwritten by Hollard and not administered by M-Sure are not affected.

How will the transfer take place?

The policies will transfer as part of a regulated insurance business transfer between Hollard and Centriq.

After regulatory approval:

- Centriq will become the new insurer.
- All existing policy terms and conditions will remain unchanged.

3. Impact on Your Policy

Do I need to give consent for my policy to be transferred?

No.
Policyholder consent is not required for transfers approved under Section 50 of the Insurance Act.

Will my policy benefits change?

No.

- Your cover/benefits will remain the same.
- Policy terms and conditions will also remain the same.
- No additional fees or charges will be introduced because of the transfer.

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What changes for me as a policyholder?

The only change is that Centriq will replace Hollard as the insurer underwriting your policy once approval is granted. All other aspects of your policy remain unchanged.

4. Regulatory Approval Process

The transfer follows a strict regulatory process overseen by the Prudential Authority, including:

- Submission of a formal transfer application
- Independent actuarial assessments
- Regulatory review and preliminary approval
- Policyholder notification
- A public inspection and representation period
- Policyholders and interested parties may review documents and raise concerns during this process.

5. Actions by the policyholder

Do I need to take any action as a policyholder?

No action is required if you are satisfied with the proposed transfer.
Your policy will automatically transfer once regulatory approval is granted.

What if I have concerns or objections?

If you wish to raise concerns or objections, you may submit representations to the Prudential Authority, Hollard, or Centriq. All representations must be received no later than **31st of October 2026**.

6. Relevant transfer documentation

The relevant transfer documentation will be available for public inspection from:
1st of October 2026 to **31st of October 2026**
During this period, interested parties may review documentation and submit representations to the Prudential Authority.

7. Where can I obtain more information about the proposed transfer?

Transfer documents will be available on the following websites:

- Hollard website **www.hollard.co.za**
- Centriq website **www.centriq.co.za**
- M-Sure Financial Services website **www.m-sure.co.za**

Available documents include:

- Transfer application forms (excluding annexures)
- Transfer agreement
- Regulatory notices
- All communications notices
- Any other documents as required by the Prudential Authority

8. Who can I contact for queries regarding the proposed transfer?

Policy Enquiries
M-Sure Financial Services
Telephone: 0860 927 726
Email: transfer@m-sure.co.za

Regulatory Enquiries or Representations
Prudential Authority
Email: SARB-PA@resbank.co.za

Important Note

The National Financial Ombud Scheme (NFO) is not able to assist with matters relating to this transfer process, as it falls under regulatory approval by the Prudential Authority.