

Milan, December 18, 2024

Subject: Restoring collection via SEPA direct debit

Dear Customer,

We would like to update you on the current status of premium collection by FWU Life Insurance Lux S.A. ("FLL").

As per communications dated Dec. 11, 2024 and earlier, FLL has been working in recent months to restore premium collections via SEPA direct debit, which were interrupted following the suspension of service by some banks.

Specifically, we would like to inform you that in order to avoid the occurrence of the unfavorable consequences contractually stipulated for cases of non-payment of the insurance policy, on the occasion of the next contractually scheduled due dates for the collection of premiums, the Company would like to proceed with the charging of two premium installments (for customers who have chosen the option of monthly or quarterly split) for each of the scheduled withdrawals, until the arrears are cleared.

Example: in the case of 5 premiums in arrears (August to December 2024), assuming the next due date is January 2025, 2 premiums will be taken in January 2025 (August 2024 and September 2024), 2 premiums will be taken in February 2025 (October 2024 and November 2024), ... and so on until May 2025 (April 2025 and May 2025).

This operation is to be considered extraordinary, and once the arrears premiums have been fully paid, subsequent installments will follow the pattern provided by the contractual choice you made at the time.

Finally, we remind you that, as per banking regulations, you have the right, by contacting your banking institution directly, to recall the charge within the next 8 weeks; however, depending on the accrued Policy Value, the seniority of the contract (number of months elapsed since inception), and the number of premium annuities paid, non-payment of the premium will have one of the following effects:

- early termination of the contract, according to the Conditions of Insurance in your policy.
- placing the contract in reduction (or suspension), provided that (i) at least 2 annuities of Premium have been paid in full; (ii) at least 24 months have elapsed since the Effective Date; and (iii) on the date on which the Suspension is executed, the Policy Value is greater than Euro 1,250.00.

FWU Life

To stay up-to-date on the status of FLL, please consult the following official resources:

- CAA website: <https://www.caa.lu/fr/consommateurs/insolvabilite-de-fwu-life-insurance-lux-sa>
- Our website: <https://www.forwardyou.com>

Our Customer Service Department remains at your disposal for any inquiries about your policy at the following e-mail address: info@fwulife.it.

Sincerely,

FWU Life Insurance Lux S.A.
Secondary office in Italy
Legal Representative
Antonio Perrotti



FWU Life