



Milan, January 16, 2025

**Subject: Restoring collection via SEPA direct debit**

Dear Customer,

We would like to update you on the 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.

Therefore, we are pleased to inform you that FLL is reactivating regular SEPA collection procedures.

Unless you had already settled past due payments through alternative payment methods, as of today, your contract may have one or more unpaid premium instalments that, to avoid the occurrence of the unfavourable consequences contractually provided for cases of non-payment of the insurance policy, FLL is preparing to recover.

With the aim of realigning the payment schedule in the shortest possible time and at the same time avoiding a charge equal to the total amount of outstanding premiums, as an exception, the Company has defined an approach deviating from the normal collection process.

Specifically, the Company will proceed with charging two instalments (for customers who have chosen the monthly split option) for each month 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).

For customers who had chosen other split options (quarterly, semi-annual or annual), the charge will be for a single premium instalment each month until the arrears are cleared.

Example: in the case of multiple premiums in arrears (August to December 2024), assuming the next due date is January 2025, one premium will be taken in January 2025, one premium in February 2025, ... and so on.

In contrast, for any outstanding instalments, prior to the premium instalment of 1/08/2024, regardless of the chosen split, the standard process will apply and they will then all be withdrawn in one lump sum at the time of the first submission.

**FWU Life**

Finally, please be advised that the Company currently plans to make withdrawals according to the following schedule, which, however, may be subject to change:

January 23, 2025, February 10, 2025, March 3, 2025. Starting from April 2025, the debit date will be as per the standard process, i.e. the first working day of the month.

We reiterate that this operation is to be considered extraordinary, and once the arrears premiums have been fully paid, the subsequent instalments 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.

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](mailto:.info@fwulife.it)

Sincerely,

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



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