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| Universal Life            |
| [REDACTED]                |
| Policy Number: [REDACTED] |



1 September 2024

Dear Sir/Madam

## MEANING OF 'BUSINESS DAY' FOR PROCESSING TRANSACTIONS

We are writing to let you know that TAL Life Insurance Services Limited (TLISL) intends to change the definition of 'business day' to align it with the processes used across TAL Life Limited (TAL). This change will mean TLISL will not calculate unit prices or process transactions on one additional day each year, the weekday following the Boxing Day public holiday.

### Business day definition change

From 1 October 2024 'business day' will mean a day other than:

- a Saturday, Sunday or a day which is a public holiday in New South Wales
- the weekday following the Boxing Day public holiday each year.

Transactions (contributions, withdrawals, benefit payments) will be processed and unit pricing will be calculated only on business days as defined above.

### What you need to do

There is nothing you need to do, as we will make these changes.

### More information

If you have any questions, please call TAL's Customer Service team on 1800 571 246 Monday to Friday, 8.00am to 6.30pm (Sydney time) or email us at [btlifebondsandannuities@tal.com.au](mailto:btlifebondsandannuities@tal.com.au)

Please turn over

### Important information

The information in this letter is factual only and does not constitute financial product advice. Before acting on this information you should seek financial and taxation advice to determine its appropriateness to your objectives, financial situation and needs.

The Product Issuer is TAL Life Insurance Services Limited ABN 31 003 149 157 AFSL 233728 (TLISL). Westpac is a trademark of Westpac Banking Corporation ABN 33 007 457 141 and is used by TLISL under licence.

**Who is TLISL?**

Westpac Life Insurance Services Limited was acquired by the TAL Group on 1 August 2022 and changed its name to TAL Life Insurance Services Limited (TLISL). TLISL is a part of TAL and is responsible for the administration of your policy. TAL is one of Australia's largest life insurers and protects millions of Australians and their families.

Yours sincerely,

**TLISL Customer Service**