



OLD MUTUAL LIMITED

(Incorporated in the Republic of South Africa with limited liability under registration number 2017/235138/06)

OLD MUTUAL LIFE ASSURANCE COMPANY (SOUTH AFRICA) LIMITED

(Incorporated in the Republic of South Africa with limited liability under registration number 1999/004643/06)

OLD MUTUAL INSURE LIMITED

(Incorporated in the Republic of South Africa with limited liability under registration number 1970/006619/06)

INFORMATION STATEMENT

in respect of the

ZAR25,000,000,000

NOTE PROGRAMME

Old Mutual Limited (**OML**), Old Mutual Life Assurance Company (South Africa) Limited (**OMLACSA**) and Old Mutual Insure Limited (**Old Mutual Insure**, together with OML and OMLACSA, the **Issuers** or **relevant Issuer**) intend, from time to time to issue notes (the **Notes**) under the ZAR25,000,000,000 Note Programme (the **Programme**) on the basis set out in the Programme Memorandum dated 4 March 2020, as amended and restated from time to time (the **Programme Memorandum**). The Notes may be issued on a continuing basis and be placed by one or more of the Dealers specified in the section headed “*Summary of Programme*” in the Programme Memorandum and any additional Dealer(s) appointed under the Programme from time to time by the relevant Issuer, which appointment may be for a specific issue or on an ongoing basis. The specific aggregate nominal amount, the status, maturity, interest rate, or interest rate formula and dates of payment of interest, purchase price to be paid to the relevant Issuer, any terms for redemption or other special terms, currency or currencies, form and denomination of Notes, information as to financial exchange listings and the names of the dealers, underwriters or agents in connection with the sale of the relevant Notes being offered at a particular time will be set forth or referred to in the terms and conditions of Senior Notes and terms and conditions of Subordinated Notes contained in the Programme Memorandum (the **relevant Terms and Conditions**), read together with the pricing supplement applicable to the relevant Notes (the **Applicable Pricing Supplement**) and this information statement (this **Information Statement**).

Availability of Information

This Information Statement is available on OML’s website <https://www.oldmutual.com/investor-relations/debt-investors>.

Information on the Issuer’s website, other than in this Information Statement and the Programme Memorandum, is not intended to be incorporated by reference into this Information Statement, save for those documents which are incorporated by reference in the section headed “*Documents Incorporated by Reference*” in the Programme Memorandum.

Recipients of this Information Statement should retain it for future reference. It is intended that the Programme Memorandum read together with the Applicable Pricing Supplement in connection with the issuance of Notes, will refer to this Information Statement for a description of the relevant Issuer, its financial condition and results of operations (if any) and investor considerations/risk factors, until a new information statement is issued.

Amended and restated Information Statement dated 9 December 2020 (the **Information Statement Date**).

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GENERAL

Capitalised terms used in this section headed "General" shall bear the same meanings as defined in the Terms and Conditions in the Programme Memorandum, except to the extent that they are separately defined in this section or this is clearly inappropriate from the context.

Each Issuer (in relation to itself) certifies that to the best of its knowledge and belief that there are no facts that have been omitted from this Information Statement which would make any statement false or misleading and that all reasonable enquiries to ascertain such facts have been made, and that this Information Statement contains all information required by law and the Debt Listings Requirements of the JSE. Each Issuer accepts full responsibility for the accuracy of the information contained in this Information Statement as such information relates to such Issuer.

The JSE takes no responsibility for the contents of this Information Statement. The JSE makes no representation as to the accuracy or completeness of any of this Information Statement and expressly disclaims any liability for any loss arising from or in reliance upon the whole or any part of this Information Statement. The JSE's approval of the registration of this Information Statement, the Programme Memorandum and listing of the Notes is not to be taken in any way as an indication of the merits of the Issuers or of the Notes and that, to the extent permitted by law, the JSE will not be liable for any claim whatsoever.

In addition, each Issuer, having made all reasonable inquiries, confirms that this Information Statement contains or incorporates all information which is material in relation to it and the issuing and the offering of the relevant Notes, that all information contained or incorporated in this Information Statement is true and accurate in all material respects relating to it and that the opinions and the intentions expressed in this Information Statement relating to it are honestly held and that there are no other facts, the omission of which, would make this Information Statement or any of such information or expression of any such opinions or intentions misleading in any material respect.

The Arranger(s), Dealer(s) and the professional advisors have not separately verified the information contained in this Information Statement. Accordingly, no representation, warranty or undertaking, expressed or implied is made and no responsibility is accepted by the Arranger(s), Dealer(s) or any of the professional advisors as to the accuracy or completeness of the information contained in this Information Statement or any other information provided by each Issuer. None of the Arranger(s), Dealer(s) nor any of the professional advisors accepts any liability in relation to the information contained in this Information Statement or any other information provided by each Issuer in connection with the Notes. The statements made in this paragraph are without prejudice to the responsibilities of each Issuer.

No person has been authorised by each Issuer to give any information or to make any representation not contained in or not consistent with this Information Statement or any other information supplied in connection with the issue and sale of the Notes and, if given or made, such information or representation must not be relied upon as having been authorised by each Issuer, the Arranger(s), the Dealer(s) or the professional advisors. Neither the delivery of this Information Statement nor any sale made in connection herewith shall, under any circumstances, create any implication that there has been no change in the affairs of each Issuer since the date hereof, or that any other financial statement or other information supplied in connection with the Information Statement is correct at any time subsequent to the date indicated in the document containing the same.

Neither this Information Statement nor any other information supplied in connection with the Notes constitutes the rendering of financial or investment advice by or on behalf of each Issuer, the Arranger(s), the Dealer(s) or any professional advisor.

This Information Statement and any other information supplied in connection with the Notes is not intended to provide the basis of any credit or other evaluation, and should not be considered as a recommendation by each Issuer, the Arranger(s), the Dealer(s) or any professional advisor, that any recipient of this Information Statement should purchase any Notes. Each investor contemplating purchasing any Notes should make its own independent investigation of the financial condition and affairs, and its own appraisal of the creditworthiness, of each Issuer. Each potential investor should consult its own advisors to make its investment decision and to determine whether it is legally permitted to purchase the Notes under Applicable Laws and regulations.

Neither this Information Statement nor any other information supplied in connection with the Notes constitutes an offer or invitation by or on behalf of each Issuer, the Arranger(s), the Dealer(s) or the professional advisors to any person to subscribe for or to purchase any Notes.

This Information Statement does not constitute an offer to sell or the solicitation of an offer to buy any Notes in any jurisdiction to any person to whom it is unlawful to make the offer or solicitation in such jurisdiction. None of the Issuers, the Arranger(s), Dealer(s), nor any professional advisor, represents that this Information Statement may be lawfully distributed, or that any Notes may be lawfully offered, in compliance with any applicable registration or other requirements in any such jurisdiction, or pursuant to an exemption available thereunder, or assumes any responsibility for facilitating any such distribution or offering. In particular, no action has been taken by each Issuer, the Arranger(s), the Dealer(s) or the professional advisors which would permit a public offering of any Notes or distribution of this document in any jurisdiction where action for that purpose is required. Accordingly, no Notes may be offered or sold, directly or indirectly, and neither this Information Statement nor any advertisement nor other offering material may be distributed or published in any jurisdiction, except under circumstances that will result in compliance with any Applicable Laws and regulations. The Arranger(s) or the Dealer(s) has represented that all offers and sales by them will be made on the same terms and in compliance with this prohibition.

The distribution of this Information Statement and the offer for the subscription or sale of Notes may be restricted by law in certain jurisdictions. Currently, the Notes are only available for subscription by South African residents. Persons into whose possession this Information Statement or any Notes come must inform themselves about, and observe, any such restrictions. In particular there are restrictions on the distribution of this Information Statement and the offer for the subscription or sale of Notes in the United States of America, the European Economic Area, the United Kingdom and South Africa.

The Notes have not been and will not be registered under the United States Securities Act of 1933, as amended (the **Securities Act**) and may not be offered or sold in the United States of America or to, or for the account or benefit of, US persons (as defined in Regulation S under the Securities Act (**Regulation S**)). The Notes will be offered and sold only in offshore transactions outside the United States of America in accordance with Regulation S and, subject to certain exceptions, may not be offered, sold or delivered within the United States of America or to, or for the account or benefit of, US Persons.

Information and opinions presented in the Information Statement were obtained or derived from public sources that the Arranger(s), the Dealer(s) or the professional advisors believe are reliable but make no representations as to the accuracy or completeness thereof. Any opinions, forecasts or estimates (if any) herein constitute a judgment as at the date of this Information Statement. There can be no assurance that future results or events will be consistent with any such opinions, forecasts or estimates. Past performance should not be taken as an indication or guarantee of future performance and no representation or warranty, express or implied is made regarding future performance. The price, value of and income from any of the securities or financial instruments mentioned in this Information Statement (if any) can fall as well as rise. Any opinions expressed in this Information Statement are subject to change without notice and may differ or be contrary to opinions expressed by other business areas or groups of the Arranger(s), the Dealer(s) or the professional advisors as a result of using different assumptions and criteria. Furthermore, the Arranger(s) or the Dealer(s) (and their respective directors, employees, representatives and agents) or any professional advisors accept no liability for any direct or indirect loss or damage incurred arising from the use of the material presented in this Information Statement, except as provided for by law.

All trademarks, service marks and logos used in this Information Statement are trademarks or service marks or registered trademarks or service marks of each Issuer. This Information Statement may not be reproduced without the prior written consent of each Issuer, the Arranger(s) or Dealer(s). It may not be considered as advice, a recommendation or an offer to enter into or conclude any transactions.

Copies of this Information Statement are available by request from the registered offices of each Issuer.

INVESTOR CONSIDERATIONS/RISK FACTORS

Capitalised terms used in this section headed “Investor Considerations/Risk Factors” shall bear the same meanings as used in the Terms and Conditions in the Programme Memorandum, except to the extent that they are separately defined in this section or this is clearly inappropriate from the context.

Each Issuer believes that the factors outlined below may affect its ability to fulfil its obligations under the Notes. All of these factors are contingencies that may or may not occur and each Issuer is not in a position to express a view on the likelihood of any such contingency occurring. In addition, factors which are material for the purpose of assessing the market risks associated with the Notes are also described below. The value of the Notes could decline due to any of these risks, and investors may lose some or all of their investment.

Each Issuer believes that the factors described below represent the principal risks inherent in investing in the Notes, but the inability of each Issuer to pay interest, principal or other amounts on or in connection with any Notes may occur for other reasons which may not be considered significant risks by each Issuer based on information currently available to it, or which it may not currently be able to anticipate. Accordingly, each Issuer does not represent that the statements below regarding the risks of holding any Notes are exhaustive.

Prospective investors should also read the detailed information set out elsewhere in this Information Statement to reach their own views prior to making any investment decision.

References below to the “relevant Terms and Conditions”, in relation to Notes, shall mean the “relevant Terms and Conditions of the Notes” set out under the section of this Programme Memorandum headed “Terms and Conditions of the Senior Notes” and/or “Terms and Conditions of the Subordinated Notes, respectively”.

Factors that may affect each Issuer’s ability to fulfil its obligations under Notes issued under the Programme

Risks Relating to the Notes

The Notes may not be a suitable investment for all investors

Each potential investor in any Notes must determine the suitability of that investment in light of its own circumstances. In particular, each potential investor should:

- have sufficient knowledge and experience to make a meaningful evaluation of the Notes, the merits and risks of investing in the relevant Notes and the information contained or incorporated by reference in the Programme Memorandum or any applicable supplement;
- have access to, and knowledge of, appropriate analytical tools to evaluate, in the context of its particular financial situation, an investment in the relevant Notes and the impact such an investment will have on its overall investment portfolio;
- have sufficient financial resources and liquidity to bear all of the risks of an investment in the relevant Notes, including Notes with principal or interest payable in one or more currencies, or where the currency for principal or interest payments is different from the potential investor’s currency;
- understand thoroughly the terms of the relevant Notes and be familiar with the behaviour of any relevant indices and financial markets; and
- be able to evaluate (either alone or with the help of a financial adviser) possible scenarios for economic, interest rate and other factors that may affect its investment and its ability to bear the applicable risks.

Some Notes are complex financial instruments. Sophisticated institutional investors generally do not purchase complex financial instruments as stand-alone investments. They purchase complex financial instruments as a way to reduce risk or enhance yield with an understood, measured and appropriate addition of risk to their overall portfolios. A potential investor should not invest in Notes which are complex financial instruments unless it has the expertise (either alone or with a financial adviser) to

evaluate how the Notes will perform under changing conditions, the resulting effects on the value of the Notes and the impact this investment will have on the potential investor's overall investment portfolio.

There may not be an active trading market for the Notes

Notes issued under the Programme will be new securities which may not be widely distributed and for which there is currently no active trading market (unless in the case of any particular Tranche, such Tranche is to be consolidated with and form a single series with a Tranche of Notes which is already issued). If the Notes are traded after their initial issuance, they may trade at a discount to their initial offering price, depending upon prevailing interest rates, the market for similar securities, general economic conditions and the financial condition of each Issuer. There is no assurance as to the development or liquidity of any trading market for any particular Tranche of Notes.

The Notes may be redeemed prior to maturity

Unless in the case of any particular Tranche of Notes the Applicable Pricing Supplement specifies otherwise, in the event that each Issuer would be obliged to increase the amounts payable in respect of any Notes due to any withholding or deduction for or on account of any present or future taxes, duties, assessments or governmental charges of whatever nature imposed, levied, collected, withheld or assessed by or on behalf of the government of South Africa (**Government**) or any political subdivision thereof or any authority therein or thereof having power to tax, each Issuer may redeem all Outstanding Notes in accordance with the Conditions.

If in the case of any particular Tranche of Subordinated Notes, such Subordinated Notes are no longer or will no longer qualify as capital for purposes of the capital adequacy requirement applicable to the relevant Issuer under the Regulatory Capital Requirement, the relevant Issuer may redeem the relevant Notes in accordance with Condition 10.4 (*Early Redemption/Substitution following the occurrence of a Capital Disqualification Event*) of the Terms and Conditions of the Subordinated Notes.

In addition, if in the case of any particular Tranche of Notes the Applicable Pricing Supplement specifies that the Notes are redeemable at the relevant Issuer's option in certain other circumstances, the relevant Issuer may choose to redeem the relevant Notes at times when prevailing interest rates may be relatively low. In such circumstances an investor may not be able to reinvest the redemption proceeds in a comparable security at an effective interest rate as high as that of the relevant Notes.

Because uncertificated Notes are held in the central securities depository (CSD), investors will have to rely on the procedures of the CSD for transfer, payment and communication with each Issuer

Notes issued under the Programme which are listed on the Interest Rate Market of the JSE or such other or additional Financial Exchange and/or held in the CSD may, subject to Applicable Laws and the Applicable Procedures, be issued in uncertificated form. Unlisted Notes may also be held in the CSD in uncertificated form. Notes held in the CSD will be issued, cleared and settled in accordance with the Applicable Procedures through the electronic settlement system of the CSD. Except in the limited circumstances described in the relevant Terms and Conditions, investors will not be entitled to receive Individual Certificates. The CSD will maintain records of the Beneficial Interests in Notes and/or issued in uncertificated form, which are held in the CSD (whether such Notes are listed or unlisted). Investors will be able to trade their Beneficial Interests only through the CSD and in accordance with the Applicable Procedures.

Payments of principal and/or interest in respect of uncertificated Notes will be made to the CSD or the Participants and each Issuer will discharge its payment obligations under the relevant Notes by making payments to the CSD or the Participants for distribution to their account holders. A holder of a Beneficial Interest in uncertificated Notes, whether listed or unlisted, must rely on the procedures of the CSD to receive payments under the relevant Notes. Each investor shown in the records of the CSD or the Participants, as the case may be, shall look solely to the CSD or the Participant, as the case may be, for its share of each payment so made by each Issuer to the registered holder of such uncertificated Notes. Each Issuer has no responsibility or liability for the records relating to, or payments made in respect of, such Beneficial Interests.

Holders of Beneficial Interests in uncertificated Notes will not have a direct right to vote in respect of the relevant Notes. Instead, such holders will be permitted to act only to the extent that they are enabled by the CSD to appoint appropriate proxies.

Recourse to the JSE Guarantee Fund Trust

The holders of Notes that are not listed on the Interest Rate Market of the JSE will have no recourse against the JSE Guarantee Fund Trust. Claims against the JSE Guarantee Fund Trust may only be made in respect of the trading of Notes listed on the Interest Rate Market of the JSE and in accordance with the rules of the JSE Guarantee Fund Trust. Unlisted notes are not regulated by the JSE.

Credit Rating

Tranches of Notes issued under the Programme, each Issuer and/or the Programme, as the case may be, may be rated or unrated. A Rating is not a recommendation to buy, sell or hold securities and may be subject to suspension, reduction or withdrawal at any time by the assigning Rating Agency. Any adverse change in an applicable credit rating assigned to any Notes, each Issuer and/or the Programme could adversely affect the trading price for the relevant Notes issued under the Programme.

Risks related to the structure of the particular issue of Notes

A wide range of Notes may be issued under the Programme. A number of these Notes may have features which contain particular risks for potential investors. Set out below is a description of certain such features:

Notes subject to optional redemption by each Issuer

An optional redemption feature is likely to limit the market value of the relevant Notes. During any period when each Issuer may elect to redeem the relevant Notes, the market value of those Notes generally will not rise substantially above the price at which they can be redeemed. This also may be true prior to any redemption period. Each Issuer may be expected to redeem the relevant Notes when its cost of borrowing is lower than the interest rate on the relevant Notes. At those times, an investor generally would not be able to re-invest the redemption proceeds at an effective interest rate as high as the interest rate on the relevant Notes being redeemed and may only be able to do so at a significantly lower rate. Potential investors should consider reinvestment risk in light of other investments available at that time.

Index-Linked and Dual Currency Notes

Each Issuer may issue Notes the terms of which provide for interest or principal payable in respect of such Notes to be determined by reference to an index or formula, to changes in the prices of securities or commodities, to movements in currency exchange rates or other factors (each, a **Relevant Factor**) or with principal or interest payable in one or more currencies which may be different from the currency in which the Notes are denominated. Potential investors should be aware that:

- the market price of such Notes may be volatile;
- no interest may be payable on such Notes;
- payments of principal or interest on such Notes may occur at a different time or in a different currency than expected;
- the amount of principal payable at redemption may be less than the Nominal Amount of such Notes or even zero;
- a Relevant Factor may be subject to significant fluctuations that may not correlate with changes in interest rates, currencies or other indices;
- if a Relevant Factor is applied to Notes in conjunction with a multiplier greater than one or contains some other leverage factor, the effect of changes in the Relevant Factor on principal or interest payable is likely to be magnified; and
- the timing of changes in a Relevant Factor may affect the actual yield to investors, even if the average level is consistent with their expectations. In general, the earlier the change in the Relevant Factor, the greater the effect on yield.

Partly-paid Notes

Each Issuer may issue Notes where the issue price is payable in more than one instalment. Failure to

pay any subsequent instalment could result in an investor losing all of its investment.

Notes issued at a substantial discount or premium

The market values of securities issued at a substantial discount or premium from their principal amount tend to fluctuate more in relation to general changes in interest rates than do prices for conventional interest-bearing securities. Generally, the longer the remaining term of the securities, the greater the price volatility as compared to conventional interest-bearing securities with comparable maturities.

Variable Rate Notes with a multiplier or other leverage factor

Notes with variable interest rates can be volatile investments. If they are structured to include multipliers or other leverage factors, or caps or floors, or any combination of those features or other similar related features, their market values may be even more volatile than those for securities that do not include those features.

Fixed/Floating Rate Notes

Fixed/Floating Rate Notes may bear interest at a rate that each Issuer may elect to convert from a fixed rate to a floating rate, or from a floating rate to a fixed rate. Each Issuer's ability to convert the interest rate will affect the secondary market and the market value of such Notes since each Issuer may be expected to convert the rate when it is likely to produce a lower overall cost of borrowing. If each Issuer converts from a fixed rate to a floating rate, the spread on the Fixed/Floating Rate Notes may be less favourable than then prevailing spreads on comparable Floating Rate Notes tied to the same reference rate. In addition, the new floating rate may at any time be lower than the rates on other Notes. If each Issuer converts from a floating rate to a fixed rate, the fixed rate may be lower than the then prevailing rates on its Notes.

Notes where denominations involve integral multiples: Individual Certificates

In relation to any issue of Notes which have denominations consisting of a minimum Specified Denomination plus one or more higher integral multiples of another smaller amount, it is possible that such Notes may be traded in amounts that are not integral multiples of such minimum Specified Denomination. In such a case a holder who, as a result of trading such amounts, holds an amount which is less than the minimum Specified Denomination in his account with the relevant clearing system at the relevant time may not receive an Individual Certificate in respect of such holding and would need to purchase a Nominal Amount of Notes such that its holding amounts to a minimum Specified Denomination.

If Individual Certificates are issued, holders should be aware that Individual Certificates which have a denomination that is not an integral multiple of the minimum Specified Denomination may be illiquid and difficult to trade.

Modification and waivers and substitution

The relevant Terms and Conditions contain provisions for calling meetings of Noteholders to consider matters affecting their interests generally. These provisions permit defined majorities to bind all Noteholders including Noteholders who did not attend and vote at the relevant meeting and Noteholders who voted in a manner contrary to the majority.

Change of law

The Notes are governed by, and will be construed in accordance with, South African law in effect as at the Programme Date. No assurance can be given as to the impact of any possible judicial decision or change to South African law or administrative practice in South Africa after the Programme Date.

Legal investment considerations may restrict certain investments

The investment activities of certain investors are subject to legal investment laws and regulations, or review or regulation by certain authorities. Each potential investor should consult its legal advisers to determine whether and to what extent (1) the relevant Notes are legal investments for it; (2) the relevant Notes can be used as collateral for various types of borrowing; and (3) other restrictions apply to its purchase or pledge of any such Notes. Financial institutions should consult their legal advisers or the appropriate regulators to determine the appropriate treatment of the relevant Notes under any applicable risk-based capital or similar rules.

Subordinated Notes

Regulatory approval

In granting approval for the issue of Subordinated Notes, the Regulator may set out certain conditions, including the prior consent of the Regulator to an early redemption of the relevant Notes or the repayment of amounts due in respect of such Notes following an Event of Default. There can be no assurance that the approval of the Regulator will be granted upon the occurrence of these events. Further, the Regulator has the ability to require that principal and/or interest is deferred as per Condition 9.3 (*Deferred Payments*) of the relevant Terms and Conditions of the Subordinated Notes, which may result in investors not receiving their monies on a timely basis.

Capital Adequacy Risk

Capital adequacy risk is the risk that there will be insufficient available own funds to provide for unexpected adverse insurance or market related events.

Regulatory Capital Requirement - Financial Soundness and Governance and Operational Standards

The new Insurance Act, 2017 (**Insurance Act**) came into effect on 1 July 2018. The Insurance Act established the principle of proportionality, which means that the regulatory requirements are to be applied in a manner which is proportionate to the nature, scale and complexity of the risks inherent to the business of an insurer and insurance group. The Insurance Act provides for a number of matters to be addressed in Prudential Standards issued by the Regulator. These Prudential Standards set out detailed governance, risk management and internal controls as well as financial soundness requirements for insurers and insurance groups. The Regulator has grouped the Prudential Standards into Financial Soundness Prudential Standards and Governance and Operational Standards. The previous Solvency Assessment Management regime, which was aimed at the protection of policyholders and beneficiaries, informed the Prudential Standards.

The Financial Soundness Standards for Insurers provide the first pillar of regulatory assurance around the capacity of insurers to meet their financial promises. The Governance and Operational Standards provide a second pillar of regulatory assurance, aimed at ensuring insurers maintain a minimum standard of sound governance and prudent business management.

Prudential Standards for Financial Soundness

An insurer must at all times maintain its business in a financially sound condition, by holding eligible own funds (capital) that are at least equal to the minimum capital requirement or solvency capital requirement, as prescribed by the Regulator, whichever is the greater. The Financial Soundness Standards sets out the high-level framework for assessing the financial soundness of South African insurers from a regulatory perspective and are designed to ensure that insurers can meet policyholder obligations by holding own funds of sufficient quality and quantity to absorb significant unforeseen losses arising from the risks associated with an insurer's activities. The Prudential Standards for Financial Soundness address matters of assessing how much eligible own-funds an insurer actually holds and how much it is required to hold for regulatory purposes.

Governance and Operational Standards

The *Governance and Operational Standards* contain the minimum requirements for governance, from board structures through to the allocation of roles and responsibilities within an insurer. Since insurers absorb risk from the economy, it is essential they manage those risks professionally and prudently. The Governance and Operational Standards also establish the Prudential Authority's minimum requirements for an insurer's approach to risk management and control; fitness and propriety of key persons responsible for critical functions and activities within an insurer's business, and significant owners; oversight of outsourcing arrangements; controls around transfers of business from one insurer to another and other significant transactions.

Changing Regulatory and Business Landscape

The Financial Sector Regulation Act, 2017 (the **FSR Act**) underpins the Twin Peaks approach to regulation which is characterised by separate prudential and market conduct regulators. The FSR Act created the Prudential Authority (located at the South African Reserve Bank) which is mandated to amongst other things, promote and enhance the safety and soundness of financial institutions, and the Financial Sector Conduct Authority which is mandated to regulate market conduct in the financial sector. To support the Twin Peak approach a number of existing financial sector laws were amended

(e.g. Financial Advisory and Intermediary Services Act); new financial sector laws came into effect (e.g. Insurance Act) and a number of additional financial sector laws and other legislative changes are still under development (e.g. the Conduct of Financial Institutions Act and the Financial Sector Laws Act).

In granting its approval for the issue of the Subordinated Notes, the Regulator has set out certain conditions associated with the approval, including the prior consent of the Regulator to an early redemption of such Notes or the repayment of amounts due in respect of such Notes following an Event of Default. There can be no assurance that the approval of the Regulator will be granted upon the occurrence of any of these events.

Risks associated with the Financial Condition of the Old Mutual Group

Timely and ultimate payment of principal and interest on the relevant Notes depends on the financial condition of each Issuer. The financial condition of each Issuer may be affected by many business and operational factors, including but not limited to legislative or regulatory changes such as new prudential requirements, industry wide issues, market conditions or investor confidence, as well as issues specific to the Old Mutual Group such as mortality experience on its portfolio, investment return below expectation, its cost base and the sentiments of policyholders and distributions following management actions. Other risks, as highlighted in the sections of this Information Statement headed “*Description of Old Mutual Life Assurance Company (South Africa) Limited*,” “*Description of Old Mutual Limited*” and “*Description of Old Mutual Insure Limited*” can also affect the timely payment of interest and principal.

Risks Relating to the relevant Issuer

Risks affecting the business of the relevant Issuer are set out in the section of this Information Statement headed “*Description of Old Mutual Limited*,” “*Description of Old Mutual Life Assurance Company (South Africa) Limited*” and “*Description of Old Mutual Insure Limited*”.

DESCRIPTION OF OLD MUTUAL LIMITED

Capitalised terms used under this heading entitled “Description of Old Mutual Limited” shall bear the same meanings as defined in the section headed “Terms and Conditions for the Senior Notes” and “Terms and Conditions for the Subordinated Notes” in the Programme Memorandum, except to the extent that they are separately defined in this section or this is clearly inappropriate from the context.

1. INTRODUCTION

Old Mutual Limited (**OML**), together with its subsidiaries (the **Group**) is a premium African financial services Group that offers a broad spectrum of financial solutions across key market segments in 14 countries. The Group operates through Life and Savings, Asset Management, Property and Casualty (**P&C**), and Banking and Lending lines of business across South Africa and the rest of Africa. The rest of Africa includes operations in Botswana, eSwatini, Ghana, Kenya, Malawi, Namibia, Nigeria, Rwanda, South Sudan, Tanzania, Uganda, and Zimbabwe.

The Life and Savings business offers protection solutions for risk events including life, critical illness, disability and funeral cover. Long-term savings solutions include retirement and traditional savings products.

The Asset Management business offers retail savings and investment products including unit trusts, supported by a full-scale institutional asset management capability providing access to equity, fixed income, property, infrastructure and Environmental, Social and Governance investments.

The P&C business provides short term insurance solutions for loss of property or liability incurred, providing cover for personal, commercial, specialty and trade credit risks.

The Banking and Lending Business offer a wide range of banking and lending solutions including unsecured lending and simple retail banking solutions. Structured credit through our Specialised finance division.

2. STRATEGY

OML’s strategic vision is to be its customer’s first choice and its purpose is to champion mutually positive futures every day. OML has defined five strategic pillars, the delivery of which will allow us to achieve this vision and sustain, grow and protect the prosperity of the customers and communities it serves:

- **Old Mutual Cares:**

Being a responsible business that provides solutions and actions that support OML’s customers, their families and communities

- **Always present first:**

Strengthening OML’s presence through digital solutions that ensure customers have access to advice and its products, when they need them and through their platform of choice.

- **Rewarding digital engagement:**

Through the effective use of data, creating meaningful and relevant interactions with customers, in order to offer them the right solution at the right time to help them fulfil their financial goals.

- **Engaged employees:**

Creating an environment where OML’s employees make meaningful contributions to the achievement of its vision, purposes and values.

- **Solutions that lead:**

Providing unique and innovative solutions that integrate across OML's digital platforms, allowing customers to navigate between its various offerings in a seamless manner.

3. KEY RISK FACTORS

The Old Mutual Group is exposed to similar risk factors as OMLACSA. In addition, the overall Old Mutual Group is also exposed to additional risks.

3.1 Non-life underwriting risk

Changes in underwriting experience across property and casualty may have a material adverse effect on the group's business and results of operations. The group takes on significant insurance risks in property and casualty in its Old Mutual Insure and African businesses and reinsurance may not be available, affordable or adequate to protect the group against losses. Reinsurers may also default on their reinsurance obligations.

3.2 Credit and default risk

For the lending operations, the Old Mutual Group is exposed to increases in rate of default on loans provided to customers. The Old Mutual group is also indirectly exposed to Credit and default risk via its holding of Nedbank Limited (**Nedbank**), which may impact both the value of the Nedbank investments or dividends receivable from Nedbank.

3.3 Contagion risk

One of the benefits of the group is that each business is able to leverage the various segments in the group including being able to cross sell and share infrastructure. This however also makes the group more susceptible to contagion risk where failures of one legal entity can have material impacts on the success of other legal entities.

3.4 Currency translation risk

The Group has a functional currency of Rand and is thus exposed to currency translation risk in respect of group businesses that have other functional currencies (e.g. African businesses other than Namibia and Eswatini, offshore branches of OMLACSA and China).

4. KING IV REPORT ON CORPORATE GOVERNANCE

OML has adopted a Group Governance Framework (**GGF**) which outlines the governance requirements for the Group and its subsidiaries and adheres to the requirements of King IVTM¹. The Group is in compliance with King IVTM and requires that all its subsidiaries comply with the King IVTM governance outcomes through application of the principles as set out in the code.

The King IVTM assessment shows that OML's governance processes are well entrenched. Refer to the full Governance Report 2019 for a full detail of the application and explanation of King IVTM requirements here

<https://www.oldmutual.com/investor-relations/reporting-centre/reports>

5. BOARD OF DIRECTORS AND DEBT OFFICER

As at the Information Statement Date, the board of directors of OML comprises:

Mr. Trevor Andrew Manuel	Independent Non-Executive Director (Chairman) Appointed: 05.03.2018
Mr. Iain George Williamson	Chief Executive Officer (appointed in this capacity on 03.07.2020) Appointed as Acting CEO on 24.05.2019 and as executive director on 27.05.2019 and confirmed at

¹ *The King IV Report on Corporate Governance for South Africa 2016, Copyright and trade marks are owned by the Institute of Directors in Southern Africa" and the IoDSA website link is: <http://www.iodsa.co.za/?page=AboutKingIV>*

	AGM on 29.05.2020
Mr. Casparus Gerhardus Troskie	Chief Financial Officer Appointed: 27.03.2018
Mr Brian Clement Armstrong	Independent Non-Executive Director Appointed: 29.06.2020
Mr. Peter Gerard de Beyer	Independent Non-Executive Appointed: 05.03.2018 Re-Appointed: 29.05.2020 Appointed Lead Independent Director: 20.03.2020
Mr. Matthys Michielse du Toit	Independent Non-Executive Director Appointed: 05.03.2018
Mr. Albert Kobina Essien	Independent Non-Executive Director Appointed: 05.03.2018 Re-Appointed: 29.05.2020
Mr. Itumeleng Kgaboesele	Independent Non- Executive Appointed: 05.03.2018
Mr. John Robert Lister	Independent Non-Executive Director Appointed: 05.03.2018
Ms. Sizeka Monica Magwentshu-Rensburg	Independent Non-Executive Director Appointed: 05.03.2018
Ms. Thoko Martha Mokgosi-Mwantembe	Non-Executive Director Appointed: 05.03.2018
Ms. Carol Winifred Nosipho Molope	Independent Non-Executive Director Appointed: 05.03.2018 Re-Appointed: 29.05.2020
Mr. James Irungu Mwangi	Independent Non-Executive Director Appointed: 05.03.2018
Mr. Bahleli Marshall Rapiya	Non-Executive Director Appointed: 05.03.2018 Re-Appointed: 29.05.2020
Mr. Stewart William van Graan	Independent Non-Executive Director Appointed: 05.03.2018

A brief CV of each director, including a list of all other companies of which he/she is a director is available on the OML website: <https://www.oldmutual.com/about/our-leadership/board-of-directors>

Company Secretary:

The company secretary of OML is Ms. Elsabe Margaretha Kirsten.

Registered address:

5th Floor,
Mutualpark, Jan Smuts Drive

Pinelands, 7405
Cape Town
Republic of South Africa

Details of the debt officer:

The debt officer of OML is Mr. Martin van der Walt, Group Treasurer
Appointed as the debt officer with effect from 31 October 2020

Address:

No.1 Mutual Place, 107 Rivonia Road
Sandton, 2146
Republic of South Africa

Email address: MVanDerWalt5@oldmutual.com

Telephone number: 011 217 1495

6. MATERIAL CHANGE

- 6.1 COVID-19 led to significant declines in global capital market levels and depressed economic growth outlook levels. Governments in most of the geographies in which OML operates enforced full and partial lockdowns, which resulted in reduced economic activity during the first half of 2020. This had a significant impact to OML's earnings in the first half of 2020, largely driven by:
- lower new business sales volumes, as most of its tied advisers were unable to sell during the lockdown period due to the partial closure of the branch network and lack of access to customers' homes, and worksites;
 - notable unrealised mark to market losses in its unlisted equity and credit portfolios;
 - short-term provisions raised in anticipation of worsening mortality, morbidity and persistency experience in the second half of 2020;
 - provision raised for expected credit losses in Old Mutual Finance in recognition of declining gross domestic product (**GDP**) forecasts, and the anticipated impact of this on future credit losses; and
 - a provision for business interruption claims were processed in respect of Old Mutual Insure and a provision for business rescue claims in respect of Credit Guarantee Insurance Corporation of Africa Limited (**CGIC**) which includes the reserves set for claims that have incurred but have not yet been reported (i.e. IBNR reserves).
- 6.2 Due to the decline in GDP growth outlook for South Africa, OML has recognised an impairment of goodwill in respect of its investment in Old Mutual Finance (RF) Proprietary Limited (**Old Mutual Finance**) of ZAR1.1 billion.
- 6.3 OML recognised an impairment of ZAR8.7 billion in respect of its investment in Nedbank, triggered by the significant decline in the Nedbank share price. OML performed a range of valuations assuming several earnings and economic recovery scenarios, and greater weight was given to the downside scenarios, given the increased uncertainty around forward looking information in the current environment.
- 6.4 Refer to OML's investor relations page <https://www.oldmutual.com/investor-relations/2020-interim-results> for the Old Mutual Limited Group Interim results for the six months ended 30 June 2020, which provide detail on its financial performance and financial position.

DESCRIPTION OF OLD MUTUAL LIFE ASSURANCE COMPANY (SOUTH AFRICA) LIMITED

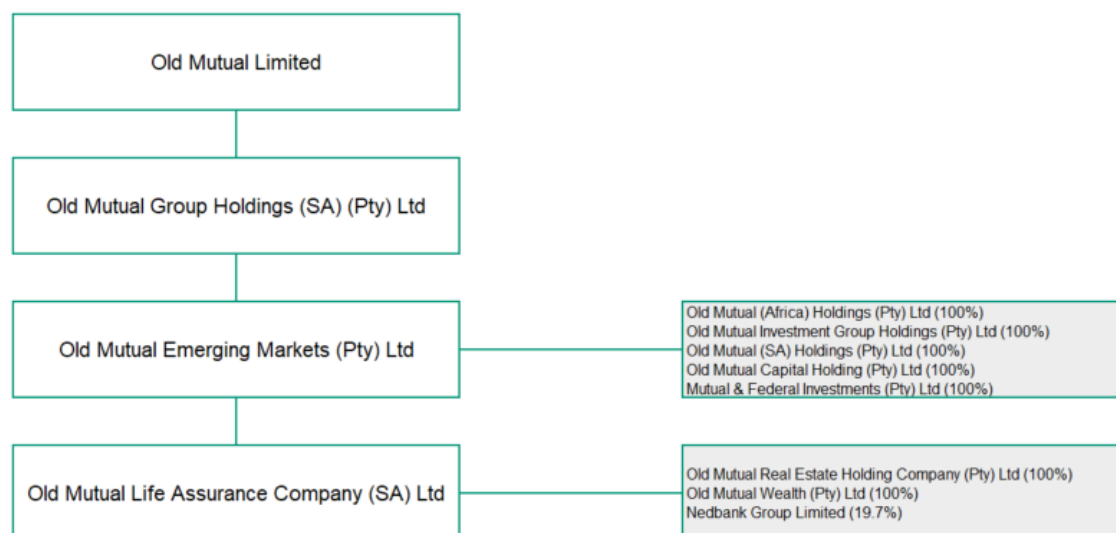
Capitalised terms used under this heading entitled “Description of Old Mutual Life Assurance Company (South Africa) Limited” shall bear the same meanings as defined in the section headed “Terms and Conditions for the Subordinated Notes” in the Programme Memorandum, except to the extent that they are separately defined in this section or this is clearly inappropriate from the context.

1. INTRODUCTION

Old Mutual Life Assurance Company (South Africa) Limited (**OMLACSA**) is a financial services provider and registered life insurer in South Africa having been incorporated as a major subsidiary of Old Mutual in South Africa on 11 May 1999. It is an indirectly wholly-owned subsidiary of OML, which has a primary listing on the JSE Limited (the **JSE**) and offers financial solutions and services to retail and corporate customers across key markets in 13 African countries.

2. OLD MUTUAL GROUP STRUCTURE

An extract of a simplified Old Mutual Limited Group organogram, as at the Information Statement Date, is set out below:



3. HISTORY

The Mutual Life Assurance Society of the Cape of Good Hope, (later known as the South African Mutual Life Assurance Society) (the **Society**), was founded in Cape Town in 1845 as a mutual life insurance society and initially provided life insurance products in South Africa.

In 1970, it purchased a majority share of Mutual & Federal Insurance Company Limited (**Mutual & Federal**), a P&C insurer in South Africa, and in 1986 it acquired a majority interest in Nedbank. In 1999 the South African High Court approved the “Scheme for the Demutualisation of the South African Mutual Life Assurance Society” in terms whereof the Society restructured its various businesses into a number of separate companies with Old Mutual plc as the ultimate holding company of OMLACSA (**Scheme of Arrangement**).

In June 2018, OML listed on the Johannesburg, London, Malawi, Namibian and Zimbabwe, stock exchanges as a newly created South African holding company. This was one of the outcomes of managed separation, announced in 2016. Managed separation also led to the formation of Quilter plc, which consisted principally of Old Mutual plc’s UK wealth management operations, and the unbundling of OML’s majority shareholding in Nedbank to its shareholders. The stake held in the issued share capital of Nedbank through its shareholder funds was reduced to a 19.9% (nineteen comma nine percent) minority stake, held by OMLACSA. At 30 June 2020, 1.44% was owned by the policyholder funds and 19.70% (nineteen comma seven percent) by the Shareholder funds.

4. DESCRIPTION OF BUSINESS

OMLACSA provides a broad spectrum of financial solutions to both retail and corporate customers across several market segments within South Africa. These financial solutions include risk, savings, investments, lending, transactional, income and annuities product solutions.

OMLACSA distributes products and services to customers through a multi-channel distribution network that caters for unique client needs. The distribution channels include tied and independent advisers, branches, direct and digital channels and worksites.

5. KEY STRENGTHS

OMLACSA believes that its key strengths include the following:

- **Size and reach**

OMLACSA is a member of the Old Mutual Group that is a large international financial services provider with an extensive footprint in the financial services sector. Accordingly, OMLACSA benefits from the Old Mutual Group's broad and diverse customer base which spans the entire income spectrum of South Africa.

- **Brand**

OMLACSA's and the Old Mutual Group's brands, including "*Old Mutual*" and "*Old Mutual Insure*" are well-recognised brands in South Africa.

- **Capital**

OMLACSA has a strong capital base and credit rating. OMLACSA is regulated under the Insurance Act and has governance and management policies and structures in place to ensure financial soundness and the maintenance of adequate capital. There is a clear distinction between policyholder and shareholder funds and the management of the assets representing these funds.

- **Product innovation and diversity**

In South Africa, OMLACSA offers a wide range of products across all income segments. OMLACSA's determination to meet customer needs at all life stages with the best products and advice and its ability to deliver these offerings to customers has enabled OMLACSA to maintain a dominant position in the market.

- **Distribution channels**

OMLACSA has one of the largest financial services distribution networks in South Africa through a combination of tied advisers, franchise advisers, independent financial advisers, consultants and digital platforms.

- **Group structure**

OMLACSA is a subsidiary of OML. Being a member of the Old Mutual Limited Group allows it to benefit strategically from activities within the Old Mutual Limited Group.

- **Leveraging of skills and experience**

OMLACSA is able to leverage skills and experience across the Old Mutual Group for the benefit of individual operating businesses by identifying specific competencies that are central to the success of the Old Mutual Group. These include talent management, capital and risk management, investment management, the identification and servicing of customer's needs, and the bringing of practitioners together from around the Old Mutual Group to exchange knowledge and further develop best practice.

- **Common values and diversity**

OMLACSA benefits from the diversity of its employees, culture, business partners and customer base with a common set of the Old Mutual Group's values, namely integrity, trust and accountability, respect, championing the customer, agile innovation and diversity and inclusion.

6. RISK MANAGEMENT AND KEY RISK FACTORS

Risk management forms an integral part of OMLACSA and the group takes a prudent approach to risk management and capital management. As a life company, OMLACSA is in the business of accepting and managing risk and therefore views risk not only as a threat or uncertainty, but also as an opportunity to grow and develop the business, within the context of its risk appetite.

OMLACSA is exposed to a number of risks. As at the Information Statement Date, a non-exhaustive list of key risk exposures is provided below.

6.1 Economic, social and political risk

A weak macroeconomic environment in South Africa may reduce the size of the South African financial services market generally and specifically may adversely impact growth in sales of insurance and investment products, retention of customers, the credit quality of government-related debt and the valuation of market related investments and underwriting results, which could in turn have a material adverse effect on OMLACSA.

6.2 Life insurance risk

There is a risk that adverse mortality, longevity and morbidity experience (including catastrophes) on insurance products may have a material adverse effect on OMLACSA.

6.3 Persistency risk

Adverse persistency experience compared with the assumptions used in valuing insurance products could have a material adverse effect on OMLACSA.

6.4 Mass lapse risk

There is a risk that OMLACSA may not be able to continue operations in its current form after losing a large portion of its policyholders due to an internal (e.g. reputational) or external (e.g. market panic) shock.

6.5 Business volume risk

The business model relies on recovering fees from its book of business to meet expenses. The pricing of products generally assumes a steady growth in the book of business such that fees meet these expenses. If new business volumes are lower than assumed, the expenses (particularly fixed expenses) may not be fully recovered over the short term until the fixed expense base is reduced.

6.6 Expense risk

If actual expenses or expense inflation are higher than expected levels, lower than planned new business volumes could result in fixed expenses not been fully recovered.

6.7 Market and credit risk

Fluctuations in the fixed income, currency, equity and property markets may adversely affect the value of shareholder funds and the profitability of certain risk, savings and guaranteed products (e.g. smoothed bonus) as asset values may be less than the guaranteed policy liabilities. Changes in credit spreads or defaults on assets backing guaranteed products may also adversely affect the results of operations. Furthermore, a decline in market values of investment and savings contracts will result in lower asset based fee income.

6.8 Liquidity risk

Liquidity risk as it pertains to market positions or portfolios that cannot be liquidated in a timely manner or hedged without significantly affecting market price because of inadequate market depth or market disruption may have a material adverse effect on the results of operations and prospects.

OMLACSA is also exposed to liquidity risk resulting from the requirement to post collateral or margin on certain derivative contracts entered into.

6.9 Concentration risk

OMLACSA is exposed to concentration risk to a certain degree as various investment

assets are located in the same geographical region and economic sectors, and are hence similarly affected by changes to economic and other external conditions.

6.10 Technology and information security risk

The accelerating pace of developments in technology and information results in increasing data fraud and cyberattacks. Digital disruption as part of the fourth industrial revolution, continues to pose risks providing digital services in the absence of global technology governance frameworks, potential information infrastructure breakdown and cross border challenges on privacy.

6.11 Competition

OMLACSA's businesses are conducted in highly competitive environments with developing demographic and technological trends and changing customer preferences, in which OMLACSA's market position heightens competition. If OMLACSA is unable to anticipate and respond to these pressures and effectively compete, this would have a material adverse effect on its business, financial condition, results of operations and prospects.

6.12 Market conduct risk

OMLACSA is subject to market conduct risk throughout the customer life cycle including aspects such as advice risk, lending and value for money considerations. Poor conduct behavior would not only impact the licence to operate but also OMLACSA's reputation and business sustainability.

6.13 People risk

The loss of people in key roles, without sufficient succession or an ability to attract the requisite skills could have a material adverse effect on OMLACSA's business operations and impair its ability to implement its business strategy.

6.14 Operational risk

Given the scale and complexity of OMLACSA, all of OMLACSA's businesses are subject to operational risks. This is more prevalent in processes that are manual. Risk events could have a material adverse effect on its results of operations.

6.15 Regulatory risk

OMLACSA is subject to comprehensive laws and regulations within a complex regulatory environment. Failure to comply with applicable laws and regulations may trigger regulatory intervention, which may harm OMLACSA's reputation, and could have a material adverse effect on OMLACSA's license to operate, business, results of operations and prospects.

7. CORPORATE GOVERNANCE AND REGULATORY FRAMEWORK

OMLACSA has a longstanding reputation for upholding the highest standards of good governance and ethical practices, both of which are fundamental to its ability to create long-term value for all stakeholders.

The Old Mutual Group has overarching governance structures, incorporating principles of governance to facilitate the effective and dynamic management and oversight of a group containing several regulated entities, in different jurisdictions.

8. KING IV REPORT ON CORPORATE GOVERNANCE™ IN SOUTH AFRICA 2016 (KING IV REPORT)

OMLACSA is a licensed life insurer and wholly-owned subsidiary of OML which is a JSE listed entity. OML has adopted a GGF which outlines the governance requirements for the Group and its subsidiaries and adheres to the requirements of King IV™². The Group is in compliance with King IV™ and requires that all its subsidiaries comply with the King IV™ governance outcomes through application of the principles as set out in the code.

² *The King IV Report on Corporate Governance for South Africa 2016, Copyright and trademarks are owned by the Institute of Directors in Southern Africa" and the IoDSA website link is: <http://www.iodsa.co.za/?page=AboutKingIV>*

The King IV™ assessment shows that OMLACSA`s governance processes are well entrenched and that it has applied the King IV™ principles on the same basis as the Group. Refer to the full Governance Report 2019 for a full detail of the application and explanation of King IV™ requirements here

https://eu-assets.contentstack.com/v3/assets/blt566c98aeccc1c18b/blta7d9a7a7e2b405db/5f0edd2a175852408c5a1df6/2019_application-of-king-iv.pdf

9. BOARD OF DIRECTORS AND DEBT OFFICER

As at the Information Statement Date, the board of directors of OMLACSA comprises:

Mr. Trevor Andrew Manuel	Independent Non-Executive Director (Chairman) Appointed: 24.10.2017
Mr. Iain George Williamson	Chief Executive Officer (appointed in this capacity on 03.07.2020) Appointed as executive director: 27.05.2019 and confirmed at AGM on 29.05.2020
Mr. Casparus Gerhardus Troskie	Chief Financial Officer Appointed: 01.04.2018
Mr. Peter Gerard de Beyer	Independent Non-Executive Director Appointed: 01.03.2012
Mr. Albert Kobina Essien	Independent Non-Executive Director Appointed: 24.10.2017
Ms. Olufunke Ighodaro	Appointment date 22.09.2020
Mr. Itumeleng Kgaboesele	Independent Non-Executive Director Appointed: 24.10.2017
Mr. John Robert Lister	Independent Non-Executive Director Appointed: 24.10.2017
Ms. Sizeka Monica Magwentshu-Rensburg	Independent Non-Executive Director Appointed: 24.10.2017 Re-Appointed: 28.05.2020
Ms. Thoko Martha Mokgosi-Mwantembe	Independent Non-Executive Director Appointed: 24.10.2017 Re-Appointed: 28.05.2020
Ms. Carol Winifred Nosipho Molope	Independent Non-Executive Director Appointed: 31.10.2012
Mr. Bahleli Marshall Rapiya	Non-Executive Director Appointed: 01.04.2011 Re-Appointed: 28.05.2020

A brief CV of each director, including a list of all other companies of which he/she is a director is available on the OML website: <https://www.oldmutual.com/about/our-leadership/board-of-directors>

Company Secretary:

The company secretary of OMLACSA is Ms. Elsabe Margaretha Kirsten.

Registered address:

5th Floor,
Mutualpark, Jan Smuts Drive
Pinelands, 7405
Cape Town
Republic of South Africa

Details of the debt officer:

The debt officer of OMLACSA is Mr. Martin van der Walt, Group Treasurer
Appointed as the debt officer with effect from 31 October 2020
Address: No.1 Mutual Place, 107 Rivonia Road, Sandton, 2146, South Africa

Email address: MVanDerWalt5@oldmutual.com
Telephone number: 011 217 1495

10. **OMLACSA BOARD COMMITTEES**

10.1 **Audit and Risk committees**

The Audit and Risk committees are committee of the board of directors, and serve in an advisory capacity to the Board in discharging its duties relating to the safeguarding of assets, the operation of adequate systems, risk management and internal controls, the review of financial information and the preparation of the annual financial statements. This includes satisfying the Board that adequate internal, operating and financial controls are in place.

Terms of reference

The Audit and Risk committees have adopted formal terms of reference that have been updated and approved by the board of directors, and have executed their duties during the past financial year in compliance with these terms of reference.

Composition

Audit committee:

As at the Information Statement Date: Ms. Nosipho Molope (Chairperson), Mr. Peter de Beyer, Ms. Olufunke Ighodaro, Mr. Itumeleng Kgaboesele and Mr. John Lister.

Risk committee:

As at the Information Statement Date: Mr. J Lister (Chairperson). Mr. Peter de Beyer, Mr. Albert Essien, Ms. Olufunke Ighodaro, Ms. Nosipho Molopo, Mr. Marshall Rapiya and Mr. Stewart van Graan

10.2 **Committee for customer affairs**

The committee for customer affairs monitors the extent to which OMLACSA is providing acceptable value for money to its customers, and the extent to which OMLACSA is treating its customers fairly. Further, it monitors and provides the Board with an independent assessment of OMLACSA's compliance with its Principles and Practices of Financial Management.

Composition

As at the Information Statement Date: Dr Sizeka Magwentshu-Rensburg (Chairperson), Mr. Trevor Manuel, Mr. Albert Essien, Mr. Marshall Rapiya, Mr. Peter de Beyer, Albert Essien, Mr. Trevor Manuel and Mr. Marshall Rapiya.

10.3 Social and Ethics committee

The OML Responsible Business (incorporating Social and Ethics) committee (the **OML RB Committee**) performs the social and ethics committee functions on behalf of all OML subsidiaries as mandated by its Terms of Reference.

The OML RB Committee is constituted to, among other things, assist the OML Board in ensuring that OML and its subsidiary companies are and remain committed, socially responsible corporate citizens by creating a sustainable business and having regard to the Group's economic, social and environmental impact on the communities in which it operates. The committee ensures that OML and its subsidiary companies comply with all activities related to social and economic development, good corporate citizenship, and the environment, public health, and safety principles as set out in the adopted GGF.

Details of the membership of the committee are available at: <https://www.oldmutual.com/about/governance>.

10.4 Remuneration committee

The OML Remuneration committee performs the remuneration functions on behalf of all OML subsidiaries as mandated by its Terms of Reference.

The OML Remuneration committee is established to independently review and monitor the integrity of OML's remuneration policies and implementation thereof, ensuring fair, responsible and transparent remuneration practices within the OML Group. The committee has oversight and ensures that OML and its subsidiary companies comply with all remuneration and risk related principles as set out in the GGF.

Details of the membership of the committee are available at: <https://www.oldmutual.com/about/governance>.

11. MATERIAL CHANGE

- 11.1 COVID-19 led to significant declines in global capital market levels and depressed economic growth outlook levels. Governments in most of the geographies in which OMLACSA operates enforced full and partial lockdowns, which results in reduced economic activity during the first half of 2020. This had a significant impact to OMLACSA's earnings in the first half of 2020 mostly driven by:
- lower new business sales volumes, as most of its tied advisers were unable to sell during the lockdown period due to the partial closure of the branch network and lack of access to customers' homes, and worksites; and
 - short-term provisions raised in anticipation of worsening mortality, morbidity and persistency experience in the second half of 2020.
- 11.2 The consolidated OMLACSA financial results recognised an impairment of ZAR8.7 billion in respect of our investment in Nedbank, triggered by the significant decline in the Nedbank share price. OMLACSA performed a range of valuations assuming several earnings and economic recovery scenarios, greater weight was given to the downside scenarios, given the increased uncertainty around forward-looking information in the current environment.
- 11.3 Refer to OML's investor relations page <https://www.oldmutual.com/investor-relations/> for the Old Mutual Limited Group Interim results for the six months ended 30 June 2020, which provides detail on its financial performance and financial position.

DESCRIPTION OF OLD MUTUAL INSURE LIMITED

Capitalised terms used in this section headed "Description of Old Mutual Insure Limited" shall also bear the same meanings as defined in the section headed "Terms and Conditions for the Subordinated Notes" in the Programme Memorandum, except to the extent that they are separately defined in this section or this is clearly inappropriate from the context.

1. INTRODUCTION

Old Mutual Insure, representing OML's South African short-term insurance business, is South Africa's oldest short-term insurer, with a history dating back more than 180 years. Old Mutual Insure is proud of its tradition of service quality and extensive range of short-term insurance products and solutions to meet its personal, commercial and corporate customers' needs. Old Mutual Insure partners with independent intermediaries to deliver personal advice and solutions to customers, as well as insurance products directly to the market through iWYZE.

2. BACKGROUND AND HISTORY

It was on 14 March 1831 that the forerunner of Old Mutual Insure first opened its doors. After trading profitably for 64 years, South African Fire and Life Assurance Company was acquired by the London & Lancashire Insurance Company, which in turn was absorbed by the Royal Group in 1962. The Royal Group's many companies in South Africa merged with Old Mutual's P&C company, SA Mutual Fire & General Insurance Company, in 1970.

In order to be known as an overtly South African insurance company, a suitable name was needed. The Mutual part was easy, reflecting the Old Mutual Group's involvement. As the words 'Royal' or 'London' would reflect a British heritage, it was then decided to use the name 'Federal'.

In February 2010, Mutual & Federal Insurance Company Limited (**Mutual & Federal**) became a wholly owned subsidiary of the Old Mutual Group. It was also in 2010 that the direct insurance market was penetrated for the first time, with the launch of iWYZE valuables insurance. This also brought to an end the Mutual & Federal listing on the Johannesburg Stock Exchange.

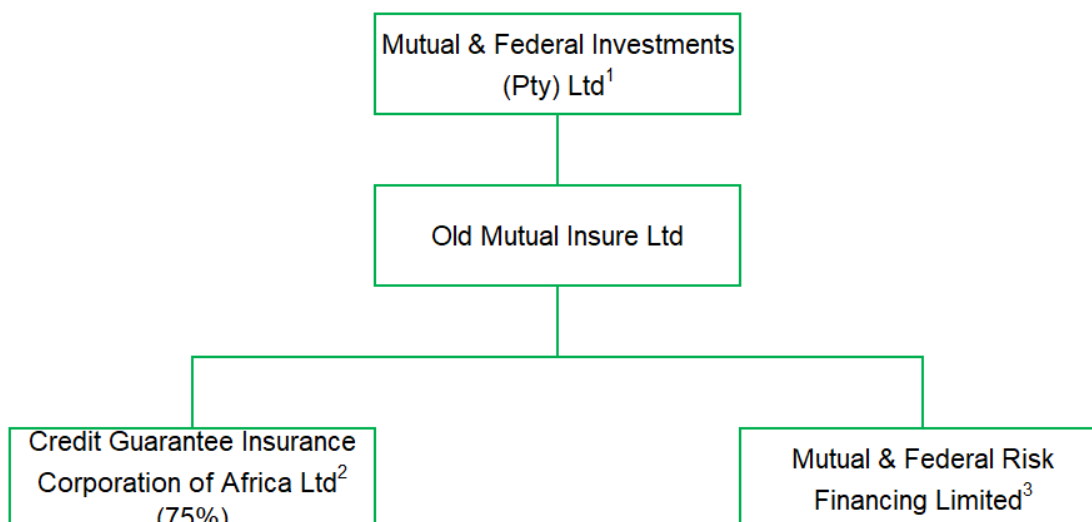
In March 2016, the Financial Services Board (**FSB**) approved Mutual & Federal's transaction to acquire the remaining issued shares in CGIC. This confirmed CGIC as a core asset within Mutual & Federal's portfolio of insurance businesses. Mutual & Federal subsequently accepted an offer from Atradius Participations Holdings S.L, a leading global trade credit insurance, surety and collections services company, for a 25% (twenty-five percent) strategic equity stake in CGIC. This transaction was concluded in April 2017.

On 5 June 2017 Mutual & Federal Insurance Company Limited became Old Mutual Insure. The brand change supports the Group's commitment to become a fully integrated financial services provider, making it easier and more convenient for customers across the African continent to do business with the Group. The new brand positioning will create opportunities for Old Mutual Insure to unlock the value that lies within the Old Mutual customer base, its brand and its distribution channels, whilst continuing to develop Old Mutual Insure's core capability of short-term insurance expertise.

3. OWNERSHIP AND CONTROL

Old Mutual Insure is 100% (one hundred percent) owned by OML. OML was primarily listed on the Johannesburg Stock Exchange (JSE) on 26 June 2018 and has a standard listing on the London Stock Exchange and secondary listings on three other stock exchanges in Africa: Namibia, Malawi and Zimbabwe.

In March 2016 it was decided that the best way forward for the Old Mutual Group was to separate its four strong businesses (Old Mutual Emerging Markets, Nedbank, UK based Old Mutual Wealth and US based Old Mutual Asset Management) into independent, standalone companies. The foremost aim of this strategy (called managed separation) has been to unlock and create value for shareholders. As part of managed separation, it was agreed that Old Mutual Emerging Markets (**OMEM**) would strengthen its focus on Africa and move its primary listing to Africa (the listed entity is OML).



Notes:

¹ Wholly owned investment holding entity of OML.

² Registered short-term insurance company licensed to underwrite guarantee class of business.

³ Wholly owned registered short-term insurance company licensed to conduct multi-class business as a cell captive. (Holdings in non-operating entities are not included in the diagram.)

4. DESCRIPTION OF BUSINESS

Old Mutual Insure provides an extensive range of short-term insurance products and solutions to retail and corporate customers. These products and solutions are primarily distributed through a well-developed independent intermediary network. This is specifically relevant to the corporate customer segment who values financial advice provided by independent intermediaries.

The independent intermediary network is supported by an automated intermediary services center which streamlines the way Old Mutual Insure does business and communicates with intermediaries. The center empowers intermediaries to effectively service their clients in an efficient manner and underscores Old Mutual Insure's commitment to remain relevant in the industry.

Recognising the right of customers to choose how they engage with Old Mutual Insure to procure insurance cover, Old Mutual Insure opened a direct distribution channel currently focused on retail customers. This does not detract from the relevance of the independent intermediary network, but complements it by reaching a wider customer base.

Alternative distribution channels are also supported and these include underwriting management agencies, affinity groups and corporate customers in the retail sector.

The business is structured into four distinct business units.

4.1 Retail

This is the largest business unit and focuses on the retail, small and medium enterprises and volume corporate customer segments. A wide range of products are distributed through the independent intermediary network to address customers' needs. Insurance cover is provided for loss or damage to movable and immovable property as well as risks associated with ownership of the insured assets. Cover also extends to risks associated with running a business e.g. business interruption.

Insurance products and services provided to agricultural customers are also included with this business unit.

Some of the business is administered by independent intermediaries on systems independent from that of Old Mutual Insure. This is done in terms of contractual mandates between the parties.

4.2 **Old Mutual Specialty Insurance**

This business unit is aimed at specialist insurance cover offered to corporate customers and requires individual risk selection and risk pricing. Cover is provided on a non-standard basis and requires specialist intermediaries to advise customers. Solutions exist for corporate property, engineering and marine risks. Old Mutual Insure's underwriting management agencies also form part of this business unit and services, amongst others, the heavy commercial vehicle industry.

Mutual & Federal Risk Financing is the Group's registered cell captive insurer which offers first and third-party insurance facilities to corporate customers, affinity groups, corporate retail customers and niche insurance administrators. Mutual & Federal Risk Financing retains limited underwriting risk and primarily earns fee based income. It is wholly owned by Old Mutual Insure, and outsources its operations and all the control functions to Old Mutual Insure, hence intrinsically connected with Old Mutual Insure due to these arrangements. It does however have a separate insurance license, within which external companies (cells) operate ring-fenced funds in order to finance their insurance requirements (first-party cells) or those of their business clients (third-party cells).

4.3 **iWYZE**

iWYZE is the Group's direct distribution insurance initiative currently focused on retail short-term insurance customers, offering a wide range of car and home insurance as well as personal goods and liability cover options.

Business is obtained directly through advertising and purchased leads while customers are serviced through call centers.

With the new mobile application, customers can access useful resources such as emergency services and step-by-step advice in the event of a car accident or house robbery. Customers can also submit pictures, reports, claim notifications and request a call back.

4.4 **Credit Guarantee Insurance Corporation of Africa Limited**

CGIC provides quality trade credit insurance products to domestic and export customers. The basic trade credit insurance product protects businesses against the risk of non-payment by insured buyers.

CGIC's unique strength lies in the ability to secure a vast store of information and market intelligence from a range of sources and to interpret data to support the business of clients for both domestic and export markets.

CGIC is further active in the bonds and surety sector.

5. **INVESTMENT CASE**

Old Mutual Insure is a core asset within OML with short-term insurance playing a central role in the Group's expansion into the rest of Africa. With a proud history of more than 180 years as a leading P&C business in South Africa, Old Mutual Insure is ideally placed to continue to deliver real value to investors.

The Old Mutual Insure investment case is anchored in three key elements: market position; growth prospects; and group collaboration.

5.1 **MARKET POSITION**

The consolidated market share of the Old Mutual Insure Group based on 2017 gross written premiums was 9.7% (nine comma seven percent) of the South African short-term insurance industry³. The re-brand strategy that was implemented in 2017 will introduce further benefit from the strong Old Mutual brand recognition that exists.

5.2 **GROWTH PROSPECTS**

Despite already offering a well-diversified portfolio of insurance businesses, there is still ample opportunity to grow. Areas targeted for strong growth include the direct distribution

³ Source: 2017 FSB report

business, iWYZE and specialty lines. This will see the business becoming less dependent on the more traditional insurance classes as well as the independent intermediary distribution channel.

Access to a new generation product administration system enables Old Mutual Insure to develop and deploy digital solutions that will make it easier for independent intermediaries and policyholders to engage with Old Mutual Insure to manage their respective insurance portfolios.

5.3 GROUP COLLABORATION

Being a core asset within a large financial institution in Africa positions Old Mutual Insure to benefit from the scale of the Group. These benefits include the cross selling opportunity into the combined OML customer base as well as increased buying power.

6. MANAGEMENT STRATEGY

The strategy of Old Mutual Insure is to effectively manage a diversified insurance business portfolio that provides compelling customer value propositions and delivers strong through-the-cycle financial performance to investors.

7. RISK AND CAPITAL MANAGEMENT

Old Mutual Insure operates a mature enterprise risk management system to identify and address risks that threaten the achievement of its business objectives. Risk management activities are performed by trained and skilled individuals and are subject to oversight by both second and third line corporate governance structures.

Individual OML risk committees have been constituted for each of the subsidiaries and support areas which are sub-committees of the Old Mutual Insure Group Executive Risk Committee (**GERC**) which itself is a sub-committee of the Executive. The primary role is to ensure the completeness and accuracy of each risk profile. A consolidated view of the risks facing the organisation is reported to the GERC and then presented to the Board Risk and Compliance Committee.

The risk profile for Old Mutual Insure consists of modelled and non-modelled risk categories. Both modelled and non-modelled category risks are managed through the risk and control self-assessment and governance processes. Capital is held for modelled risk categories where the risk is quantified, allowing for risk mitigation such as reinsurance.

8. MODELLED RISK

The modelled risk profile for Old Mutual Insure is dominated by non-life insurance risk. The key elements used to manage the non-life insurance risk within Old Mutual Insure are described within the underwriting risk policy. An important risk mitigation technique is reinsurance, which is fundamental in managing capital. The choice and amount of reinsurance is driven by available capital, the value for money of reinsurance, impact of reinsurance on return on equity and the risk appetite for earnings volatility.

The risk strategy is made more granular through capital allocation to the respective business segments. The capital allocation process determines the capital intensity ratios, the required underwriting margin to deliver return on capital as well as providing risk limits and early warning thresholds by business unit.

9. RISKS RELATING TO OLD MUTUAL INSURE'S BUSINESS

9.1 *Non- Life Insurance Risk*

Non-life underwriting risk is the risk of adverse losses due to inadequate underwriting, pricing, reserving assumptions and/ or volatile claims experience materially impacting earnings and capital. The risk that premiums and reserves are insufficient to meet potential claims, either as a result of claims fluctuations or the mis-estimating of projected experience. Non-life Catastrophe risk is the risk that value is lost due to an increase in insurance claims because of one-off events in a given year, such as epidemics, disease, or natural or man-made catastrophes.

Old Mutual Insure manages its insurance risk through underwriting limits, approval procedures for transactions that involve new products or that exceed set limits, pricing guidelines, centralised management of reinsurance and monitoring of emerging issues. Old Mutual Insure also employs staff experienced in claims handling and rigorously applies standardised policies and procedures in respect of claims assessment.

Old Mutual Insure's underwriting strategy promotes a diversified portfolio with reference to insurance risk type, amount, size and geography.

9.2 **Reinsurance Risk**

Reinsurance risk is the risk that the re-insurance cover placed is inadequate and/or ineffective to the risk management strategy and objectives.

Within the insurance business, concentrations of risk may arise where a particular event or series of events, which could impact heavily upon Old Mutual Insure resources. Old Mutual Insure reinsures a portion of the risks it underwrites in order to control its exposures to losses and protect capital resources. Old Mutual Insure buys a combination of proportional and non-proportional reinsurance treaties to reduce the net exposure on any one risk or event. In addition, underwriters buy facultative reinsurance to further protect Old Mutual Insure's net account.

Old Mutual Insure uses a number of modelling tools to monitor aggregation and to simulate catastrophe losses in order to measure the effectiveness of the reinsurance programmes and the net exposure.

The board approves the reinsurance renewal strategy annually. The Group reinsurance strategy is to utilise reinsurers with a credit rating of no less than A-.

9.3 **Credit risk**

Old Mutual Insure has exposure to credit risk, which is the risk that a counterparty will be unable to pay amounts in full when due. Key areas where Old Mutual Insure is exposed to credit risk are:

- amounts due from insurance policyholders;
 - amounts due from insurance contract intermediaries and third party recoveries;
 - investments and cash and cash equivalents;
 - reinsurers' share of general insurance liabilities;
 - amounts due from reinsurers and third parties in respect of claims already paid:
- and
- loans to share trust, other loans receivable and trade receivables.

Exposures to individual policyholders, groups of policyholders and third parties are monitored as part of the credit control process.

Reputable financial institutions are used for investing and for cash handling purposes. Money market instruments and cash and cash equivalents are placed with institutions that have a national long-term credit rating of at least A- at initial placement.

Under the terms of reinsurance agreements, reinsurers agree to reimburse the ceded amount in the event that a gross claim is paid. Consequently Old Mutual Insure is exposed to the credit risk of the reinsurer.

When selecting a reinsurer Old Mutual Insure considers its security. This is assessed from public rating information and from internal investigations. Old Mutual Insure monitors the financial condition of reinsurers on an ongoing basis and reviews its reinsurance arrangements periodically.

9.4 **Market risk**

Market risk is the risk of a change in the fair value or future cash flows of a financial instrument brought about by changes in interest rates, equity prices and foreign exchange rates. The financial instruments below are exposed to market risk:

- Equity securities;
- Foreign reinsurance receivables and reserve deposits; and
- Cash and short term money market instruments.

Risk management tools are used to assess the impact of the above risks on capital and earnings in normal and stress scenarios.

Company funds invested in equities, other than treasury shares, are placed in a protected equity portfolio. In order to manage market risk, a hedge derivative contract has been entered into to protect Old Mutual Insure against a fall in the market.

9.5 **Liquidity risk**

Liquidity risk is the risk that Old Mutual Insure will encounter difficulty in raising cash flow to meet commitments to policyholders under policy contracts and in respect of financial liabilities. Old Mutual Insure sets limits on the minimum proportions of maturing funds available to meet such calls and unexpected levels of demand. Net insurance liabilities are covered by investments with limited capital risk such as cash and short dated instruments. Old Mutual Insure further manages its liquidity requirements by matching the duration of assets invested to that of the corresponding liabilities.

9.6 **Operational Risk**

Operational Risk is the risk of direct or indirect losses resulting from human factors and inadequate or failed internal processes and systems. Major sources of operational risk can include operational process reliability, information security, outsourcing of operations, dependence on key suppliers, implementation of strategic and operational change, fraud, human error such as not placing all the necessary facultative reinsurance correctly, client service quality, inadequate business continuity arrangements, recruitment, training and retention of employees, and the social environmental impact of the Old Mutual Insure Group.

Old Mutual Insure manages operational risk using a comprehensive system of internal controls as well as tools and techniques including predictive analytics, business continuity arrangements and systems to mitigate risk from system and human error. From a risk governance perspective, the three lines of assurance approach is used to identify risks, implement controls, providing oversight and independent assurance.

9.7 **Regulatory compliance Risk**

Regulatory compliance risk is the risk that Old Mutual Insure is not able to meet the regulatory requirements, which may impact its reputation and/or give rise to penalties or fines.

The board of directors and management actively monitor the changes in the regulatory and compliance business landscape. The possible implications for the business and governance structures are reviewed regularly and the necessary changes are implemented. Old Mutual Insure seeks constructive engagement with both the Prudential Authority and the Financial Sector Conduct Authority.

Market conduct risk is the risk that Old Mutual Insure's behaviour may result in unfair treatment of its clients. Regulatory requirements relating to conduct risk are continually being strengthened by conduct risk mitigation initiatives such as the Retail Distribution Review and the Conduct of Financial Institutions Bill.

10. **CAPITAL MANAGEMENT**

The objectives of Old Mutual Insure are to manage capital efficiently while considering the regulatory capital requirements and the desired credit rating to support the business.

The following capital management principles are currently in place.

- All entities should remain solvent on the applicable regulatory capital framework.
- The buffer over the applicable solvency capital requirement is targeted at the level to ensure only a 1% (one percent) probability of breach over a one-year time horizon, or following an instantaneous shock, whichever is the greater.
- Targeted SAM solvency capital requirement cover for Old Mutual Insure is circa 1.3 times.
- Excess capital over the targeted cover ratio is paid as dividends unless required in the near term.
- Management action is required where the solvency capital requirement cover ratio decreases below the early warning threshold set with reference to the targeted coverage ratio.
- An absolute minimum coverage ratio is set at 1.1 times for Old Mutual Insure. Any decrease below this level will result in a request to the shareholder to recapitalize the entity.

Capital is managed on an integrated basis across OML and as such the capital required for the targeted buffer may not always be recorded on the balance sheet of the relevant entity.

The capital position of Old Mutual Insure is subject to constant monitoring by experienced and well-trained individuals.

11. **STRESS AND SCENARIO TESTING**

Scenario tests are performed to assess the impact of observable and foreseeable events and conditions on the capital position of Old Mutual Insure. This is done at least annually as part of the rolling three year planning cycle. The results from stress and scenario testing are considered in assessing the adequacy of the target capital buffer.

12. **KING IV™ APPLICATION**

Old Mutual Insure is a licensed insurer and wholly-owned subsidiary of OML which is a JSE listed entity. OML applies King IV™ and requires that its subsidiaries comply with the King IV™ governance outcomes through application of the principles as set out in the code, and this applies to all material subsidiaries, which includes Old Mutual Insure.

Old Mutual Insure has applied the King IV™ principles on the same basis as disclosed in OML's 2019 Integrated Report. For a table disclosing the principles of King IV™, and how each has been applied to the material Old Mutual Group companies, including Old Mutual Insure, refer to OML's 2019 Integrated Report, which is available on OML's website at https://eu-assets.contentstack.com/v3/assets/blt566c98aecc1c18b/blta7d9a7a7e2b405db/5f0edd2a175852408c5a1df6/2019_application-of-king-iv.pdf

As a key subsidiary, Old Mutual Insure has formally adopted the GGF as its governance framework and therefore complies with the principles of King IV™, save for:

Non-executive director Remuneration

Non-executive director fees should comprise a base fee as well as an attendance fee per meeting.

For Old Mutual Insure, an annual fee is calculated and non-executive directors are paid on a monthly basis. The annual fee is calculated based on the assumption that non-executive directors attend all board and ad-hoc meetings. This assumption is used as non-executive directors have consistently attended all meetings in prior years.

13. **BOARD OF DIRECTORS AND DEBT OFFICER**

The members of the board of directors as at the date of issue of this Information Statement are:

Stephen Christopher ("Steffen") Gilbert (58) , Chairperson – Independent Non-executive Director – appointed 8 December 2019
--

Fellow of the Institute of Actuaries (FIA)

Steffen joined the Old Mutual Insure Board in 2019 and also serves as a member of the People, Customer and Transformation Committee. He also serves as chairperson of the board of Old Mutual Insure subsidiary, Mutual & Federal Risk Financing Limited with additional directorships in Gilbray Property Investments (Pty) Ltd and Fedsure Credit Life Administrators.

Steffen joined the insurance industry in January 1982. He previously served as Chief Executive Officer of Santam Limited and was key in the initial development and launch of Discovery Insure Limited. He is also known to the Old Mutual Group through his employment by Old Mutual Plc as President – Asia Pacific during 2008/09. Steffen has also worked at Munich Re, Now Health/BestDoctors Insurance and prior to joining Old Mutual Insure was an independent non-executive director on the board of Hollard Insurance Group and Chairman of the Actuarial Committee.

Garth Napier (41), Managing Director – Executive Director - joined 5 November 2018

MBA, BCom (Accounting) (Hons), BCom

Garth joined Old Mutual Insure on 5 November 2018. He is currently a member of the Risk Committee as well as the People, Customer and Transformation Committee.

He started off his career at McKinsey as a Business Analyst. After his MBA, he worked as an Associate and in 2007, he was appointed as the Engagement Partner. Thereafter, he joined Edcon in the Discount Division, as the Marketing, Business Strategy and Pricing Executive in 2008 and in 2014 was appointed the Chief Executive of the Discount Division which comprised of the following three brands Jet, JetMart and Legit. Later in 2015, Garth was appointed the Chief Executive of the Speciality Division which houses the cellular business. Edcon was one of the largest credit providers in South Africa and his role at Edcon demonstrates his understanding of consumers, consumer behaviour and has the ability to manage a large number of stakeholders. His last position prior to joining Old Mutual Insure was at Steinhoff Africa Retail 'STAR' in 2017 as the Managing Director of Pep Africa (Pepkor), which has given him broader exposure to the African continent.

Iain George Williamson (50), Non-executive Director – appointed 8 June 2020

BBusSc (Actuarial Science), General Management Programme (Harvard), FASSA

Iain was appointed Chief Executive Officer of OML in July 2020, after serving as the Interim Chief Executive Officer from May 2019. He joined the Group in 1993 and following various roles across employee benefits and personal finance he relocated to London to a Corporate Development role at Old Mutual plc. In 2003, Iain returned to South Africa serving in a number of roles across distribution, technology and finance before being promoted to Chief Financial Officer Retail Affluent and then managing director of the Retail Affluent segment. He was appointed as Old Mutual Emerging Markets' Finance Director in 2015, as Chief Operating Officer in 2017 and has also previously been the Interim Chief Executive Officer in 2017.

Thuli Manyoha (37), Financial Director – Executive Director– appointed 1 January 2018

BComm (Financial Accounting), BComm (Hons) (Financial Accounting), CA (SA)

Nokuthula (Thuli) Manyoha was appointed as the Financial Director effective 1 January 2018. She is a Chartered Accountant and was the Head of Finance and the Shareholder Segment Chief Financial Officer at MMI Holdings Limited. She is a dynamic and seasoned leader whose experience at companies such as Deloitte has contributed to her rapid career progression. She has a proven track record in driving strategy, good financial management and operational excellence.

Gary Palser (64), Independent Non-executive Director – appointed 1 March 2014

BBusSc (Hons), FASSA

Gary serves as the lead independent director and as chairperson of the Risk and Compliance

Committee and as a member of the Audit Committee. He also serves on the boards as well as risk and audit committees of Old Mutual Insure subsidiaries, Mutual & Federal Risk Financing Limited and Credit Guarantee Insurance Corporation of Africa Limited.

Gary has been in the Old Mutual Group for 40 years, having joined the company in 1980, and having retired in 2016. After completing his actuarial exams with the Institute of Actuaries in 1982 he was admitted as a Fellow of the Institute of Actuaries in 1984 after completing the necessary experience requirements. His vast experience in the Old Mutual Group includes working full time on the demutualization project, being Chief Actuary for Old Mutual SA and being Chief Risk Officer for Old Mutual Emerging Markets.

Thandeka Zondi (39), Independent Non-executive Director – appointed 1 June 2018

CA (SA), Higher Diploma Accounting

Thandeka serves as the Chairperson of the Audit Committee, People, Customer and Transformation Committees as well as a member of the Risk and Compliance Committee.

Thandeka is a qualified Chartered Accountant, Entrepreneur and seasoned Executive and Non-Executive Director. She is currently the Chief Executive Officer of MoneyWorks Financial Services, a Digital Supply Chain and Asset Rental Financing Fund and Platform. Thandeka has also taken up Independent Non-Executive Director roles on the Boards of Old Mutual SuperFund Defined Contribution Umbrella Retirement Fund, Jasco Group Limited, Resultant Finance Proprietary Limited, the South African Institute of Chartered Accountants, the Gauteng Growth and Development Agency and Ince Communications Agency. She has participated as a member of the Audit and Risk Committee on all of these boards and the Chair of the Audit Committee on some. Thandeka is also a past 1st Vice President of ABASA as well as board member.

Mark Anthony Scharneck (59) Independent Non-Executive Director – appointed 1 June 2019

CA (SA), BAcc, BCom

Mark serves as a member on the Audit and Risk and Compliance committees of Old Mutual Insure. He also serves on the board as well as risk and audit committees of Old Mutual Insure subsidiaries, Mutual & Federal Risk Financing Limited and Credit Guarantee Insurance Corporation of Africa Limited.

Mark was the Finance Director of Nova Group Holdings Limited (now Centriq), a specialist niche short-term and long-term insurer, from 1998 to 2003. He later joined BHP Billiton, where he held a number of senior finance management positions, including VP Finance at Samancor Limited and Head of Finance at BHP Energy Coal SA Limited from 2003 to 2014. Mark is currently a director of Mobility Insurance Underwriting Managers Proprietary Limited, an underwriting manager providing insurance to the minibus taxi industry, and serves as an Independent Non-executive Director and Audit Chair of CFAO Motors Insurance Limited and the Abacus Insurance Group, which comprises of Abacus Insurance Limited and Abacus Life Limited.

Company Secretary:

The company secretary of Old Mutual Insure is OMLACSA.

Registered address:

5th Floor,
Mutualpark, Jan Smuts Drive
Pinelands, 7405
Cape Town
Republic of South Africa

Details of the debt officer:

The debt officer of Old Mutual Insure is Mr Martin van der Walt, Group Treasurer
 Appointed as the debt officer with effective from 31 October 2020
 Address: No.1 Mutual Place, 107 Rivonia Road, Sandton, 2146, South Africa

Email address: MVanDerWalt5@oldmutual.com

Telephone number: 011 217 1495

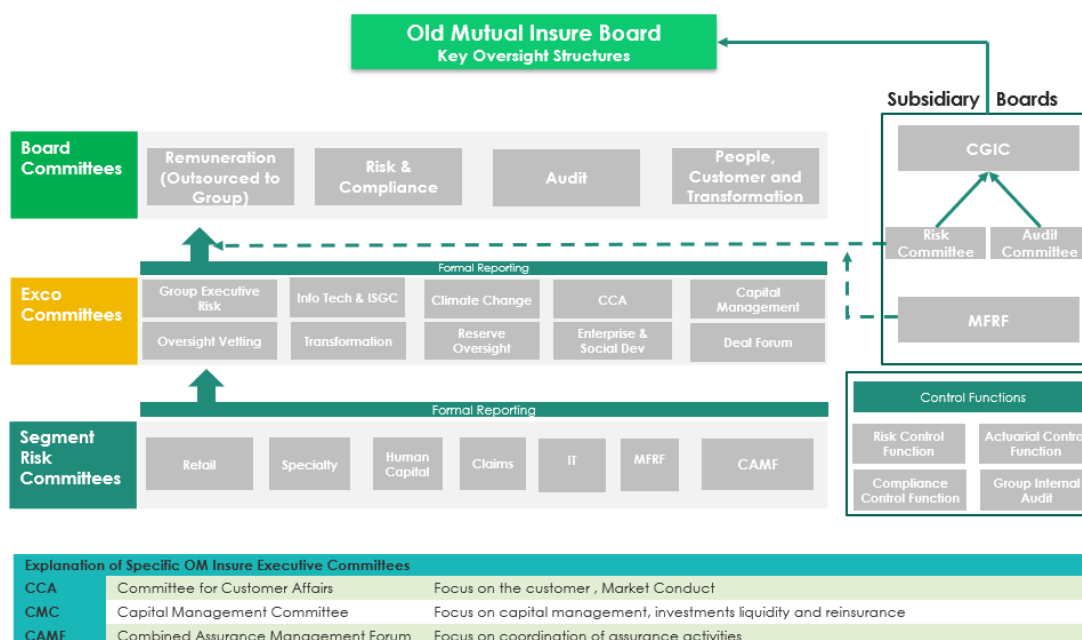
14. CORPORATE GOVERNANCE AND REGULATORY FRAMEWORK

Old Mutual Insure has adopted the OML GGF and its principles, incorporating the three lines of assurance governance model. The three lines of assurance model are considered a fundamental governance design principle:

- The first line comprises line management, the executive and executive committees. The primary responsibility for managing risks remains with first line.
- The second line of assurance comprises enterprise risk management, compliance, forensics and the actuarial control function. The specialist risk functions sit within the second line and their primary role is to provide the risk framework, risk management policies, support, guidance, education, challenge and oversight of first line activities.
- The third line of assurance comprises internal and external audit. The primary responsibility of the third line is to provide independent assurance of the effective and efficient use of the risk management process and frameworks to management and the board.

The GGF contains a suite of various enterprise wide risk policies that have been developed in line with the risk categorisation model. Each of these policies have been developed internally and approved by the board. Compliance to each of the risk policies is monitored on an on-going basis and is reported on bi-annually.

The following view summarises the risk governance structures that currently exist within the business as at the Information Statement Date:



15. **BOARD COMMITTEES**

In terms of King IV™, the Board of the Holding Company should assume responsibility for governance across the Group, by setting the direction for how the relationships and exercise of power within the Group should be approached and conducted.

The board delegates functions to committees to assist the board in meeting its mandated responsibilities. Formal terms of references exist for each committee.

An assessment of the performance of the committees and their members is conducted on an annual basis.

16. **REMUNERATION COMMITTEE**

Old Mutual Insure has delegated its remuneration committee functions to the OML Remuneration Committee.

The OML Remuneration Committee is established to independently review and monitor the integrity of OML's remuneration policies and implementation thereof, ensuring fair, responsible and transparent remuneration practices within the OML Group. The committee has oversight and ensures that OML and its subsidiary companies comply with all remuneration and risk related principles as set out in the GGF.

Details of the membership of the committee are available at: <https://www.oldmutual.com/about/governance>.

17. **RISK AND COMPLIANCE COMMITTEE**

The Risk and Compliance Committee is a committee of the Board, established to independently review, on behalf of the Board, management's recommendations on risk management, particularly in relation to the structure and implementation of the risk strategy, system of governance, risk management framework, any internal capital model, the quality and effectiveness of the related internal controls and reporting processes, risk appetite limits and exposures, and the overall risk profile of the business.

The Risk and Compliance Committee has oversight of and ensures that Old Mutual Insure and its subsidiary companies comply with all risk related principles as set out in the GGF and Insurance Prudential Standards. The committee acts independently (with accountability to the board) and does not assume the functions of management, which remain the responsibility of the executive directors of Old Mutual Insure, prescribed officers and other members of senior management.

Composition

As at the Information Statement Date: Mr. Gary Palser (Chairperson), Mr. Mark Scharneck, Mr Garth Napier and Ms Thandeka Zondi.

18. **AUDIT COMMITTEE**

In line with section 94 of the Companies Act, 2008, as amended (the **Companies Act**), read together with the Companies Regulations, 2011 (**Regulations**), Insurance Act, 2017 and the King IV™ Report on Corporate Governance for South Africa, 2016 (the **King Code**), the Audit Committee is constituted as a statutory committee of Old Mutual Insure to carry out the duties as set out in section 94(7) of the Companies Act.

The audit committee mandate primarily concerns the effectiveness of the company's internal system of control to ensure the integrity of internal and external financial reporting. It reviews the accounting policies and judgments used to prepare financial statements for compliance with the identified financial reporting framework (**IFRS**), legal requirements (the Companies Act) and where relevant group accounting standards.

The committee oversees and directs the work of internal audit and considers findings by the function and holds management accountable to address these. The appointment and remuneration of external audit is mandated to the audit committee and part of its responsibility is to assess the independence of the function.

The audit committee is also established to provide independent oversight of, amongst others, the effectiveness of Old Mutual Insure's assurance function and services, with particular focus on combined assurance arrangements, including external assurance service providers, internal audit and the financial function, in order to enable an effective control environment within the company, and that the company's assurance function and services support the integrity of information for internal decision-making and of Old Mutual Insure's external reports.

Composition

As at the Information Statement Date: Ms. Thandeka Zondi (Chairperson), Mr. Gary Palser and Mr. Mark Scharneck.

19. SOCIAL AND ETHICS COMMITTEE

The OML RB Committee performs the social and ethics committee functions on behalf of all OML subsidiaries as mandated by its Terms of Reference.

The OML RB Committee is constituted to, among other things, assist the OML Board in ensuring that OML and its subsidiary companies are and remain committed, socially responsible corporate citizens by creating a sustainable business and having regard to the Group's economic, social and environmental impact on the communities in which it operates. The committee ensures that OML and its subsidiary companies comply with all activities related to social and economic development, good corporate citizenship, and the environment, public health, and safety principles as set out in the adopted GGF.

Details of the membership of the committee are available at: <https://www.oldmutual.com/about/governance>.

20. MATERIAL CHANGE

COVID-19 led to significant declines in global capital market levels and depressed economic growth outlook levels. The governments enforced full and partial lockdowns, which resulted in reduced economic activity during the first half of 2020. A provision for business interruption claims was processed in respect of Old Mutual Insure and a provision for business rescue claims in respect of CGIC which includes the reserves set for claims that have incurred but have not yet been reported (i.e. IBNR reserves).

As at the Information Statement Date, and after due and careful inquiry, there has been no material change in the financial or trading position of Old Mutual Insure since the date of Old Mutual Insure's and its subsidiaries latest audited financial statements, as the case may be. As at the Information Statement Date, there has been no involvement by KPMG Incorporated or Deloitte and Touche in making the aforementioned statement.

SIGNED at _____ on this the _____ day of _____ 2020.

For and on behalf of
OLD MUTUAL LIMITED

Name:
Capacity: Director
Who warrants his/her authority hereto

Name:
Capacity: Director
Who warrants his/her authority hereto

SIGNED at _____ on this the _____ day of _____ 2020.

For and on behalf of
OLD MUTUAL LIFE ASSURANCE COMPANY (SOUTH AFRICA) LIMITED

Name:
Capacity: Director
Who warrants his/her authority hereto

Name:
Capacity: Director
Who warrants his/her authority hereto

SIGNED at _____ on this the _____ day of _____ 2020.

For and on behalf of
OLD MUTUAL INSURE LIMITED

Name:
Capacity: Director
Who warrants his/her authority hereto

Name:
Capacity: Director
Who warrants his/her authority hereto

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