

# Frequently Asked Questions

## Why was Massy United Insurance Ltd. (MUIL) acquired?

Massy United Insurance Ltd. (MUIL) was acquired by Coralisle Group Ltd. (CG) on May 5th 2022.

Massy United has been a well-established insurer across the Caribbean for over four decades and shares Coralisle Group Ltd.'s (CG) same people-first approach to our business practices. In addition to the strong cultural and organizational similarities between the two companies, our focus on client service and development of quality products is particularly notable. For this reason, and many others, CG is thrilled to have United as a part of the Coralisle Group.

We believe this partnership is a game changer for everyone involved. It will dramatically expand the group's presence across the Caribbean, which means access to a larger, stronger network of products and professionals. We are all now in better position to provide leading insurance solutions in increasingly competitive markets.

## Who is CG?

Coralisle Group Ltd. (CG) is a Bermuda-based company with operations in Bermuda, the Cayman Islands, The Bahamas, the British Virgin Islands, Turks & Caicos, Barbados and select international locations. CG is comprised of independently incorporated companies offering property and casualty insurance, employee benefits for pensions and health, and personal life insurance and investment products. CG has always strived to provide superior insurance products and services, which has allowed it to develop and outperform competitors. CG is excited to have CG United join the group and looks forward to continuing the great work that has been done. It is our belief that together, we will become the premier insurer in the Caribbean and are excited for our future ahead.

CG has an AM Best A (Excellent) rating and has been providing quality insurance products for the past 60 years.

## Will MUIL's name change?

Yes, going forward the company will be known as CG United Insurance Ltd. trading as CG United (subject to regulatory approval). Our new name will be launched in each jurisdiction upon receipt of regulatory approval and clients will be notified of this change, at that time. Until then and in the short interim period, we will continue to operate under Massy United.

## What does this mean for CG United Clients?

Other than the new name and branding, you should not see any difference. The people-first promise that's been made to you will remain intact, and our commitment to serving the people of the region is what remains the most important to CG.

## What does this mean for clients in locations where both CG and CG United operate?

It means that you will have a choice as to which company you prefer to do business with. In the future CG will likely examine how best to improve efficiencies in these markets to better serve all our clients, and customers will be kept informed of any planned improvements. Until then, customers in these markets can decide with which company they prefer to do business with.

## Are my current policy documents and/or certificates still valid?

Yes, there will be no impact to the specific terms of your policy, the terms of which will remain unchanged. Policy documents will be updated with our new name as they come up for renewal. Should you have any specific questions or concerns, please contact your CG United representative.

## Will this affect any premium payment arrangements already in place?

No. All current payment arrangements will remain in effect and binding.

## Will I still have my same agent?

Yes. The relationships you have will remain unchanged and you will continue to be supported by the same contacts and representatives you currently conduct your business with.

## Will contact information change?

Yes, our contact information will change upon receipt of regulatory approval and we will inform our clients of this change at that time.

## Have your bank account details changed?

No. At present there are no changes to our bank account names and you can continue to submit all remittances as normal. There are also no changes to bank account numbers. We will update Clients should there be future changes to ensure a seamless transition.

## Are there changes to the Massy Points Program? (Barbados only)

No. There will be no change to this program, clients can still earn and use their points at CG United.