



Our reference: FM18  
Your reference: [xxxx]

Date [xxx]

[Customer name and address]

Dear [personalised]

### **Simplifying our business: the transfer of Abbey Life policies to Phoenix**

We are writing to let you know about our plans to transfer the business of Abbey Life Assurance Company Limited (Abbey Life) to Phoenix Life Limited (Phoenix) and what this means for you.

#### **The key points**

- We are planning to transfer all business in Abbey Life, including your policy(ies), to Phoenix. Abbey Life and Phoenix are both companies within the Phoenix Group.
- We have applied to the High Court for permission to transfer the business. If the High Court gives that permission, we expect the transfer to take place on 31 December 2018.
- Your policy details and terms and conditions will remain the same and if you receive payments these will not change.
- You will start to see the 'Phoenix Life' name and logo on any letters we send to you.

In this letter and the enclosed leaflets, we refer to the proposed changes as 'the Scheme'.

#### **What will happen to my policy benefits?**

Your policy benefits will not change. No changes will be made to your terms and conditions as a result of the transfer. If you receive payments, Phoenix will continue to pay the same amount as is currently paid by Abbey Life.

Financial security for your policy will be maintained by Phoenix. Phoenix holds more capital than required by regulation so that it can continue to provide financial security during extreme financial conditions.

#### **What changes will I see?**

The way we service your policy will not change and you can continue to contact us in the same way. However, from January 2019 the Phoenix Life name and logo will start to appear on any letters or documents we send you and your bank statements will refer to the name Phoenix Life.

If you make direct debit payments to Abbey Life, these will automatically become payable to Phoenix Life Limited without you having to do anything.

#### **How will policyholders be protected?**

Your interests are being protected by a rigorous process which includes:

- review of the likely effect of the Scheme on policyholders by an Independent Expert;
- consultation with the Prudential Regulation Authority and the Financial Conduct Authority, our industry regulators; and
- approval of the Scheme by the High Court.

The High Court will only approve the Scheme if it is satisfied that the proposals meet all the necessary legal requirements and treat policyholders appropriately. The High Court hearing is expected to take place on 5 December 2018. Policyholders have the right to raise objections if they believe they may be adversely affected, and the High Court will take these objections into account in reaching its decision.

**Why are you doing this?**

Our proposals will simplify our business and allow us to make more efficient use of our resources.

**Will policyholders pay for the transfer?**

No. Policyholders will not pay for any of the costs associated with the transfer.

**How will I find out if the High Court has approved the transfer?**

We will place a notice on our website and add a recorded message to our helpline to confirm the High Court's decision after the date of the High Court hearing.

**Can I opt out or vote on the transfer?**

No. The legal process we are following does not allow individual policyholders to be given the option to opt out. It also does not require policyholders to vote on the transfer. However, the process is designed to ensure that our proposals treat policyholders fairly and that policyholders have the right to raise objections to the Scheme.

**What do I need to do?**

Please read and consider the enclosed Scheme guide and let anyone else with an interest in your policy (such as any nominated beneficiary, trustee in bankruptcy, executor, personal representative or assignee) know about our proposals. If you need help with this, please call our helpline. You do not need to take any further action unless you wish to object to these proposals. Details on how to do this are available in the Scheme guide.

**More information**

The enclosed Scheme guide gives you more detail on the proposed changes. You can also find more information, including a 'Your questions answered' leaflet, the full Scheme document and the full report from the Independent Expert, on our website at [www.abbeylife.co.uk/FM18](http://www.abbeylife.co.uk/FM18).

If you have any questions, you can call our dedicated helpline **0800 046 2009** from 9am to 5pm, Monday to Friday (except if a Bank Holiday in England), until the day before the High Court hearing. Calls from the UK are free but may be charged from the Channel Islands. If you are calling from overseas, please call +44 (0)1202 076 190. You may be charged for calls from overseas, so please check with your phone provider. Please note that we may monitor or record calls.

You can also use the enquiry form on our website or write to us at the address at the top of this letter.

Yours sincerely,



Andy Moss  
Chief Executive, Abbey Life Assurance Company Limited

**If you would like this information in large print, braille or audio please call us on 0800 046 2009.**

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