

Date

Our reference:	FM13
Policy number:	Sample letter - not applicable

Dear policyholder

Important information about your pension annuity

You are currently receiving pension annuity payments from Phoenix Life Limited under the policy number quoted above. Your annuity may have previously been paid by, or was part of a pension arrangement you had with, Britannic Assurance, Pearl Assurance (Unit Linked Pensions), National Provident Life, NPI, Century Life, Scottish Mutual or Scottish Provident.

We would like to let you know about our plans to transfer your pension annuity with the above policy number to Guardian Assurance Limited (Guardian), another UK life insurance company. The policy number of your pension annuity that we propose to transfer is shown at the top of this letter. We have sent one letter for each transferring pension annuity, so you may receive more than one letter if you have more than one policy transferring.

These changes are jointly proposed by the Phoenix Group, of which Phoenix Life is part, and Guardian, which is part of the Guardian Financial Services group of companies.

Guardian has been a provider of insured life and pensions products for over 180 years and look after £8.8 billion of assets and over 330,000 policies. For more information about Guardian, visit their website on www.guardianfs.co.uk.

What will happen to my pension annuity?

If the High Court gives approval, we will transfer your pension annuity to Guardian on the transfer date, which we expect to be 30 September 2013.

Guardian will then take over responsibility for making future payments to you. As is common in the insurance industry, Guardian are likely to outsource day to day service and policy administration to a service provider for most, if not all, policies. Guardian are currently in discussion with potential service providers, including those who provide this service to the Phoenix companies. Guardian will, in any event, seek to provide the same level of service as you currently receive and the changes you will notice will be small. Your payments will come from Guardian and your bank statements may show this. The telephone number for policy queries will change from the transfer date to 0845 xxx xxxx. After the transfer Guardian will write to you to welcome you to their company and advise you of the new address for policy queries.

<p>The dates and amounts of your annuity payments will not be affected by the transfer. Any guarantees you have will continue and the terms and conditions of your policy will not change as a result of the transfer.</p>

For more details of our proposals please take a look at section 4 of the enclosed 'Pension annuity transfer scheme – Policyholder guide'.

Protection for policyholders

Your interests, and the interests of other policyholders, are being protected by a rigorous approval process that includes:

- consulting the Financial Conduct Authority and Prudential Regulation Authority, our industry regulators;
- the appointment of an Independent Expert to review the likely effect of the transfer on policyholders; and
- approval of the transfer by the High Court.

The High Court will consider whether the proposals meet all the necessary legal requirements and are fair to policyholders as a whole, and will take account of any comments made by policyholders who are concerned that they would be adversely affected by the transfer. The **High Court** will only approve the **Scheme** if it considers that it is appropriate in all the circumstances of the case to do so.

What should I do next?

We recommend you read the enclosed 'Pension annuity transfer scheme - Policyholder guide' to make sure you understand our proposals. The guide gives you more information on the proposed changes and includes a summary of a report written by the Independent Expert which you may find helpful. Please keep the guide with your policy documents.

If there is any other person with an interest in your policy, please make them aware of these proposals as soon as possible. If you are a trustee of a group pension scheme, we would ask you to ensure that all scheme members know about the changes we are proposing. Please contact members to tell them about our proposals.

If you have any questions about this letter or the proposals, the enclosed leaflet 'Pension annuity transfer scheme – Your questions answered' may help.

You can find more information about the transfer, including the legal 'scheme' document and the Independent Expert's full report, on our website at www.phoenixlife.co.uk/FM13scheme.

You don't need to do anything else unless you believe that you will be adversely affected by the transfer. If, having read the information available, you believe that you would be adversely affected by the transfer you have the right to object. You can find details on how to do this in section 8 of the enclosed guide.

If you have any more questions about the proposed changes, please call our helpline on 0845 xxx xxxx between 9am and 5pm, Monday to Friday. The helpline is open until the day before the High Court hearing. Low call rates apply, although costs can vary between telecom providers. If you are calling from outside the UK, please call +44 xxx xxxxxx. This helpline is for enquiries about the transfer only.

You can also contact us using the enquiry form on our website or write to us. (This address will vary dependant on the company that you had your pension arrangement with as shown in the first paragraph of this letter)

If you do write to us, please quote the reference FM13 and your policy number, which you will find at the top of this letter.

Yours faithfully,

Mike Merrick
Chief Executive, Phoenix Life Limited

Enc: 'Pension annuity transfer scheme - Policyholder Guide' and 'Pension annuity transfer scheme – Your Questions Answered'

If you would like this information in large print, in Braille, or on audio tape or CD, please call 0845 xxx xxxx.

Phoenix Life Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Phoenix Life Limited is registered in England No. 1016269 and have their registered office at: 1 Wythall Green Way, Wythall, Birmingham, B47 6WG.

This is a sample letter and so does not include any contact details (telephone number or address), as these vary for different groups of policyholder. You can find the contact details for your policy in this section of the website. Please close this window and then select 'contact us'.