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Transfer Team FM17  
PO Box 7083  
Wolverhampton  
WV1 9AU  
United Kingdom

Helpline: Freephone 0808 164 4711

Our reference: FM17

<Customer reference: xxxxx>

<Dear personalised>

## Important Information about your policy(ies)

You may already know that AXA Wealth Limited (AWL) – the company that provides your SunLife policy(ies) – is now part of the Phoenix Group. Following this change we are planning to transfer all business in AWL, including your policy(ies), to Phoenix Life Limited (PLL), another insurance company in the Phoenix Group.

We are writing to explain what this proposal means for you and to reassure you that your policy details and benefits will not change.

Please read through the question and answers contained in this letter together with the enclosed information leaflets 'The transfer of your policy' and 'The transfer of your policy: Summary of the Independent Experts' report' which provide detail on the proposals. In this letter and the enclosed leaflets we refer to the proposed changes as 'the Scheme'.

You do not need to take any further action unless you would like further information or wish to raise an objection to the Scheme.

### What are you proposing to do?

We have applied to the High Court for permission to transfer all of the business of AWL to PLL. If the High Court gives that permission we expect the transfer to happen on 8 December 2017.

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

Your policy benefits, including any guarantees you have, and your premium will not change. There will also be no changes to your policy terms and conditions.

### How will policyholders be protected?

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

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

The High Court will only approve the transfer 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 21 November 2017.

Policyholders have the right to raise objections where they believe they may be adversely affected and the High Court will take these objections into account in reaching its decision. You can find more detail on how to do this in the enclosed leaflet 'The transfer of your policy'.

### **Will PLL maintain financial security for my policy?**

Yes. PLL will maintain financial security for your policy.

### **Why are you doing this?**

To simplify our business and to allow us to make more efficient use of our resources.

### **I linked my policy to a funeral provider, is this affected?**

No. Any arrangements you currently have in place with a funeral provider will not be affected.

### **Do I need to make any changes to my premium payments?**

No. You will continue to make the same payments in the same way. Direct Debit payments will automatically become payable to PLL and the name SunLife, the trading name for PLL, will appear on your bank statements.

### **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, you do have the right to raise any concerns or object and the High Court will consider any concerns or objections made. You can find more details on this in the enclosed leaflet 'The transfer of your policy'.

### **How can I find out more?**

You can find more information in the enclosed leaflets and in the 'Transfer of your policy: Questions and Answers' on our website at [www.sunlife.co.uk/FM17](http://www.sunlife.co.uk/FM17).

If you have any more questions, please call our helpline on freephone **0808 164 4711** between 9am and 5pm, Monday to Friday. The helpline is open until the day before the High Court hearing. Calls are free from the UK but may be charged from the Channel Islands. If you are calling from outside the UK, please call **+44 (0) 1732 427370**. We may monitor or record calls.

You can also write to us at the address at the top of this letter. Please quote your customer reference (which you'll find at the top of this letter on the right) in all correspondence.

Yours sincerely,



**Andy Moss**

Chief Executive, AXA Wealth Limited

**If you would like this information in large print, Braille, or audio, please call freephone 0808 164 4711**

AXA Wealth Ltd is the provider of your policy and trades as SunLife. AXA Wealth Ltd is a company limited by shares and the registered office is at 1 Wythall Green Way, Wythall, Birmingham, B47 6WG (registered in England, no. 01225468). AXA Wealth Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority and is entered on the Financial Services Register (registration no.119201). As part of SunLife's commitment to quality service and security, telephone calls may be recorded.

'SunLife' (comprising of the companies of AXA Wealth Services Limited, AXA Wealth Limited and AXA Sun Life Direct Limited) has been acquired by Pearl Life Holdings Limited (and now forms part of the Phoenix Group – [www.thephoenixgroup.com](http://www.thephoenixgroup.com)). 'AXA' is a trademark that is owned by AXA SA and will be used for a short period under licence granted by AXA SA to the Phoenix Group. Pearl Holdings Limited is registered in England (4560778) at 1 Wythall Green Way, Wythall, Birmingham B47 6WG. As part of the Phoenix Group, AXA Wealth Limited will be continued by the Prudential Regulation Authority and regulated by the Financial Conduct Authority. AXA Wealth Services Limited will continue to be regulated by the Financial Conduct Authority.

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