



PHOENIX WEALTH RESPONSE TEAM
PO BOX 6968
BASINGSTOKE
RG24 4XH

Helpline: 0808 164 2266
Our reference: FM17
<DD Month 2017>

PRIVATE AND CONFIDENTIAL

[Addressee]
[Address1]
[Address2]
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[Address5]
[Postcode]
[Country]

Product name(s): <Product>
Policy number(s): <Policy>

Dear <Salutation>

SIMPLIFYING OUR BUSINESS: THE TRANSFER OF AXA WEALTH LIMITED POLICIES TO PHOENIX LIFE LIMITED

You may be aware that we wrote to policyholders in June with an update on the sale of AXA Wealth Limited (AWL) to the Phoenix Group, and to introduce our new brand 'Phoenix Wealth'. We're writing now to let you know about our plans to transfer the business of AXA Wealth Limited and what that means for you. The key points are:

- We are planning to transfer all business in AWL, to Phoenix Life Limited (PLL), including the policy(ies) which you make contributions to. PLL is another company within the Phoenix Group.
- We will apply to the High Court for permission to transfer all of the business. If the High Court gives that permission, we expect the transfer to occur on 8 December 2017.
- With effect from the date of the transfer, the name of the company which collects contributions will change from AXA Trustee Services Limited (ATSL) to Phoenix Wealth Trustee Services Limited (PWTSLS).

What this means

Contributions you pay will continue to be made in the same way. Direct Debit payments will automatically become payable to PWTSLS and the name Phoenix Wealth Trustee Services Limited, or an abbreviated form, will start to appear on your bank statements from shortly after 8 December 2017. Your rights under the Direct Debit guarantee are not affected - please see the direct debit notice attached for further information.

If you have any questions you can call us on **0808 164 2266** between 9am and 5pm, Monday to Friday.

Yours faithfully,

Andy Moss

Chief Executive, AXA Wealth Limited

**If you would like this information in large print, Braille or audio,
please call 0808 164 2266.**

'Phoenix Wealth' (comprising of the companies Winterthur Life UK Holdings Limited, AXA Wealth Services Limited, AXA Wealth Limited, AXA Trustee Services 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). 'AXA' and 'WINTERTHUR' are trademarks that are owned by AXA SA and will be used for a short period under a licence granted by AXA SA to the Phoenix Group.

Pearl Life Holdings Limited is registered in England (4560778) at 1 Wythall Green Way, Wythall, Birmingham B47 6WG. As part of Phoenix Group AXA Wealth Limited will continue to be authorised by the Prudential Regulation Authority and regulated by the Prudential Regulation Authority and the Financial Conduct Authority; AXA Wealth Services Limited will continue to be regulated by the Financial Conduct Authority.

AXA Wealth Limited, trading as Phoenix Wealth, is registered in England No. 01225468. The registered office is 1 Wythall Green Way, Wythall, Birmingham, B47 6WG.

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Policy Number(s) :<policy number>

<Date - XX Month XX>

Direct Debit - Change of Payee Name – No Action needed

With reference to the above policy (policies) following the transfer of business which is planned to take place on 8 December 2017, the Retirement Wealth Account Self-invested pension payments that are collected on, or after, this date will be taken by Phoenix Wealth Trustee Services Limited instead of AXA Trustee Services Limited.

There's **no need for you to take any action** as a result of this change. The only change you will notice is that when we collect your Direct Debits, Phoenix Wealth Trustee Services Limited, or an abbreviated form, will appear instead of AXA Trustee Services Limited on your bank/building society statement.

There is no need for you to complete a new Direct Debit Instruction, as details of the change have been supplied to your bank, who may also notify you.

You will continue to enjoy the benefits of the Direct Debit Guarantee, as detailed below. However, if you have any questions about this change please call the Contact Management Centre on 0345 129 9993.



This guarantee should be detached and retained by the Payer.

The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, Phoenix Wealth Trustee Services Limited will notify you at least 10 working days in advance of your account being debited or as otherwise agreed. If you request Phoenix Trustee Services Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Phoenix Wealth Trustee Services Limited or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when Phoenix Trustee Services Limited asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.