PRIVATE AND CONFIDENTIAL

«Addressee»
«Address1»
«Address2»
«Address3»
«Address4»
«Address5»
«PostalCode»

PHOENIX WEALTH
PO Box 1394
Peterborough
PE2 2TQ

Tel: 0345 034 2170
www.phoenixwealth.co.uk

Date: Month YYYY

Scheme name: <Scheme name>
Scheme reference: <PW******>
Member number: <>

Dear <Member Name>

Important information about your Family Suntrust Scheme

We wrote to you in April 2026 to let you know that Phoenix Wealth has agreed to sell the Family Suntrust product and schemes to Alltrust Services Limited (Alltrust) under a sale agreement.

Phoenix Wealth currently expects the sale to complete by the end of September 2026. Once the sale is complete, Alltrust will become your new Scheme provider and administrator. They'll write to you to confirm the change and provide more information about your Scheme. Alltrust will also appoint its own trustee company to replace Phoenix Wealth Trustee Services Ltd.

We currently expect your Scheme to be migrated to Alltrust's administration systems during October 2026.

More information about the migration, including key dates and updates, will be available on our website.

You don't need to do anything. Your Scheme terms allow the product to move to another authorised provider without individual member consent.

A reminder of what this means for you

There will be no changes to:

- your pension benefits and key terms of your Scheme;
- the fees you pay for your Scheme;
- your ability to access your benefits;
- the way your Scheme is serviced and administered and;
- your current investments or how they are held.

We don't expect any changes to your terms and conditions. If there are any changes in the future, Alltrust will let you know before they happen.

One week before migration

To help ensure a smooth transfer of your Scheme to Alltrust, there will be a one-week period when no transactions can be made. During this period:

Investment instructions – You'll still be able to make instructions, but they won't be actioned until the scheme is migrated to and administered by Alltrust.

Income payments – Any income drawdown or pension payments due in the week before migration will be paid early by Phoenix Wealth Services Limited. If this affects you, we'll contact you to confirm the revised payment date. After the migration is complete, income payments will be paid on the usual payment date by Alltrust Services Limited. The tax rate applied to your income payments isn't affected by the migration to Alltrust.

Changes to income payments – Before the one-week period, instructions to change income payments received will be actioned as usual. Instructions received during the one-week migration period will be actioned as soon as possible after the migration is complete and your scheme is administered by Alltrust.

Contributions to your scheme can continue during the one-week period in the usual way. Alltrust will contact you after the migration is complete to confirm the ongoing process for contributions.

More information about the migration, including key dates and updates, will be available on our website.

After migration

Tax relief will still apply to eligible contributions to your scheme. After the migration is complete and your scheme is administered by Alltrust, they will receive your contributions and reclaim tax relief from HMRC. Tax relief amounts received from HMRC will be added to your scheme's bank account.

Scheme bank account – The sale to Alltrust means your scheme bank account will change from NatWest Bank to Allica Bank. Alltrust will confirm the new account details as soon as possible after the migration is complete.

Discretionary Fund Manager (DFM) - No changes to DFM are currently expected. If that should change, you'll be informed of any changes being made and what they mean for you.

Commercial property holdings – Lambert Smith Hampton will continue to administer any commercial property holdings in your scheme. There are no changes to the key terms, fee structure, or service you receive for holding commercial property within your scheme.

Your financial adviser - Your existing Letter of Authority will remain in place until it expires or until you choose to appoint another financial adviser.

We are here to help

Please read the frequently asked questions at the end of this letter. We've included these to give you more information about the Family Suntrust transfer to Alltrust at the end of this letter.

Please call us on 0345 034 2170 if you have any further questions or would like this information in a different format (for example in large print, in braille or audio).

Our lines are open from 8.30 am to 5.30 pm, Monday to Friday. Call charges vary.
As part of our commitment to quality service and security, telephone calls may be recorded.

Yours sincerely

Sara Payne
Head of SIPP Administration
Phoenix Wealth