

PRIVATE AND CONFIDENTIAL



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

Date: Month YYYY

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

Dear <Member Name>

Important information about your Family Suntrust Scheme

We're writing to let you know that Phoenix Wealth has agreed to sell the Family Suntrust product to Alltrust Services Limited (Alltrust). As part of this sale Alltrust will acquire your Scheme and become your new Scheme Provider and Administrator.

This change will happen through an Asset Purchase (as defined in the frequently asked questions document) which means you do not need to take any action.

What this means for you now

Your plan will continue to operate exactly as it does today. There are no changes to:

- Your pension benefits and the key terms of your Scheme.
- The fee structure for your Scheme.
- Your current investments and how they are held.
- Any regular contributions or benefit payments you already have in place, will continue as usual.
- Your ability to access benefits as you can today.
- The service you receive today and how you contact us will remain the same.

What happens next?

We are committed to ensuring a smooth and well managed transition to Alltrust, and to keeping you fully informed throughout the process. Once the Asset Purchase is ready to complete we will write to you let you know what will happen and when. We'll also share the planned completion date and any other important details.

Why is this happening?

We believe that, going forward, the Family Suntrust product is best supported by a specialist provider with a core focus on the operation and administration of family trust pensions.

Who are Alltrust?

Alltrust is a specialist provider and administrator of bespoke self-invested pension schemes. They already administer a Family Pension Trust product, which is very similar to your Family Suntrust Scheme. Their experience and specialist expertise were a key reason why we selected them as the receiving provider for your Family Suntrust Scheme. Alltrust will write to you to introduce themselves soon after they acquire your Scheme.

Where can I get help?

If you have any questions, please call us on 0345 034 2170. Our lines are open from 8.30am to 5.30pm, Monday to Friday. Call charges vary. As part of our commitment to quality service and security telephone calls may be recorded.

You can also contact us on the details above if you would like the information in a different format (for example in large print, in braille or audio).

Yours sincerely

A handwritten signature in black ink, appearing to read 'Sara Payne', enclosed in a thin black rectangular border.

Sara Payne
Head of SIPP Administration
Phoenix Wealth