



PHOENIX WEALTH

PHOENIX WEALTH
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www.phoenixwealth.co.uk

PRIVATE AND CONFIDENTIAL

<<CUST_TITLE>> <<CUST_FIRST_NAME>> <<SURNAME>>
<<ADDRESS1>>
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<<ADDR_POST_CODE>>

DATE OF POSTING

Policy number(s): <<POLICY NUMBER>>

Our reference: PW/JHPFC

Dear <<SALUTATION>> <<SURNAME>>

Action needed: the Janus Henderson UK Property fund is suspended and about to close

We're writing to you because you're invested in the above fund through your Phoenix Wealth policy. The fund manager, Janus Henderson Investors (Janus Henderson), have told us that they suspended this fund on 3 March 2022 and have started taking the steps needed to close it.

Why is this happening?

Ongoing uncertainty in this property fund sector is affecting the potential returns of the fund above. After some analysis, Janus Henderson decided that they were likely to generate better returns for investors if they close the fund and sell all its property to a single buyer.

How does this affect my policy in the meantime?

- You're unable to pay into, or make one-off withdrawals from the fund.
- If you have any ongoing transactions that are impacted by this suspension, we'll let you, and your adviser if you have one, know what action you can take.
- Janus Henderson are continuing to apply fund charges and expenses.

How and when can I get back the money I invested in this fund?

We're hoping to receive your share of the fund sale proceeds from Janus Henderson in week commencing 13 June 2022. We'll then pay them into your policy, as units in the Phoenix Wealth Legal & General Property Trust fund. We've selected this fund as it's reasonably similar to the Janus Henderson UK Property fund that you're currently invested in.

The exact timing will depend on how long it takes for the sale to complete.

What do I need to do?

You don't need to do anything if you're happy with us paying your share of proceeds into the Phoenix Wealth Legal & General Property Trust fund.

Otherwise, you need to let us know at the latest by 8 June 2022 if you'd like your money paid into a different fund. Your adviser will know how to send us your instruction. If you don't have an adviser, please send us your instruction by email to drawdown@phoenixwealth.co.uk or write to us at the address on the first page.

If we don't get your instructions in time, your money will initially go into the above fund and then we will switch it according to your instructions, subject to the terms and conditions of your policy.

What help is available for choosing funds?

You can take a look at the list of funds we offer by policy type, on our website at www.phoenixwealth.co.uk/fundlists/ and find out more about each fund by clicking on the 'Funds' tab on our homepage.

We strongly recommend that you discuss this letter with your financial adviser who will be able to review your investments and advise you. If you don't have an adviser you can find one by visiting www.unbiased.co.uk

Where can I get more information?

If you have any questions, you can:

- Find more information and the latest updates on the Janus Henderson website.
- View your policy online if you're registered for our online services – just visit www.phoenixwealth.co.uk/online-services/ to find out more.
- Send us a secure message through our website's 'Contact us' page; or call us on **0345 129 9993**.

Our UK-based friendly team is here from 8:30am to 5:30pm, Monday to Friday. Calls to 03 numbers cost no more than a national rate call to a 01 or 02 numbers and are included in inclusive minutes and discount schemes in the same way.

Yours sincerely



Milind Dhuru
Operations Director

If you would like this information in large print, braille or audio please call 0345 129 9993.