



PHOENIX LIFE

Benefit Options

On the life of: Mr Baker
Date of birth: 08/11/1949
Pension date: 06/11/2012

Total pension fund value: £99,769.17

| Plan number(s) | Fund value | Early claim charge | Pension fund value |
|----------------|-------------|--------------------|--------------------|
| 0302629161/001 | £102,400.88 | £2,631.71 | £99,769.17 |

The above pension fund value is not guaranteed and may vary between now and the pension start date, so the pension benefits available may be higher or lower than shown. The final level of benefits will be calculated on the pension date or, if later, when all our requirements are met in full.

Details of the last pension contribution assumed paid and included in the fund value above can be found on the Annuity Quotation.

Benefit Options

The following options are available to choose from:

Option : Take a lifetime annuity (pension income) from Phoenix Life

Mr Baker can use their pension fund to buy a lifetime annuity from Phoenix Life which will provide their regular pension income in retirement.

A lifetime annuity quotation is enclosed. If you would like any further quotations, showing alternative options available, please contact us to discuss your requirements.

The enclosed **key features** document gives more detailed information about a lifetime annuity and the pension income options it can offer.

When buying an annuity Mr Baker will have the option of taking a tax-free lump sum and purchasing a lower pension income with the remainder of their pension fund.

If Mr Baker wishes to choose a lifetime annuity from the quotation provided, the documents requested in the enclosed document checklist must be fully completed and returned to us.

Option : Take the Open Market Option

Mr Baker does not have to buy their lifetime annuity from Phoenix Life as the Open Market Option allows them to shop around and purchase a lifetime annuity from another pension provider. This is because no one pension provider can always quote the best annuity rates in all circumstances and their pension fund may buy a higher pension income with an alternative pension provider.

If the Open Market Option is used we will pay any tax-free lump sum directly to Mr Baker and will send the remainder of the pension fund to the selected pension provider. For more information about the different kinds

of lifetime annuity options available, for example, an enhanced annuity, see the enclosed booklet 'Your guide to retirement'.

If Mr Baker wishes to take the Open Market Option, the documents requested in the enclosed Document Checklist must be fully completed and returned to us.

Please note - The maximum tax-free lump sum that can be taken is shown on the attached annuity quotation and the balance of the pension fund value (shown above) can be used to purchase a lifetime annuity from another pension provider. If you wish to take a tax-free lump sum which is less than the maximum, please ask us for an alternative quote and use the documents which will be enclosed with that to make your choice.

Option : Transfer the pension fund to another pension provider to purchase an alternative product

Instead of taking benefits under their pension (options above), it is possible for Mr Baker to transfer their pension fund to another pension scheme or provider and take benefits immediately under that new arrangement. Benefit options under the new arrangement may include 'a drawdown pension' or the purchase of a lifetime annuity.

A drawdown pension (also known as income drawdown or income withdrawal) is an alternative to purchasing a lifetime annuity. This would involve Mr Baker transferring their fund away from us to another pension scheme or provider and then taking an income directly from the fund, or purchasing a temporary annuity.

We do not offer new drawdown plans.

It is also possible for Mr Baker to transfer to a new pension scheme or provider and purchase a lifetime annuity under that arrangement. This is different to using the Open Market Option because the new pension scheme or provider will pay any tax-free lump sum which is due.

If Mr Baker wishes to transfer their fund, please see the **alternatives to annuity purchase** page in this pack.

Option: Take pension benefits at a later date

Mr Baker is free to delay taking their benefits as long as they wish. If they are considering taking them after age 75, please read the "Benefit deferral beyond age 75" notes in the **alternatives to annuity purchase** section and consider carefully if the terms available would be suitable for their circumstances.



Alternatives to Annuity Purchase

Option - Transfer the pension fund to another pension provider to purchase an alternative product

If Mr Baker wishes to transfer their pension fund to another pension scheme or provider to purchase either a drawdown pension or annuity product, please ask us for the necessary paperwork using the contact details on the covering letter. The Open Market Option documentation in this pack is not suitable for transfers for immediate retirement, so cannot be used for that purpose.

Option - Taking your benefits later

Mr Baker is free to delay taking their benefits as long as they wish. We have outlined below how their plan(s) are treated upon benefit deferral.

Taking benefits before age 75

If Mr Baker delays taking benefits, plan funds will continue to be invested in line with plan terms and conditions, unless we are instructed otherwise. The future value of pension benefits may be lower or higher than now, even if further contributions are made.

Benefit deferral beyond age 75

The pension plans (policies) issued by Phoenix Life were originally designed to provide retirement benefits before the planholder's 75th birthday, so they make no allowance for the deferral of benefits beyond that point. However, we do now allow benefit purchase to be deferred beyond age 75, but only on the post age 75 terms outlined below.

Terms for Phoenix Life plans which do not include an income drawdown option

- No contributions will be accepted once age 75 has been reached.
- All investments are crystallised upon reaching age 75, in accordance with the existing plan terms. The crystallised funds will be held in cash from that point forward. No alternative investments are available.
- Funds held in cash will attract interest, for the period they are held. The current rate of interest is equal to the Bank of England base rate pa, but this is not guaranteed and could change in the future.
- We may ask for a lifetime allowance declaration to confirm that no lifetime allowance charge needs to be deducted upon reaching age 75. If a declaration is not, or cannot be, provided upon our request, a lifetime allowance deduction will be made.
- Plans may be transferred into a registered pension scheme or a qualifying recognised overseas pension scheme.
- A lifetime annuity may be purchased at any time either from Phoenix Life or from another annuity provider via the open market option. A Phoenix Life annuity will be offered at the higher of:
 - (a) the annuity rates then available, and
 - (b) a plan's guaranteed annuity rate at age 75, where one existed.
- Upon death after age 75, any funds which have not been used to purchase a lifetime annuity may be paid as a lump sum subject to a 55% tax charge, or be used to provide a dependant's annuity.
- Serious ill-health lump sums paid after age 75 are subject to a 55% tax charge.

These terms are subject to any over riding legal requirements which may exist at the time benefits are purchased. Except for any such requirements, no alternative post age 75 benefit deferral terms are available from Phoenix Life.

Mr Baker may wish to seek independent financial advice on this option.



PHOENIX LIFE

Annuity Quotation

Quote Reference: S02/Q/T061410917/RTR/001

On the life of: Mr Baker

Date of birth: 08/11/1949

Pension date: 06/11/2012

Total pension fund value: £99,769.17

| Plan number(s) | Assumed contribution paid to date | Pension fund value |
|----------------|-----------------------------------|--------------------|
| 0302629161/001 | 30/11/2012 | £99,769.17 |

If Mr Baker intends to take pension benefits, please remember to cancel the direct debit or bank standing order, but not before the intended pension date.

The above pension fund value is **not guaranteed** and may vary between now and the pension start date, so the pension benefits available may be higher or lower than shown.

The annuity rates used are also **not guaranteed**.

The final level of pension benefits will be calculated on the pension date or, if later, when we receive all our requirements in full.

The maximum tax-free lump sum allowed under the HM Revenue & Customs (HMRC) simplified tax regime from these funds is £24,942.29. This represents 25.00% of the total fund value.

If you would like a quote for a lower tax-free value than that shown, please contact us.

Annuity Quotation for Non-protected Rights

| Quote option reference | Phoenix Life Annuity per year | Tax-free lump sum | More about your annuity payments |
|------------------------|-------------------------------|-------------------|--|
| NPR/1 | £4,862.40 | - | <p>Single Life annuity and a 5 year guaranteed period. Payable monthly in advance.</p> <p>This lifetime annuity will provide a fixed pension income for the rest of your life. If you die within 5 years, the pension income will continue to be paid to executors or administrators of your estate for the remainder of the guaranteed period.</p> |

| Quote option reference | Phoenix Life Annuity per year | Tax-free lump sum | More about your annuity payments |
|------------------------|-------------------------------|-------------------|--|
| NPR/2 | £3,639.36 | £24,942.29 | <p>A tax-free lump sum and Single Life annuity and a 5 year guaranteed period. Payable monthly in advance.</p> <p>This lifetime annuity will provide a fixed pension income for the rest of your life. If you die within 5 years, the pension income will continue to be paid to executors or administrators of your estate for the remainder of the guaranteed period.</p> |

Quotations for alternative types of annuity benefit may be available. Please refer to the enclosed **key features** document for further details of annuities that are available.

The total pension fund represents 6.65% of the Standard Lifetime Allowance (SLA) applicable at the pension start date of 6 November 2012. See the attached notes for an explanation of the SLA.

Please note, if you are suffering from an advanced or rapidly progressing illness or injury where your life expectancy is less than 12 months from the date confirmatory medical evidence is obtained then you may be able to take all of your pension fund paid as a one-off (serious ill health) lump sum. Please contact us for the appropriate forms if you think you may be eligible.

A serious ill health lump sum is tax-free if paid before the member's 75th birthday.



PHOENIX LIFE

Phoenix Life Lifetime Annuity - Important Notes for the Annuitant

- The quotation is based on our record of your age and payment of contributions.
- The enclosed **key features** document gives you more detailed information about what a Phoenix Life lifetime annuity can offer.
- A 'single life annuity' will pay a pension income, to you only, for the rest of your life. A 'joint life annuity' pays an agreed percentage of your pension income to your spouse or civil partner after you die. This could be at the same level as your pension income, or a lower amount, for example 50%.
- To choose a Phoenix Life lifetime annuity, please complete the enclosed forms and return them with any other documents requested, as instructed in the **Document Checklist**.
- If you decide to proceed with one of the benefit options please remember to cancel the direct debit, but not before the intended pension date.

Information about taxation

- A lifetime annuity is taxed under the Pay As You Earn (PAYE) system, and we are obliged to deduct income tax from your annuity payments. Initially, a default PAYE code will be used, but soon after, HM Revenue & Customs (HMRC) will provide you, and us, with your new tax code which we will then use for all future annuity payments. If you have any PAYE queries please contact your own Inspector of Taxes. HMRC will inform you of your local tax office when they send you your new tax code. Alternatively, you can find the details in your phone directory, or on the internet at www.hmrc.gov.uk. We will send you a P60 at the end of each tax year which will contain information about the tax you have paid.
- The Government allows each individual to hold benefits in tax-privileged pensions up to a limit known as the Standard Lifetime Allowance (SLA). For the 2012/13 tax year, this limit is £1,500,000.00. If the total value of an individual's pensions exceeds the SLA, HM Revenue and Customs apply a special tax - the Lifetime Allowance Charge - which is applied when any excess over the SLA is used to provide benefits, or if earlier, when age 75 is reached. Very few people are affected by this tax.

The enclosed Phoenix Life lifetime annuity quotations show the estimated percentage of the SLA that would be used by taking the illustrated pension benefits. Your pension benefits have been calculated assuming that they would not cause the SLA to be exceeded. If this assumption is incorrect, and you do not have sufficient unused allowance to cover the pension benefits illustrated, please contact us immediately.



PHOENIX LIFE

Document Checklist

Please make sure all of the required forms are fully and accurately completed. Note that we cannot take action until we have received all the necessary forms, correctly completed. If you have received more than one quote pack, you must use the forms enclosed with the pack containing your chosen option. These are distinguished by different quotation reference numbers.

Take a lifetime annuity (pension income) from Phoenix Life

| Option : Take a Phoenix Life annuity | Instructions | ✓ |
|--|---|---|
| Phoenix Life Lifetime Annuity Option Form | <p>Form to be completed by Mr Baker</p> <ul style="list-style-type: none">● Tick one box to indicate your chosen annuity and tax-free lump sum option <p>Please ensure completion of the following</p> <ul style="list-style-type: none">● details of the bank account into which payment will be made● a daytime telephone number● your National Insurance number● sign and date the Phoenix Life Lifetime Annuity Option Form | |
| <p>To ensure correct benefits are paid, please also send us:</p> <ul style="list-style-type: none">● Your original birth certificate● If your surname is different to that on your birth certificate, please send us evidence of change of name, for example your original marriage or registered civil partnership certificate. <p>Please note we are unable to accept photocopies of these certificates. We will return original documents to you immediately.</p> | | |

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| Verification of identity documents Please refer to the notes below for further guidance and information on verification of identity. | Please also send us : <ul style="list-style-type: none"> ● A certified copy* of your valid driving licence or valid passport ● An original (or certified copy*) of a bank statement, council tax letter or utility bill dated within the last three months (we cannot accept mobile telephone bills or documentation printed from the internet). We will return original documents to you immediately. | |
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Take the Open Market Option

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| Option : Open Market Option | Instructions | ✓ |
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| Open Market Option Form | Form to be completed by Mr Baker <ul style="list-style-type: none"> ● Tick one box to advise us if you wish to take the tax-free lump sum Please ensure completion of the following <ul style="list-style-type: none"> ● details of the chosen annuity provider ● details of the bank account into which payment will be made if you have chosen to take a tax-free lump sum ● a daytime telephone number ● your National Insurance number ● Sign and date the Open Market Option Form | |
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| Open Market Option Supplementary Information Form | Please send this form to the company that you choose to provide your annuity for completion. Ask them to complete it and return it to you, for you to return to us with the rest of your documents. You do not need to enter anything on the form yourself. | |
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| To ensure correct benefits are paid, please also send us: <ul style="list-style-type: none"> ● Your original birth certificate ● If your surname is different to that on your birth certificate, please send us evidence of change of name, for example your original marriage or registered civil partnership certificate Please note we are unable to accept photocopies of these certificates. We will return original documents to you immediately. | |
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| Verification of identity documents Please refer to the notes below for further guidance and information on verification of identity. | Please also send us : <ul style="list-style-type: none"> ● A certified copy* of your valid driving licence or valid passport ● An original (or certified copy*) of a bank statement, council tax letter or utility bill dated within the last three months (we cannot accept mobile telephone bills or documentation printed from the internet). We will return original documents to you immediately. | |
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Transfer your pension fund to another provider to purchase an alternative product

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| Option : Transfer your pension fund to another pension scheme or provider : Instructions | |
| Please contact us so we can send you the necessary transfer documents. | |

The Open Market Option forms in this pack are **NOT** suitable for transfer to another pension provider.

Take your benefits later option

Option : Take your benefits later : Instructions

Please contact us and tell us at what date you would like to take your pension benefits.

If you plan to defer taking your benefits beyond your 75th birthday please ensure you have read the enclosed post age 75 deferral information so you know how your plan(s) will be treated.

If you wish to switch your funds, please contact us on the number provided on the covering letter.

* To guard against the dangers of postal intercept and fraud, it is not advisable to send originals of valuable personal identity documents by post. Please send a black and white photocopy of a document such as driving licence or passport, which has been certified by a professional person, e.g. a Teacher, a Police Officer, a Local Government Official. The person carrying out the certification must clearly state their name, profession and contact details. They must also sign and date the copy of the document and state "original seen". We will not return photocopied documents unless you specifically ask us to.

Data Protection Act 1998: How we use the information you provide

The personal data you have provided to us will be treated as confidential and held in our data systems to provide the product or service for which you have applied. Please see the enclosed Data Protection Act statement for more details.

Please return your completed forms and documents to:

Phoenix Life, Policyholder Services, PO Box 30, LIVERPOOL, L69 3HS



PHOENIX LIFE

Phoenix Life Lifetime Annuity Option Form

Planholder

Mr Peter Baker

Pension date

06/11/2012

Plan number(s)

0302629161/001

Quotation Reference : S02/Q/T061410917/RTR/001

Annuity Quotation for Non-protected Rights

Please use my pension fund to provide, on the basis shown:

(tick one box only)

NPR/1

An annuity from Phoenix Life

☐

Single Life annuity and a 5 year guaranteed period. Payable monthly in advance.

NPR/2

A tax-free lump sum and a reduced Phoenix Life annuity

☐

Single Life annuity and a 5 year guaranteed period. Payable monthly in advance

Please pay my annuity instalments and any tax-free lump sum to my* bank or building society account detailed below:

Sort code (which can be found on your bank statement)

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Account number

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Account name

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Building society roll number (if applicable)

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Bank or building society name and address

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Postcode :

*Please note

- You must be one of the named account holders.
- If you make any alterations to the bank details above, please initial these for security purposes.

To minimise any delays, please provide a telephone number, which we can use to contact you between 8.30am and 5.30pm, Monday to Friday, if we require further information.

Preferred daytime contact number:

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Policyholder's declaration (for a Phoenix Life Lifetime Annuity)

I hereby declare that:

- I agree to the payment of benefits in line with the instructions contained in this Phoenix Life Lifetime Annuity form.
- The benefits provided by the plan(s) fall wholly inside my unused Standard Lifetime Allowance (or Personal Lifetime Allowance where protection has been obtained) and that no Lifetime Allowance Charge is due as a result of benefit payments from the plan(s).
- I understand that making a false declaration may result in tax charges and other penalties.
- I confirm that I have no intention of using any lump sum available from the plan(s), either directly or indirectly, to contribute to, or increase my pension contribution to, any registered pension scheme.
- I understand that the exact value of the benefits I receive is not guaranteed. The amount paid will be the value of the plan at my pension start date or, when Phoenix Life Limited receive all correctly completed documentation, if later. This may be higher or lower than the amount shown on the quotation.
- I am the legal owner of the plan(s). I am legally entitled to receive the benefits of the plan(s). I have never been adjudged bankrupt and there are no court orders affecting my plan(s).
- In return for Phoenix Life Limited paying the proceeds from the plan(s) to me or another specified payee, I promise that I will be responsible for any losses and/or expenses which are the result, and which a reasonable person would consider to be the probable result, of any untrue, misleading or inaccurate information carelessly given by me, or on my behalf, either in this form or with respect to benefits from the plan(s). I also promise that I will be responsible for any losses and/or expenses which are the result of any untrue, misleading, or inaccurate information deliberately given by me, or on my behalf, either in this form or with respect to the benefits from the plan(s).
- My National Insurance number is

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Please note - we cannot make payment without your NI number.

Planholder's signature

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Date

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PHOENIX LIFE

Open Market Option Form

To be completed by the planholder only if an Open Market Option (OMO) is chosen

Planholder

Mr Peter Baker

Pension date

06/11/2012

Plan number(s)

0302629161/001

Annuity provider details

Name

Contact name, number and receiving company
reference (to avoid delays in payment)

Address

Postcode :

Non-Protected Rights

Please tick one box
only:

- Please pay the tax-free lump sum to me, and pass the remainder of my pension fund to the annuity provider detailed above. ☐
- I do not require a tax-free lump sum. Please pass my entire pension fund to the annuity provider detailed above. (This option will **not** allow a tax-free lump sum to be paid by the new annuity provider.) ☐

If you have requested payment of a tax-free lump sum, please provide your* bank or building society account details below:

Sort code (which can be found on your bank
statement)

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Account number

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Account name

Building society roll number (if applicable)

Bank or building society name and address

Postcode:

*** Please note**

- You must be one of the named account holders.
- If you make any alterations to the bank details above, please initial these for security purposes.

To minimise any delays, please provide a telephone number, which we can use to contact you between 8.30am and 5.30pm, Monday to Friday, if we require further information.

Preferred Daytime contact number:

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Declaration and Discharge (for an Open Market Option)

I hereby declare that:

- I request and agree to the payment of benefits as shown above.
- I understand that the exact values of my pension fund and any tax-free lump sum at my pension start date may be higher or lower than the values shown on the quotation.
- I am the legal owner of the plan(s). I am legally entitled to receive the benefits of the plan(s). I have never been adjudged bankrupt and there are no court orders affecting my plan(s).
- The benefits provided by the plan(s) fall wholly inside my unused Standard Lifetime Allowance (or Personal Lifetime Allowance where protection has been obtained) and that no Lifetime Allowance Charge is due as a result of benefit payments from the plan(s).
- I understand that making a false declaration may result in tax charges and other penalties.
- I confirm that I have no intention of using any lump sum available from the scheme, either directly or indirectly, to contribute to, or increase my pension contribution to, any registered pension scheme.
- In return for Phoenix Life Limited paying the proceeds from the plan(s) to me or another specified payee, I promise that I will be responsible for any losses and/or expenses which are the result, and which a reasonable person would consider to be the probable result, of any untrue, misleading or inaccurate information carelessly given by me, or on my behalf, either in this form or with respect to benefits from the plan(s).
- I also promise that I will be responsible for any losses and/or expenses which are the result of any untrue, misleading, or inaccurate information deliberately given by me, or on my behalf, either in this form or with respect to the benefits from the plan(s).
- My National Insurance number is

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Please note - we cannot make payment without your NI number.

Planholder signature

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Date

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Please refer to the enclosed Document Checklist to ensure that you have completed and enclosed all the required forms and certificates.



PHOENIX LIFE

Quotation reference:
S02/Q/T061410917/RTR/001

Open Market Option Supplementary Information Form

To be completed by the company that you choose to provide your annuity

Planholder

Mr Peter Baker

Plan number(s)

0302629161/001

Pension date

06/11/2012

Receiving company details:

Receiving company name

Receiving company plan or reference number(s)

I hereby declare that the receiving company:

- Is willing to accept the Open Market Option value.
- Will use the fund to immediately purchase benefits in the form of a lifetime annuity consistent with paragraph 3 of schedule 28 Finance Act 2004, as amended.
- Will meet the requirements of the Registered Pension Schemes (Provision of Information) Regulations 2006, as amended, as they apply to the providers of lifetime annuities.

Would you like to receive payment electronically via BACS?

☐

Yes

☐

No

If 'Yes' please provide the bank account name and number, and bank sort code on your company headed paper so we can facilitate payment.

If 'No' where should the cheque be sent?

Post Code

For and on behalf of

Position / Title of signatory

Please return the completed form to the customer, or send it directly to us at
Phoenix Life, Policyholder Services, PO Box 30, LIVERPOOL, L69 3HS



PHOENIX LIFE

Cancellation Form

TO BE RETURNED ONLY IF YOU HAVE ALREADY CHOSEN A PARTICULAR OPTION AND YOU WISH TO CHANGE YOUR MIND

To:

Phoenix Life
Policyholder Services
PO Box 30
LIVERPOOL
L69 3HS

I hereby give notice that I have decided not to proceed with my chosen pension benefit. I would like time to reconsider.

Signed

Date

This notice relates to the plan number(s) below:

0302629161/001

Quotation reference

S02/Q/T061410917/RTR/001

Note: If you cancel your chosen benefit options and you or any other party have received any money (or receive any money in future) from your Phoenix Life plan, because of your choice, the money must be returned to Phoenix Life immediately. Please send a cheque made out to Phoenix Life Limited to the address above, writing the plan number(s) on the back of the cheque.



YOUR RIGHT TO THINK OVER YOUR OPTIONS

WARNING

After you have made your decision you have some time to cancel

- You have a period of reflection of 30 days from the day when we receive the completed Option Form, or until the pension date if later. If you wish to change your decision, please complete the Cancellation Form and return it to us at the address shown.

Do you know how to convert your pension fund into a pension?

- You can use your pension fund to buy a pension income, called a lifetime annuity, which suits the member's circumstances.
- The way this works is described in the Key Features document enclosed in this pack.

What is the Open Market Option?

- It is a facility which allows you to approach any other company for a lifetime annuity quote.
- This is because no one pension provider can always quote the best annuity rates in all circumstances.
- Your pension fund may buy the member a higher pension income with some pension providers than with others, depending partly on the pension option you choose.
- If you buy your annuity from a different pension provider your fund, less any tax-free lump sum payable, will be passed from us to the new pension provider.

Do you know what your pension income options are?

- Any one pension provider can offer you a wide choice of pension arrangements to suit the member's circumstances.
- The booklet 'Your guide to retirement' will explain the options.

If you want to go ahead what do you do?

- Fill in the forms as instructed and send them to us.
- The forms will not be processed until your pension date, so you have until then to reconsider.
- If you change your mind after sending in the forms but before your pension date, you should inform us by sending in this Cancellation Form. If the pension date is very soon, you would have to do this within the 30 days.

If you want other pension options to consider what do you do?

- Contact your adviser, us, or any company you choose for alternative quotes.
- When you have made your choice, the annuity will be set up at the member's pension date or when you send in your completed forms if this is later.
- If you send for a quote from another pension provider they will send a new notice and they will also allow at least a 30 day cancellation period.

Do you know how much the advice you have received will cost?

- If you take a Phoenix Life lifetime annuity, we will not make any payment to your adviser.

Cancellation Form



Policyholder Services
PO Box 30
LIVERPOOL
L69 3HS
www.phoenixlife.co.uk

Data Protection Act 1998: How we use the information you provide

The personal data you have provided to us will be treated as confidential and held in our data systems to provide the product or service for which you have applied, and may also be used for the:

- prevention of crime, fraud and money laundering;
- purposes of identity verification via electronic reference agencies, who may keep a record of the data; and
- marketing of further products, which may be of interest to you, by the Phoenix Group and its companies ('the Phoenix Group') or carefully selected third parties by telephone, post or other electronic means.

Your personal data will only be disclosed to other members of the Phoenix Group, its agents and their subcontractors, or selected third parties, where there is a legitimate reason to do so.

Your personal data may be processed in countries outside the European Economic Area. This processing will be carried out by experienced and reputable organisations and only on terms which safeguard the security of your data and meet the requirements of the Data Protection Act 1998.

A full copy of our data protection statement can be obtained from our Customer Contact Centre.

If you would prefer not to be contacted in connection with the marketing of further products and services, and have not already expressed this preference, please get in touch with us at:

Address: Phoenix Life, Policyholder Services, PO Box 30, LIVERPOOL, L69 3HS

Phone: call our UK-based Customer Contact Centre on 0845 788 3311 between 8.30am and 5.30pm, Monday to Friday. Calls are charged at local rates from UK land lines. If calling from outside the UK, please call +44 (0) 1512 555177.

E-mail: alternatively, you can go to the 'Contact Us' section of our website at www.phoenixlife.co.uk

Finally, if the information we have about you is correct and up to date, we can provide a better service. You can help by letting us know if any details are incorrect and advising us of any changes in the future.



Turner Niklin Wealth & Asset
Management
Piccadilly House
49 Piccadilly
Manchester
Greater Manchester
M1 2AP

Customer Contact Centre
0845 788 3311

Plan Number
0302629161/001

Your Reference
845946190A

Contact Name
Turner Niklin Wealth & Asset
Management

6 November 2012

Dear Sir or Madam

Transfer of pension benefits
Planholder: Mr Peter Baker
Plan number(s): 0302629161/001

Thank you for your enquiry. Please find enclosed Mr Baker's transfer quote.

Before transferring these benefits the planholder should consider very carefully whether this is the right choice. You and the planholder should read the following pages which set out some of the things that should be considered before transferring. For example, if the policy contains a guaranteed annuity rate or a guaranteed minimum pension fund value which will be lost on transfer, then this will be mentioned in the section entitled Transferring your pension plan? - Things to think about. Please read this section carefully for any special considerations that apply to this specific policy.

If you do not understand any terms referred to in the document, further information can be obtained by calling our Customer Contact Centre.

Transfer value as at 2 November 2012

| Plan number(s) | Former protected rights-pre 6 April 1997 | Former protected rights-post 5 April 1997 | Non-protected rights | Total |
|-----------------------|---|--|-----------------------------|--------------|
| 0302629161/001 | £0.00 | £0.00 | £99,769.17 | £99,769.17 |

Non protected rights are benefits built up from contributions by either the policyholder or their employer and former protected rights are benefits that have built up from contributions paid by the government (which from 6 April 2012 are treated in the same manner as non-protected rights).

The above figures are not guaranteed, and will be recalculated prior to payment.

If, when we receive the transfer instruction, the recalculated transfer value has fallen by more than 5% from the amount we have quoted above, the planholder may wish to reconsider the decision to transfer. When the planholder completes the transfer form they will have the opportunity to ask us to warn them if the actual value has fallen by more than 5% from the figure quoted above. Please see the transfer discharge form for further details.

An early claim charge applies to the benefits, in accordance with the policy terms and conditions.

Transfer value calculation as at 2 November 2012

The transfer value available was calculated as follows:

| Plan number(s) | Fund value | Early claim charge | Transfer value |
|-----------------------|-------------------|---------------------------|-----------------------|
| 0302629161/001 | £102,400.88 | £2,631.71 | £99,769.17 |

In order to proceed with the transfer, the following forms must be completed and returned to us:

- (a) Discharge form;
- (b) Transfer questionnaire and declaration form;

This pack is designed to help with the transfer to a UK registered pension scheme. If the planholder would like to transfer to an overseas pension scheme, please call us for the appropriate documentation.

Please also return the policy, including the policy schedule(s).

The enclosed document checklist will help to ensure the correct forms required are completed, to avoid delays in payment.

We will only be able to process this transfer once we have received the correctly completed documents.

The enclosed documents, titled "Information for the receiving scheme" and "Transfer questionnaire and declaration", are required by the pension scheme to which the funds are to be transferred. Please send the documents to them so they can complete and return the "Transfer questionnaire and declaration" to us.

The transfer documentation enclosed cannot be used to move funds under the open market option. If the planholder is able to take retirement benefits, and wishes to exercise the open market option, please contact us and we will issue the appropriate documentation.

What will happen next ?

The receiving scheme must ensure that they have all the information they require for the transfer to proceed. The information the receiving scheme requires, and the time taken for them to process the transfer request, will vary between schemes. When their

requirements have been met, the receiving scheme will contact us to start the transfer process. When the receiving scheme has given us all the information we require, we will make payment directly to them, usually within 10 to 15 working days. We will write to tell you when we have made the transfer payment.

If any of the details shown on this letter are incorrect, or if you require any further information, please call our UK-based Customer Contact Centre on 0845 788 3311 between 8.30am and 5.30pm, Monday to Friday. Calls are charged at local rates from UK land lines. If calling from outside the UK, please call +44 (0) 1512 555177. Alternatively, you can go to the 'Contact Us' section of our website at www.phoenixlife.co.uk.

If you would like this information in large print, in Braille, or on cassette or CD, please call 0845 788 3311.

Yours faithfully

B. M. Linkhorn

Beverley Linkhorn
Operations Director

Information for the Receiving Pension Scheme

Existing Arrangement Details

Plan holder name: Mr Peter Baker
Plan number: 0302629161/001
Contact Address: Policyholder Services
PO Box 30
LIVERPOOL
L69 3HS
Plan Type: Personal Pension

The scheme is, or is deemed to be, a registered pension scheme in accordance with Part 4 of the Finance Act 2004.

IR reference or HMRC PSTR

00605469RX

Transfer Value as at 02/11/2012

| | |
|---|------------|
| Total pre-6 April 1997 protected rights: | £0.00 |
| Total post-5 April 1997 protected rights: | £0.00 |
| Total non-protected rights: | £99,769.17 |
| Total transfer value: | £99,769.17 |

- The above figures are not guaranteed, and will be recalculated prior to payment.

Additional transfer details

| | |
|--|----|
| Are any rights resulting from a pension share included? | No |
| Are drawdown pension funds included? | No |
| Has any tax-free lump sum been paid in connection with the rights being transferred? | No |
| Are any of the rights being transferred subject to a pension earmarking or attachment order? | No |
| Would block transfer or scheme wind-up rules apply? | No |

Transferring Your Pension Plan?

Things to think about

Getting Advice

Transferring your pension benefits to another provider can be a major decision to make, so we strongly recommend you consult your financial adviser when considering your options.

If you require financial advice and do not have a financial adviser and would like help in finding one, then contact our Customer Care Team on 0845 075 0757.

Things to think about before transferring your plan

Transferring your pension is a big step, so we have highlighted a few things you may wish to consider before you finally commit to transferring. In particular please make sure you understand:

- **The cost of transferring** - the transfer value offered may not buy the same level of benefits with a new provider. The new provider may also make up-front charges.

If you need any further information on these benefits, please call us using the contact details in our covering letter.



PHOENIX LIFE

Transfer Questionnaire and Declaration

To be completed by Receiving Scheme.

WARNING - Failure to fully complete this form will delay payment.

Section 1 -

Details of Transferring Scheme /Planholder

Scheme Name:

The Phoenix (RL) Personal Pension Scheme

Planholder Name:

Mr Peter Baker

Planholder date of birth:

08/11/1949

Planholder NI number:

YM969696A

Plan number(s)

0302629161/001

SECTION 2 -

Details of Receiving Scheme

Scheme Name:

Scheme's HMRC registration or tax approval reference:

Please send us a copy of your tax approval letter or PSTR confirmation

Scheme administrators name:

Scheme administrators address:

Address:

Postcode:

Name of Contact (in case of enquiry):-

Telephone Number:

Type of scheme - the scheme is a:
(Please tick the **one** relevant box)

- a) UK registered personal or stakeholder pension scheme. ☐
- b) UK registered occupational pension scheme, or a buy-out (deferred annuity) contract or a public service pension scheme. ☐
- c) Another UK registered pension scheme. Please provide full details of the scheme. ☐

Contracted out status

Is the scheme able to accept contracted out rights?

☐ Yes ☐ No

If 'Yes', the contracted out reference numbers are:

SCON S

and

ECON E

If Guaranteed Minimum Pension is to be provided, it will be revalued at:

%

Additional details

On what basis do benefits accrue in the receiving scheme/arrangement?

Money Purchase ☐ Defined Benefit ☐

If you have ticked (a) or (b) above, is the scheme

(i) A self-administered scheme?

☐ Yes ☐ No



(ii) An insured scheme?

☐ Yes ☐ No

Also, if you have ticked (b) above, is the scheme

(iii) A public service pension scheme as defined in s150(3) FA2004?

☐ Yes ☐ No

(iv) A buy-out (deferred annuity) contract?

☐ Yes ☐ No

If the scheme is an insured scheme, or a buy-out contract, we will usually make payment only to the life office insuring the scheme or contract.

SECTION 3 - Payee Details

a) If you are an insurer, would you prefer payment to be made by BACS?

☐ Yes ☐ No

If 'Yes', please provide us with details of the account into which you would like payment to be made, printed on your company's headed paper, and we will consider payment by BACS.

b) If you require payment by cheque, to whom should the transfer cheque be made payable?

This is the scheme / contract's: Administrator ☐ Trustees ☐ Insurer ☐

If you are neither the scheme's administrator nor trustees, and you are not the scheme's insurer, under what authority do you seek to receive the transfer payment?

c) Where should the cheque be sent?

Name:

Address:

Postcode:

SECTION 4 - Receiving Scheme Declaration

This section is NOT to be completed by the planholder

We hereby declare:

- a) We are willing to accept the transfer payment;
- b) The transfer payment will be used to provide relevant benefits under a UK registered pension scheme, in accordance with Part 4 of the Finance Act 2004;
- c) The information given in this questionnaire is complete and correct; and
- d) We hereby authorise HM Revenue & Customs to confirm our registered pension scheme status to Phoenix Life

Signed for and on behalf of the receiving scheme:

Please note: Phoenix Life Limited will not accept the return of the payment should the transfer not proceed.

Authorised signatory:

Name of signatory:

Position/Title of signatory:

Date signed:

Phoenix Life Transfer Document Checklist

Please ensure all forms have been fully and accurately completed, and all of the documents listed below are sent to us or the receiving scheme as indicated.

| Document Title | Instructions | ✓ |
|---|---|--|
| Transfer discharge form | <ul style="list-style-type: none"> Fully complete the name and address of the pension provider receiving the transfer payment. Return the original policy document or complete the lost plan declaration if this has been lost. This must be fully completed and signed by you, the plan holder. | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| Transfer questionnaire and declaration form | <ul style="list-style-type: none"> This must be fully completed and signed by an authorised representative of the receiving pension scheme. | <input type="checkbox"/> |

We will only be able to process this transfer once we have received the correctly completed documents.

Please return your completed forms and documents to:

Phoenix Life
Policyholder Services
PO Box 30
LIVERPOOL
L69 3HS



PHOENIX LIFE

Policyholder Services
PO Box 30
LIVERPOOL
L69 3HS
www.phoenixlife.co.uk

Data Protection Act 1998: How we use the information you provide

The personal data you have provided to us will be treated as confidential and held in our data systems to provide the product or service for which you have applied, and may also be used for the:

- prevention of crime, fraud and money laundering;
- purposes of identity verification via electronic reference agencies, who may keep a record of the data; and
- marketing of further products, which may be of interest to you, by the Phoenix Group and its companies ('the Phoenix Group') or carefully selected third parties by telephone, post or other electronic means.

Your personal data will only be disclosed to other members of the Phoenix Group, its agents and their subcontractors, or selected third parties, where there is a legitimate reason to do so.

Your personal data may be processed in countries outside the European Economic Area. This processing will be carried out by experienced and reputable organisations and only on terms which safeguard the security of your data and meet the requirements of the Data Protection Act 1998.

A full copy of our data protection statement can be obtained from our Customer Contact Centre.

If you would prefer not to be contacted in connection with the marketing of further products and services, and have not already expressed this preference, please get in touch with us at:

Address: Phoenix Life, Policyholder Services, PO Box 30, LIVERPOOL, L69 3HS

Phone: call our UK-based Customer Contact Centre on 0845 788 3311 between 8.30am and 5.30pm, Monday to Friday. Calls are charged at local rates from UK land lines. If calling from outside the UK, please call +44 (0) 1512 555177.

E-mail: alternatively, you can go to the 'Contact Us' section of our website at www.phoenixlife.co.uk

Finally, if the information we have about you is correct and up to date, we can provide a better service. You can help by letting us know if any details are incorrect and advising us of any changes in the future.



Turner Niklin Wealth & Asset
Management
Piccadilly House
49 Piccadilly
Manchester
Greater Manchester
M1 2AP

Customer Contact Centre
0845 788 3311

Plan Number
0302629161/001

Your Reference
845946190A

Contact Name
Turner Niklin Wealth & Asset
Management

6 November 2012

Dear Sir or Madam

Personal Pension - Commencement of Benefits

Planholder : Mr Peter Baker
Pension date : 6 November 2012
Plan number(s) : 0302629161/001

Thank you for Mr Baker's request for a quotation to commence payment of benefits under the above numbered plan. I am pleased to confirm that benefits may be taken at the above pension date.

The options available are all explained in this pack. In summary, these are:

- Choose a lifetime annuity (pension income) from Phoenix Life, with or without taking a tax-free lump sum.
- Take the Open Market Option to buy a lifetime annuity from another pension provider.
- Transfer their pension fund to another pension provider to purchase an alternative product.
- Take the benefits at a later date. Mr Baker is free to delay taking their benefits as long as they wish.

The enclosed booklet 'Your guide to retirement' and the 'Key Features of the Pension Annuity' document are enclosed as guides only and may prove useful in explaining the various retirement choices and also our annuity product.

An early claim charge applies to the plan, in line with the policy terms and conditions. Further details are shown in the enclosed **benefit options** document.

What now?

Please look through all of the enclosed documentation carefully, so you can help Mr Baker decide what is right for them. Once an option has been chosen, please complete and return the required forms, with any other additional information shown on the enclosed **Document Checklist**.

We cannot pay any pension benefits or start any annuity payments until we have received all the necessary forms correctly completed, and any additional documents requested.

If Mr Baker chooses a lifetime annuity from us, we aim to pay any chosen tax-free lump sum within 10 working days of the pension date. Payment of the first annuity payment will be made in line with their instructions.

Mr Baker may wish to refer to the Money Advice Service booklet **Your pension – it's time to choose** to help consider the options we have outlined in this pack. A copy can be downloaded or ordered from the publications section of their website at www.moneyadvice.org.uk/publications or requested via their Money Advice Line on 0300 500 5000.

What if I do nothing?

If we do not hear from you by the pension date used in this quote, we will assume that pension benefits are not to be taken at this time.

Verification of identity

In order to comply with UK Money Laundering Regulations, please ensure the verification documents requested in the enclosed Document Checklist are provided. We cannot release any monies from the plan until our verification requirements are met.

Changing your mind

Mr Baker has 30 days from the date we receive their completed Lifetime Annuity Option Form, or until the pension date, whichever is the later, to change their mind and send us the Cancellation Form. Once this period has passed, chosen pension benefits cannot be cancelled or amended in any way.

If Mr Baker chooses an Open Market Option, the chosen annuity provider will allow a new 30 day cancellation period.

How to get more information

Getting advice

Deciding what to do about Mr Baker's pension is a very important decision and we recommend that you speak to your financial adviser directly.

If you require financial advice and do not have a financial adviser and would like help in finding one, then contact our Customer Care Team on 0845 075 0757.

If any of the details shown on this letter are incorrect, or if you require any further information, please call our UK-based Customer Contact Centre on 0845 788 3311 between 8.30am and 5.30pm, Monday to Friday. Calls are charged at local rates from UK land lines. If calling from outside the UK, please call +44 (0) 1512 555177. Alternatively, you can go to the 'Contact Us' section of our website at www.phoenixlife.co.uk.

—
If you would like this information in large print, in Braille, or on cassette or CD, please call 0845 788 3311.

Yours faithfully

≡≡≡
B. M. Linkhorn

Beverley Linkhorn
Operations Director

Transfer Discharge Form

To be completed by the planholder.

Planholder:

Mr Peter Baker

Plan number(s):

0302629161/001

I authorise Phoenix Life Limited to transfer the sum of **£99,769.17 not guaranteed to:**

Enter the full name and address of the pension provider or pension scheme which is to receive the transfer payment.

Provider/Scheme name:

Provider/Scheme address:

Postcode:

IMPORTANT - Please tick the box if required

☐ Before acting upon these instructions, please warn me or my financial adviser (where applicable) if the transfer value has fallen by more than 5% from the figure quoted. I understand that, if this box is ticked and the value falls by more than 5% when the actual transfer is calculated, you will attempt to contact me by telephone on the daytime number provided below. If you are unable to contact me by telephone you will write to me. **I am aware that this will mean my transfer request will not be processed until I instruct Phoenix Life to proceed.**

Please provide a telephone number below which we can use to contact you between the hours of 8.30am and 5.30pm, Monday to Friday.

Preferred daytime contact number:

If your financial adviser is acting on your behalf please tick the box

☐ My financial adviser is dealing with my pension transfer on my behalf, I authorise you to act upon their instructions.

Planholder's declaration:

Please read this declaration carefully before signing it. If you believe one or more of the statements are not true in relation to the proposed transfer, and as a result you cannot sign the declaration, the transfer cannot proceed.

In relation to the plan(s) listed above, I hereby declare:

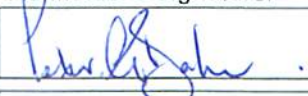
- I agree to, and request, the transfer of benefits as indicated above.
- I understand the transfer value is not guaranteed. It will be recalculated prior to payment, and may be higher or lower than the amount shown above.
- I am the legal owner of the plan(s) and I am legally entitled to instruct Phoenix Life Limited to transfer the value. I have never been adjudged bankrupt and there are no court orders affecting my plan(s).
- I agree to the amendment of my plan(s), where required, to permit the transfer of benefits requested.
- I understand and agree that payment of the transfer value will be in full and final discharge of Phoenix Life Limited's liabilities in respect of the benefits under the plan number(s) stated above.
- The policy document is enclosed/has been lost/not required due to partial transfer (**delete as applicable**).
- My National Insurance Number is:

YM 96 96 97 A

(We cannot make payment without this)

- I understand that if I have any entitlement under the Phoenix Life Limited plan(s) to a protected tax-free lump sum and/or a protected pension age these may be lost upon transfer.

Planholder's Signature:



Name:

Peter Gregory Baker

Date:

15.11.12



Please remember: The amount paid will be the value of the benefits on the day after we receive all correctly completed documentation, and this may be higher or lower than the amount shown above.

Prior to signing, if you are unsure of any of the terms we have used, help is available by calling our Customer Contact Centre.

Please note, if the new agreement is cancelled with the scheme indicated above, Phoenix Life will not reinstate your benefits nor accept back the money transferred.

FriendsLife

Friends Life Limited
PO Box 1550, Milford, Salisbury SP1 2TW
Telephone 0845 6029221 Fax 0845 6000624

Mr D Turner
Turner Nicklin Wealth & Management Ltd
Piccadilly House
49 Piccadilly
Manchester
M1 2AP

If you have any enquiries, please ring
0845 6029221
Lines are open weekdays 8.30am to 5.30pm
Calls may be recorded for training and audit purposes

Why not visit us at
www.friendslife.co.uk/customer

2 November 2012

Our ref : DOR/CPB.NGP2/BD

Dear Mr Nicklin

Scheme number : F69215/85
Name of scheme : The Friends Life Transfer Plan
New Generation Group Pensions Scheme
Member : Peter Geoffrey Baker

Thank you for your letter dated 1 November 2012. The information you require is listed below:

- The member is in a Group New Generation Personal Pension arrangement which is governed by Chapter 2 Part 4 of FA 2004. The HMRC reference number is 00605818RF.
- The only charge for this contract is an Annual Management Charge. For this member the charge for regular premiums, single premiums and contracted out rebates (if applicable) is 0.41%.
- The start date of the plan is 1 December 2011.
- The member's retirement date is 8 November 2013.
- The current fund value is £25093.68. This value is not guaranteed and the value can go down as well as up. There is no penalty on transferring out.

Current Fund Value : £25093.68

Current Transfer Value : £25093.68

- There is no guaranteed annuity rate.
- The investment instructions for this member's benefits are:
100% in FL BlackRock Consensus (Aquila HP) fund
- The 7 year Lifestyle investment programme also applies. If active, this manages some or all of the pension investments with the aim of moving them into lower risk funds in the approach to retirement.
- Under current legislation the standard Tax Free Cash Sum available at retirement is 25% of the fund value.
- The death benefit is the return of the current fund value at the date we are notified of the death.
- I can confirm that Waiver of Premium and PCP do not apply to this member's policies.

Please find enclosed with this letter:

- an Internet statement for your reference. You may request an original statement at any time.
- a projection
- discharge forms as requested.

Friends Life is a business name of certain companies in the Friends Life group including the following companies:

Friends Life Limited Company number 4096141 **Friends Life and Pensions Limited** Company number 475201
Friends Life Investment Solutions Limited Company number 6385025

Each of these companies is authorised and regulated by the Financial Services Authority.

Each company is registered in England and Wales with a registered office at Pixham End, Dorking, Surrey RH4 1QA

Friends Life is a registered trade mark of the Friends Life group www.friendslife.com



Details of the funds available and their performance, can be found at the following web site:

www.friendslife.co.uk/ifa

If there are any matters arising from this letter that you wish to discuss, please contact us on the number above. We will be happy to help.

Yours sincerely

Bradley Dale

Bradley Dale
Client Services

Friends Life is a business name of certain companies in the Friends Life group including the following companies:

Friends Life Limited Company number 4096141 **Friends Life and Pensions Limited** Company number 475201
Friends Life Investment Solutions Limited Company number 6389025

Each of these companies is authorised and regulated by the Financial Services Authority.

Each company is registered in England and Wales with a registered office at Pixham End, Dorking, Surrey RH4 1QA

Friends Life is a registered trade mark of the Friends Life group www.friendslife.com

Friends Life Transaction Summary

| | | |
|--------------------------------|----------------------|-----------------------------------|
| Scheme Name | Your Name | Scheme & Member Number |
| The Friends Life Transfer Plan | Peter Geoffrey Baker | F69215/85 |

Payment Into your Plan as at 1/11/2012

| Payment In Type | Date | Personal Payment | Employer Payment | Former Protected Rights | Total Invested |
|--|------------|------------------------|------------------|-------------------------|----------------|
| Total on last statement | 01/07/2012 | £13,587.43 | £0.00 | £10,444.84 | £24,032.27 |
| Fund | | Units Purchased | | | |
| FL BlackRock Instl Sterling Liquidity | | 4,333.44 | | | |
| FL BlackRock Consensus (Aquila HP) | | 3,294.52 | | | |
| FL BlackRock 15Y+ Gilt Index (Aq HP) | | 7,898.85 | | | |
| Contributions paid since last statement | | £0.00 | £0.00 | £0.00 | £0.00 |
| Overall Totals | | £13,587.43 | £0.00 | £10,444.84 | £24,032.27 |
| Total Paid In Last 12 Months (excludes any transfer received) | | £0.00 | £0.00 | £0.00 | £0.00 |

Other Transactions as at 1/11/2012

| Transaction Type | Date | |
|---------------------------------------|------------|----------------------|
| Monthly management charge (Transfer) | - | |
| Fund | | Unit Movement |
| FL BlackRock Instl Sterling Liquidity | | -5.61 |
| FL BlackRock Consensus (Aquila HP) | | -3.29 |
| FL BlackRock 15Y+ Gilt Index (Aq HP) | | -9.91 |
| Switch (Transfer) | 08/10/2012 | |
| Fund | | Unit Movement |
| FL BlackRock Instl Sterling Liquidity | | 74.96 |
| FL BlackRock Consensus (Aquila HP) | | -220.22 |
| FL BlackRock 15Y+ Gilt Index (Aq HP) | | 158.21 |
| Switch (Transfer) | 10/09/2012 | |
| Fund | | Unit Movement |
| FL BlackRock Instl Sterling Liquidity | | 88.50 |
| FL BlackRock Consensus (Aquila HP) | | -211.19 |
| FL BlackRock 15Y+ Gilt Index (Aq HP) | | 139.26 |
| Switch (Transfer) | 08/08/2012 | |
| Fund | | Unit Movement |
| FL BlackRock Instl Sterling Liquidity | | 162.12 |
| FL BlackRock Consensus (Aquila HP) | | -245.30 |
| FL BlackRock 15Y+ Gilt Index (Aq HP) | | 128.37 |
| Switch (Transfer) | 09/07/2012 | |
| Fund | | Unit Movement |
| FL BlackRock Instl Sterling Liquidity | | 146.02 |
| FL BlackRock Consensus (Aquila HP) | | -239.12 |
| FL BlackRock 15Y+ Gilt Index (Aq HP) | | 126.48 |

*** Management Charges

- During this statement period the total management charge deducted was £30.39. It was paid for by deducting £30.39 worth of units from your unutilised funds. The charge is calculated daily but it is deducted monthly in arrears, around the middle of each month.



Friends Life Limited

Registered & Head Office: Pixham End, Dorking, Surrey RH4 1QA Incorporated company limited by shares and registered in England

number 4096141 Authorised and regulated by the Financial Services Authority Entered on the FSA register number 196142 which you can view at
www.fsa.govt.uk/register
www.friendslife.co.uk Telephone 0845 602 9189

Friends Life Investment Summary

| | | |
|--------------------------------|----------------------|-----------------------------------|
| Scheme Name | Your Name | Scheme & Member Number |
| The Friends Life Transfer Plan | Peter Geoffrey Baker | F69215/85 |

| Investment Summary as at 1/11/2012 | | | | | | |
|--|------------------|----------------------|-------------|-----------------------|------------|----------------------|
| Fund Name | Last Statement | Since Last Statement | | As At Today 1/11/2012 | | |
| | Total Units Held | Management Charge*** | Net units** | Total Units | Unit Price | Total Value of Units |
| FL BlackRock 15Y+ Gilt Index (Aq HP) (0.35 % Annual Management Charge) | 7,898.85 | -9.91 | 552.32 | 8,441.26 | 191.37928p | £16,154.82 |
| FL BlackRock Consensus (Aquila HP) (0.35 % Annual Management Charge) | 3,294.52 | -3.29 | -915.83 | 2,375.40 | 169.29381p | £4,021.41 |
| FL BlackRock Instl Sterling Liquidity (0.35 % Annual Management Charge) | 4,333.44 | -5.61 | 471.60 | 4,799.43 | 102.45908p | £4,917.45 |
| Current Fund Value: | | | | | | £25,093.68 |

Important Notes

- Friends Life has prepared this statement. It replaces any previous statements issued. You should note that it is for information only and has no other purpose.
- No more than ten unitised funds may be invested in at any one time.
- You are the owner of this policy and may not transfer your ownership to any other person or institution.
- We cannot guarantee the value of your fund as the price of units may go down as well as up. You could get back less than you've paid in.
- The transfer value is equivalent to the current value of the units.
- You may take up to 25% of the money in your fund as a tax-free cash sum when you retire. The remainder must be used to purchase a pension.
- This information assumes that any contributions submitted to us in the last 14 days will be cleared by the bank. In the unlikely event that this does not happen the value and units shown will reduce.
- Your contributions to us are paid net of basic rate tax and we reclaim the tax relief from the Inland Revenue for investment on your behalf which is why the amounts shown under the heading 'Your Payment' are higher than the contributions deducted from you.
- You have decided to participate in the 7 year Lifestyle investment programme.

*** Management Charges

- During this statement period the total management charge deducted was £30.39. It was paid by deducting £30.39 worth of units from your unitised funds. The charge is calculated daily but it is deducted monthly in arrears, around the middle of each month.

** Net Units

- This is the sum of all units bought and sold, not including any management charge deductions.



Friends Life Limited
Registered & Head Office: Pixham End, Dorking, Surrey RH4 1QA Incorporated company limited by shares and registered in England number 4096141 Authorised and regulated by the Financial Services Authority Entered on the FSA register number 196142 which you can view at www.fsa.govt.uk/register
www.friendslife.co.uk Telephone 0845 602 9189



PERSONAL ILLUSTRATION
[TRANSFER VALUE ACCOUNT]
[New Generation]

Prepared for:

Name: Mr Peter Geoffrey Baker
Date of birth: 08/11/1948
Normal retirement date: 08/11/2013
Projection date: 08/11/2013
Scheme reference: F69215/85

Your contributions and assumptions

No further contributions will be paid to your existing fund.

The value of your existing fund, as at 01/11/2012, is £25093.67

What your benefits might be at 08/11/2013:

| If your investments grow at the: | Low rate | Mid rate | High rate |
|---|-----------------|-----------------|------------------|
| Your final fund value could be | £25700.00 | £26200.00 | £26700.00 |
| Which could give you a taxable yearly pension of: | £1220.00 | £1240.00 | £1260.00 |
| Or | | | |
| A tax-free cash sum of | £6420.00 | £6550.00 | £6670.00 |
| Which could give you a taxable yearly pension of | £910.00 | £928.00 | £946.00 |

We have reviewed the assumptions we make about the investment growth that may apply under your plan. As a result, we have reduced the assumed growth rate for some investment funds - for example, those that invest in cash, fixed interest securities or property. If you are invested in these funds, then this will result in your projected values being lower than any previous illustration you may received.

Please see the next section for more information on the low/mid/high rates used above

All retirement benefits quoted are subject to HM Revenue and Customs [HMRC] limits and are not guaranteed. The issue of this illustration should not be taken to imply that the benefits or contributions shown will fall within such limits.

Only benefits from scheme reference F69215/85 have been taken into account.



Your current fund value and growth rates

The following table shows the fund[s] you are invested in and the growth rates we have assumed for each of these funds in this illustration.

| Fund | Current Fund Value | Low rate | Mid rate | High rate |
|--------------------------------------|--------------------|----------|----------|-----------|
| FL BlackRock 15Y+ Gilt Index [Aq HP] | £16154.82 | 3.0% | 5.0% | 7.0% |
| FL BlackRock Consensus [Aquila HP] | £4021.40 | 5.0% | 7.0% | 9.0% |
| FL BlackRock Inst Sterling Liquidity | £4917.45 | 2.5% | 4.5% | 6.5% |

Where you are invested in more than one fund, the growth rates are combined and used in the projection to show what your benefits might be.

We show three growth rates in order to give you a range of potential outcomes. The Financial Services Authority [FSA] set standard growth rates that companies can use in projections, but allow us to use other rates where appropriate. We have used growth rates for each fund shown that we feel give you a more realistic indication of potential future returns.

Please note that the actual value of your plan will depend on the type of investment you choose, how long you invest for and how your investments perform. Our charges will also depend on the funds you invest in.

You have selected a 7 year lifestyle investment programme which will move your investments into lower risk funds as you approach retirement. We have made an allowance for this investment programme within the projection.

Important notes:

- The growth rates used in this illustration are reviewed on a regular basis. The introduction of fund related growth rates and the timing of any reviews will mean the projections within this illustration may differ from those provided in any previous illustration you may have received.
- If you are investing only for a short period of time, the growth rates assumed are less likely to be relevant to you.
- These figures are only examples and are not guaranteed - they are not minimum or maximum amounts. What you will get back depends on how your investments grow, on the tax treatment of the investment and on interest rates at the time you retire. Most firms use the same interest rates to show how your final fund value could give you a yearly pension.
- Please remember that the value of a fund can go down as well as up.
- The allowance we have made in the projection for the lifestyle investment programme is based upon an example 7 year investment programme.
- Inflation will result in the general rise in the level of prices over time, meaning the buying power of money reduces. For example, £500 ten years from now will buy you less than £500 today. It is important to remember that the figures in the projection do not allow for inflation.
- When you retire you may decide to transfer your fund value to another pension provider. This is known as the Open Market Option.
- If, when you take your pension benefits, your pension funds exceed the Standard Lifetime Allowance [SLA], a tax charge may be payable.
- The Tax Free Cash Sum [TFCS] included in this illustration is based on 25% of the current fund value shown. You may normally take up to 25% of your fund as a TFCS when you retire.
- Your pension will be payable by monthly instalments starting from the date you retire for a guaranteed minimum period of 5 years and then throughout your life.
- The pension will stay the same from the time you start taking it.



Friends Life Limited
PO Box 1550, Milford, Salisbury SP1 2TW
Telephone 0845 6029221 Fax 0845 6000624

Transfer Out Authority Form

| | |
|------------------------------|--------------------------------|
| Member: Peter Geoffrey Baker | Member Reference: F69215/85 |
| National Insurance Number: | Date of Birth: 8 November 1948 |

This Transfer-Out Authority form should only be used in respect of a transfer to a UK registered pension scheme (this includes transfers to a deferred annuity contract, i.e.: Section 32 Buy-Out policy).

Section 1 - Details about the new (receiving) scheme.

To be completed by the receiving scheme or insurance company

A) Full name of receiving scheme (enter member's name where the transfer is to a deferred annuity contract):

The above pension scheme has been registered by HM Revenue & Customs (HMRC), or has acquired registered status by virtue of being a deferred annuity contract or an approved pension scheme on 5 April 2006, under Chapter 2 Part 4 of the Finance Act 2004.

B) Is the registered pension scheme fully insured? Yes ☐ No ☐

C) HMRC approval number of the receiving scheme: SF _____
or
HMRC Pension Scheme Tax Reference number: PSTR _____

(Note: The above approval numbers are not required when the transfer is to a deferred annuity contract)

D) Is the registered pension scheme permitted to receive this transfer value, and will it meet the minimum acceptance requirements? Yes ☐ No ☐

E) How is the transfer to be paid? ☐ Electronic funds transfer (Please complete Section F)
(Please tick the appropriate box) ☐ Cheque (Please complete Section G)

F) Bank account number :

| | | | | | | | |
|--|--|--|--|--|--|--|--|
| | | | | | | | |
|--|--|--|--|--|--|--|--|

Account name :

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

Sort code :

| | | | | | |
|--|--|--|--|--|--|
| | | | | | |
|--|--|--|--|--|--|

NGP050T5

002794 03/12



Friends Life is a business name of certain companies in the Friends Life group including the following companies:

Friends Life Limited Company number 4096141 **Friends Life and Pensions Limited** Company number 475201
Friends Life Investment Solutions Limited Company number 6389025.

Each of these companies is authorised and regulated by the Financial Services Authority.

Each company is registered in England and Wales with a registered office at Pixham End, Dorking, Surrey RH4 1QA

Friends Life is a registered trade mark of the Friends Life group www.friendslife.com

| | |
|------------------------------|--------------------------------|
| Member: Peter Geoffrey Baker | Member reference: F69215/85 |
| National Insurance number: | Date of birth: 8 November 1948 |

E) Is the registered pension scheme permitted to receive this transfer value, and will it meet the minimum acceptance requirements?
☐ Yes ☐ No

F) How is the transfer to be paid?
☐ Electronic funds transfer *(Please complete Section G)*
☐ Cheque *(please complete Section H)*

G) Bank account number:

| | | | | | | | |
|--|--|--|--|--|--|--|--|
| | | | | | | | |
|--|--|--|--|--|--|--|--|

 Account name:

| |
|--|
| |
|--|

 Sort code:

| | | |
|---|---|--|
| - | - | |
|---|---|--|

H) Make the transfer value cheque payable to: *(see note below)* _____

Address to send cheque to: _____

Reference / Contact name: _____

Notes

Where the registered pension scheme is fully insured, Friends will only make payment to the receiving Insurance Company. If the scheme is not fully insured, payment will be made to the trustees.

Any Life Assurance Benefit will be stopped immediately that pension benefits are transferred. It may be possible to continue Life Assurance Benefit and if this is something you wish to consider please contact us.

We confirm that the details provided are correct and we are willing to accept the transfer.

Signature: _____ Date: _____

Print name: _____ Title: _____

Section 2 - Member's Declaration (to be completed by the member in all cases)

I hereby instruct Friends to make the transfer payment detailed above and understand that continued membership of the scheme, or rejoining the scheme, is not permitted once the transfer has been made. As such I accept that no further contributions can be made and I confirm that the information given is correct. I understand that once I have transferred out of my current scheme, my membership of that scheme finishes and I will lose all benefits in that scheme, including any death benefits and dependants' pensions.

Member's signature: Peter Geoffrey Baker Date: 15.11.12

Print name: Peter Geoffrey Baker

Mailing 0001730

7 November 2012

Our reference: KP\0017535710
Your reference: Transfer Request

Turner Nicklin Wealth &
Asset Management
Piccadilly
Manchester
Lancs
M1 2AP

001108



Aviva
PO Box 520
Norwich
NR1 3WG

Tel. 0800 953 17 77
Fax. 0845 304 11 22

www.aviva.co.uk

Dear Sir/Madam

Policyholder: Mr Baker
Policy number: PM42248797
Policy type: Tailor Made GMP Plan UK (Pre 01/01/92)

Thank you for your recent enquiry concerning this policy. Please note that each policy listed above includes any endorsements that may have been issued since the policy was taken out.

The current fund value as at 7 November 2012 is £8,089.42.

The transfer value as at 7 November 2012 is £8,747.48.

The transfer value is the policy value after we have taken off any charges and penalties that may apply to your policy. You can refer to your policy terms and conditions to find out more about what we apply.

| | |
|-----------------------------|-----------|
| Fund Value | £8,089.42 |
| Terminal Bonus | £816.74 |
| Less Market Value Reduction | £158.68 |

The transfer value is not guaranteed and we will re-calculate it on receipt of all our requirements.

Important information about your with-profit investment

We are applying Market Value Reduction (MVR) to certain transfers out of our with-profits funds. When writing to you before, we may have referred to the MVR as a Market Value Adjustment.

The current MVR applying to your policy is: £158.68
The MVR amount applying can change and is not guaranteed.

We apply MVRs following a large or sustained fall in the stock market or when investment returns are below the level we normally expect. We apply an MVR to help manage these funds in a way that is fair and equitable to all with-profit policyholders.

You can read more about MVRs in:

- our consumer friendly version of the Principles and Practices of Financial Management; and
- Principles and Practices of Financial Management (PPFM), for more detailed information.

Both of these documents are available from our website www.aviva.com/ppfm.

Where an MVR applies, we take its effect into account in any value quoted in this and any following letter. If you decide to continue with any of the transactions listed above, any applicable MVR will reduce the value of the investment you take out of the with-profits fund.

So we can transfer this policy we need the following:

- Transfer Payment Release Form - completed and signed by both the Policyholder and an authorised signatory of the receiving scheme.

In certain circumstances we may want some more information. If this is the case, we will contact you promptly with full details of what we need from you. However once we have everything we need, we will begin the transfer of this policy without delay. When calculating the transfer value of your fund, we will use the calculation price prevailing on the day following receipt of the fully completed Transfer Payment Release Form.

Please note, for us to transfer the policy, we need all of our transfer requirements to be with us within six months from the date the policyholder signs the Transfer Payment Release Form.

If you need any further information, then please contact us on 0800 953 1777 9am to 5pm, Monday to Friday not including bank holidays.

Yours faithfully



Kanchan Pawar
Customer Support - Pensions

The following attachments are included:

Combined Transfer Payment Form

Copies of this letter have been sent to:

Mr Geoffrey Baker

TRANSFER PAYMENT RELEASE FORM**NOTES TO HELP YOU WHEN COMPLETING THIS FORM****Notes applying to more than one section**

This form should be completed when you have chosen to transfer your pension fund with us to another provider.

All pages of this form should be returned to us. Do not separate and send back only part of a form, as it will delay your request.

You may lose all or some of your benefits on transfer, for example:

- If you have rights in a Replacement policy, (this is where benefits were transferred previously from a former employer's Occupational Scheme), unless all of the HM Revenue & Customs (HMRC) conditions for a further transfer are met then any protected tax-free cash will be lost. You can find more information on this on the HMRC website www.hmrc.gov.uk/manuals/rpsmmanual.
- If your policy has a protected low pension age, because of the job you do, this will be lost unless the transfer is a **block transfer**.
- Where you have sought **enhanced protection** (or registered for Fixed Protection) for your pension savings, this will be lost unless it is a **permitted transfer** under HMRC rules.
- If your policy started on or before 10 December 2003 then you may have a right to retire between the ages of 50 and 75 (unless you have an earlier protected pension age). If you transfer out of this policy you will lose this right and after 6 April 2010 you will not be able to retire until age 55.

For more information about the terms in bold text above please refer to the member pages of the Registered Pension Schemes Manual (RPSM) <http://www.hmrc.gov.uk/manuals/rpsmmanual>

We will pay the benefits from this policy to your selected receiving scheme provided both you and the receiving scheme administrator have completed this form accurately and given us all the necessary information.

You can find more about transfers on HM Revenue & Customs (HMRC) website <http://www.hmrc.gov.uk/>.

Need more information?

If you have any specific queries you could ask your tax office at the following address:

Cyril Le Marquand House, PO Box 56, St. Helier, JE4 8PF
Income Tax Office, PO Box 37, 2 Cornet Street, St. Peter Port, GY1 3AZ
Income Tax Division, Government Office, Douglas, IM1 3TX

You could also seek advice from your financial adviser. If you do not have one, you can find names of financial advisers in your area by logging on to <http://www.unbiased.co.uk>.

Section 1 – Information we already know

Read the information we have completed for you. If any of it is incorrect, please amend the form and sign by the side of the change.

Section 2 – Confirmation from you the policyholder

Read the declaration passages and sign in the space provided. We cannot continue with your transfer request without your signature.

Section 3 – For use by new scheme administrator only

This can only be completed by the Scheme Administrator of the pension provider to whom you want us to transfer your pension fund. Please ensure that they complete all sections and sign the declaration. **DO NOT separate the form and return the separate parts as this will cause delays.**

Mailing 0000733
PLEASE RETURN ALL PAGES OF THIS FORM
Page 1 of 8
Policy Number(s): PM42248797
Policyholder(s): Geoffrey Baker



Transfer Payment Release Form

(to transfer your pension fund to another pension provider)

You may have an alternative to taking, or transferring the money from your pension, why not contact us on 0800 953 1777.

This form is important as it helps us to transfer your pension fund to the new Pension Provider correctly with the minimum of delay.

In this form references to Aviva mean the company that issued the policy or its successor company in the Aviva Plc group

| Section 1: Information to be completed by you | | |
|---|--|---|
| Part A: Your personal details | | |
| | Policy number | PM42248797 |
| | Name of policyholder | Geoffrey Baker |
| | Name of Member (if different than policyholder) | |
| | Policyholder/Member's address: | Asset Management Piccadilly Manchester Lancs M1 2AP |
| | Policyholder's/Member's National Insurance No. (where applicable) | |
| | Type of Scheme (Please write type of scheme here and complete the relevant section unless already completed for you) | Personal Pension Plan |
| | Policyholder's telephone no. (Important to resolve any queries) | |
| Part B: Your type of approved pension scheme or contract | | |
| | Personal pension plan | |

Mailing 0000734
 PLEASE RETURN ALL PAGES OF THIS FORM
 Page 3 of 8
 Policy Number(s): PM42248797
 Policyholder(s): Geoffrey Baker



Section 1 - Information we already know (continued)

Part C: Your Pension Value

| | | |
|--|--|------------------|
| | Monetary amount of split: | |
| | Former Protected Rights | £0.00 |
| | Ordinary Rights (all policies except occupational schemes) | £8,747.48 |
| | Total amount to be transferred. * | £8,747.48 |
| | *The transfer value amount is not guaranteed and we will re-calculate it on receipt of all of our requirements. This is because the value of this policy moves up and down in line with the stockmarket. | |

Section 2 - Confirmation from you the policyholder

Declaration made by you

Please return your original policy documents with this form. If you cannot find them then, please read the section below.

I have carried out a diligent search in all the places I would expect to find the policies. I have also made enquiries of all people who may be able to give me information about their whereabouts but I have had no success in locating the policies.

If I find out where the policies are, I will inform you immediately. I will also return the policies to you as soon as I find them.

I authorise payment of the transfer value to the receiving scheme, details of which the receiving scheme administrator has completed in Section 3, Part A. On payment of the transfer I discharge Aviva from any and all liability under the policies numbered in Section 1, Part A.

Signature of Policyholder/Trustee

Date 15/11/2012

Print Name

Peter Geoffrey Baker

PLEASE RETURN ALL PAGES OF THIS FORM

Page 4 of 8

Policy Number(s): PM42248797

Policyholder(s): Geoffrey Baker

Section 2 - For use by the policyholder only

If the policy is held under Trust then we need all the Trustees to sign below.

| | |
|----------------------|------|
| Signature of Trustee | Date |
| Print Name | |
| Signature of Trustee | Date |
| Print Name | |
| Signature of Trustee | Date |
| Print Name | |
| Signature of Trustee | Date |
| Print Name | |

Where the member is NOT the policyholder, please sign below:

| | |
|---------------------|------|
| Signature of member | Date |
| Print Name | |

Section 3 - For use by the new scheme administrator only

Part A: New scheme details

| | |
|---|--|
| Name of Pension Provider | |
| Name of Scheme | |
| Address of Scheme | |
| Postcode | |
| Company Telephone Number | |
| Reference, to be quoted in correspondence | |

Mailing 0000735
 PLEASE RETURN ALL PAGES OF THIS FORM
 Page 5 of 8
 Policy Number(s): PM42248797
 Policyholder(s): Geoffrey Baker



Part B: Your type of pension scheme

- (a) ☐ A registered pension scheme governed and administered under UK Pension Law.
 If the transfer includes GMP rights (see Section 1) and your scheme will retain these rights in GMP form please provide your contracted-out reference number(s) below:

| | | | | | | | | | |
|-------|---|--|--|--|--|--|--|--|--|
| SCON: | S | | | | | | | | |
| ECON: | E | | | | | | | | |

ECON needed if your scheme is a contracted-out final salary scheme

- (b) ☐ A qualifying recognised overseas pension scheme (QROPS).
 Please provide your QROPS reference number as provided by HM Revenue & Customs below:

| | | | | | | | | | | |
|---|---|---|---|---|--|--|--|--|--|--|
| Q | R | O | P | S | | | | | | |
|---|---|---|---|---|--|--|--|--|--|--|

(For a definition of what this means you may wish to look at the information on HM Revenue & Customs website <http://www.hmrc.gov.uk>)

Please send us a copy of the QROPS acceptance letter issued by HMRC Audit & Pension Schemes Service (APSS).

- (c) ☐ HM Revenue & Customs reference (if applicable)

Please record number here:

Part C: Confirmation of payment details to a UK registered non-Occupational Pension Scheme; otherwise complete Part D

Please make payment to the following:

| | | | | | | | | | | |
|----------------------------------|--|--|--|---|--|--|---|--|--|--|
| Bank name: (e.g. HSBC) | | | | | | | | | | |
| Address: | | | | | | | | | | |
| Postcode: | | | | | | | | | | |
| Bank Sort Code: | | | | - | | | - | | | |
| Bank Account Number: | | | | | | | | | | |
| Building Society Account Number: | | | | | | | | | | |
| Bank Account Holder's Name: | | | | | | | | | | |
| Share Account Number: | | | | | | | | | | |

PLEASE RETURN ALL PAGES OF THIS FORM

Page 6 of 8

Policy Number(s): PM42248797

Policyholder(s): Geoffrey Baker

| | |
|---|--------------------------|
| Part D: Confirmation of payment details to an Occupational Pension Scheme or any overseas scheme; otherwise complete Part C | |
| Please make payment to the following: | |
| Cheque Payee: | |
| Address: | |
| Postcode: | |
| Payment Reference: (Must be quoted) | |
| Part E: Complete if the transfer payment is to be sent via an Independent Broker | |
| The Broker is co-ordinating the purchase of an Open Market Annuity | <input type="checkbox"/> |
| The Broker is employed as a third party administrator of the receiving scheme and administers the Scheme's bank account | <input type="checkbox"/> |
| The Broker is employed as a third party administrator of the SIPP and administers the SIPP's bank account | <input type="checkbox"/> |
| Part F: Complete if the transfer payment is to be made payable to an Independent Broker | |
| The Broker is the appointed Scheme Administrator of the SIPP (Self-Invested Personal Pension) | <input type="checkbox"/> |
| Part G: Declaration by receiving scheme administrator | |
| I/We declare that: | |
| <ul style="list-style-type: none">the receiving scheme is as specified in Section 3, Part B and that it is willing and able to receive the Open Market Option/transfer payment shown in Section 1, Part C (remembering that this value will be recalculated in line with the policy conditions)all information given in this section is true and complete. | |

Mailing 0000736
PLEASE RETURN ALL PAGES OF THIS FORM
Page 7 of 8
Policy Number(s): PM42248797
Policyholder(s): Geoffrey Baker



| | |
|---|-------------|
| Part H: Signature of receiving scheme administrator/scheme trustee | |
| Signature: | Print Name: |
| Date: | Position: |
| For and on behalf of | |
| (Trustees/Administrator of receiving scheme) | |



6 November 2012

Our reference: JM\0017526162

Your reference: FAO David Nicklin/ Maxime

Turner Nicklin Wealth + Asset
49
Piccadilly Piccadilly
Manchester
Lancs
M1 2AP

Aviva
PO Box 520
Norwich
NR1 3WG

Tel. 0800 953 17 77
Fax. 0845 304 11 22

www.aviva.co.uk

Dear Sir/Madam

Policyholder: Mr Baker

Policy number: PM42248797

Policy type: Tailor Made GMP Plan UK (Pre 01/01/92)

Thank you for your recent enquiry regarding this policy.

We have amended our records and confirm that they now show you as having authority to receive information on this policy. The authority you have submitted entitles any employee of Turner Nicklin Wealth & Asset Management Ltd to receive information on the policy.

Aviva has evolved over time from several previous companies, namely Provident Mutual, Commercial Union, General Accident, and Norwich Union. As a result we have inherited many different products and IT systems. To enable us to provide a more efficient service we have simplified a number of our systems.

This means some services previously offered to our policyholders and their advisers have changed. One such change is in creating one type of policy information sheet for all enquiries.

The policy information sheet covers the information most often asked for by financial advisers. For more policy information please refer to the original policy documentation and the annual statements.

Please find enclosed the following information:

- Policy Information
- *Transfer forms will follow separately*

As this policy is invested in the With Profits Fund, if the investment is terminated before the selected retirement date, either by transferring the benefits, switching funds or taking the benefits before the selected retirement date an MVR (Market Value Reduction) would be applied.

This transfer value currently includes a terminal bonus. This bonus is not guaranteed and can change at any time.

We trust this information is satisfactory.

If you have any questions, or need more information, please contact us on 0845 144 4444. Our lines are open Monday to Friday 9 am to 5 pm.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Jolanta Medeczyk', with a stylized flourish at the end.

Jolanta Medeczyk
Customer First - Norwich

POLICY INFORMATION SHEET

| | |
|--|---|
| Policyholder | Mr G Baker |
| Policy Number | PM42248797 |
| Type Of Policy | Tailor Made GMP Plan UK (Pre 01/01/92) |
| Policy Commencement Date | 01 February 1989 |
| Maturity/Vesting Date | 08 November 2014 |
| Last Premium Paid Date & Amt | 01 April 1992 - £208.32 Gross |
| Current Fund(s) Invested In | Aviva With-Profit Guaranteed (NU) |
| Is Waiver Of Premium included? | No |
| Current Administration Fee | Nil |
| Annual Management Charge | 0.875% annual management charge for unit linked funds. Annual management charges are taken daily and are reflected in the fund's unit price. A similar charge is allowed for when we declare the bonus rates on the with-profits funds. |
| Allocation Rate | N/A An allocation (investment) rate is applied to each payment received. The rate depends upon the amount of each payment and the term of the policy. |
| Does this policy contain rights (subject to terms & conditions) to: <ul style="list-style-type: none"> - a Guaranteed Minimum Pension (GMP)? - Guaranteed Annuity Rates (GARs)? - a protected tax-free cash entitlement? - other guaranteed benefits? | No No Yes - £2,496.41 No |
| Original scheme name (if the benefits under this policy originated elsewhere) | The Blackspur Group Pension Sc |
| Current Fund Value* | £8,088.46 |
| - Ordinary rights | £8,088.46 |
| - Former protected rights | £0.00 |
| Market Value Reduction | £158.64 |
| Terminal Bonus | £816.64 |

| | |
|---------------------------|-----------|
| Transfer value* | £8,746.46 |
| - Ordinary rights | £8,746.46 |
| - Former protected rights | £0.00 |

*** Please note that we do not guarantee these quoted values as we revalue the funds on a regular basis.**

In the event of death before retirement, the death benefit is the return of fund.



TURNER NICKLIN WTH & ASSET MGT LTD
PICCADILLY HOUSE
49 PICCADILLY
MANCHESTER
M1 2AP

Our Ref: PPA/T9 /NAR
Tel No: 0845 640 3000
Date: 6 November 2012

Dear Sirs

MR P G BAKER 363JU889

Thank you for your letter dated 11 September 2012.


Please arrange for the receiving scheme and for Mr Baker to complete and return the attached Declaration Form and the Claim Form respectively, if the transfer is to proceed. We will process the transfer, once we receive the completed forms.

If the cheque is to be made payable to the scheme please send us the HM Revenue & Customs (HMRC) scheme approval letter.

HOW TO CONTACT US

If you have any questions, please contact Prudential Customer Services on 0845 640 3000, weekdays 8.30am - 6pm. Please have the plan number to hand when you call. You can also contact us by email using Prumail, our Secure Messaging System at the address below. Alternatively, you can fax us on the number below.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Tracy Harris', with a horizontal line drawn underneath the signature.

Tracy Harris - Customer Service Director

Fax us on 0870 162 2225

Contact us online at www.pru.co.uk

Enclosures: Transfer Value Quote, Claim Form, Receiving Scheme Declaration, Consider Staying with Prudential and Prepaid Envelope.

Statement of Transfer Value

Prepared for Mr Peter Geoffrey Baker on 6 November 2012

This quotation gives details for plan : 363JU889

The current Transfer Value is £75752.00

- The Transfer Value includes the value of your unitised plan and is not guaranteed.
- When all requirements have been received, the transfer value will be recalculated at the date of receipt of all our requirements. This amount could be higher or lower than the transfer value shown in this quotation.
- Any tax free cash protection from pre 6 April 2006 rights will be lost on transfer, unless this is part of a block transfer, or Primary / Enhanced Protection applies.
- If you have a right to a protected retirement age**, you will lose this right if you transfer your benefits to another scheme unless the transfer is part of a block transfer.

** a protected retirement age broadly applies if, before 6 April 2006, you had an absolute right to a normal retirement age before age 55.

If the transfer is to be paid, please fill in and send back the attached form.

CLAIM FORM

Plan Number: 363JU889

Mr Peter Geoffrey Baker

BENEFITS AVAILABLE

Current Transfer Value

£75752.00

- The Transfer Value includes the value of your unitised plan and is not guaranteed.
- I understand that the transfer value will be recalculated at the date Prudential receive all their requirements to make payment and this amount could be higher or lower than the transfer value shown in this quotation.

DISCHARGE

Payment in accordance with the request shall be a full and sufficient discharge of Prudential's liability for the benefits under the plans for this member.

Signature [Signature] Date 15.11.12

Signature of Witness [Signature]

Address of Witness 115 ULISWATER ROAD FLIXTON
MANCHESTER
M41 8SP

Occupation of Witness Business Development Manage.

Any person over 18 years of age may act as a witness provided he or she will not benefit from the proceeds.

SETTLEMENT DETAILS

Cheque payable to _____

Name and Address of receiving scheme
or the receiving scheme's insurer for
issue of cheque _____

Reference to be quoted on correspondence _____

Our Ref: PPA/T9/NAR

Member Ref: 363JU889

6 November 2012



Receiving Scheme/Policy Declaration

| | | |
|------------------|-------------------------------------|---|
| Please tick one | <input checked="" type="checkbox"/> | |
| Pension transfer | <input type="checkbox"/> | To be completed by the receiving scheme trustees or administrator |

| | | |
|--------------------|--------------------------|---|
| Open market option | <input type="checkbox"/> | To be completed by the annuity provider |
|--------------------|--------------------------|---|

| | |
|--|--|
| Name of transferring scheme/arrangement: | |
| Policy/Reference Number: | |
| Member's Name: | |
| National Insurance Number: | |
| Member's date of birth: | |

| | | |
|-----------------------------|--------------------------------|-------------------------------------|
| | Please tick one | <input checked="" type="checkbox"/> |
| The transferring scheme is: | A UK Registered Pension Scheme | <input type="checkbox"/> |
| | or | |
| | A non UK scheme | <input type="checkbox"/> |

| | |
|---|--|
| Name of receiving scheme and provider: | |
| Reference(to be used on correspondence and payments): | |
| HMRC ref number: | |
| Cheque details | |
| Cheque made payable to: | |
| Address: | |
| Reference to be included with payment (eg client name/policy number): | |

| | | | |
|---|--|------|--------------------------|
| PENSION TRANSFER (please do not complete for open market option) | | | |
| 1. We undertake that the receiving scheme is: | | | |
| | | | Please tick one ✓ |
| A. Registered Defined Benefit Occupational Pension Scheme | | | <input type="checkbox"/> |
| B. Registered Defined Contribution Occupational Pension Scheme | | | <input type="checkbox"/> |
| C. Individual Personal Pension Scheme | | | <input type="checkbox"/> |
| D. Qualifying Recognised Overseas Pension Scheme (QROPS) | | | <input type="checkbox"/> |
| D.i)country under the law of which the scheme is established and regulated: | | | |
| 2. We are/are not* able to accept contracted out rights. | | | <input type="checkbox"/> |
| 3. Contracting Out basis: Defined benefit/Defined Contribution/N/A* | | | |
| 4. ASCN | | ECON | |
| | | SCON | |
| | | | N/A* |

*please complete or delete as appropriate

| |
|---|
| OPEN MARKET OPTION |
| We confirm that the member's fund will be used to secure a non-assignable, non-commutable annuity. |
| 1. We are/are not* able to accept business from a non UK scheme. |
| 2. We are/are not* able to accept contracted out benefits. |
| Please note that no pension commencement lump sum will be provided on receipt of the member's fund. |
| Address for correspondence: |
| |
| |

*please delete as appropriate

| | |
|-------------------------------------|---|
| <input checked="" type="checkbox"/> | Please tick one |
| <input type="checkbox"/> | Receiving Scheme Declaration (for pension transfer) |
| <input type="checkbox"/> | a) We declare that the information given above and overleaf is true and correct. |
| <input type="checkbox"/> | b) We confirm that the transfer value will be applied to provide relevant pension benefits that are consistent with HMRC conditions of approval. |
| <input type="checkbox"/> | c) If contracted out benefits are being transferred, they will be applied to provide appropriate contracted out benefits. |
| <input type="checkbox"/> | d) If a non UK scheme, we: <ul style="list-style-type: none"> - are registered as a QROPS - have not been excluded from being a QROPS. - give our authority for HMRC to give information to you about our QROPS status, and; - confirm that the legislation of the country in which our scheme is established allows us to accept a transfer from a UK Approved pension scheme. |
| <input type="checkbox"/> | Annuity Provider's Declaration (for open market option) |
| <input type="checkbox"/> | a) If contracted out benefits are being transferred, unless a spouse's/civil partner's/dependant's annuity is to be provided, contracted out benefits can only be accepted for clients aged 50 or over. |
| <input type="checkbox"/> | b) Where the fund originates from a trustee based pension scheme, the grantee of the policy will be the trustees of the purchasing scheme unless otherwise instructed. |
| Signature: | |
| Company name: | |
| Position: | |
| Date: | |