

MR P NEUDEGG- TRUSTEE
C/O PENSION PRACTITIONERS
DAWS HOUSE
33-35 DAWS LANE
LONDON
NW7 4SD

Ref : CT943662648

September 2010

Plan number: 9436626

Dear Mr Neudegg- Trustee

Fund pricing corrections

We're writing to tell you about an issue with the unit pricing of some of our funds. This meant you received an incorrect number of units in the affected fund(s). We're sorry this has happened.

You can find out more in the enclosed *Questions and answers* document.

What this means for you

We've adjusted your plan to make sure it's now in the position it would have been in if this issue hadn't occurred. The table on the back of this letter shows the affected fund(s) and the value of the adjustment(s) on the adjustment date(s).

If you no longer hold units in the affected fund(s), the adjustment(s) will have been made to your new fund(s). You'll see the correct unit holding in your next yearly statement, or straight away if you use our online services.

Our commitment to you

We'll continue to check our records to make sure that our systems hold the correct details for all our customers. If we do identify anything else, we'll let you know as soon as we possibly can.

If you have any questions about this or there's anything else we can help you with, please call our helpdesk on 08456 10 00 21. It's open from 8.30am to 5.30pm, Monday to Friday. Alternatively, you can email us at response@aegon.co.uk

Yours sincerely



Simon Skinner
Customer Services Director
Life and Pensions

Affected fund	Adjustment date	Value of adjustment
Schroder UKMid250	25/08/2010	£- 76.19

Questions and answers

Background

Q1. What is the issue?

We identified that, for one or more of the funds in your pension plan, we used incorrect unit prices. Therefore, the value of your plan is higher or lower than it should have been.

Q2. How did this happen?

Payments made to your plan are used to buy units in the funds you've chosen. The unit price for a fund can change on a daily basis. Unfortunately we've identified that some of the prices we've used were incorrect, which means that units were bought and sold at the wrong price.

Q3. How have you calculated the adjustment?

We compared the value of units bought at the incorrect unit price with the value of units that would have been bought if we had used the correct prices. Based on this comparison, we've adjusted the number of units in your plan.

Q4. I've switched all or part of my fund – how does this affect me?

If you've switched all of your units out of the affected fund, we'll adjust the number of units in your new fund(s).

If you've switched some of your units out of the affected fund, we'll adjust the number of units in the affected fund(s) and your new fund(s).

General questions

Q5. I have other plans with AEGON – are they affected by this issue?

We're continuing to check our records to make sure our systems hold the correct details for all our customers. If any of your other plans are affected by this issue, we'll let you know as soon as we possibly can.

Q6. Why haven't you contacted me earlier about this?

We're running a programme to identify and correct any underlying inconsistencies affecting our customers' plans. We're contacting affected planholders as quickly as we can.

Q7. What if I'm divorced?

If you're divorced you should consider whether you need to make anyone else aware of the adjustment.

Q8. What if I am/have been bankrupt?

If you are or have been bankrupt, you should consider whether you need to make anyone else aware of the adjustment.

Q9. The person you've written to has recently died.

The person who is dealing with his/her affairs should contact us as we'll need to take some details from them.

Q10. Has your regulator, the Financial Services Authority (FSA), been told about this issue?

Yes, we've made the FSA fully aware of this issue.

Q11. I can't recall ever having a plan with AEGON Scottish Equitable.

You held a plan with Scottish Equitable, which has been part of the AEGON Group since 1994.

Q12. Who is AEGON?

AEGON is one of the world's largest life insurance and pension companies. As a global organisation, we provide long-term saving and investment products to millions of customers around the world. AEGON's family of businesses in the UK offers pensions, protection and investments for individuals and companies.

In 2006, we began to link the AEGON name to most of our UK brands (for example, Scottish Equitable became AEGON Scottish Equitable). Over the next 18 months, we'll be shortening the AEGON Scottish Equitable name to AEGON.

You'll find more about us at www.aegon.co.uk

Find out more

Hopefully you'll have found the answers to any questions you had in this document. However, if there's anything we can help with, please contact us using the details shown on the letter.