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Phoenix Rising Retirement Benefits Scheme
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38900/50

Contact us

Phone 0345 680 1234
8.30am – 5.30pm,
Monday to Friday

Write to

Platform Client Services
Aegon
1-3 Lochside Crescent
Edinburgh Park
Edinburgh
EH12 9SE

Email

clientsupport@arc.aegon.co.uk

Dear Sir/Madam

Your Aegon statement

Thank you for investing through Aegon Retirement Choices (ARC). Your statement for the period 16 November 2019 to 15 February 2020 is enclosed. If you have both a joint Aegon account and an individual Aegon account, a separate statement pack will be sent for each.

Your statement

Your statement provides a concise view of your investments and features:

- a **Summary** showing a single view of all the product wrappers held within your Aegon account;
- a **Transaction summary** for each product wrapper showing any money into and money out of your account as well as any Aegon charges and charges paid to your adviser, and
- a **Valuation** for each product wrapper

Changes to your Terms and Conditions (T&Cs)

We're making some **changes to your T&Cs that come into effect on 1 July 2020**. Please read the 'Important Information' section following this letter for more information.

This statement provides a view and value of your investments under the above investor number at the statement date. To reduce the size of your statement and help reduce the amount of paper we use, you'll find your full transaction history online. You can visit your online account at any time, if you already have access, using your username and password. Please call us if you need help with access to the website. If you have questions relating to your investments please call your adviser.

We've also included a 'Costs and charges information' section showing the charges you've paid over the period shown in that section. It compares with the information in any illustration you received. Where your illustration estimated the charges you might pay, the 'costs and charges information' gives you the actual charges you paid and how they affected the growth of your investments. Please note that it doesn't follow the same time period as this statement.

Here to help

Aegon is a brand name of Scottish Equitable plc (No. SC144517) and Aegon Investment Solutions Ltd (No. SC394519) registered in Scotland, registered office: Edinburgh Park, Edinburgh, EH12 9SE. Both are Aegon companies. Scottish Equitable plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Aegon Investment Solutions Ltd is authorised and regulated by the Financial Conduct Authority. Their Financial Services Register numbers are 165548 and 543123 respectively.

02/03/2020

Customer details

Customer name
Phoenix Rising Retirement Benefits Scheme
Customer number
21130764

Documents enclosed

- Summary
- Transaction summary
- Valuation
- Costs and charges information

Important Information

Changes to your Terms and Conditions (T&Cs) from 1 July 2020

We've made changes to your T&Cs. They're alterations to reflect process changes we've made and to make some areas clearer to you.

If you are unhappy with the proposed changes to these T&Cs you should notify us of this. You have the right to terminate your use of the service and request that we close all your products and pay the proceeds to your UK bank account or transfer investments, or the proceeds of their sale to another provider, where applicable, at no additional cost to you.

Here's details some of the most significant changes you should be aware of:-

- If you have invested in an ARC Insured Fund and you request to sell some of the units we can delay cancelling the sale of the units in certain circumstances. The period of delay depends on whether the ARC Insured Fund is invested in property or not. We have extended the period of delay for up to 12 months even if the ARC Insured Fund is not invested in property. This change only applies to new SIPP wrappers opened from 1 July 2020 and so existing SIPP wrappers are unaffected by this change.
- We have clarified that we can change the objectives of an ARC Insured Fund so long as in doing so the risk profile is not materially changed, i.e. an ARC Insured Fund with a cautious risk profile is not changed to a high-risk profile.
- We have clarified the circumstances in which your annual charge may be discounted and the circumstances in which any such discount is removed from your annual charge.
- We have introduced a new option to use the additional permitted subscription allowance in an ISA provided by us.
- We have clarified what will happen to an investment which you have included in a model portfolio or default investment strategy and which has become suspended but then later becomes available to trade again.

You can find a copy of the 'Summary of changes' document and the new T&Cs at aegon.co.uk/arctc.



Customer number	21130764
Customer	Phoenix Rising Retirement Benefits Scheme

Transaction summary - Aegon General Investment Account (Gross) - 71629792

Money in and out ^{1 2}		Transaction	Transaction amount (£)
Date			
25/11/2019		Distribution from Cash	0.24
13/12/2019		Distribution from Jupiter Merlin Inc Portfolio I Inc	97.35
25/12/2019		Distribution from Cash	0.24
25/01/2020		Distribution from Cash	0.27

Aegon charges		Transaction	Transaction amount (£)
Date			
01/12/2019		Annual Charge	-9.40
01/01/2020		Annual Charge	-9.53
01/02/2020		Annual Charge	-9.47

Adviser charges		Transaction	Transaction amount (£)
Date			
01/12/2019		Ongoing Adviser Charge	-12.43

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Customer number	21130764
Customer	Phoenix Rising Retirement Benefits Scheme

Valuation - Aegon General Investment Account (Gross) - 71629792

Investment name	Number of units/shares	Unit/Share price (£)	Value (£)
Jupiter Merlin Inc Portfolio I Inc ³	10,137.590000	1.471100	14,913.41
Quilter Investors CrIm BI Pf R A£ ³	7,042.733000	2.130600	15,005.25
Cash			427.57
Pending ¹			0.00
		Value at 15/02/2020	30,346.23

Notes

1. Pending is the sum of monies allocated to trades that haven't settled at the end of the statement period. These include: switches, buy and sell instructions, movement of cash and incomplete rebalancing instructions. Trades typically clear within 5 business days and your current investment holdings and cash values can be viewed online, via your adviser if you have one, or by calling us. Transfers where proceeds of the transfer haven't yet been received aren't included.
2. The valuation shown is based on the latest price available at the statement closing date.
3. We'll be sending you more information on costs and charges for these investments on a yearly basis.
4. If you hold an Aegon Secure Trustee Investment plan, the total value of the plan is shown, not the value of the underlying investments. The number of units shown will reflect the total value and the unit price will always be £1.00.
5. The valuation of an Aegon Secure Trustee Investment plan doesn't take into account any guaranteed benefit you may have selected. Please speak to your adviser to find out more.
6. Corporate actions occurring during the statement period may have had an impact on your investments.



Costs and charges information

Notes

1. You may find the charge percentages are different to charges shown in any illustration you received. This is because an illustration uses potential charge figures while this document uses data we receive from the fund managers showing the actual charges applied.
2. Please remember that past performance isn't a guide to future performance. The value of an investment can fall as well as rise and isn't guaranteed. You could get back less than you originally invested. While we use the most accurate information available to us, as some of the information is provided by a 3rd party we can't guarantee the accuracy of their information. We are not responsible or liable for any loss caused by any reliance on the information contained within this document.
3. Where we don't have the specific information on charges for your investments, we've made an estimate.
4. A further fund level breakdown is available on request.





Costs and charges information

Customer details

Period covered	01/01/2019 to 31/12/2019
Customer name	Phoenix Rising Retirement Benefits Scheme
Customer number	21130764

We're providing this information to explain the costs and charges you've paid on your investments over the period above and show how they affect your account.

Total charges across all products

Charge	Charges during the period		%
	£		
Platform	109.67		0.38
Adviser	145.08		0.50
Investment charges	485.36		1.67
Total charges	740.11		2.54

The monetary figure accurately reflects charges taken from your account and include any one off and ongoing charges. The percentage is based on the charges deducted from your account, divided by the average daily value over the reporting period. If you have had significant changes in value over the reporting period the percentage may appear higher.

Average value (£) during period	29,142.86
The effect charges have had on your account	
Return before charges	14.06%
Return after charges	11.15%
Effect of charges on return	2.91%

This table illustrates how costs and charges impact the return on your investment.



01/01/2020

Ongoing Adviser Charge

01/02/2020

Ongoing Adviser Charge

-12.61

-12.53

Notes

1. Money in or Money out is any money or investments coming into or out of your account.
2. Excludes incomplete transfers or re-registrations.



Statement details

Statement period 16/11/2019 to 15/02/2020
Investor Phoenix Rising Retirement Benefits Scheme
Customer number 21130764
Adviser details Haven Global Strategies Limited

Summary

Account	Value (£) at 16/11/2019 ¹	Value (£) at 15/02/2020	Change in values (£)
Aegon General Investment Account (Gross) - 71629792	29,584.89	30,346.23	761.34
Total (£)	29,584.89	30,346.23	761.34

Notes

1. The opening value for this statement may vary from the closing value of your previous statement. This is due to market valuation changes.
2. Since the start of your statement period.
3. Investments and/or money held within our GIA, Stocks and Shares ISA and Offshore Bond wrappers are administered and protected under the current rules set out in the Client Assets Sourcebook (CASS) which is published by the Financial Conduct Authority (FCA). Assets and/or money held within our Self Invested Pension Plan (SIPP) are not subject to these CASS rules.

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If there's anything we can help you with, please contact us.

Yours sincerely

Colleen Neilson
Digital Solutions Head of Operations