



Phoenix Rising Retirement Benefits Scheme
Retirement Capital: Office 12
Venture Wales Building
PENTREBACH, MERTHYR
TYDFIL
CF48 4DR



5/002039
38900/00031

Write to
Aegon Digital Solutions
SUNDERLAND
SR43 4DL

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 May 2021 to 15 August 2021 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

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.

31/08/2021

Customer details

Customer name
Phoenix Rising Retirement Benefits Scheme
Customer number
21130764

Documents enclosed

- Summary
- Transaction summary
- Valuation



Changes to your Terms and Conditions (T&Cs)

We're making some **changes to your T&Cs that come into effect on 1 November 2021**. Please read the 'Important Information' section following this letter for more information.

Here to help

If anything is unclear you'll find a range of questions and answers that may help you at aegon.co.uk/arcstatementfaq.

Please read those Q&As as they should help you. If you still need to contact us please email clientsupport@arc.aegon.co.uk and we'll respond as soon as possible. Please note that we can't give financial advice. You shouldn't send personal or financial information if you contact us by email as email's not a secure way of sending this information.

Protect yourself from scams

Your pension and investment savings are likely to be some of your most valuable assets. Like anything valuable, they can become the target for illegal activities, scams or offers of inappropriate and high-risk investments.

Find out more about the steps you can take to protect yourself from pension and investment scams and how to avoid them – visit our 'keeping you safe' page at aegon.co.uk/support/faq/Keeping-you-safe.html. You can also find information at fca.org.uk/scamsmart and pension-scams.com

Large cash balances

Any cash balance in your cash facility within a product allows you to promptly invest when you want to and pay fees as they become due without selling invested assets.

If you have a substantial cash balance that you are not planning to invest soon, please consider if it's in your better interests to hold that balance with your own current or savings account provider.

If you'd like a large print, Braille or audio CD version of this document, please contact us on 0345 680 1234 (call charges will vary) or at aegon.co.uk/onlineform. We're always here to help, so if you need some additional support from us please let us know.

Yours sincerely

A handwritten signature in black ink that reads "Graham MacLeod".

Graham MacLeod
Head of Digital Solutions,
Customer Services

Important Information

Changes to your Terms and Conditions (T&Cs) from 1 November 2021

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 terms and conditions you should notify us of this. You have the right to terminate your use of the service and request that we close your products. All charges and payments due before closing your products would still be due to be paid in the event of closure. The options you have on closing your product will depend on the type of product and investments you hold. For example, if you hold a pension product, we will be unable to pay the proceeds of any sale to your UK bank or building society account and you will have to request to transfer to another registered pension scheme. You should also speak to your adviser if you have one about your options before making any decisions.

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

- The way in which the 'forced disinvestment' process, also known as cash top-up, works is changing. If your cash facility does not hold enough cash to meet any payments that are due to be made from the cash facility of your product wrapper, or the balance of the cash facility has fallen below the required minimum balance and you have not taken any steps to remedy this, we can sell your investments in order to generate enough cash to meet the payments that are due and/or to bring the cash balance up to the minimum amount. Currently if we have to sell investments as part of the cash top-up process, and if you hold more than one investment, we sell holdings in your largest realisable investment in the first instance. If the sale from the largest realisable investment does not generate enough cash to meet the payments due we will then sell holdings in the next largest realisable investment, and so on.

- We are changing the cash top-up process and this will now depend on the amount of cash required to meet any payments. If the amount required is:

Less than 0.25% of the current value of the wrapper we'll sell enough from the largest realisable investment to meet the payment out,

or

0.25% or more of the current value of the wrapper we'll sell proportionately from the product wrapper to meet the payment out, which means that your investment allocation will remain the same.

- If you only hold one investment in your product wrapper and we are required to sell holdings, the cash top-up process will continue to operate as it currently does.

- We have updated how we deal with re-registration of your investments both for transfers in and transfers out. If we are receiving investments from another platform we will check to see if there is a different fund class in the same investment with a lower charge and if so once the transfer to us is complete we will ask the fund manager to convert to the fund class with the lower charge. If you are transferring your investments with us to another provider we have added a clause to specify that if the receiving provider holds a different fund class to the one that we hold then we may need to convert to that fund class before we make the transfer.

- Our contact details have been updated throughout the terms and conditions.

- We have updated our complaints clauses to include more details on how you can refer complaints to the Financial Ombudsman Service and the Pensions Ombudsman. Reference to the European Union (EU) online dispute resolution platform has been removed following the UK's departure from the EU.

- We have made updates to our clauses in relation to verifying your identity and the source of any money you invest with us to make it clear the need to verify both your identity and the source of money throughout the time that you hold your product wrapper not just when it is first opened.

- In the ISA specific conditions, we have inserted a new clause regarding partial ISA transfers. If you instruct us to transfer part of your ISA to another ISA manager current year subscriptions must be transferred in full. If you instruct a cash transfer, there may be fluctuations in the value of your investments while the sale of your



Statement details

Statement period
Investor
Customer number
Adviser details

16/05/2021 to 15/08/2021
Phoenix Rising Retirement Benefits Scheme
21130764
Haven Global Strategies Limited

Summary

Account	Value (£) at 16/05/2021 ¹	Value (£) at 15/08/2021	Change in value ⁵ (£)
Aegon General Investment Account (Gross) - 71629792	31,857.90	33,024.04	1,166.14
Total (£)	31,857.90	33,024.04	1,166.14

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.



Customer number 21130764
Customer Phoenix Rising Retirement Benefits Scheme
Transaction summary - Aegon General Investment Account (Gross) - 71629792

Money in and out^{1,2}

Date	Transaction	Transaction amount (£)
25/05/2021	Distribution from Cash	0.02
15/06/2021	Distribution from Jupiter Merlin Inc Portfolio I Inc	98.81
25/06/2021	Distribution from Cash	0.02
25/07/2021	Distribution from Cash	0.02

Aegon charges

Date	Transaction	Transaction amount (£)
01/06/2021	Annual Charge	-6.71
01/07/2021	Annual Charge	-6.80
01/08/2021	Annual Charge	-6.81

Adviser charges

Date	Transaction	Transaction amount (£)
01/06/2021	Ongoing Adviser Charge	-13.42
01/07/2021	Ongoing Adviser Charge	-13.59



-13.62

01/08/2021

Ongoing Adviser Charge

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.



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	1.567000	15,885.60
Quilter Investors Crim BI Pf R AC ³	7,042.733000	2.354100	16,579.30
Cash			559.14
Pending ¹			0.00
		Value at 15/08/2021	33,024.04

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.