



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

4/001199
38900/00019

Write to
Aegon Digital Solutions
SUNDERLAND
SR43 4DL

Visit
aegon.co.uk/support

Dear Sir/Madam

01/12/2022

Your Aegon statement

Thank you for investing through Aegon Retirement Choices (ARC). Your statement for the period 16 August 2022 to 15 November 2022 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

Customer details

Customer name

Phoenix Rising Retirement Benefits Scheme

Customer number

21130764

Documents enclosed

- Summary
- Transaction summary
- Valuation

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.

Changes to your Terms and Conditions (T&Cs)

We're making some changes to your T&Cs that come into effect on 31 December 2022. Please read the 'Important Information' page 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 go to aegon.co.uk/support to find the best way to contact us. Please note that we can't give financial advice.

Protect yourself from scams

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.



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 your personal circumstances mean you need any additional support, or if you'd like a large print, braille or audio CD version of this document, please call 0345 680 1234 (call charges will vary) or visit aegon.co.uk/support

Yours sincerely

Graham MacLeod
Head of Digital Solutions,
Customer Services

Important Information

Changes to your Aegon Retirement Choices Terms and Conditions (T&Cs) from 31 December 2022

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

If you're 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 all 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 products 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.

- We've included a provision to state that while we are processing a re-registration out, if your income option is to reinvest, we will credit any income received during the transfer to your cash facility. This is to prevent any delays with re-registration of assets.
- We've clarified taxation on GIAs and removed reference to Gross GIA.
- We've clarified our process on death to confirm that at 3 years after your date of death, assets will be moved out of your ISA wrapper and into either your existing GIA if you have one or one that we open for you.
- For customers who hold funds in a model portfolio we've clarified that we won't directly inform you of any fund events or corporate actions with the exception of fund suspensions.

- We've clarified that rebates on investments in your Aegon GIA will be paid net of basic rate tax, which will be deducted at source and paid to HMRC. It is your responsibility to correctly account for or reclaim any tax due.
- We've clarified our process for receiving instructions in relation to Discretionary Fund Manager charge payments. Instructions to us to pay the DFM charge payment will be received from you or your adviser if you have instructed them to do so on your behalf.
- We've updated our Sanctions section to clarify that where we or the investment provider of any investments in your product wrapper are subject to any sanctions or regulatory restrictions it includes sanctions and regulatory restrictions in the UK or any other jurisdiction.
- We've updated our process for changes to regular contributions. We need to receive any instructions not less than 12 business days before the collection of your next contribution for them to take effect for that collection.

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



Statement details

Statement period
Investor
Customer number
Adviser details

16/08/2022 to 15/11/2022
Phoenix Rising Retirement Benefits Scheme
21130764
Haven Global Strategies Limited

Summary

Account	Value (£) at 16/08/2022 ¹	Value (£) at 15/11/2022	Change in values (£)
Aegon General Investment Account (Gross) - 71629792	31,569.33	30,228.01	-1,341.32
Total (£)	31,569.33	30,228.01	-1,341.32

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

Money in and out^{1 2}

Date	Transaction	Transaction amount (£)
25/08/2022	Distribution from Cash	0.73
15/09/2022	Distribution from Jupiter Merlin Inc Portfolio I Inc	99.73
25/09/2022	Distribution from Cash	0.85
25/10/2022	Distribution from Cash	1.09

Aegon charges

Date	Transaction	Transaction amount (£)
01/09/2022	Annual Charge	-6.43
01/10/2022	Annual Charge	-6.14
01/11/2022	Annual Charge	-6.11

Adviser charges

Date	Transaction	Transaction amount (£)
01/09/2022	Ongoing Adviser Charge	-12.85
01/10/2022	Ongoing Adviser Charge	-12.29

Aegon is a brand name of Scottish Equitable plc (No. SC144517) and Aegon Investment Solutions Ltd (No. SC394519) registered in Scotland, registered offices: 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.



-12.23

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.

6 of 7
SG-336-19/08/2022



Customer number 21130764
Customer Phoenix Rising Retirement Benefits Scheme
Valuation - Aegon General Investment Account (Gross) - 74629792

Investment name	Number of units/shares	Unit/Share price (£)	Value (£)
Jupiter Merlin Inc Portfolio I Inc ³	10,137.590000	1.442400	14,622.46
Quilter Investors Cdtm BIPFR AE ³	7,042.733000	2.112300	14,876.36
Cash			729.19
Pending ¹			0.00
		Value at 15/11/2022	30,228.01

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.