

Dear Adviser,

Important information about future changes

Further to our previous letter regarding commission thresholds, we want to let you know about an alteration to your commission statement and a change to how we interact with you in the future.

Your commission statement

As you know, we are planning to move policies to our own administration system towards the end of the year.

After the move takes place there will be some small changes to your commission statement:

- we currently quote the life assured's name on the statement. In the future this will be the policyholder's name.
- all adviser charges will be re-named and known as Facilitated Adviser Charges. All charge types will no longer be shown individually on statements and charges will be combined and shown at policy level under the title 'Facilitated Adviser Charges'.

Requests on behalf of your client

Currently we accept a number of requests made by financial advisers on behalf of their clients, such as switching funds or changes to payments.

Switches on behalf of their client will continue to be accepted where a delegated switching authority is held, and all current delegated switching authorities will continue to apply.

In the future, before we can accept instructions from you to change a payment, in or out, we will require a written authority from your client – either a letter or email.

Information on changes as a result of the forthcoming policy migration

You can keep up to date with changes that you or your clients will see as we move closer to the change in administration system by regularly visiting the Adviser Hub at www.reassure.co.uk/advisers. We'll continue to post new information, plus copies of emails and letters sent to customers, over the coming weeks.

If you have any questions, or need more information, you can send us a message at reassure.co.uk/contact-us or contact us on 0808 171 2600 between 9am and 5pm, Monday to Friday, not including bank holidays.

Yours faithfully,



Matt Cuhls
CEO ReAssure Ltd

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