

Date: <insert letter date>

Our reference: RLL2.1

<insert PH name>
<insert address 1>
<insert address 2>
<insert address 3>
<insert address 4>
<insert address 5>

Policy Number: <insert policy number>

Dear <Title> <Surname>

Changes to the way we administer your drawdown policies

Later this year, we're making some changes to the way we administer drawdown policies. Some of these changes may be relevant to you, and some may not. We may also write separately about other upcoming changes.

How we tell you about your payments

If you receive regular drawdown income, you'll no longer receive a unit statement or payslip after each payment. Instead, you'll get this information in your annual statement and P60. You can also check your policy on our customer portal ReAssure Now.

In recognition of the savings this will generate we're going to donate **£10** to our nominated charity, Samaritans, on your behalf. This will have no effect on your payments, which will continue as before.

If you take any one-off payments you'll get a payment confirmation letter and a P60.

Regular letters from us

We're changing the dates when we send letters about your policy:

- If you have a capped drawdown policy (the government sets your maximum income):
 - your annual statement and GAD review will be sent separately,
 - your annual statement will be sent 42 days before your policy anniversary,
 - your GAD review will be sent on your policy anniversary.
- If you have a flexi access drawdown policy (you decide how much income you take):
 - your annual statement will be sent six months before your birthday.

Continue investing past 75

At the moment, the money in your drawdown policy is moved out of investment funds when you reach 75 and held as cash until you decide what you want to do with it. We're changing this so you'll be able to keep your policy invested with us for as long as you want.

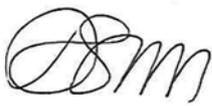
If your income exceeds the GAD limit (capped drawdown only)

Currently, if your income takes you over the GAD limit, your capped drawdown policy is automatically converted to flexi access. In future, we'll adjust your payments so they remain within the GAD limit and will only convert your policy to flexi access if you ask us to.

Here to help

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 sincerely



Donna Sim
Head of Operations – ReAssure Life

EXAMPLE