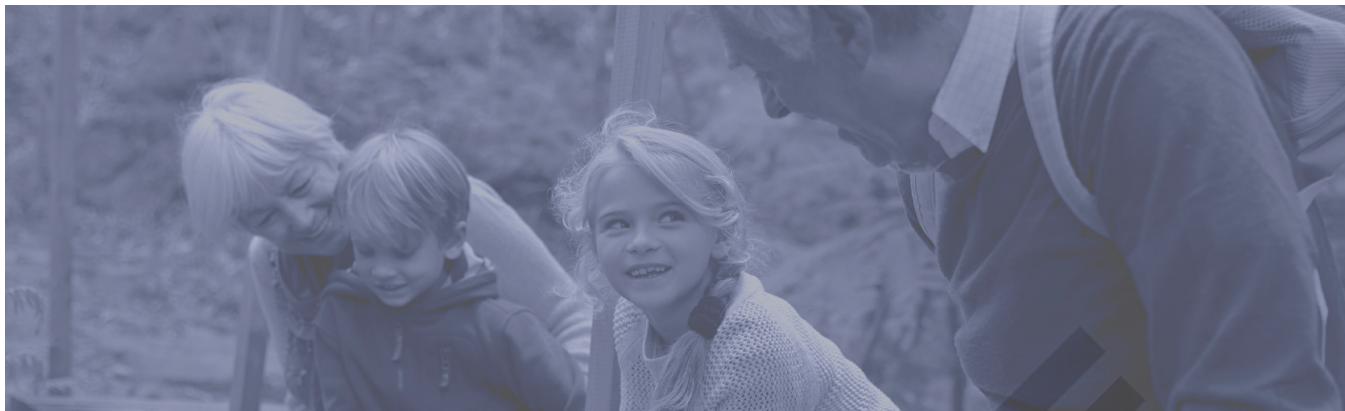


Your questions answered about the rebrand to ReAssure



ReAssure



Who is ReAssure?

The ReAssure group is one of the largest life and pension providers in the UK, looking after £41 billion of assets and 2 million policies on behalf of our customers. This experience, together with our award winning customer service and 99% claims paid record in 2019 makes us a safe and trusted home for all types of policies.

In recent years, we have acquired blocks of policies from Legal & General, Guardian Financial Services, HSBC Life and Barclays Life. It's this track record that makes ReAssure a safe and trusted home for all types of policies.

When did the sale of Old Mutual Wealth Life Assurance happen?

The sale was completed on 31 December 2019, following a thorough process to ensure customer outcomes were safeguarded and receipt of regulatory approval.

Why did Quilter decide to sell the Old Mutual Wealth Life Assurance business to ReAssure?

This decision to sell Old Mutual Wealth Life Assurance was not taken lightly and came after a strategic review by the Quilter Board. They concluded that it is in the longer-term best interests of customers that their policies are managed by ReAssure, a company focussed on managing legacy life insurance policies. The sale was subject to regulatory approval to ensure customer outcomes were safeguarded.

Here's what Quilter had to say about the deal:

We believe ReAssure is an excellent home for Old Mutual Wealth Life Assurance as it's a well-established, highly regarded company that is committed to delivering excellent customer outcomes and has values similar to our own.

What is changing now?

On 13 June 2020 Old Mutual Wealth Life Assurance will become ReAssure Life Limited, and for future communications we'll simply use ReAssure on our letters, website and any literature we send you.

We're not making any changes to the terms and conditions of your product as a result of the change in brand. Your policy number and any benefits it provides will stay the same.

Your investment choices are also unaffected, and you will still have the same fund range available to you.

Why are we making the change?

Using the ReAssure brand will make it easier to give our customers easy access to the tools and services we provide.

This is just the first step in welcoming you to ReAssure. In 2021 we are planning to move policies to our industry-leading administration system. This will bring you closer to the service and proposition enjoyed by current ReAssure customers, including our new secure online portal **ReAssure Now**.

Changes at a glance



	Rebrand	System change
Brand	 	
Company name	Old Mutual Wealth Life Assurance Limited	ReAssure Life Limited
Policy Provider	Policies will continue to be provided by the same company, but its name will change from Old Mutual Wealth Life Assurance Limited to ReAssure Life Limited	No change
When?	13 June 2020	TBC - expected mid 2021
Main changes	We'll start to communicate with you as ReAssure instead of Old Mutual Wealth	<ul style="list-style-type: none">Change to lettersAccess to ReAssure Now online portalSome contact details may change

What is ReAssure Life Limited?

ReAssure Life Limited will be the new name for the legal entity Old Mutual Wealth Life Assurance Limited from 13 June 2020. You may see it referenced in a few places, for example in company letterhead, from 13 June 2020 but our customer brand will be ReAssure.

I have more than one Old Mutual Wealth policy, will they change to ReAssure?

The policies that will change are all Old Mutual Wealth Life Assurance policies, which is also known as the Old Mutual Wealth 'Heritage' business.

There will be no impact on investment and pension products held on the Old Mutual Wealth platform.

Here's a list of products that are part of the business acquired by ReAssure and will be included in the rebrand.

Personal and Section 32 pensions

- Personal Pension Scheme (PPS)
- Personal Pension (PP1 – PP6)
- Buy Out Bond (BB6)
- Personal Contracted Out Bond (PCO)
- Personal Retirement Account (PRA)
- Select Personal Pension Account (SPA)
- Free Standing Pension (FS1 – FS4)
- Free Standing AVC Account (ACA)
- Framlington Monthly Premium Pension Plan (FRM)
- Framlington Single Premium Pension Plan (FRS)
- Framlington Annual Premium Pension Plan (FRA)
- Skandia Pension Plan (SPP)
- Independent Pension Plan (IPP)
- Independent Pension Bond (IPB)

Pension bonds

- Series 2 Pension Trustee Bond (TI2)
- Series 5 Pension Trustee Bond (TI5)
- Series 6 Pension Trustee Bond (TI6)
- Trustee Retirement Account (TRA)
- Institutional Investment Plan (IIP)

Drawdown

- Personal Retirement Income Account (DAA)
- Personal Pension Income Plan (DA1 – DA3, DA6)

Occupational pensions

- Employees Benefit Plan (EBP)
- Directors Plan (DP)
- Self-Administered Retirement Plan (SRP)
- Executive Pension Plan (EPP)
- Self-Administered Pension (SAP)
- Executive Pension Scheme (EPS)
- Executive Pension (EP1 – EP6)
- Executive Retirement Account (ERA)

Savings

- Maximum Investment Plan (MIP)
- Skandia Endowment Plan (SEP)
- Capital Accumulation Plan (CAP)

Bonds

- Capital Investment Bond (CIB)
- Flexible Investment Bond (FIB)
- High Investment Bond (HIB)
- Capital and Income Bond (CAB)
- Skandia Investment Bond (SIB)
- Assured Performance Bond (APB)
- Skandia Distribution Bond (SDB)
- PETA Bond - Pure Endowment and Term Assurance (PEB)
- Enhanced Allocation Bond (EAB)

Protection/Insurance

- The Skandia Plan (TSP)
- Skandia Lifetime Plan (SLP)
- Permanent Protection Plan (PPP)
- Protect Life Cover (LC1)
- Protect Critical Illness Cover (CI1)
- Protect Long Term Care (LT1)

How should I contact you after the change?

Not much will change as a result of the rebrand, other than you'll be writing to, or speaking with, ReAssure. Our customer contact email address will be ask@reassurelife.co.uk. If you normally correspond with us by email, email addresses will end with @reassurelife.co.uk. The postal address and phone number won't change because the same experienced people based in the same office location in Southampton will be looking after your policy.

Can I still view policy information online?

If you use the Old Mutual Wealth Online Customer Centre you'll still be able to access your policies online by using the ReAssure Online Customer Centre. This will provide all of the same information and services that you access now. It will be available through the ReAssure website at reassure.co.uk. When you first access the ReAssure Online Customer Centre you will be asked to reset your password. Full instructions will be provided. If you have other policies that remain part of the Old Mutual Wealth platform, you'll still be able to view them using your existing online services, you just won't be able to view ReAssure policies alongside them.

Can I still use Old Mutual Wealth forms after the rebrand takes place?

In almost all cases you will still be able to use Old Mutual Wealth-branded forms, although anything we send you from 13 June 2020 will be branded as ReAssure. In the unlikely event you return a form to us that we can't accept, we'll contact you to let you know what you have to do.

Will I see any changes with my Direct Debit?

The good news is that you won't need to do anything to continue paying by Direct Debit and the change of name won't affect the service you receive. You won't need to complete a new Direct Debit mandate as information confirming the change will have been given to your bank.

Your bank statements will change to show payments being taken by ReAssure after the change of name. Payments due up to 13 June 2020 will show as collected by Old Mutual Wealth, and any payments due after this date will show as collected by ReAssure.

Your bank may also contact you separately to tell you about this change. Your payments will continue to be covered by the Direct Debit Guarantee.



The Direct Debit Guarantee

- This guarantee is offered by all banks and building societies which accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, ReAssure Life Limited will notify you five working days in advance of your account being debited or as otherwise agreed. If you request ReAssure Life Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by ReAssure Life Limited or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when ReAssure Life Limited asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

I pay by Standing Order, cheque or Electronic Fund Transfer (also known as BACS). Is there anything I need to do?

All account details will stay the same, but you should ask your bank to change your instruction so the recipient is 'ReAssure'. If you pay by cheque, make these payable to 'ReAssure'.

Will there be any changes to payments I currently receive from Old Mutual Wealth?

There will be no change to the amount or frequency of your payments as a result of the rebrand. The only change you'll notice is that payments will be from ReAssure.

Will I still be protected by the Financial Services Compensation Scheme?

Yes, following the rebrand your investments and insurance policies with ReAssure will still be covered by the Financial Services Compensation Scheme, in the same way as before.
<https://www.fscs.org.uk/>

Does my financial adviser know about the change?

Yes, financial advisers have been fully informed about the change to ReAssure and the rebrand of your policy to ReAssure doesn't affect your relationship with your adviser.