



March 2020

Mr A B Sample  
1 Sample St  
Sample  
Sampleshire  
SA1 2MP



**Policy numbers:** 12345678  
**Policy types:** Whole of life  
**Unique ID:** 000000

Dear Mr Sample,

## **WE WANT YOUR FEEDBACK ON OUR PROPOSAL**

You took out a number of with profits life insurance policies with United Friendly in [year], most likely when a door-to-door collector called at your home. Your policies transferred to Royal London on 1 January 2001 and we've been looking after them ever since. Each of your policies will be based on your life or on the life of someone else such as a spouse.

We manage United Friendly policies like yours in their own fund called the United Friendly Industrial Branch Fund (**UFIB Fund**). Within this fund we hold a pot of money called the **Estate** which helps to protect your policies against future risks and helps to meet rules set by our regulators.

### **Your share of the Estate is currently uncertain**

As the UFIB Fund is closed to new policies, it's getting smaller as policies pay out. This means the amount of money we need to hold back in the Estate is also getting smaller. We're currently able to share out some of this money by increasing the value of your policies each year and by potentially adding an extra amount each time one of your policies is claimed.

We don't know how much of the Estate we'll be able to share when each of your policies is claimed. This is because we don't know when each of your policies will be claimed or how big the Estate will be at that time.

### **We want to give you more certainty**

We want to help you and your family plan for the future with more certainty. We have a proposal which would let us share out more of the Estate with policyholders like you **sooner** than would otherwise be the case. This would increase the current value of your policies and give you **more certainty** over the amount we'll pay you or your family when each of your policies is claimed.



**Nothing is happening to your policies right now but it's important you send us your feedback.**

### **What you need to do now**



We'll only go ahead with our proposal if policyholders like you are supportive. Your views are very important to us.

After you've read the information in this pack, please tell us what you think about our proposal by **29 May 2020**. You can do this:



**By Post** – complete the **Feedback form** and send it in the **postage paid return envelope** provided; or



**Online** – visit [royallondon.com/scheme2020](http://royallondon.com/scheme2020)

## If our proposal goes ahead...

- The **Royal London Open Fund** will take on responsibility for holding back enough money to protect your policies against future risks and to meet rules set by our regulators.
- In exchange for this, and to help cover costs associated with our proposal, an amount will be taken from the Estate and paid to the Royal London Open Fund.
- We'll be able to share the rest of the Estate with policyholders like you by increasing the value of your policies by a known percentage when we implement our proposal. This will secure your share of the Estate at that point.

So our proposal involves you **giving up** some of the Estate to **gain** more certainty over your payout. We plan to use a court approved process to offer this exchange. Before that process can begin, we want your feedback on our proposal by **29 May 2020**.

If our proposal doesn't go ahead, everything will stay as it is today. The amount that we'll be able to increase the value of your policies by from the Estate will remain exposed to future risks and could be higher or lower than under our proposal.



It's important that you read the **Your guide to our proposal** booklet we've included in this pack. The booklet sets out important details about our proposal.

## Why is Royal London doing this?

Our proposal would allow us to give policyholders like you a known share of the Estate. This means you'll have more certainty over the amount we'll pay you or your family when each of your policies is claimed. We're making our proposal now so as many policyholders like you as possible can benefit from it.

Our proposal is also part of our plan to simplify and modernise the way we do things for the benefit of our longstanding customers. Our proposal will help us become a more efficient business. This will reduce our costs. We'd be able to share any savings with our policyholders through lower charges and higher payouts.

## What happens next?

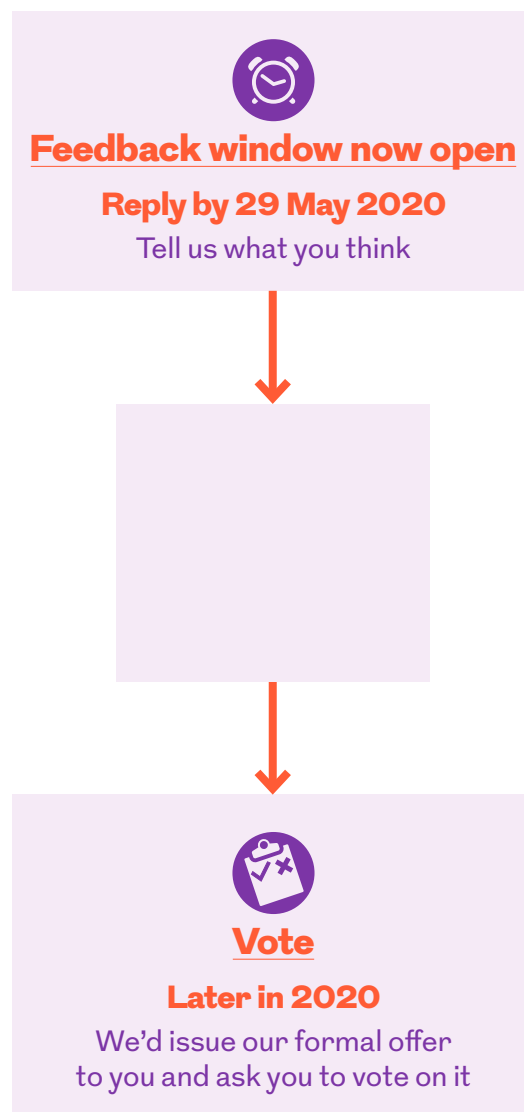
If policyholders like you are supportive of our proposal, we'll go to the High Court of Justice in England and Wales to ask for approval to make you a **formal offer** later this year. The High Court hearing will be held at Rolls Building, Fetter Lane, London EC4A 1NL.

To keep us on track, we've provisionally booked it for **1 July 2020**.

If the High Court gives us the go ahead, we'll write to you again later this year with a formal offer and ask you to vote on it. We'll send you more information about the voting arrangements at the time.

If policyholders like you vote in favour of the formal offer, we'll go back to the High Court and ask for its final approval. We expect the earliest our proposal could take effect would be **31 December 2020**.

The legal process is quite technical. You can find out more about it in the **Important legal information** section of the **Your guide to our proposal** booklet.



## Where to find more information

If you have any questions about the information in this pack, you can call us on **0345 600 4116** (or **01625 718330** if you're calling from outside the UK) between 8am and 6pm Monday to Friday (excluding bank holidays). Please have your policy numbers (which you can find at the start of this letter) to hand. A trusted friend or family member may call on your behalf. Just make sure that you're with them when they call.

You can also read the information in this pack on our website at [royallondon.com/scheme2020](https://royallondon.com/scheme2020)

Yours sincerely



**Barry O'Dwyer**  
Group Chief Executive

**We're happy to provide your documents in a different format, such as Braille, large print or audio – just ask us by calling 0345 600 4116 (or 01625 718330 if you're calling from outside the UK).**



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