



0870 85 01 986
Mon – Thurs, 8.00am – 6.00pm
Fri – 8.00am – 5.00pm

Royal London House
Alderley Road
Wilmslow, Cheshire
SK9 1PF

PRIVATE & CONFIDENTIAL

March 2015

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Reference: [SCHCAT], [SCHREF]

Dear Sir / Madam

Workplace pension scheme members that have left service

We're making some changes to our Retirement Solutions workplace pension schemes that will affect your client(s) with Royal London schemes.

We've reviewed the membership of our workplace pension schemes and have identified a number of members that we believe are no longer employed by the sponsoring employer, for example because no contributions have been made for more than a year.

From April we'll move these members who are not contributing ('paid up' members) and who are no longer employed by your client(s) from the scheme into their own individual 'continuation plans'. We'll not re-price these plans and we'll continue to pay commission to you, where applicable, unless you or the members notify us that you're no longer offering a service to them.

The changes will apply to paid up members of the following contracts:

- Retirement Solutions Group Personal Pension Plan
- Retirement Solutions Group Stakeholder Pension Plan

Initially the changes will only affect active workplace schemes and not those where the entire scheme is made paid up.

We'll write to these members once their plan has been changed.

Why are we making this change?

This change means we can administer our workplace pension schemes more efficiently and that employers are only able to access plan information for their current employees. We already move members who have newly left service from schemes and put them into their own individual 'continuation' plans. We're now extending this approach to those who've previously left employment but remained within their original scheme.

Page 1 of 2

Moving these members into their own individual continuation plans also means that, provided you're still providing a service for these ex-employees, existing commission arrangements do not need to stop from April 2016. The existing product charges will remain unchanged on these plans.

These plans are closed to new contributions and if these members want to restart contributions they'll need to set up an alternative plan.

What do you need to do?

Please identify any paid up members that you're no longer advising and confirm them to us.

We can provide you with a list of the members we're intending to move to continuation plans, on request.

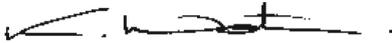
You may also want to discuss this with your client(s).

We'll contact your client(s) directly from **18 March 2015** if their workplace pension scheme is affected.

Any questions?

If you have any questions, please call us on **0870 850 1986** or email us at **chargecapteam@royallondon.com**.

Yours faithfully



Kenny Watson
Head of Customer Commitments