



Private & Confidential

[Title] [FirstName] [LastName]
[AddressLine1]
[AddressLine2]
[AddressLine3]
[AddressLine4]
[Postcode]



**IMPORTANT INFORMATION
ABOUT YOUR
PLAN**

ACTION REQUIRED

Included with this letter:

Personal details and declaration
confirmation statement

Change instruction form

< Day Month 2020 >

Dear [FirstName] or if blank [Title/LastName]

Scheme name: <Scheme name>
Scheme number: <Scheme number>

Welcome to Royal London

We're delighted to have received a request for you to join your employer's Royal London workplace pension scheme.

You'll find more detailed information about your plan in your full welcome pack. You may already have received this pack, but if not we will send you it once we've received your first contribution from your employer.

Once your plan is set up you will be able to keep track of it 24/7 by downloading our mobile app. Visit the **App Store** or **Google Play** to download it.

Are your details right?

In the meantime, we want to make sure that we've been given all the right personal details for you. This will help us to manage your plan in the best way for you, and to make sure we can get in touch with you about your plan when we need to.

If you've already opted out of joining your employer's scheme, please ignore this letter.

What do you need to do next?

Please read the **personal details and declaration confirmation statement** carefully. **If your personal details, and the declarations we've made on your behalf, are correct you don't need to do anything.**

You'll only need to get in touch if any of your personal details aren't correct, or if you don't agree with any of the declarations we've made on your behalf.



Customer Service Team

Royal London
PO Box 413
Wilmslow
SK9 0EN

Tel: **0345 60 50 050**
Mon-Thur **8:00am-6:00pm** and
Fri **8:00am-5:00pm**.

If any of your personal details aren't correct, it's important that you let us know within 30 days of the date of this letter. It's simple, just complete the **change instruction form** enclosed, and return it to us. We've provided a reply-paid envelope for you to use. Alternatively, you can provide us with details of any changes to your personal details online at www.royallondon.com/AEchangedetails

Getting in touch

If you'd like more information before then, speak to your employer, or give us a call on [xxxxxxx]. Our customer service teams can give you more information about your new plan, but they can't give you financial advice.

Yours sincerely

[Team manager name]

Team Manager

We've included the following documents in this pack:

Personal details and declaration confirmation statement

So we can manage your plan effectively, we want to make sure that your personal details are correct. We also need to make declarations to HM Revenue & Customs (HMRC) on your behalf so that we can reclaim basic rate tax relief from them on any contributions you make to your workplace pension plan. The tax relief is added to your plan to boost your retirement savings.

Change instruction form

If any of your personal details shown on the **personal details and declaration confirmation statement** are incorrect, or if you don't agree with any of the declarations we've made on your behalf, you can use this form to let us know.

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