

**Private and confidential**

[CLIENT\_TITLE] [CLIENT\_FORENAME] [CLIENT\_SURNAME]  
[POL\_ADDRESS\_1]  
[POL\_ADDRESS\_2]  
[POL\_ADDRESS\_3]  
[POL\_ADDRESS\_4]  
[POL\_PCD]

Your reference: [CLIENT\_REF]

<January 2022>

## [Confirmation of the changes we've made to your workplace pension plan

Dear [Title Surname] [Sir/Madam]

Policy number[s]	Product[s]
[POLICY_NUMBER]	[PRODUCT_GROUP]
[POLICY_NUMBER]	[PRODUCT_GROUP]
[POLICY_NUMBER]	[PRODUCT_GROUP]

We wrote to you in August 2021 to let you know that with the support of our Independent Governance Committee (IGC), we're reviewing our existing schemes to make sure we're giving value for money. During this review, we identified a group of customers, including yourself, which we needed to get in touch with and find out if commission payments were to continue on your plan.

### An update

Within our letter we asked you to let us know your decision by specific date. As we didn't hear from you and in accordance with our previous mailing, we stopped paying ongoing commission with effect from 1 December 2021 and we've reduced your plan charge by the same rate of ongoing commission previously paid.]

### [We've made additional value for money changes

In addition to the commission changes and reductions to your plan charges, we've made further improvements which also came into effect from 1 December 2021 and reduced the plan charges even further for you.]



### Customer Service Team

Royal London  
Royal London House  
Alderley Park  
Congleton Road  
Nether Alderley  
Macclesfield  
SK10 4EL

Tel: 0345 300 1805  
Mon-Thur 8:00am-6:00pm and  
Fri 8:00am-5:00pm.



### Visit our website

[royallondon.com/igc-ongoing-charges]

[royallondon.com/igc-plan-charge]

# [We've reduced your plan charges

Dear [Title Surname] [Sir/Madam]

Policy number[s]	Product[s]
[POLICY_NUMBER]	[PRODUCT_GROUP]
[POLICY_NUMBER]	[PRODUCT_GROUP]
[POLICY_NUMBER]	[PRODUCT_GROUP]

With the support of our Independent Governance Committee (IGC), we've reviewed the charges we're offering on our existing schemes to make sure we're giving value for money. These changes came into effect from 1 December 2021 and reduced the plan charge we'll apply to your plan.]

## [Retirement Solutions

We've reduced the plan charges to a maximum annual management charge of 1% p.a. [This excludes any transfer value enhancement options.]]

## [GPS

[We've reduced the charge we're applying to any ongoing regular contributions. We'll now invest the total amount that's being paid into the plan and we won't reduce the amount being paid to cover a plan charge.]

[Going forward, we'll waive any regular premium charge which is currently charged on top of the annual management charge.]

[As your annual management charge is currently greater than 1% p.a., it will be reduced to 1%p.a. [This excludes any transfer value enhancement options]]

We're not changing any exit or alteration charges.]

## [GPP86

We're making changes to some of our Talisman Group Personal Pension Plans (GPP86) that have ongoing regular contributions. These changes will effectively reduce the impact of the plan charges on your savings. Due to the nature of the charging structure on your plan, we'll continue to apply charges at the existing rate, however we'll also add a series of additional lump sum payments to your plan. The effect of these additional payments will be to ensure that the full value of the contribution received is invested. For tax purposes, we'll apply this payment, and it'll show on your yearly statement, as a Transfer Value payment.

A contribution covering the period up to 31 December 2025 was added on 1 December 2021.

Exit and alteration charges will continue to apply.]

## What you need to do

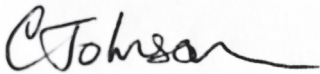
You don't need to do anything.

If you want to know what your new plan charge will be you can:

- log into online service or the mobile app
- look at your next yearly statement, generated after 1 January 2022
- speak to our dedicated servicing team.

If you have any other questions or want to find out more, speak to your financial adviser or you can visit our website at [[royallondon.com/igc-ongoing-charges](https://royallondon.com/igc-ongoing-charges)] [[royallondon.com/igc-plan-charge](https://royallondon.com/igc-plan-charge)] or speak to our dedicated servicing team on **0345 300 1805**.

Yours faithfully



**Carrie Johnson**

UK Product Director, Royal London

SAMPLE

**We're happy to provide your documents in a different format, such as Braille, large print or audio, just ask when you get in touch.**

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