



FM06
Phoenix
[Address]

Mr A Customer
1 The Street
Town
Postcode

Tel: 0845 070 4060
Date: July 2006
Customer Ref: PLL123456789

Dear Policyholder

As you have a policy with Phoenix Life Limited, we are writing to tell you about some changes we are planning, which will enable us to run our business more effectively and efficiently.

The changes

Following the merger, last year, of Resolution Life Group Limited and Britannic Group plc to form Resolution plc, we are now proposing to transfer the life insurance businesses of the following six Resolution companies into Phoenix Life Limited:

- *Alba Life Limited*
- *Britannic Assurance plc*
- *Britannic Retirement Solutions Limited*
- *Britannic Unit Linked Assurance Limited*
- *Century Life plc*
- *Phoenix Life & Pensions Limited*

The transfers will take place on 31 December 2006, subject to High Court approval.

The terms and conditions of your policy will not change as a result of this transfer.

What you should do next

We would encourage you to read the enclosed information to make sure you understand our proposals.

If you are happy with the proposals you don't need to do anything.

If you have any questions or concerns, you can look at the proposal documents on our website or call us on our helpline. You will find the website address and the helpline number below.

If you remain concerned that the proposals could adversely affect you, you have the right to raise your concerns with the High Court, as explained in the enclosed booklet.

Protection for policyholders

Your interests as a policyholder are being protected by a rigorous approval process which includes:

- close consultation with the Financial Services Authority, our industry regulator;
- the appointment of an Independent Expert to review the impact of the transfer on policyholders;
- approval by the High Court.

The High Court must be satisfied that the proposals meet all the necessary legal requirements and are fair to policyholders. The High Court will take into account any representations made by policyholders who are concerned that they would be adversely affected. More detail on this is provided in the enclosed booklet.

Further information

To help you to understand our proposals and to let you know how you can raise any concerns that you may have, we enclose the following material:

- **'Simplifying our business'** - a booklet which includes a summary of the key elements of our proposals and a summary of a report by the Independent Expert into the effect of the proposals on policyholders
- **'Your questions answered'** - a leaflet that answers a number of questions which you may have.

If you have any questions about this letter or the accompanying material, please visit our website at www.phoenixlifegroup.co.uk or call our helpline on 0845 070 4060 (local rate) and we'll be pleased to help. Our phone lines are open from 9.00am to 5.00pm, Monday to Friday.

If you are ringing from outside the UK please call +44 (0)151 255 5111.

If you would prefer to write to us please use the correspondence address overleaf and quote your full customer reference number, also overleaf.

We would also like to tell you about the change of our head office and registered office. From 1 January 2007 we will be registered at 1 Wythall Green Way, Wythall, Birmingham, B47 6WG.

Your normal contact number and correspondence address will not change.

We would once again stress that the terms and conditions of your policy will not change as a result of this proposal. We will continue to strive to manage your policy to achieve the best possible results for you.

Finally, please let us know if you would like us to supply the information to you in Braille, large print or audio tape.

Yours sincerely
Graham Singleton
Managing Director
Resolution Life Division