



PHOENIX LIFE

Phoenix
Policyholder Services
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PE2 2LD

04 July 2018

Pension Practitioner.com
UK Administration Centre
48 Chorley New Road
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Customer Helpline: 0345 301 0160

03 numbers cost no more than
national rate calls to 01 or 02 numbers

Monday to Friday: 8.30am to 5.30pm

From outside the UK: +44 (0) 1733 470470

Our reference: 9774917003
Your reference: Esther Salmon

Dear Sirs

Policy number M43941N
Policyholder(s): Mr Darren Lloyd

Pension Transfer

We have received a completed Transfer Questionnaire and Declaration form from yourselves requesting to transfer the fund of Mr Lloyd's Phoenix Life pension to the Boyd & Lloyd Pension Scheme.

We can only transfer Mr Lloyd's fund to a scheme recognised under Section 169 of the Finance Act 2004. Any transfers made to unrecognised pension schemes would be deemed by HM Revenue & Customs (HMRC) to be unauthorised payments and as such will be subject to additional tax charges. HMRC have not been able to confirm the status of the Boyd & Lloyd Pension Scheme and for this reason we are unable to proceed with this transfer request at this time.

Next Steps

No change has been made to Mr Lloyd's pension policy and he will continue to be a valued customer of the Phoenix Group. Our decision not to progress this transfer does not affect any of his rights to transfer his pension in the future.

We apologise for any inconvenience that this may cause, however we hope that you can appreciate the need for us to be vigilant in order to protect our customers and ourselves from unnecessary losses.

MBAD

(L) P-tran045 06_18^{007H}/January 2014

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If you have any questions, you can call our Customer Helpline or write to us if preferred. Our contact details and opening hours are shown at the top of this letter, together with the policy number and our reference details, which we will need you to provide when contacting us.

Yours faithfully



Milind Dhuru
Operations Director

If you would like this information in large print, in Braille, or on cassette or CD, please call 0345 301 0160. If calling from outside the UK, please call +44 (0) 1733 470470.