

Pension Practitioner.com
Daws House
33-35 Daws Lane
London
NW7 4SD

Customer Contact Centre
0345 301 0160

Plan Number
M43941N

02 August 2017

Dear Sir

Request to transfer benefits – Policy holder's name: Mr Darren Lloyd

Thank you for the Transfer Questionnaire and Declaration form that you submitted on behalf of Mr Darren Lloyd to transfer their Phoenix Life pension fund(s) to Pension Practitioner.com.

Within the current financial climate there have been an increased number of requests to transfer pension benefits into unapproved pension schemes or schemes linked to pension scams. We will therefore be completing a number of due diligence checks, one of such checks will be to approach HM Revenue & Customs (HMRC) for independent confirmation that Pension Practitioner.com has received HMRC approval.

Phoenix Life has a duty of care to act in the best interests of its customers and therefore we are unable to proceed with this transfer request until we have concluded all of our due diligence checks, some of which may still be on going after we have received a response from HMRC; we will endeavour to provide you with an update on Mr Darren Lloyd transfer request as soon as possible.

We apologise for any inconvenience that this may cause, however we hope that you can understand the need for us to be vigilant in order to protect our customers from pension scams and both customers and ourselves from unnecessary tax penalties.

In the meantime if you have any queries please call our UK-based Customer Contact Centre on 0345 301 0160 between 8:30am and 5:30pm, Monday to Friday. Calls to 03 numbers cost no more than a national rate call to 01 or 02 numbers and are included in inclusive minutes and discount schemes in the same way. If calling from outside the UK, please call +44 (0) 1733 470470. Alternatively, you can go to the 'Contact Us' section of our website at www.phoenixlife.co.uk.

Yours sincerely



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.