

How to contact us

 **0845 60 60 390**

Monday to Friday 8.30am - 5pm

Our details:

email:

service_life@standardlife.com

fax: 0131 245 3229

www.standardlife.co.uk

Mr A N Example
Address line 1
Address line 2
Address line 3
Address line 4
XXX 1XX

March 2006

Dear Mr Example

Your yearly statement

Please find enclosed your yearly statement which includes information to help check the progress of your plan. This will let you know if your plan is on track to pay off any related mortgage or help you decide if it still meets your savings and protection needs.

We've also sent you

► Understanding With Profits Booklet

This booklet gives you important information about how your Standard Life with profits investment works.

► Factsheets from the Financial Services Authority (FSA)

"Your endowment mortgage - have you acted yet?"

"Your endowment mortgage - making a complaint" Please read these carefully.

We strongly suggest that you carefully read the section within your statement entitled "Do you think you have a valid complaint?" and take action now if you have concerns about the original sale of your plan.

For more information

If you have any questions or need more information, please call us on **0845 60 60 390**. Please have your plan number ready when you call.

Our "Principles and Practices of Financial Management" (PPFM) describes how we manage our with profits business. Although it is not primarily aimed at policyholders this document, along with a report on compliance with PPFM, is available for download from our website - www.standardlife.co.uk - and on request.

Since February 2005 we have made the following revisions to our PPFM Practices.

June 2005: revisions to Section 3.2.2.1 to clarify our approach to regular bonuses for group pensions schemes where bonus is declared once a year; changes to Section 3.4.1.2 to clarify which sections of the PPFM apply to each product; changes to Section 3.5 to give additional detail on our Practices for With Profits Pension Annuities; and various minor improvements to wording throughout the document.

August 2005: slight revisions to Section 3.3.2.4 (Setting Payouts: Unitised Sub-type II Policies) to cover the death benefit that now applies to new investments in our With Profits Bond.

December 2005: changes to sections 3.3.2.7 and 3.6 (required as a result of the introduction of a target range for payouts relative to asset share, which replaces the limits on the change in maturity and retirement payouts at each declaration); revision of section 3.3.2.1 (to explain that some smoothing will apply to all types of payout in normal circumstances); and various improvements to wording throughout the document.

February 2006: change to section 3.2.2.2 to reflect the fact that there are now two bonus growth rates within the Life With Profits Fund; and several minor changes to improve clarity on asset mixes and bonus growth rates for different classes of policy.

Yours sincerely

Trevor Matthews
Chief Executive, UK Life & Pensions