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Douglas  
Isle of Man  
IM2 2SP

Mr AB Sample  
123 Sample Street  
Sample Town  
Sample County  
AB1 2CD

 **0800 589 1870**

November 2018

Policy Number(s): 00000000

Dear Mr Sample

## Proposed transfer of business to Royal London DAC, a subsidiary of Royal London

You currently have one or more policies with us, 'The Royal London Mutual Insurance Society Limited' (Royal London), held in the Royal London Main Fund.

After the UK leaves the European Union, it may not be possible for Royal London to administer policies which were originally sold outside the UK. So that Royal London policies such as yours, which were originally sold in Germany, can continue to be administered after the UK leaves the European Union, we are proposing to transfer such policies to Royal London Financial Services DAC (Royal London DAC). This is a new subsidiary of Royal London registered in Ireland. We propose to transfer approximately 1,500 policies like yours, along with around 460,000 other policies sold in Ireland. A breakdown of the transferring policies can be found on page 9 of the enclosed Policyholder Booklet.

In order to sell and administer life insurance in Ireland, Royal London DAC must be authorised to do so by the Central Bank of Ireland. We expect this to happen later in 2018. From then Royal London DAC will start selling new protection business in Ireland.

### Why are we writing to you?

This letter and the enclosed Policyholder Booklet set out what the proposed transfer would mean for you. If you have any concerns, the Policyholder Booklet explains how to raise them. **If you are content with the proposed transfer you don't need to do anything.**

### The type of policy you hold with us :

Royal London Unitised With-Profits (Germany)

If you hold another type of policy affected by the proposed transfer, you will be sent a separate letter

### In summary:

- We are proposing to transfer your policy to Royal London DAC, a new subsidiary of Royal London registered in Ireland
- If you have any concerns, the Policyholder Booklet explains how to raise them. If you are content with the proposed transfer you don't need to do anything
- It won't change premiums, contractual benefits or how your policy is serviced. However the way we manage your policy will change
- You will no longer be a member of Royal London but will remain eligible for ProfitShare
- There is more information on our website at **[royallondongroup.de/transfer](http://royallondongroup.de/transfer)**
- If you have any questions, please call us on **0800 589 1870** between 8am and 4pm Monday to Friday, unless it's a bank holiday in the UK.

## How would the proposed transfer affect you?

The proposed transfer is expected to happen on 7 February 2019.

If the proposed transfer takes effect, it **will** mean that:

- Royal London DAC will replace Royal London as your insurer under your policy
- as an Irish insurance company, following its authorisation, Royal London DAC will be regulated by the Central Bank of Ireland and not by the UK Prudential Regulation Authority or Financial Conduct Authority
- if your policy includes any reference to UK tax law, your policy terms and conditions will be updated to refer instead to Irish tax law when the proposed transfer takes effect
- your policy will be transferred to a sub-fund within Royal London DAC called the German Bond Sub-Fund
- you will no longer be a member of Royal London and will therefore lose your membership rights, including the right to vote at the annual general meeting. However, you will remain eligible for ProfitShare. Please refer to Section 3 of the Policyholder Booklet for more information
- protection under the Financial Services Compensation Scheme (FSCS), the UK's statutory fund of last resort for customers of financial services firms, will no longer be available. We explain more about this below
- your right to make a complaint to the Financial Ombudsman Service in the UK will be limited to issues arising prior to the proposed transfer. For issues arising after the proposed transfer, you will have the right to make a complaint to the Financial Services and Pensions Ombudsman in Ireland
- any claims or disputes that you may have initiated against Royal London will transfer to Royal London DAC, but will otherwise be unaffected by the proposed transfer.

The proposed transfer **will not** change:

- your policy number
- your premiums or the contractual benefits of your policy
- the way the investments backing your policy are managed
- your eligibility to participate in the profits of Royal London through ProfitShare
- the address and telephone number you need if you want to ask anything about your policy
- your rights in respect of data protection under the General Data Protection Regulation (GDPR)
- your right to make a complaint to the German Federal Financial Supervisory Authority (BaFin).

## Will the loss of Financial Services Compensation Scheme (FSCS) protection impact me?

The FSCS protects policyholders if an insurer is unable, or likely to become unable, to pay claims against it (for example, because it has become insolvent). FSCS protection only applies to customers of UK authorised financial services firms. There is no equivalent protection for customers of Irish authorised financial services firms.

FSCS protection will no longer be available after your policy transfers to Royal London DAC. The Independent Expert, who we have provided more information about in the next section, confirms in his report that the proposed transfer will not have a material adverse effect on the security of benefits or the future benefit expectations for you or other policyholders of Royal London. He has considered any loss of FSCS protection in reaching this conclusion. The Independent Expert confirms that Royal London and Royal London DAC are forecast to be well capitalised entities and the likelihood of insolvency is, in his opinion, a remote event. In addition to this:

- Royal London DAC is subject to a variety of Irish and European laws and regulations which require Royal London DAC to hold enough funds to pay policyholders' claims. Royal London will provide Royal London DAC with enough funding to meet these legal and regulatory requirements at the outset
- Irish insolvency rules aim to protect policyholders of insolvent insurance companies in Ireland. Although these rules do not provide the same level of protection as FSCS, they are intended to reduce the need for an equivalent protection scheme in Ireland.

## How will my interests be protected?

Your interests and the interests of other policyholders are protected by a rigorous approval process that includes:

- consideration of the proposed transfer by the UK High Court, which must be satisfied that it is fair to all Royal London and Royal London DAC policyholders before it can approve the proposed transfer. The Court hearing is expected to take place on 31 January 2019. A copy of the Legal Notice is shown in Section 8 of the Policyholder Booklet
- consideration by an Independent Expert of the likely effect of the proposed transfer on all Royal London and Royal London DAC policyholders. The Independent Expert has been selected on the basis of his experience and independence, and has been approved by the Prudential Regulation Authority in consultation with the Financial Conduct Authority. The Independent Expert has considered the proposed transfer and concluded that it **will not** have a material adverse effect on the security of benefits or the future benefit expectations for you or other policyholders of Royal London. The Independent Expert's report is summarised in Section 7 of the Policyholder Booklet.

## How will my policy be managed?

Your policy will transfer to Royal London DAC but will be reinsured back to the Royal London Main Fund. We explain this in Section 2 of the Policyholder Booklet. This means that whilst Royal London DAC will become your insurer, Royal London will be ultimately responsible for funding any payment in relation to a claim that you make on your policy while the reinsurance is in place. This reduces the impact of the transfer on policies such as yours.

Royal London currently manages the Royal London Main Fund in line with a Principles and Practices of Financial Management (PPFM) document. Royal London will update the PPFM document to take account of the proposed transfer and reinsurance, as explained in Section 3 of the Policyholder Booklet. After the transfer, the PPFM document will no longer be directly relevant to you as your policy will no longer be held in the Royal London Main Fund. Royal London DAC will produce and maintain a corresponding guide explaining how the German Bond Sub-Fund will be managed, which will be directly relevant to you. Whilst the reinsurance is in place, this guide will be aligned with the PPFM document. Both documents are available on the website or you can request copies to be sent to you.

## What should you do?

- Please read the enclosed Policyholder Booklet carefully.
- If you have assigned your policy to another person or another company, your policy is subject to bankruptcy proceedings or a court order, or if you are acting as a trustee, you may need to tell someone else about the proposed transfer. Please see Section 1 of the Policyholder Booklet.
- If you are concerned that the proposed transfer could adversely affect you, you have the right to raise your concerns with us or with the UK High Court at the hearing scheduled for 31 January 2019. If you raise any concerns with us, we'll share these with the Financial Conduct Authority, Prudential Regulation Authority, the Independent Expert and with the UK High Court. We explain how to do this in Section 1 of the enclosed Policyholder Booklet.
- If you are content with the proposed transfer, you don't need to do anything.

You can read more about the proposed transfer on our website at [royallondongroup.de/transfer](http://royallondongroup.de/transfer). Any changes such as to the Court hearing date, further information or reports, will also be made available on our website before the Court hearing.

If you have any questions about the proposed transfer, please call us on **0800 589 1870** between 8am and 4pm Monday to Friday, unless it's a bank holiday in the UK.

Yours sincerely



Phil Loney  
Group Chief Executive

**If you would like a copy of this pack in large print, audio or Braille please call us on 0800 589 1870**



The Royal London Mutual Insurance Society Limited ist von der Prudential Regulation Authority zugelassen und wird von der Financial Conduct Authority und der Prudential Regulation Authority reguliert. Die Gesellschaft ist bei der britischen Finanzaufsicht unter der Nummer 117672 registriert. Sie bietet Lebens- und Rentenversicherungen an und ist Mitglied des britischen Versicherungsverbandes (ABI) sowie der Vereinigung der Finanzunternehmen auf Gegenseitigkeit (AFM). Eingetragen im Handelsregister von England und Wales unter der Nummer 99064. Eingetragener Sitz: 55 Gracechurch Street, London, EC3V 0RL.