

## DRAFT CUSTOMER LETTER

Customer Name  
Address Row1  
Address Row2  
Address Row3  
Postcode

Prudential's Flexible Retirement Plan  
Insert Ref

Insert Date

Dear <Title><Surname>

### **Your Flexible Retirement Plan (FRP) is changing**

We're writing to make you aware of changes to some of the options available within your FRP.

Following the launch of our new pension product, we have reviewed FRP, and from 17 September 2018, you will no longer be able to:

- Set-up a new FRP drawdown plan (with new or existing funds)
- Pay new single contributions into FRP
- Pay new transfer payments into FRP
- Set up or increase regular contributions to FRP

### **Is there anything I need to do?**

You don't need to do anything. Any existing arrangements you've set up with us will continue. However, if you want to make any of the changes listed above, you need to do this before 17 September 2018.

You should read this letter carefully and keep it in a safe place in case you need to refer to it later.

### **Who should I contact?**

If you aren't sure what to do, or want to discuss anything further, we recommend you speak to your financial adviser.

If you don't already have a financial adviser, you can visit [unbiased.co.uk](http://unbiased.co.uk) to search for an independent financial adviser in your area. Unbiased gives you access to a wide range of qualified independent financial advisers who can give you advice on any financial matter.

Please see our questions and answers in this letter for more information. Or, to find out more about FRP please visit [pru.co.uk/existing-customers/products/flexible-retirement-plan/](http://pru.co.uk/existing-customers/products/flexible-retirement-plan/)

## How to contact us

Use the contact details below and remember to have your plan number to hand.

### Phone:

- Call <XXXX XXXX>. If you are calling from outside the UK, call (+44) <XXX XXX XXX>  
Opening hours <X.Xxam> to <X.XXpm> (Monday to Friday).

We might record your call to make sure our service is up to standard.

**Post:** Write to Prudential, Lancing, BN15 8GB.

Yours sincerely

Tracy Harris  
Customer Service Director

## **Flexible Retirement Plan - your questions answered**

### **Can I continue taking an income from my FRP?**

Yes, if you're currently receiving an income this will continue, and you can amend the income amount at any time.

### **Will I be able to start taking an income from my plan?**

If you already have a FRP drawdown plan, you can start taking income at any time.

If you don't have an FRP drawdown plan, or want to move additional funds into drawdown to access Tax Free Cash and/or income you'll need to set up a new drawdown plan before 17 September 2018. You should discuss this with your financial adviser. If you want to access income drawdown after 17 September, you will need to use an alternative drawdown product.

### **Can I add new money to my plan?**

Yes, as long as you do this before 17 September 2018. You should discuss this with your financial adviser.

### **Will my regular contributions continue?**

Yes, any existing contributions will continue as normal.

### **Will I be able to change the funds I'm invested in?**

Yes, you can continue to switch funds as normal. We recommend you discuss this with your financial adviser.

### **I have other Prudential plans as well as FRP, what impact does this have on them?**

This has no impact to your other Prudential plans, however you would not be able to transfer them into FRP after 17 September.

### **Will I still receive regular correspondence from Prudential?**

Yes, we will continue to send relevant communications in relation to your plan, as we do today.

### **Can I still contact Prudential if I have any questions?**

Yes, we're still here to help you with any questions you may have, and to provide any factual information you require, in relation to your plan. In view of the importance of financial planning, we recommend that you contact your financial adviser if you require advice.