



MyAviva

You can view your policies
online in one place at
MyAviva.

Login or register now at
aviva.co.uk/myaviva

[Address]

[Date]

[Dear Customer]

[Some important changes to your SIPP account

[We're getting in touch with some news about the SIPP which you hold with us.]

Your money is invested through an investment platform. This gives you access to a wide range of investment options.

We've decided to move to a new platform provider and we plan to do this at the end of November 2017 or shortly thereafter. We will write to you in due course to confirm the date.

You're moving to a new type of SIPP called the Pension Portfolio

As part of the platform move, we'll be moving your pension to our Pension Portfolio. This is a similar contract to the one you have now but there are some differences we want to tell you about.

You'll find details on these in the Summary of Changes we've included along with the terms and conditions, key features and product brochure.

These new terms will apply once we've moved the account over to the new platform.

Your **new** account number is shown on the right of this letter. This is what you'll need when you contact us in the future.

A couple of other changes to tell you about...

The new platform has a wider range of investments, meaning you'll have access to more investment options. There's also a new **lower** platform fee. This is the baseline fee we charge for investing through our platform.

We'll also be changing:

- the Direct Debit arrangements if you make payments to us. We've enclosed some details about this for you. Your new direct debit reference will be the new account number
- [the way we charge you for investments you have in Commercial Property. This is to bring the charges in line with our Terms and Conditions.]

Talk to us...
0800 068 2170

We're open
8am to 5.30pm Monday to
Friday

Email us...
**platformservices@a
viva.com**

Current account number
[xxxxxxxxxxxx]

New account number
[xxxxxxxxxxxx]

**Please use this if you
contact us after the move
has completed**

Account holder

**[Account holder 1]
[Account holder 2]**

**Accessing your account
online**

You'll need to register on
MyAviva to see your
account online.

However, you'll only be able
to do this once we moved
your account over.

Aviva
PO Box 26957
Glasgow
G2 9DS

The good news is you don't need to do anything...

We'll be making all the changes for you and will let you know how things progress. To help things move as smoothly as possible, you **won't** be able to make any changes to your account for a short period of time while we move things over. We will be contacting you with more information about this.

If you have any questions about this, the changes to your terms and conditions or wish to discuss whether there are any options open to you regarding these changes please speak to your adviser.

And just so you know if you have more than one product with us, we'll write to you about each one you have

We're here to help

If you have any questions, please speak to your adviser or call us on 0800 068 2170

Yours sincerely

The Aviva Customer Team

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