

[Address]

[Date]

[Dear Customer]

## Some important changes to your [product name] account

We're getting in touch with some news about the [product] 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.

Although you'll still be able to invest in broadly the same way, there are a few things which we're changing as part of the move.

### The things we're changing

The first thing to tell is that we've given you a new account number, which is shown on the right of this letter. This is what you'll need when you contact us in the future.

We'll also be changing:

- your Terms and Conditions. We've enclosed a copy of the new terms along with a summary of the key changes which may impact you. These new terms will apply once we've moved the account over to the new platform
- 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
- how we charge you if you don't have a financial adviser dealing with your account. There's more detail on this in the Terms and Conditions
- [the way your agreement with your adviser works, so they'll be able to make changes to your drawdown arrangements on your behalf, when you ask them to]
- [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.]

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Login or register now at  
[aviva.co.uk/myaviva](http://aviva.co.uk/myaviva)

**Talk to us...**  
**0800 068 2170**

We're open  
8.30am to 5.30pm Monday to  
Friday

**Email us...**

[Platformservices@aviva.com](mailto:Platformservices@aviva.com)

Current account number  
[xxxxxxxxxxx]

New account number  
[xxxxxxxxxxx]

**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.

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

We'll be making all the changes for you and will let your adviser 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*

[<sup>1</sup>Aviva Pension Trustees UK Limited. Registered in England No. 2407799. Wellington Row, York, YO90 1WR.

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