

Offshore Bond Question & Answer

Key information for investors

1. Can I hold the same investments in the Standard Life International Bond as I hold currently?

A: Nearly all investments are available through Standard Life International. If your current fund, or any fund you request a switch into isn't available, we'll be in touch.

You'll now also have access to Standard Life International's range of insured funds. You can find fund information at www.standardlife.co.uk/fundinfo.

If your bond is invested with a Discretionary Investment Manager or in a Bank Deposit, these investment options are already provided by Standard Life International so your investment will also remain unchanged.

2. Will I pay more in charges following the move to Standard Life International?

No, you will not pay more in charges. We have noted the charges you will pay below, and you can find more information in the enclosed policy provisions:

(i) PRODUCT CHARGE

The table below outlines the Standard Life International product charges that currently apply to your bond. These are not changing and will continue to be deducted monthly.

| Annual product charge | | | | |
|-----------------------|-----------------------|-----------------------|-----------------|-----------------|
| Bond Value | Fidelity Mutual Funds | Discretionary Manager | Deposit Account | Whole of Market |
| £0.00 - £149,999 | 0.55% | 0.55% | 0.55% | 0.80% |
| £150,000- £249,999 | 0.45% | 0.45% | 0.45% | 0.70% |
| £250,000- £499,999 | 0.30% | 0.30% | 0.30% | 0.55% |
| £500,000- £749,999 | 0.25% | 0.25% | 0.25% | 0.50% |
| £750,000- £999,999 | 0.20% | 0.20% | 0.20% | 0.45% |
| £1m+ | 0.15% | 0.15% | 0.15% | 0.40% |

(ii) INVESTMENT CHARGE

If your bond holds mutual funds you are currently paying a monthly platform

service fee in addition to the charges in the table. This fee will no longer apply after the move, reducing the overall cost of investing in mutual funds.

Costs are applied to the assets held in your bond. For example, if you are invested in mutual funds, the fund manager will apply an annual management charge within the fund. Underlying investment costs are set by the asset providers and are not impacted by the move to Standard Life International. If you need more information on the charges you are currently paying, please do not hesitate to give us a call and we can provide you with this. Please call Fidelity on 0800 358 4060 (8:30am to 5:30pm on any business day).

3. Are there any tax consequences for me because of this change?

A: There are no tax consequences to your Fidelity Bond being moved to a Standard Life International Bond. However, if you surrender your Bond, there may be a tax charge, so we recommend that you speak to your financial adviser before proceeding.

4. What documentation will I receive when my Bond's administration moves fully to Standard Life International?

A: Standard Life International will send you a letter when they take over the administration of your Bond, and this will include any contact information you may need if you have further questions. We've enclosed your new Policy provisions (the terms and conditions) with this letter. You'll also receive your annual statement and costs & charges letter around your Bond anniversary date as usual.

5. Will my regular Bond withdrawals be impacted?

A: If you take regular withdrawals from the Bond, these will continue as usual and are not impacted by this change.

6. What happens if I submit paperwork to Fidelity after the move has happened?

A: Fidelity will return any instructions or paperwork received once the move has happened. You will need to contact Standard Life International to provide your instruction. Standard Life International will write to you once the change has taken place with their contact information.

Fund switches, surrender requests and deeds of assignment will continue to be processed until any trading restrictions applicable to your bond are put in place.

7. What protection do I have if anything happens to Standard Life International?

A: Your protection will remain the same as it is today.

As Standard Life International is an Irish company, there is no access to the UK Financial Services Compensation Scheme. However, under Irish regulations, Standard Life International is subject to extensive obligations concerning the level of capital it must hold to increase consumer protection; and chooses to hold far

more capital than is required. Standard Life International is also part of the Phoenix Group, the UK's largest retirement and savings group, so you can be sure your money is in good hands.

8. What happens if I normally reinvest the income from my Bond?

A: To ensure we can smoothly move your account, if you reinvest income from your funds, we will change this to pay to your Bond bank account. After the move, Standard Life International will set your bond up so the income is reinvested again. If you reinvest the income from some funds and pay income from others to the Bond bank account, Standard Life International will pay all income to the Bond bank account, but please contact them if you would like this set up in another way. Standard Life International sets fund income strategy at product rather than individual fund level so you can't mix your fund income strategy between reinvestment in the fund and payment to the bank account.

9. What happens if I normally receive rebates of units from negotiated fund manager discounts?

A: The rebates will cease after your bond is moved to Standard Life International. You will receive a rebate covering the last full quarter before your bond is moved. If, at the time of the move, the level of rebate is greater than the platform service fee, Standard Life International will reduce their own mutual fund product charges to ensure you are not disadvantaged.

10. If I decide to surrender my Fidelity International Bond, what are the steps to take?

A: If you want to surrender your Bond, please see the information in the enclosed letter which lets you know how to do this.

11. I have recently sent a fund switch instruction/surrender instruction/deed of assignment. Will this continue to be processed?

A: Yes, this will continue to be processed. You do not need to resend in your instruction.

Managing your Bond with Standard Life International

12. What are the services that Standard Life International offer to help me keep up to date with information on my Bond?

A: After the move you will receive a confirmation letter from Standard Life International to tell you that they are now fully administering your Bond. This letter will confirm what services are available to you and how to manage your Bond going forward.

13. Will Standard Life International hold all historic data required to administer my Bond?

A: Standard Life International already administer your Bond and hold the relevant information required to continue with this. For example, details such as whether your Bond is held in trust (and all trust information) as well as whether your Bond is being looked after by an Attorney appointed under a registered Power of Attorney.

The only exception to this is where you have someone who supports you with your Bond who isn't registered as an Attorney under a Power of Attorney. In this circumstance you should inform Standard Life International to arrange similar support as they won't hold this information.

There is no other impact to your Bond or to any information because of this change.

14. Can I pay additional premiums to my Bond?

A: Yes. The minimum lump sum payment you can make to an existing bond is £2500. You can also make recurrent single payments, which is a regular flexible payment option you didn't have access to previously. For more information, please refer to Section 8 in the enclosed Policy Provisions.

15. What are the differences between these bonds?

A: The Standard Life International Bond and Fidelity International Bond are versions of the same Bond. The Standard Life International Bond has been enhanced over recent years and has more investment choices. You can read more about these in the enclosed Policy Provisions.

The Standard Life International Bond has slightly different charges, as noted in question 2 above and explained fully in the Policy Provisions conditions (under Section 7).

16. Do I need to do anything to ensure adviser charging continues to be paid to my adviser?

A: No, this will continue unless you or your adviser tells us otherwise.

Please note that the correct address for Fidelity is noted below.

Fidelity, PO Box 391, Tadworth, KT20 9FU

We apologise if there has been any confusion with this as we are aware some documentation may still include our old address.