

Important information for customers with a Personal Pension Plan (Channel Islands)

This leaflet gives you important information to help you understand your Personal Pension Plan (Channel Islands) statement. You should read this document carefully together with your plan statement and then keep it safe for future reference.

Your investment with Phoenix Life Limited

Your Personal Pension Plan is invested in the Phoenix Life Limited Britannic With-Profits Fund ('the with profits fund').

Questions and answers about the with profits fund

How do you manage the with profits fund?

We included a copy of our guide, 'How we manage the Phoenix Life Limited Britannic With-Profits Fund' ('the guide') with your statement last year. If you need another copy, please contact us using the details shown in the '**How to contact us**' section of this leaflet.

The guide is also available on our website. To obtain a copy go to www.phoenixlifegroup.co.uk and then:

- under 'Do you have a with profits policy?';
- select 'Follow this link for a quick guide to how we manage our with profits funds'; and
- then 'Phoenix Life Limited - Britannic With-Profits Fund'; and
- choose the guide for type of policy 'Ordinary Branch Unitised With Profits'.

What is the annual bonus rate for Personal Pension Plans?

The 2007 with profits annual bonus rate is 3% for Personal Pension Plans. The actual number of bonus units we have added to your plan is shown in the additional information section of your statement.

The with profits annual bonus rates for the last 5 years are:

2003	2004	2005	2006	2007
3.0%	3.0%	3.0%	3.0%	3.0%

Has the annual bonus rate changed?

We have not changed the annual bonus rate. The investment return we achieved for the with profits fund for 2007 was poor. Furthermore, when we combine this with the returns over previous years and compare it to the level of guaranteed benefits already provided, it means that we are unable to increase annual bonuses for Personal Pension Plans.

The guaranteed benefits are the with profits units and bonus units we have added to date. We guarantee to pay these at retirement or in the event of a death claim.

We have indicated over the last couple of years that we are unlikely to increase annual bonus rates. Instead, we will add any growth in excess of that required to meet the value of guaranteed benefits to policies as a final bonus at the selected retirement date or in the event of a death claim. We take this approach because it makes sure that all with profits policyholders receive a fair share of any available profits.

Are you adding a final bonus now?

We are currently adding a final bonus for Personal Pension Plans where units were purchased either before 1999 or after 2000. If you transfer your policy or retire at any time which is not the selected retirement date, we may reduce the final bonus and we may apply a market value reduction. We do not guarantee final bonuses and we may change them at any time.

What about with profits guarantees?

The with profits guarantee is that we will value with profits and bonus units at 100.00p on retirement at your selected retirement date or on earlier death, and we will not apply a market value reduction. If you transfer your plan or retire at any other time, we do not guarantee the with profits unit price will be 100.00p and we may apply a market value reduction. You can find further details in your policy documents.

What is a market value reduction (MVR)?

We use a market value reduction (MVR) to make sure that any amounts paid to those policyholders who transfer their plans or retire at a date other than their selected retirement date, reflect how the with profits fund has performed up to that point. If we use a market value reduction, policyholders who transfer their plans may receive less than any transfer value previously quoted. We apply market value reductions to ensure the fair treatment to all policyholders whenever they transfer their plan retire at a date other than their selected retirement date.

It is important to remember that we only apply market value reductions to your Personal Pension Plan in certain circumstances. Please note that we will not apply a market value reduction:

- on death; or
- on retirement at your selected retirement date.

You can find further details in your policy documents.

How are bonus rates calculated?

When deciding whether we should add an annual bonus, we look at the current financial position of the with profits fund and estimate how we expect this to change in the future. We also compare the guaranteed benefits with the underlying value of policies. We will add annual bonuses only if we are confident that the underlying value of policies will be enough to enable us to pay these bonuses when they become due, even if future investment returns or other factors become unfavourable.

The underlying value of policies reflects the premiums paid and the investment performance of the with profits fund over the lifetime of the policies, after allowing for factors, such as expenses and charges. This is explained in more detail in the guide.

If the underlying value of the policies is more than the value of their guaranteed benefits, we will add a final bonus. However, if the value of the guaranteed benefits is more than the underlying value of the policies, we will not add a final bonus.

So what about the future?

We guarantee annual bonuses once they are added to your plan. We would therefore need to see the financial markets enter a period of prolonged stable growth before we can be confident about increasing future levels of annual bonuses.

If investments perform well, we will pay higher final bonuses. Poor future market conditions will lead to lower final bonuses. Investment markets showed significant falls in early 2008 and unless they recover, we will have to reduce future final bonuses.

How is the with profits fund invested?

The with profits fund consists of a wide range of assets with the aim of providing good growth potential over the medium to long term. On 31 December 2007, the split of assets supporting with profits Personal Pension Plans was:

Company Shares	40%
Fixed Interest Stocks	47%
Property	8%
Cash	5%
Other	0%

How much we put into each type of investment will change over time. We aim to make sure that the with profits fund can always meet the guarantees we have given to policyholders. Subject to this, we aim to get the highest possible investment return while balancing this with the degree of risk being taken. We currently hold some higher risk investments which we expect to provide a higher return, such as company shares (equities) and property. The rest are lower risk

investments such as fixed interest stocks (bonds, types of loan usually issued by the Government or companies) and cash.

The return we achieved on the investments in the with profits fund for 2007 was 2.5%.

By keeping around 50% of the with profits fund invested in company shares (equities) and property, we believe that we are well placed to benefit from any growth due to stock market or property price increases, whilst still protecting the long term security of the fund.

Other questions and answers

What charges do you make on my plan?

We take into account an annual management charge of approximately 1% of the value of policies when we set bonus rates. If you're making payments into your plan, we also make a charge of up to 5% of each payment. In addition we may deduct a plan fee from each premium, which varies according to the amount and frequency of payment. The current maximum is £18 each year.

Who can give me financial advice?

It is important that you review your financial arrangements on a regular basis and we recommend that you speak to your financial adviser.

If you do not have a financial adviser or would like to know more about the financial products and services that we now offer, please contact our Customer Care Team on 0845 938 0515.

Further information

Your personal data

Here is an update on how we process the personal data you have previously provided to us.

Your personal data is held in our systems to provide the product or service for which you applied, and may be used for the:

- purpose of fraud prevention;
- purposes of identity verification via electronic credit reference systems; and
- marketing of further products and services offered by the Resolution group of companies ("Resolution Group") or carefully selected third parties by telephone, post or other electronic means.

Your personal data may be shared with other members of the Resolution Group, its agents and their subcontractors, and other parties where there is a legitimate reason to do so.

Your personal data may be processed in countries outside the European Economic Area. This processing will be carried out by experienced and reputable organisations and only on terms which safeguard the security of your personal data and comply with the requirements of the Data Protection Act 1998.

A full copy of our data protection statement can be obtained from our Customer Helpline on 0845 305 5553.

If you would prefer not to be contacted in connection with the marketing of further products and services, and have not already expressed this preference, please get in touch with us at the address below.

How to contact us

If you would like to contact us, please use one of the methods given below:

By post:

Customer Services
Phoenix Life Limited
1 Wythall Green Way
Wythall
Birmingham
B47 6WG

By phone:

0845 305 5553, 8.30am to 5.30pm, Monday to Friday

By fax:

0845 002 0347

Website:

www.phoenixlifegroup.co.uk

If you would like this information in large print, in Braille or on cassette or CD, please call 0845 305 5553.