

**Private and Confidential**

<Title> <Forenames> <Name>  
 <Address line 1>  
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**Legal & General**  
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 Wolverhampton  
 WV1 9RB

Tel: +44 2920 276 998  
 (International calls) Open Monday to  
 Friday, 9am to 5pm (British Summer  
 Time). For international calls, call  
 charges will vary. We will record and  
 monitor calls.

<month year>  
 Client number <xxxxxxx>

Dear <Salutation>

## Important news – We’re transferring your investment(s) to Fidelity

We are writing to confirm that your investment(s) will be transferred to **Fidelity** (Financial Administration Services Limited) on 6 November 2021 (the **Transfer Date**). If you have contacted us in the last two weeks to tell us that you don’t want your investment(s) to transfer to Fidelity, please disregard this letter.

Please inform any other individual(s) who have decision-making authority for the investment(s) about the important information contained in this pack.

You do not need to take any actions and we will take care of the transfer arrangements. However, please be aware that both prior to, and during, the transfer of your investment(s) to Fidelity, there will be a period when the availability of some of the services you would normally expect will be limited, such as making certain transactions and instructions. This is because of the activities we need to complete during this period, in order to safely move your account and assets to Fidelity. Please read **PARTS 2 and 3** of the enclosed booklet for full details.

### Key dates for the transfer of your investment(s)



**Online  
access  
limited**

28  
Oct



**Direct Debit  
collections  
cease**

30  
Oct



**Closing your  
account  
deadline**

4  
Nov



**Welcome to Fidelity**  
 Fidelity will write to you  
 within 14 days

6  
Nov



**Fund switching  
deadline**



**Top ups  
deadline**



**Transfer  
Date**

Please visit [legalandgeneral.com/fidelity](https://legalandgeneral.com/fidelity) for important updates about the transfer of your investment.  
 We recommend that you keep visiting the webpage for the latest news during the period up to and immediately after the Transfer Date.

**Please note you will not be able to access your account online at Fidelity until you have received your Welcome Letter.**

## Restrictions for overseas residents

We'd like to remind you that as our records show that your primary residence is overseas, certain restrictions will apply following the transfer of your investment(s) to Fidelity. You will only be able to move your investment(s) to cash, transfer your investment(s) to another provider, or sell your investment(s) and have the proceeds paid into a UK bank account, until you move back to the UK.

**You should note the restrictions listed below, which replace the parts of the enclosed booklet that do not apply to you while you are an overseas resident.**

### PART 1 – SUMMARY OF WHAT'S HAPPENING

Fidelity offer a wider choice of funds and assets in which to invest, however, you will not be permitted to switch into new funds or other assets until you move back to the UK.

### PART 3.1 Direct Debit Instructions and PART 4.2 What will happen with my regular contributions?

You will not be able to make new contributions into your investment(s) until you move back to the UK. If you are currently making regular payments, these will stop following the successful transfer to Fidelity, and your Direct Debit Instruction with Legal & General will be cancelled.

### PART 4.4 Managing any income you receive

Fidelity will not pay income distributions to an overseas resident. If you currently receive income on your investment(s) from us (Legal & General), then Fidelity will pay any income you receive into Cash Within Your Account for your Fidelity Stocks & Shares ISA or your Fidelity Investment Account - whichever account the income is generated from.

For more details, please see the Supplement to the Important Information Booklet for Overseas Residents that we sent you recently, or alternatively visit [legalandgeneral.com/fidelity](https://legalandgeneral.com/fidelity)

## What happens next?

Soon after the transfer of your investment(s) to Fidelity, you'll receive several communications from both us and Fidelity. We've shown these below, to help you understand what to expect to receive during this period.

### From Legal & General



- Confirmation that your investment(s) has been transferred to Fidelity, including details of your unit holding at the date of the transfer.
- Confirmation that any cash held on your behalf has been transferred to Fidelity (if applicable).

### From Fidelity



- Confirmation of your Fidelity Account Number and that your investment(s) has been transferred across.
- A Welcome Letter for new Fidelity customers, containing your Customer Reference Number and simple instructions on how to set up your online account. If you hold an existing Fidelity account, you'll already have this information and so won't receive another Welcome Letter.

### Important notice for regular investors:

If you regularly invest by Direct Debit Instruction, you should be aware of some changes to the collection of your contributions:

- If your regular investment is due to be collected **before** 30 October 2021, your payment will be collected and invested as normal.
- If your regular investment is due to be collected **on or after** 30 October 2021, your payment will not be collected.
- You may wish to consider making a one-off payment to cover the missed regular investment. You can make this payment to us by 1 November 2021.

Following the successful transfer of your investment(s) to Fidelity, we will cancel your Direct Debit Instruction with Legal & General.

## What should you do now?

You do not need to take further action at this stage.

You can find more information and updates about the transfer to Fidelity, from our website at [legalandgeneral.com/fidelity](https://legalandgeneral.com/fidelity)

Alternatively, if you've changed your mind and no longer want your investment(s) transferred to Fidelity, you'll need to act quickly to either transfer your investment(s) to an alternative provider or sell your investment(s) (please note, Junior ISA holders are unable to sell or withdraw their investments).

### **Transferring to an alternative provider:**

If you wish to transfer your investment(s) to an alternative provider, you need to contact your chosen provider and ask them to initiate the transfer request. They must provide a complete and final instruction to us by the close of business two business days before your investment(s) is transferred to Fidelity.

If your transfer-out request is for less than the full value of your account, we must have received a complete and final instruction from your chosen provider by 25 October 2021. If the instruction is received after this date it will be declined, and your new provider will need to contact Fidelity to arrange the transfer.

If you have any questions about the transfer, please call us on **+44 2920 276 998** (international calls) or email us at [investments@landg.com](mailto:investments@landg.com) (Be aware that email isn't a secure method of communication and we cannot accept an instruction to sell your investment(s) by email.)

Thank you for taking the time to read this important information.

Yours sincerely,



Marc Lee  
Head of Retail Client Services

**Important notice**

Please remember the value of your investment and any income from it may fall as well as rise and is not guaranteed. You may get back less than you invest.

**Legal & General (Unit Trust Managers) Limited.** Registered in England and Wales, Company No. 1009415.

**Legal & General (Portfolio Management Services) Limited.** Registered in England and Wales, Company No. 02457525.

Both companies are authorised and regulated by the Financial Conduct Authority. Registered office (for all companies): One Coleman Street, London EC2R 5AA.