DEFINITIONS

Throughout this guide, you will notice words that are highlighted in bold. These words are explained overleaf.
You can keep the Definitions open for easy reference while you read this Scheme Guide.

LEGAL & GENERAL ASSURANCE SOCIETY LIMITED
Registered No. 00166055. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Legal & General (Unit Trust Managers) Limited, registered No. 01009418 and Legal & General (Portfolio Management Services) Limited, registered No. 02457525, are authorised and regulated by the Financial Conduct Authority. All companies are registered in England and Wales. Registered Office: One Coleman Street, London EC2R 5AA.

REASSURE LIMITED
Registered in England No. 754167. Registered Office: Windsor House, Telford Centre, Telford, Shropshire T43 4NB Tel: 0800 073 1777 Fax: 0870 709 1111. Email: customers@reassure.co.uk
www.reassure.co.uk

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Q0058737
July 2019

IMPORTANT UPDATE

CHANGES TO SCHEME GUIDE INFORMATION - JULY 2020

1. The proposed Transfer Date printed in the Scheme Guide should be ignored. The expected Transfer Date of Legal & General’s traditional insurance-based savings, pensions, life and with profits business to ReAssure is now Monday 7 September 2020.

2. Due to the fast developing global Coronavirus (COVID-19) pandemic, Legal & General, ReAssure and the High Court agreed to adjourn the sanction hearing and defer the proposed transfer until the situation had stabilised. We have continued to engage with the High Court, the Regulators and the Independent Expert and all parties have agreed on the new sanction hearing of the High Court on Thursday 13 August 2020. The expected timing of the Royal Court of Jersey has been maintained for Wednesday 26 August 2020. The expected timing of the Guernsey Court has been maintained for March 2020 but the decision was reserved pending the ruling of the High Court. The Guernsey Court will only reconvene if it considers it necessary to do so.

3. Definition of ReAssure: ReAssure is currently part of the Swiss Re group of companies. However, on 6 December 2019 Swiss Re announced a proposal to sell its subsidiary ReAssure Group plc to Phoenix Group Holdings plc. More details on this can be found at reassure.co.uk

4. Due to the proposed sale of ReAssure to Phoenix Group the Initial Public Offering (IPO), as referenced in PARTS B1.19 and E7 of the Scheme Guide is currently on hold. The Independent Expert has provided a Supplementary Report in which he comments on the agreement to sell ReAssure, both firms operational readiness to transfer the business at this time and his analysis of both firms latest financial information. This report, together with Supplementary Reports from the Legal & General With Profits Actuary and the Chief Actuary, and the updated Scheme Document are available to view or download from legalandgeneral.com/policytransfer

5. New Supplementary Reports from the Independent Expert, the Legal & General With Profits Actuary and the Chief Actuary, and a new Scheme Document will be submitted to the High Court prior to the sanction hearing in August 2020. These will provide updated information on the status of the proposed transfer and will also be available from legalandgeneral.com/policytransfer

6. The correct address of the High Court is: High Court of Justice, 7 Rolls Buildings, Fetter Lane London EC4A 1NL.

We recommend that you visit our dedicated policy transfer webpage for all the latest information under ‘Important updates’ at legalandgeneral.com/policytransfer

This guide explains the proposed transfer of the traditional insurance-based savings, pensions, life and with profits business of Legal & General to ReAssure, and what it means for you.

TRANSFER TO REASSURE

Scheme Guide

This guide explains the proposed transfer of the traditional insurance-based savings, pensions, life and with profits business of Legal & General to ReAssure, and what it means for you.
DEFINITIONS

Throughout this guide, you will notice words that are highlighted in **bold**. These words are explained overleaf. You can keep the Definitions open for easy reference while you read this Scheme Guide.

IMPORTANT UPDATE

**CHANGES TO SCHEME GUIDE INFORMATION – JULY 2020**

1. The proposed **Transfer Date** printed in the Scheme Guide should be ignored. The expected **Transfer Date** of Legal & General’s traditional insurance-based savings, pensions, life and with profits policies to ReAssure is now Monday 7 September 2020. Due to the fast-developing global Coronavirus (COVID-19) pandemic, Legal & General, ReAssure and the High Court agreed to adjourn the sanction hearing and defer the proposed transfer until the situation had stabilised. We have continued to engage with the High Court, the Regulators and the Independent Expert and all parties have agreed that the sanction hearing at the High Court should recommence on Thursday 13 August 2020. The sanction hearing at the Royal Court of Jersey has been rescheduled for Friday 21 August 2020. The sanction hearing at the Royal Court of Guernsey took place in March and whilst a further hearing is not planned in this Court, it will consider any further objections that customers have raised and make a decision on the proposed transfer, and it will publish its decision on the proposed transfer.

2. **Definition of ReAssure**: ReAssure is currently part of the Swiss Re group of companies. However, on 6 December 2019 Swiss Re announced a proposal to sell its subsidiary ReAssure Group plc to Phoenix Group Holdings plc. More details on this can be found at reassure.co.uk.

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4. New Supplementary Reports from the Independent Expert, the Legal & General With Profits Actuary and the Chief Actuary, and a new Scheme Document will be submitted to the High Court prior to the sanction hearing in August 2020. These will provide updated information on the status of the proposed transfer now and will also be available from legalandgeneral.com/policytransfer.

5. The correct address of the High Court is: High Court of Justice, 7 Rolls Buildings, Fetter Lane London EC4A 1NL.

We recommend that you visit our dedicated policy transfer webpage for all the latest information under ‘Important updates’ at legalandgeneral.com/policytransfer.
DEFINITIONS
Throughout this guide, you will notice key words that are in bold. We explain these words below to make the guide easier to follow.

Guernsey Scheme means the insurance business transfer scheme through which we propose to transfer from Legal & General to ReAssure the transferring policies issued by Legal & General to persons resident in the Bailiwick of Guernsey and the assets and liabilities attributable to those policies to the extent required by Guernsey law.

Hearing means the hearing at the High Court to approve the Scheme, which we expect to be held on 17 October 2019.

High Court means the High Court of Justice of England and Wales.

Independent Expert means Oliver Gillespie of Milliman. Oliver is a senior principal in Milliman’s life and financial services practice in London. He has significant experience in the UK life insurance industry, and has acted as independent expert on a large number of projects involving insurance business transfers.

Jersey Scheme means the insurance business transfer scheme through which we propose to transfer from Legal & General to ReAssure all the transferring business conducted in or from within Jersey by Legal & General, including policies comprised within such business and the assets and liabilities attributable to those policies to the extent required by Jersey law.

Legal & General means Legal and General Assurance Society Limited, and any other Legal & General group company, as applicable.

LG With Profits Fund or LGWPF means the separate with profits fund that ReAssure will maintain following the transfer of the business of the With Profits Fund to ReAssure.

ReAssure means ReAssure Limited and any Swiss Re group company, as applicable.

Regulators mean the PRA and the FCA, the two financial regulatory bodies responsible for the regulation of life insurance business carried on in the UK. The PRA is the Prudential Regulation Authority and the FCA is the Financial Conduct Authority.

Scheme means the legal document to be approved by the High Court which sets out how the transferring business will transfer to Transfer Date.

Transfer Date means the date on which the Scheme is to take effect, which we expect to be 4 November 2019.

With Profits Fund means the Legal & General With Profits Fund. A with profits fund is a pot of assets, contributed to by holders of with profits policies in the form of contributions or premiums, the profits of which each holder of a with profits policy is entitled to share.
PART A  GENERAL QUESTIONS AND ANSWERS

A1. Introduction

A2. More detail about the process we are following

A3. About the changes and what this means for you

A4. What you should do next

A5. Further information for holders of policies that have multiple beneficiaries, powers of attorney, assignees or bankruptcies

PART B  FURTHER INFORMATION FOR POLICYHOLDERS AND INTERESTED PARTIES

B1. Changes affecting all policyholders and interested parties

B2. Changes affecting pension schemes with automatic enrolment

B3. Specific changes for With Profits Distribution Bond policyholders

PART C  FURTHER INFORMATION ABOUT PARTICULAR CONTRACTS

C1. For policies invested in the With Profits Fund

C2. For policies invested in Unit Linked Funds

C3. For holders of Flexible Mortgage ISA Policies (FMISA)

C4. For holders of Unit Linked Protection Policies

C5. For members of Portfolio Plus Self Invested Personal Pension and Portfolio Plus Pension (the SIPP)

C6. For members of the Stakeholder Pension Scheme

C7. For Trustees of Pension Schemes
A1. Introduction

Legal & General is proposing to transfer its traditional insurance-based savings, pensions, life and with profits business to ReAssure. If you have been written to then according to our records you have, or have an interest in, one or more of the policies being transferred to ReAssure.

If approved by the High Court, the transfer will take place on the Transfer Date. We expect this to be 4 November 2019. More detail on the process for the proposed transfer can be found in PART A2 of this guide.

A1.2 Why is Legal & General doing this?

Since 2015, Legal & General’s traditional insurance-based savings, pensions, life and with profits policies have been largely closed to new customers. At the same time, Legal & General has shifted its focus to growing its business in other areas, such as creating new annuity and insurance contracts, and offering well-designed, good quality investment options for its growing workplace savings community.

A1.3 Who is ReAssure and why did Legal & General choose them?

After a considered process, Legal & General has chosen ReAssure to take this business forward. ReAssure was incorporated in 1963 and is a specialist in acquiring and administering closed books of business from other providers. By welcoming customers from companies such as HSBC, Alico and Guardian Financial Services, ReAssure has grown to become one of the UK’s major life and pensions consolidators. This experience means it’s well-placed to provide an excellent customer service to transferring policyholders.

ReAssure has over 2.2 million customers and looks after investments of over £39 billion on behalf of its customers. You can find out more about ReAssure and its history by visiting reassure.co.uk/about-us.

A1.4 What information is provided in this guide?

In this guide you will find important information about the proposed Scheme and how your interests as a policyholder may be affected by it. You will also find details on how to raise any concerns you may have and how you can object to the Scheme.

Please take time to read this guide carefully as it is important that you understand how the Scheme may affect you and the policy.

All references to dates in this guide and related materials are to the dates on which we currently anticipate these events to happen. If there is a change to any date, we will update the ‘Important Updates’ section of the Legal & General website and the ReAssure website at legalandgeneral.com/policytransfer and reassure.co.uk/LGAS-transfer.
A1. Introduction

A1.1 What is happening?

Legal & General is proposing to transfer its traditional insurance-based savings, pensions, life and with profits business to ReAssure. If you have been written to then according to our records you have, or have an interest in, one or more of the policies being transferred to ReAssure.

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In this guide you will find important information about the proposed Scheme and how your interests as a policyholder may be affected by it. You will also find details on how to raise any concerns you may have and how you can object to the Scheme.

Please take time to read this guide carefully as it is important that you understand how the Scheme may affect you and the policy.

All references to dates in this guide and related materials are to the dates on which we currently anticipate these events to happen. If there is a change to any date, we will update the ‘Important Updates’ section of the Legal & General website and the ReAssure website at legalandgeneral.com/policytransfer and reassure.co.uk/LGAS-transfer.
A2. More detail about the process we are following

A2.1 What is the process for transferring your policy?

The transfer of your policy will be completed under Part VII of the Financial Services and Markets Act 2000. This legislation enables insurance policies to be moved between insurers. The transfer is known as an insurance business transfer scheme or the Scheme.

In order for the Scheme to go ahead, it must be approved by the High Court. Legal & General and ReAssure have applied to the High Court for permission to transfer your policy. Formal notice of the application to the High Court can be found in PART F.

The Hearing to consider the transfer proposals will take place at the High Court. We expect this to be held on 17 October 2019. The Hearing will be at the High Court of Justice, 7 Rolls Buildings, Fetter Lane, London EC5A 1NL.

If the High Court approves the Scheme, the terms of the Scheme will be binding from 4 November 2019. More information about the Transfer Date can be found in PART A2.7.

A2.2 Are you allowed to vote on the proposed transfer?

Under the legal process that we are following, policyholders do not have the right to vote on the proposed transfer. However, you do have the right to raise any concerns or object to the Scheme and the High Court will consider any concerns or objections made. You can find details on how to do this in PART A4.2 below.

A2.3 Can you opt out of the proposed transfer?

The legal process we are following does not allow individual policyholders to be given the option to opt out of the proposed transfer. However, the legal process we are following is designed to ensure that any changes we are proposing are not unfair in terms of either the security of your policy benefits or the value of the benefits you can expect to receive in the future.

A2.4 How will your interests as a policyholder be protected?

The High Court will only give permission for the Scheme to proceed if it is satisfied that all the necessary legal requirements have been met and if the proposed changes are appropriate to both Legal & General and ReAssure policyholders.

The Independent Expert, whose appointment has been approved by the PRA in consultation with the FCA, has written a report on how the proposals are likely to affect policyholders. This report provides detailed independent and impartial consideration of the implications of the proposals for the fair treatment of policyholders. This is based on a thorough scrutiny of the proposals and the businesses of Legal & General and ReAssure. The report will help the High Court to reach its decision and will also be reviewed by the Regulators when they consider the Scheme. You can find a summary of this report in PART E of this guide and the full report is available online at legalandgeneral.com/policytransfer and reassure.co.uk/LGAS-transfer

In summary, the Independent Expert concludes “I am satisfied that the transfer would not have a material adverse effect on: the security of the benefits of the policies of Legal & General and ReAssure; the reasonable expectations of the policyholders of Legal & General and ReAssure in respect of their benefits; or the standards of administration, service, management and governance that apply to the Legal & General and ReAssure policies. I am also satisfied that the transfer is equitable to all classes and generations of Legal & General and ReAssure policyholders.”

In addition, the Chief Actuary and, for holders of with profits policies, the With Profits Actuary of Legal & General have written reports on how the proposals are likely to affect policyholders and whether, as a result of the proposals, the interests of policyholders will be impacted.

The With Profits Actuary has provided us with a summary of her opinion which is: “I have considered the information supplied to me in relation to the transfer which includes the With Profits Fund. Based on this information in my view the proposed transfer of the With Profits Fund to ReAssure is unlikely to result in material detriment to the benefit expectations, benefit security or the fair treatment of with profits policyholders.”
These reports will be reviewed by the High Court and the Regulators when they consider the Scheme. You can find the full reports at legalandgeneral.com/policytransfer and reassure.co.uk/LGAS-transfer

A2.5 Will these reports be updated between now and the Hearing?
The reports of the Independent Expert and the other actuaries mentioned in PART A2.4 above are based upon the material supplied to them by Legal & General and ReAssure, including financial balance sheets and other information, as at 31 December 2018. Since the proposed Transfer Date for the Scheme is 4 November 2019, updated supplementary reports will be prepared to reflect any material changes, including the financial balance sheets and other information as at 30 June 2019 that would affect the conclusions in the original reports.

The supplementary reports will be made available at legalandgeneral.com/policytransfer and reassure.co.uk/LGAS-transfer at least two weeks before the Hearing. If the supplementary reports contain information that you will need more time to reflect on, Legal & General and ReAssure will consider whether it is appropriate to publish the supplementary reports earlier than two weeks before the Hearing.

A2.6 What will happen at the Hearing?
The High Court will review the evidence presented to it and consider whether it is appropriate to allow the Scheme to proceed. Time will be allocated to hear any objections or concerns put forward by affected policyholders or any other persons who believe they would be adversely affected by the proposals. See PART A4 below for more on this.

A2.7 When will the Scheme take place?
If the High Court approves the Scheme, the transfer of your policy will take place on the Transfer Date, which we expect to be 4 November 2019. After the Hearing, ReAssure will write to all transferring policyholders with full details of how to contact them and any other relevant information about the transfer of their policy.

Legal & General and ReAssure can agree to defer the Transfer Date until after 4 November 2019. In that case, the Scheme should take effect no later than 4 February 2020 otherwise Legal & General and ReAssure would need to obtain approval from the High Court to extend the Transfer Date. Any change to the Transfer Date and other updates will be announced on the Legal & General website and the ReAssure website at legalandgeneral.com/policytransfer and reassure.co.uk/LGAS-transfer.

For accounting and financial reporting purposes, we expect the Scheme to be treated as effective between Legal & General and ReAssure from 1 November 2019. However, this will not affect policyholders and their rights under their policies.

A2.8 What happens if the High Court does not approve the Scheme?
If the High Court does not approve the Scheme, your policy will remain with Legal & General and we will write to you again with further information at that time.

A2.9 How will you find out if the High Court has or has not approved the Scheme?
If the High Court approves or does not approve the Scheme, we will make an announcement on the Legal & General website and the ReAssure website at legalandgeneral.com/policytransfer and reassure.co.uk/LGAS-transfer.

A2.10 How will Brexit affect the Scheme?
The UK Government and the EU have agreed a further delay to Brexit. Whilst discussion continues between the UK and EU the actual outcome and effective date remains uncertain. Legal & General and ReAssure will continue to monitor Brexit carefully and our current view is this should have little effect on the timeline or the recognition of the Scheme as the transferring policies are governed by English Law and the Scheme is between two English companies.

Legal & General and ReAssure have considered how to react in the event the UK leaves the EU without a withdrawal agreement or transition period. There might be some practical differences between the two firms in how they approach such a scenario and comply with a changing regulatory landscape. However, both firms will continue to monitor the situation and will update their policyholders if necessary.
A2.11 You’re a resident of Jersey or Guernsey. How will the proposed Scheme affect you?

We are also carrying out separate schemes to transfer policies which may have been taken out in Jersey or Guernsey or which have been issued to people resident in Jersey or Guernsey.

Similar to the Scheme in the UK, the Jersey Scheme and the Guernsey Scheme need the approval of the Royal Court of Jersey and the Royal Court of Guernsey, respectively. It is proposed that, provided the Scheme in the UK has become effective, the Jersey Scheme and the Guernsey Scheme will become effective on the same date as the Scheme in the UK.

See PART G of this guide for more information of the Jersey Scheme and the Guernsey Scheme.

A3. About the changes and what this means for you

A3.1 What changes will you see?

If the Scheme goes ahead, your policy will transfer to ReAssure. You will then become a policyholder of ReAssure and you will see the ReAssure brand on communications.

You should contact ReAssure after this date for any enquiries about your policy. ReAssure will send you a welcome letter shortly after the Hearing that will include their contact details if the Scheme has been approved. If you have a query about your policy:

• You’ll be able to phone ReAssure’s UK call centre, or write to them.

• You’ll still be able to send emails as well, but ReAssure will respond by calling or writing back to you.

• Eligible customers will also be able to send and receive secure messages by registering for ReAssure’s portal, called ‘ReAssure Now’. ReAssure will use a phased launch to introduce this service to customers.

ReAssure will be responsible for managing and making payments under your policy. Your contract number will not change and any payments you receive will not be affected as a result of the Scheme.

The Scheme is designed to have a minimal impact on you as a policyholder. You may, however, notice some changes in the way your policy is managed. These are outlined in PARTS A3.2 and A3.3 below.

A3.2 Will there be any changes to the terms and conditions of your policy?

Most of your terms and conditions will be entirely unaffected, but you may notice some changes in the way your policy is managed. These changes are set out in PART B.

In addition to those changes outlined in PART B, you may notice some other changes that are relevant to your particular contract as set out in PART C. The relevant section of PART C for you will be highlighted on the first page of your letter. If you are still not sure which sections are relevant to you, please call us on 0800 048 1026 (UK-Freephone) or +44 1273 37 4130 (if calling from overseas).

The changes outlined in PART B and PART C, which will take effect on the Transfer Date and are being made under your existing policy terms and conditions, include the ability for Legal & General to vary or change the terms and conditions of your policy. These changes are necessary to align the terms and conditions of your policy and the way it is administered with the existing practices and administration system of ReAssure’s business.

The Independent Expert has considered the changes set out and concluded that the proposed changes will not have a material adverse effect on the transferring policies.

A3.3 Will your policy be invested in the same way?

Yes. Following the transfer your policy will remain invested in the same fund(s) or assets you have previously selected and the fund(s) or assets in which your policy is invested will continue to be managed by your current investment manager.

Also, on the Transfer Date, ReAssure will offer the same range of funds that have been available to you prior to the Transfer Date through your Legal & General policy, and with no change to your ability to switch funds.
A3.4 Will any of your other Legal & General policies be affected?
If you have more than one policy transferring to ReAssure, you may receive more than one letter and Scheme Guide. Please read all the documents you receive carefully as you may be affected differently depending on the contract you hold.

A3.5 Will ReAssure correspond with a policyholder who is under age 18 years (a minor)?
No. After the Transfer Date, ReAssure will correspond with the parent or guardian. This approach will continue until the policyholder who is a minor reaches age 18 years when ownership of the policy will pass to them.

A3.6 Will there be any impact on the service levels you receive during the transfer to ReAssure?
If the Scheme is approved, your policy will transfer to ReAssure on 4 November 2019. ReAssure will make sure all customers’ information is carefully recorded and all policies are transferred to ReAssure as expected.

There may be a short term impact on service levels during and shortly after the transfer. For example, an annual statement may arrive a day or two later than normal, or a new instruction request may take a little longer to action. ReAssure expect any impact will be relatively minor and that service levels will be back to normal soon after the Transfer Date.

A4. What you should do next

A4.1 What do you need to do now?
Please read this guide carefully and contact us if you have any questions, concerns or objections. If you are satisfied with the proposals, you don’t need to do anything (unless you pay premiums or contributions by standing order, in which case see PART B.1.6).

You should keep this Scheme Guide and accompanying documents with your original policy documents, so that in the future you can refer to the changes that have been made to your policy.

A4.2 What can you do if you wish to object to the Scheme?
If you believe you may be adversely affected by the Scheme, you may put your objections, concerns or representations to the High Court in the following ways.

- You can write to us or email us at: Policy Transfer Team, Legal & General, PO Box No. 5458, City Park, The Droveway, Hove, East Sussex BN52 9GL or email scheme.response@landg.com
- You may also write to our solicitors at: Slaughter and May, One Bunhill Row, London EC1Y 8YY (Ref. RAC/MXC).
- We will share your objection and our reply to you with ReAssure, the High Court, the Independent Expert and the Regulators before the Hearing. If you do write to us, it would help if you could please quote your contract number and the reference details. This can be found on the front page of the letter in this pack.
- You can call us on 0800 048 1026 (UK-Freephone) or +44 1273 374130 (International calls). For international calls, call charges will vary. We will record and monitor calls. We will make a note of your objection or concern and share our reply to you with ReAssure, the High Court, the Independent Expert and the Regulators before the Hearing.
- You can come to the Hearing and present your objection or concern to the High Court in person. Alternatively, a representative can come to the Hearing at the High Court and present your objection or concern on your behalf. Your representative does not need legal training and could be a friend or relative.

If you intend to put your objections, concerns or representations to the High Court in any of the above ways, you can do so up until the date of the Hearing. We would ask that you contact us using the details above as soon as possible and preferably before 12.00 noon 4 October 2019 so that we make a note of your objections, concerns or representations, reply to you and share these with ReAssure, the High Court, the Independent Expert and the Regulators before the Hearing.
If you want to object or raise a concern at the Hearing, please outline your objection or concern in your letter so we can share this with the High Court, the Independent Expert and the Regulators before the Hearing. By informing us, we will also be able to let you know about any changes that may take place in relation to the Hearing, for example a change in the time or date. We may also be able to deal directly with any objections or concerns you have.

A4.3 What does “adversely affected” mean?
Any type of effect on policyholders may be considered by the High Court. This includes changes to expected benefits, the financial security of the companies involved or changes to the administration of the transferring policies. For any group of policyholders affected by the Scheme, there may be some changes for the better and some for the worse. If there are some changes for the worse, this does not necessarily mean that the Scheme is unfair or unreasonable, as they might be outweighed by other benefits, or they might be very small or unlikely, or they may only occur infrequently.

A4.4 If you can’t find an answer to your question, where can you find out more?
If you have any questions about the proposed changes, the following documents relating to the Scheme are also available on the Legal & General website and the ReAssure website at legalandgeneral.com/policytransfer and reassure.co.uk/LGAS-transfer
• The full Scheme document
• The main Independent Expert’s Report
• Actuarial reports from the Chief Actuary and With Profits Actuary of Legal & General
• The Jersey Scheme and the Guernsey Scheme document
• The new Principles and Practices of Financial Management (PPFM) for the management of with profits business
• The new Portfolio Plus Self Invested Personal Pension or Portfolio Plus Pension (the SIPP) Member’s Booklet

If you have any more questions, please call us on 0800 048 1026 (UK-Freephone) or +44 1273 374130 (International calls). For international calls, call charges will vary. We will record and monitor calls. You can call us from 9am to 5pm on Monday to Friday up until the day before the Hearing. This number is for enquiries about the Scheme only.

You may also write to us or email us at: Policy Transfer Team, Legal & General, PO Box No. 5458, City Park, The Droveway, Hove, East Sussex BN52 9GL or scheme.response@landg.com Please be aware that email isn’t a secure method of communication. You may also write to our solicitors at: Slaughter and May, One Bunhill Row, London EC1Y 8YY (Ref: RAC/MXC).

If you do write to us, it would help if you could please quote your contract number and the reference number, both of which can be found on the front page of your covering letter in this pack.

If you would like paper copies of these documents or if you need more help having read this guide, please either call, write to or email us using the details provided above.

If you have any general questions about your policy, please contact us on the normal customer number which you will find on previous letters that you have received from us.
A4.3 What does "adversely affected" mean?

Number which you will find on previous letters that you have received from us. If you have any general questions about your policy, please contact us on the normal customer guide, please either call, write to or email us using the details provided above.

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If you have any questions about the proposed changes, the following documents relating to expected benefits, the financial security of the companies involved or changes to the administration of the transferring policies. For any group of policyholders affected by the Scheme, there may be some changes for the better and some for the worse. If there are some unlikely, or they may only occur infrequently.

We are trying to contact all affected policyholders and those with an interest in those policies to make them aware of the Scheme. This will not be possible in all instances and we need your help to make sure we let everyone associated with your policy know about the Scheme.

Below are some examples of where another person or party may have an interest in a policy:

A5.1 You are not the only beneficiary under your policy. What should you do?

If there is any other person with an interest in your policy, for example if you are a co-owner, please check they have received their documents. If this has not happened, please show a copy of this pack to them.

A5.2 Your pension funds are earmarked under divorce proceedings. What should you do?

If you are able to, please show a copy of this pack to the beneficiary of the earmarking order. As potentially affected parties, you are both entitled to object to, or raise concerns about, the Scheme.

A5.3 You have a power of attorney in respect of your policy. What should you do?

There will be no change. The power of attorney will be noted by ReAssure and will continue according to its terms. As potentially affected parties, both you and the policyholder are entitled to object to, or raise concerns about, the Scheme.

A5.4 What should you do if your policy has been assigned?

If you are able to, please show a copy of this pack to the policy assignee. As potentially affected parties, both you and the assignee are entitled to object to, or raise concerns about, the Scheme.

A5.5 What should you do if you are bankrupt or about to be declared bankrupt?

You should show this pack to the trustee in bankruptcy, receiver or administrative receiver.
PART B
FURTHER INFORMATION FOR POLICYHOLDERS AND INTERESTED PARTIES

B1. Changes affecting all policyholders and interested parties

B1.1 Will there be any changes to how charges are deducted?
The rate of any charges deducted from your policy will not increase as a result of the Scheme. The only charge that will currently Legal & General calculate some charges on a daily basis and deduct them from your policy on a monthly basis and, after the Transfer Date, ReAssure will calculate and deduct charges from your policy on a daily basis. The overall impact of this does not change the rate of the charge.

B1.2 Can you increase your pension contributions after your policy has transferred?
Yes. Where your terms and conditions allow, you’ll either have the option to increase your pension contributions pay single contributions or make transfers into your existing pension policy or into a new pension policy with ReAssure. For holders of Stakeholder Pension policies, see PART C6.5.

B1.3 Will there be any charges for switching funds?
Legal & General’s approach to charging for switches varies from contract to contract. From the Transfer Date, you’ll be able to make 20 free fund switch instructions each policy year. If you make more than 20 switch instructions in a policy year, ReAssure may charge you £10 per switch instruction for each additional switch instruction you make in a policy year.

B1.4 Will the ‘Lifestyle Profile’ on your policy continue after the Scheme?
Yes. Your ‘Lifestyle Profile’ will continue on your policy. The switching process will continue after the Transfer Date, but for some policies it will happen on your birthday rather than on the anniversary date of your policy.

B1.5 Will the stakeholder charge cap be applied after the Scheme has been approved?
If this applies to your pension, ReAssure will continue to apply the stakeholder charge cap.

B1.6 Will there be any changes to premium or contribution payments including how and when you make payments?

Changes for premiums or contributions paid by Direct Debits
Most policyholders make premium and contribution payments by direct debit. If you have a direct debit which is collected monthly, quarterly, half-yearly or yearly, you don’t need to do anything. ReAssure will continue to collect your payment on the same basis and you will notice the reference on your bank statement will now refer to ReAssure.

Changes for premiums or contributions paid by Standing Orders
If you pay by standing order, you will have to do one of the following:

• Switch to monthly, quarterly, half-yearly or yearly direct debit collections by contacting ReAssure, or

• If you wish to continue to pay by standing order, you will need to contact your bank to cancel your standing order with Legal & General and set up a new standing order payable to ReAssure.

The letter that ReAssure will send you if the Scheme is approved will include instructions on how to do this and will include their bank details for you to add to your new standing order.
Payment dates

ReAssure only collect payments on dates from the 1st to the 28th of any month. If your payment is currently collected on the 29th, 30th or 31st of a month, ReAssure will automatically switch collection to the 28th, though you may contact ReAssure if you would like to choose a different regular payment date.

If you currently pay your premiums or contributions in advance of their due date you can continue to do so, but ReAssure will apply premiums on the later of the due date or the date the money is received.

One-off premiums and contributions

Where your terms and conditions allow, you can still pay one-off premiums or contributions into your policy by cheque to ReAssure.

B1.7 Will there be any changes to your payment due date?

Some Legal & General policies collect your monthly premiums or contributions in arrears. For example, the premium paid in March is for the February premium or contribution. ReAssure will collect your premium or contribution in the month that it is due. So the March premium or contribution collection date will pay the March premium.

This means that some customers will miss a premium or contribution when ReAssure start collecting premiums or contributions following the Transfer Date. If this affects your policy, ReAssure will give more details in their welcome letter, which you’ll receive shortly after the Hearing.

B1.8 Will there be any changes to the date your money is paid out?

ReAssure only make regular payments on dates from the 1st to the 28th of any month. If regular payments are currently made from your policy on the 29th, 30th or 31st of a month, ReAssure will automatically switch the payment date to the 28th. You may contact ReAssure if you would like to choose a different regular payment date.

B1.9 Will there be any changes to your tax office reference in connection with the payment of your annuity and/or pension benefits?

Yes. Your tax office reference is changing from Legal & General’s tax office reference to ReAssure’s tax office reference, as ReAssure will be responsible for paying your policy benefits after the Transfer Date. Your tax office reference is important because it indicates to HM Revenue and Customs (HMRC) who is paying your annuity/pension benefits. It will be shown on your end of year P60 which will be sent by ReAssure, if applicable.

B1.10 You have an unemployment cover policy. Will this be moving to ReAssure as part of the Scheme?

Your unemployment cover policy will stay with Legal & General and you’ll continue to contact Legal & General with any queries about or changes to this policy. ReAssure and Legal & General will maintain the link between your policies, so your unemployment cover will still end if you cancel the policy transferring to ReAssure.

B1.11 Will there be any changes to how you receive your payments if you live overseas?

You should continue to receive your payments on the same days after the Transfer Date, subject to the changes outlined in PART B1.8 above. Due to the process ReAssure uses to make overseas payments, in some cases you may receive an extra payment within the same tax year. If this affects you ReAssure will tell you in their welcome letter, which you’ll receive shortly after the Hearing. In that letter you’ll be offered the option of either:

- Continuing to receive your payments on their current dates, but potentially needing to pay extra tax, or
- Receiving your payments on a later date, which should keep your tax status the same.

The UK Government has recently said that, in the event of a no-deal Brexit, customers of UK firms living in the EU may lose access to payments made to their EU bank accounts. If this were to happen, it would happen regardless of the Scheme. Nevertheless, it is something our customers living in the EU should be mindful of.
B1.12 Are there any changes to how death claims are calculated?

Legal & General generally calculate the value of a death claim based on the date they have proof of death. This is normally when a death certificate is received. ReAssure will value any death claim based on one of the following:

- for savings, pensions and investment policies, it’s the date they’re told about the death (for cases where the amount paid out is based on the bid value of units), or
- for policies with guaranteed death cover, it’s the date of death (for cases where the amount paid out is the death sum assured).

B1.13 When will you receive annual statements?

There may be a change to the date that you currently receive annual statements.

For holders of savings and life insurance policies, ReAssure expects to send your annual statement to you on the policy anniversary (see PART B3.1 if applicable). For holders of pension policies, ReAssure expects to send your annual statement to you on your birthday, or six months before your birthday if you’re 55 or older.

If you have a stakeholder pension policy, ReAssure will also send you an interim statement shortly after the Transfer Date. All your statements after this one will then be sent on your birthday or six months before your birthday each year.

B1.14 Will you still be able to use the Legal & General online account management facility?

You’ll no longer be able to view details about your policy on the Legal & General website or online account management facility if applicable. If you use one of these services, ReAssure will get in touch to explain how to register for their portal, called ‘ReAssure Now’. If you have policies that are remaining with Legal & General then you will still be able to view these policies on Legal & General’s online facilities if applicable.

B1.15 Your policy is protected by the Financial Services Compensation Scheme (FSCS). Will you still be protected?

Yes. The Scheme will not affect the protection of your policy benefits under the Financial Services Compensation Scheme. You can get further information from the FSCS on their website at fscs.org.uk or telephone them on 0800 678 1100.

B1.16 Will you be charged extra for the Scheme?

Legal & General and ReAssure will meet the costs and fees of carrying out the Scheme. You will not be asked to bear any of the costs and fees.

If the Scheme goes ahead the LGWPF will make a one-off payment of £50 million to the ReAssure non profit fund as a contribution to the costs of the migration of the business. In isolation, this payment is taken out of the assets in the LGWPF (for which a reserve is held) and so will reduce the assets in the LGWPF. But, analysis has been carried out that demonstrates that the overall expected economic benefit of the Scheme outweighs this contribution. The Independent Expert has considered the impact of this payment and provides his conclusions in Paragraph 8.112 of the Full Independent Expert’s Report which is available from Legal & General’s website at legalandgeneral.com/policytransfer and ReAssure’s website at reassure.co.uk/LGAS-transfer

B1.17 Will you receive any compensation or wind-fall as a result of the Scheme?

No. There will be no cash payments or special policy bonuses under these proposals.

B1.18 What is happening to your personal data?

Your personal data is any information that identifies you, such as your name and address.

In order for ReAssure to be able to communicate with you, manage any payments under your policy and take any other appropriate actions required under your policy, it will be necessary for them to have access to your personal data.

Legal & General therefore need to transfer your personal data to ReAssure. Legal & General and ReAssure will ensure the transfer is in accordance with the requirements of the Data Protection Legislation. This includes ensuring your personal data is kept appropriately secure.
PART B: FURTHER INFORMATION FOR POLICYHOLDERS AND INTERESTED PARTIES

B1.19 ReAssure Group plc has announced that it intends to proceed with an Initial Public Offering (IPO). What impact will this have?

ReAssure is currently part of the Swiss Re group of companies, a leading wholesale provider of reinsurance, insurance and other insurance-based forms of risk transfer.

ReAssure Group plc announced that it intends to proceed with an initial public offering (IPO). However, it has subsequently been announced that the IPO process has been suspended. As such, it remains uncertain as to whether the IPO will proceed and, if it does, when that might happen. If the IPO goes ahead, it will mean that ReAssure will no longer be part of the Swiss Re Group. Instead, ReAssure Group plc will become an independent company, whose shares will be able to be bought and sold on a stock exchange.

The Independent Expert has considered the potential impact of an IPO of ReAssure Group plc in his report and concludes that:

- If the risk appetite (RA) statement applicable to the post-IPO company were to be at least as strong as the ReAssure IPO RA Statement there would not be a material adverse effect on the security of the benefits and reasonable benefit expectations of the transferring policies.
- There exist sufficient controls to ensure that there would not be a material adverse effect on the standards of administration, service, management and governance that apply to the transferring policies.

More details can be found in PART E7 of this Scheme Guide (The Summary of the Independent Expert’s Report).

B2. Changes affecting pension schemes with automatic enrolment

B2.1 For employers – How will the service change after the transfer?

There will be a few changes to how employers will administer their pension scheme after the transfer:

- Employers will have access to a Scheme Relationship Team who will be the key point of contact for all queries both before and after the transfer. This will replace their existing relationship support with Legal & General.
• Employers will be able to use the ReAct portal to administer their scheme, including adding new members and submitting contribution schedules (either individually or by using a bulk upload process). This will replace the Manage Your Scheme customer portal.

• The employer will need to issue pre-enrolment announcements and, if relevant, postponement letters to employees eligible for auto enrolment. ReAssure will provide templates to support this. ReAssure will issue the auto enrolment notification on the employers’ behalf.

• Employers will be provided a link to an eligibility assessment tool on The Pension Regulator (TPR) website to use instead of Legal & General’s Select eligibility assessment tool where applicable. You will have been notified of this if you currently use Legal & General’s Select tool.

• When an employee is auto enrolled, the employer will pay the first contribution alongside all other relevant contributions for that scheme. If the employee chooses to opt-out, ReAssure will process a refund to the employer within 30 days of receiving the Opt-out notice.

B2.2 For members (employees) – What will change after the transfer?

There will be a few changes for employees who are members of a pension scheme with auto enrolment after the transfer:

• Members will need to either download an Opt-out Notice from ReAssure’s website or call to request a paper copy to be sent to them if they wish to opt-out. The Opt-out Notice can then be emailed or posted to ReAssure. This is in place of Legal & General’s Choice portal.

• Members will be able to use ReAssure’s customer portal once their auto enrolment pension scheme has been set up to access information about their pension. This will replace Legal & General’s Manage Your Account customer portal.

• Members will also have access to ReAssure’s Retirement Planning Toolkit, which will include a tool to help them assess their risk appetite.

• Members will be able to request fund switches through ReAssure’s customer portal, by phone, by completing a paper form, or by completing an online form which can be downloaded from ReAssure’s website.

B3. Specific changes for With Profits Distribution Bond policyholders

B3.1 Will there be any changes to annual statements?
If you’re currently invested in a combination of the With Profits Fund and the Distribution Fund, then ReAssure will in future manage your investment as two separate policy entities. This means:

• You will receive separate annual statements for the With Profits Fund element and the Distribution Fund element of your policy; and

• If you are currently receiving regular income payments from your investment based on, either the ‘natural income option’ or ‘rising income option’, then you will in future receive separate income payments into your bank account from each policy element of your investment. This is the income payment from the With Profits Fund element and the income payment from the Distribution Fund element. Please note, you will continue to receive the same overall total amount of regular income payments you currently receive at either monthly, or half yearly intervals.
## PART C
### FURTHER INFORMATION ABOUT PARTICULAR CONTRACTS

This part of the guide sets out what the **Scheme** means for holders of particular contracts. You should only read the part that is relevant to you, as advised in our covering letter to you under the heading ‘What should you do now?’.

<table>
<thead>
<tr>
<th>Contract Type</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1: For policies invested in the With Profits Fund</td>
<td>16</td>
</tr>
<tr>
<td>C2: For policies invested in Unit Linked Funds</td>
<td>18</td>
</tr>
<tr>
<td>C3: For holders of Flexible Mortgage ISA Policies (FMISA)</td>
<td>19</td>
</tr>
<tr>
<td>C4: For holders of Unit Linked Protection Policies</td>
<td>20</td>
</tr>
<tr>
<td>C5: For members of Portfolio Plus Self Invested Personal Pension and Portfolio Plus Pension (the SIPP)</td>
<td>21</td>
</tr>
<tr>
<td>C6: For members of the Stakeholder Pension Scheme</td>
<td>23</td>
</tr>
<tr>
<td>C7: For Trustees of Pension Schemes</td>
<td>25</td>
</tr>
</tbody>
</table>
PART C1
FOR POLICIES INVESTED IN THE WITH PROFITS FUND

C1.1 What will happen to the With Profits Fund?
A new fund, called the LG With Profits Fund (LGWPF), will be set up within ReAssure to take on
the transferring with profits business. ReAssure will publish a new Principles and Practices of
Financial Management (PPFM) for the LGWPF which will give a detailed description of their
approach to managing with profits.

The LGWPF will be set up as a separate and distinct with profits fund in ReAssure, alongside the
other existing ReAssure with profits funds.

There will be no changes to the investment strategy for the fund as a result of the Scheme,
which will continue to be managed in line with the PPFM. However, there are some key changes
to the PPFM and these are outlined in PART C1.10.

C1.2 How will ReAssure calculate future bonus rates?
ReAssure will use a similar process as that used by Legal & General to determine the bonus
rates for your policy. Investment returns, less any tax applicable, will be the most important
factor in deciding how much bonus is paid. These depend on the mix of assets your policy is
invested in and how these assets have performed.

ReAssure will also consider other factors including:
• Historic investment returns experienced over the period of your investment.
• Bonuses already declared.
• Their view of future investment conditions.
• When you started your policy.
• The effects of smoothing.
• The type of with profits policy you have and the terms of your policy, including the type and
extent of any guarantees.
• The costs of running the policy that are incurred by the fund.
• Money built up in the With Profits Fund that is over and above what they’d expect to need for
future obligations such as tax, expenses and future bonuses to policyholders.
• Any other adjustments, for example to cover an increase in the cost of guarantees
and options.

C1.3 Will there be any changes to the types of bonuses that are allocated to your policy?
No. You will continue to receive the same types of bonuses as you do today.

C1.4 Will the bonus declaration be at the same time of year?
Yes. ReAssure will announce their bonus rates in February.

C1.5 Will annual bonuses added to your policy cover the same time period?
Yes. Legal & General calculate annual bonus rates to cover the period 1 January to
31 December and add any annual bonus to your policy based on its value on 31 December.
ReAssure will calculate annual bonus rates to cover the same period of 1 January to
31 December. However, these will be added to your policy in February or March following the
bonus declaration, based on its value at that time.

Interim bonuses will be paid if you take money out of the LGWPF to cover the period for which
an annual bonus rate has not yet been declared, and for the period where annual bonuses have
not yet been added.
PART C1: FOR POLICIES INVESTED IN THE WITH PROFITS FUND

C1.6 Will you continue to receive contractual additions?
If you currently receive contractual additions such as contractual annual interest or contractual minimum addition, you’ll continue to receive these.

C1.7 Will there be any changes to the way interim bonus is paid on part surrenders and regular withdrawals?
Yes. For some With Profits Bond customers Legal & General do not pay interim bonus on part surrenders or regular withdrawals. ReAssure will pay interim bonus on any money taken from your bond. You should be aware that if the annual bonus rate that is declared at the following bonus declaration is less than the interim bonus rate used to calculate your payment, you may see a small reduction in the value of your bond following the bonus declaration.

C1.8 Are there any changes in the way that the final or terminal bonus is calculated?
Yes. For some contracts Legal & General calculate the final bonus on a daily basis. ReAssure will calculate the final bonus for all policies on a monthly basis.

C1.9 Will there be any change to when you receive your bonus notice?
Yes. Legal & General generally send your bonus notice each year between March and July. ReAssure will include your bonus information in your annual statement. Your annual statement will be issued on your policy anniversary if you have a life contract and on your birthday if you have a pension contract (or six months before your birthday if you’re age 55 or older). For some customers this will mean a delay in receiving your bonus information. Once bonus rates have been announced, you will be able to find further information at reassure.co.uk/fund-centre.

If you’re currently receiving an income that is related to bonus rates, ReAssure will send you a separate letter each year to confirm the new interim bonus rates and if this will affect your income.

C1.10 Are there any changes to the Principles and Practices of Financial Management (PPFM)?
The Principles and Practices of Financial Management (the PPFM) are written to help holders of with profits policies understand the way Legal & General manage its with profits business.

The current version was published on 5 October 2018 and is available on our website at legalandgeneral.com/existing-customers/with-profits-support/guides-and-factsheets/

ReAssure will publish a new PPFM which will be structured in the same way as the PPFMs for ReAssure’s other with profits funds. This means the Principles and Practices that affect an aspect of the management of the ReAssure with profits funds are now grouped together. The changes have been reviewed by the With Profits Actuary and the Independent Expert for consistency with the existing Legal & General PPFM and the key changes have been noted below.

The updated version will apply from the Transfer Date, which we expect to be 4 November 2019. The proposed PPFM is available on the ReAssure website at reassure.co.uk/LGAS-transfer and the Legal & General website at legalandgeneral.com/policytransfer.

Summary of the key changes
ReAssure have produced a set of principles on how they will manage the LGWPF after the Transfer Date. These are detailed in the new PPFM and under the regulations ReAssure is obliged to update you of any changes to these principles.

The new PPFM also includes the changes introduced by the Scheme, including the ability to merge the fund with another with-profits fund, or to convert the fund to non-profits once the value of assets in the fund has fallen below a certain level. Such a conversion or merger would require approval from the ReAssure Board of Directors, consultation with the Fairness Committee, certification by an independent actuary (unless the fund is below a maximum threshold in the case of transfers of non-profit business) and consultation with our Regulators before either of them can take place.

The new PPFM includes changes to reflect the fact that the administration charges and expenses that can be charged to the LGWPF in the future are determined on a basis defined in the Scheme. This will set a future per policy expense for each type of policy and as a result increase certainty over future charges to the LGWPF. See the Summary of the Terms of the Scheme in PART D for more detail.
PART C2
FOR POLICIES INVESTED IN UNIT LINKED FUNDS

C2.1 What is happening to the unit linked funds?
The Legal & General Unit Linked Life and Pension Funds will transfer to the equivalent ReAssure version of the funds. The fund name will change to be prefixed by the letters LG in front of the fund name. For example the Legal & General Distribution Fund will become the LG Distribution Fund. On the Transfer Date you will hold the same number of units at the same unit price and therefore the value will be the same in the ReAssure version of the fund as it was on the last day in the Legal & General fund.

C2.2 Will the investment objectives of the new ReAssure version of the fund be the same as your old one?
Yes. The investment objectives of the ReAssure fund will be the same as the Legal & General version of the fund. ReAssure has the same right to vary this in the future as Legal & General currently has.

C2.3 Will your charges for managing the funds increase?
No. There will be no change to the rate of your fund charge after the Transfer Date, although the timing of when the charge is taken may change. Currently Legal & General calculate some fund charges on a daily basis and deduct them from your fund on a monthly or daily basis. After the Transfer Date, ReAssure will calculate and deduct all fund charges on a daily basis.

C2.4 Will ReAssure be able to change the fund(s) in future?
Yes. ReAssure will have the right to make the same changes to funds as Legal & General has within the terms and conditions of your contract (for example, closing or merging funds). If a fund closes that you are invested in ReAssure will write to you to explain that once the fund closes they will move your investment to a similar fund to the one you were invested in.

C2.5 Will ReAssure inform you of any future changes in the same way that Legal & General does?
Yes. ReAssure will update you of any changes to your fund or policy in line with the terms and conditions of your policy and the current regulations.

C2.6 Will your funds be priced on the same basis as they are now?
Yes. There is no change to the pricing basis of the funds, and they will remain as described in your current policy documentation at the Transfer Date.

C2.7 Will the funds still be valued at the same time?
No. Your funds are currently valued at 12 noon (unless you are invested in the Legal & General North American Fund which is valued at 3pm). After the Transfer Date, ReAssure will value your funds at close of business each working day.

C2.8 Are there any changes to the timing of transactions?
Yes. Legal & General apply different approaches for different contract types and funds, these are usually defined in relevant product literature. ReAssure will value transactions using a standardised approach as follows:

- For switch requests only involving internal funds, the date one day after all information required to process the switch is received.
- For switch requests involving external funds, the date two days after all information required to process the switch is received.
- For all other transactions (except death claims), the date all information required to process the transaction is received.
PART C3
FOR HOLDERS OF FLEXIBLE MORTGAGE ISA POLICIES (FMISA)

C3.1 What is happening to your Flexible Mortgage ISA (FMISA) policy?
Your Flexible Mortgage ISA policy is made up of two key elements: a life insurance policy and an ISA. The life insurance provides life cover and in some cases critical illness cover. The ISA provides the investment element of the policy. Both elements are currently provided and administered by Legal & General. The life insurance is provided by Legal & General and the ISA element is provided by Legal & General (Unit Trust Managers) Limited (LGUTM).

If the proposals are approved, ReAssure will replace Legal & General in the provision and the administration of the life insurance element of the policy. The ISA element will continue to be provided and administered by LGUTM, but ReAssure will be your main point of contact for enquiries in connection with the FMISA.

C3.2 How will this affect your policy?
Your FMISA policy benefits will remain the same. You will have the same amount of life cover and the ISA will continue to invest in the same fund(s) that you have selected prior to the Transfer Date.

C3.3 Will your payments continue in the same way?
Your payments will continue under the same direct debit mandate. You do not need to do anything. If your payment is due on the 29th, 30th or 31st of the month, the date ReAssure collects your payment will change. Further details can be found in PART B1.6.

Currently, regular contributions paid into the ISA are invested in your ISA Fund(s) on a Thursday of each week. Following the Transfer Date, your money will be invested in your ISA Fund(s) on the working day following its receipt.

C3.4 Will your charges remain the same?
Yes. Your charges will remain the same.

C3.5 Will you remain invested in the same fund?
Yes. You will remain invested in the same fund as you have selected prior to the Transfer Date.

C3.6 Will there be any changes to your statements?
Yes. You will receive an annual statement from ReAssure for your FMISA policy. Separately, you will receive an annual statement each February showing the value of your ISA Fund(s) from LGUTM.

If you also hold a Flexible Mortgage Plan (FMP) you will also receive a separate annual statement for that policy from ReAssure.
PART C4
FOR HOLDERS OF UNIT LINKED PROTECTION POLICIES

This part of the guide sets out what the Scheme means for holders of Unit Linked Whole of Life, Term Assurance, Critical Illness Cover, Terminal Illness Cover and Income Protection Plan policies that are transferring to ReAssure.

C4.1 How will the transfer affect your policy?

ReAssure will provide the benefits for your policy in the same way that Legal & General does now.

The level of cover you have at the Transfer Date will be the same and any value in your policy will be transferred to ReAssure and continue to be invested by them in the same fund.

C4.2 Will your premium amount change?

No. Your premium amount will not change as a result of the Scheme.

C4.3 Will your premium payments continue in the same way?

Your payments will continue under the same direct debit mandate. You do not need to do anything. If your payment is due on the 29th, 30th or 31st of the month, the date ReAssure collect your payment will change. This is detailed in PART B1.6 of this guide.

C4.4 Will the charge deducted for your cover remain the same?

The charge for the cover provided by your ReAssure policy will be broadly equivalent to that charged by Legal & General.

C4.5 Will there be any changes to the way your performance reviews are carried out?

Yes. If your policy is still having performance reviews there are some minor changes to the review process.

ReAssure will continue to carry out your regular performance reviews every five years on a broadly equivalent basis to how your reviews with Legal & General are carried out.

Legal & General currently send you notification of a review of your policy three months in advance of your performance review taking effect. After the Transfer Date, ReAssure will notify you one month before the review takes effect. ReAssure will provide you with your options and confirm when you need to make a decision by. If an additional premium is required as a result of a ReAssure review, you will be offered a suitable additional ReAssure policy along with their full terms and conditions applicable at that time.

C4.6 Will there be a change to the timing of the indexation review?

Yes. If you have a policy with an indexation option your policy will continue to have indexation reviews. Your policy currently increases annually, every three years or every five years, depending on the type of cover you have. After the Transfer Date, indexation reviews will occur annually for all policy types.

C4.7 Are there any changes to how death claims are calculated?

Legal & General generally calculate the value of death claims based on the date they have received proof of death. This is normally when a death certificate is received for the life assured. After the Transfer Date, ReAssure will value any death claim based on the date of notification of death of the life assured.
PART C5
FOR MEMBERS OF PORTFOLIO PLUS SELF INVESTED PERSONAL PENSION AND PORTFOLIO PLUS PENSION (THE SIPP)

C5.1 What is happening to your Portfolio Plus Self Invested Personal Pension or Portfolio Plus Pension?
There will be a change to the trustee and the administrator of the SIPP

• The current trustee, Legal & General (Portfolio Management Services) Nominees Limited that is responsible for holding all the investments and money of the SIPP, will be replaced by G Trustees Limited, part of the ReAssure group of companies.

• As a result of the change of trustee, ownership of the insured funds and self-invested assets (if any) will transfer from Legal & General (Portfolio Management Services) Nominees Limited to G Trustees Limited. The trustee arrangements maintain a structure used to protect the assets of the SIPP.

• The administrator, who is responsible for administering the SIPP, will change from Legal & General (Portfolio Management Services) Limited to ReAssure UK Services Limited (RUKSL), part of the ReAssure group of companies.

A new ReAssure Members’ Booklet and Terms Sheet (together, the SIPP Terms and Conditions) is available to review at legalandgeneral.com/policytransfer and Reassure.co.uk/LGAS-transfer. This Booklet will become valid on the Transfer Date. In the meantime, there are some changes you should be aware of below.

C5.2 Will there be any change to the people you contact?
From the Transfer Date, you will contact ReAssure. Further details will be included in the welcome letter that ReAssure will send you after the Scheme is approved.

C5.3 How will you know how the SIPP is performing?
You’ll receive an annual statement each year to provide an update on the SIPP. If you register for ReAssure’s portal, called ‘ReAssure Now’, you’ll also be able to access your policy information online for both self-investments and insured funds. ReAssure will use a phased launch to introduce this service to customers.

C5.4 Are any changes being made to the charges for the SIPP?
In addition to the general changes to the SIPP outlined in this part of the Scheme Guide, the new SIPP Terms and Conditions include a change to the way a ‘platform charge’ can be collected. This is particularly relevant if you currently invest the SIPP via the AEGON (previously Cofunds) platform. The new SIPP Terms and Conditions will allow the platform charge to be taken directly from the SIPP when you use a platform. Currently, this will only apply to you if you have signed up to the AEGON Terms and Conditions and if you hold self-investments on the AEGON platform. If you elect to use the AEGON platform at a later date and sign up to the AEGON Terms and Conditions, then this change will take effect from then.

If you have already signed up to the AEGON Terms and Conditions, this is not a new charge as it is a charge you already committed to pay as part of signing up to the AEGON Platform.

This change introduces the facility to pay for the platform charge through the SIPP. Paying the charge from within your pension arrangement can be a more tax-efficient way of covering the costs of investing through a platform. You will still have the option to elect to pay this charge from outside the SIPP if you wish, that is either directly to AEGON or through other contracts you have on the AEGON platform. You also have the option of cancelling your platform account with AEGON and moving your investments elsewhere.

Example – To illustrate the level of this charge we have provided an example. The current maximum platform charge by AEGON is 0.29% per year of the value of your investment on the platform. This is deducted monthly. So, assuming an investment value of £100,000 throughout the year on the AEGON platform, the charge would be approximately £24.17 per month.
Please note that this change in the way these charges are collected is distinct and not related to the transfer of your policy but, given that it was due to occur in the same period, it was considered helpful to communicate the changes together and implement them at the same time (that is, on the Transfer Date).

C5.5 Are there any changes if you or your adviser use the AEGON platform for trading in self-investments?

No. Your adviser will continue to be able to make trades on your behalf if they’re currently able to do so. If you use the AEGON platform to trade yourself this should also continue to be available.

C5.6 You currently take an income from the SIPP. Will there be any changes?

Yes. If you’re currently taking an income from the SIPP, you’ll continue to be able to do this. However, if you have a member’s SIPP bank account, you’ll only need this if you have money in self-investments. If you only have money in insured funds and you’re taking an income from these funds, ReAssure will make payments to you directly and there will be no need for you to have a SIPP member’s bank account. The welcome letter that ReAssure will send you will include more information about this.

In addition, you’ll also be able to access your policy online by registering for the ReAssure portal, called ‘ReAssure Now’. ReAssure will use a phased launch to introduce this service to customers. Legal & General do not currently offer an equivalent service for customers receiving an income from their SIPP.

There are also some changes to the income limits which are outlined below. These are all improvements to the choice you will have and will not impact the current level of income you are taking.

C5.7 Are there any other changes you need to be aware of?

If you aren’t currently taking an income from the SIPP, but decide to do so after the Transfer Date, you won’t be charged a set-up fee if the SIPP investment only invests in insured funds (unit linked funds).

If you’re currently making contributions into the SIPP and want to continue to do so after your selected retirement date, you’ll be able to do this by contacting ReAssure at the appropriate time.

Currently, if you want to add another pension into the SIPP, the pension you’re adding must have a minimum value. After the Transfer Date, the minimum value requirement will be reduced. Please refer to the new SIPP Terms and Conditions for details.

If you want to, and are eligible to, take income drawdown from the SIPP, you’ll now be able to take up to four (previously two) one-off withdrawals each policy year (a policy year will run from one birthday to the next). The minimum withdrawal amount will be reduced. Please refer to the new SIPP Terms and Conditions for details.
PART C6
FOR MEMBERS OF THE STAKEHOLDER PENSION SCHEME

C6.1 Introduction
You are currently a member of the Legal & General Stakeholder Pension Scheme. This pension scheme operates under stakeholder pension regulations set out by the Government. Your rights and benefits within the pension scheme are held within an individual stakeholder pension policy in your name which is also provided by Legal & General.

C6.2 What is happening to your Stakeholder Pension Policy?
Our intention is to request that the High Court transfer your existing individual stakeholder pension policy to the ReAssure Number Two Stakeholder Pension Scheme on the Transfer Date. This means you will become a member of the ReAssure Number Two Stakeholder Pension Scheme, which is a UK registered stakeholder pension scheme and is governed by the same stakeholder pension regulations as the Legal & General Stakeholder Pension Scheme.

From the Transfer Date, ReAssure will be fully responsible for the management and operation of the ReAssure Number Two Stakeholder Pension Scheme, and the administration of your individual stakeholder pension policy.

C6.3 Can you still benefit from tax relief on pension contributions you pay in after the proposed transfer?
When you originally applied for your individual stakeholder pension policy you completed a Pension Tax Relief at Source Declaration (PTRAS Declaration). This declaration confirmed your eligibility to receive basic rate tax relief on your pension contributions and has allowed Legal & General to claim basic rate tax relief on the contributions you make to your pension. Subject to approval from the High Court, we intend to transfer your PTRAS Declaration from Legal & General to ReAssure. This is to enable ReAssure to claim basic rate tax relief on the contributions you make after the transfer.

Please note: HM Revenue & Customs (HMRC) require that policyholders continue to ensure they remain eligible for this valuable benefit over the term of their policy if their circumstances change in respect of tax relief.

C6.4 Can you increase your regular contributions or pay additional single contributions into your stakeholder pension policy?
Yes. If you choose to increase your pension contributions after the Transfer Date it may be necessary for you to complete a new PTRAS Declaration so that ReAssure can continue to claim tax relief on your contributions.

C6.5 Can you restart your contributions if your stakeholder pension policy is “paid up” (not receiving regular contributions)?
Yes. You can restart your pension contributions at any time. If you restart contributions after the Transfer Date, ReAssure will send you a new direct debit mandate and a new PTRAS Declaration for completion to allow them to claim basic rate tax relief on any future contributions you make.

C6.6 Will you have to complete a new death benefit nomination form?
No. Your existing death benefit nomination(s) will still be valid after your stakeholder pension policy is transferred to ReAssure. If you would like to update this please contact ReAssure after the Transfer Date.
C6.7 What does the Independent Expert say?

The Independent Expert has reviewed the proposals for transferring your individual stakeholder pension policy to the ReAssure Number Two Stakeholder Pension Scheme on the Transfer Date. He concludes that: “I am satisfied that if the Scheme were to be implemented, the transferring stakeholder pension policyholders’ policies and existing PTRAS declarations would be transferred to the scheme administrator of the ReAssure Stakeholder Pension Scheme. I am therefore satisfied that the Scheme would not have a material adverse effect on the transferring stakeholder pension policies.”
PART C7 FOR TRUSTEES OF PENSION SCHEMES

C7.1 How will the transfer impact you as a Trustee?

There will be little change to the service you receive. ReAssure will provide you with:

- Access to either a dedicated relationship manager or a named team of administrators who will respond to any queries you have within a set timeframe.
- Annual statements for the policies in your pension scheme.
- If applicable, bonus information will be included within your annual statements and will also be available on ReAssure's website at reassure.co.uk
- If your pension scheme goes into arrears ReAssure will send a letter to let you know, so you can take the appropriate action.
- ReAssure will automatically provide you with a pension scheme report every quarter – you will no longer have to request this.
- Pension schemes where contributions are currently being paid will be given the opportunity to register for the ReAssure ‘Re Act’ portal so they can self-administer their pension scheme.
- If an individual’s benefits are assigned back to a member, ReAssure will then deal with the member directly – and offer appropriate retirement options.

C7.2 Will there be any changes to members’ retirement options?

No. Please see below confirmation of what happens for members around their ‘Selected Retirement Date’:

- The member’s retirement date will be set to the maximum age allowed by the terms and conditions, and you’ll continue to receive annual statements for the member until they take a retirement option.
- Members will receive a ‘Wake-up’ pack approximately seven months before their Selected Retirement Date. This will confirm all the options that ReAssure offer.
- When a member chooses a retirement option, you may have to get in touch with ReAssure to confirm this (depending on the chosen option).
- Contribution payments will automatically stop at the Selected Retirement Date, but you will be able to start these again if the terms and conditions allow this.
- The policy will continue to be invested in line with the terms and conditions.
- If the member chooses not to take a retirement option, the options will automatically be deferred to age 75 (or 85 if this is in your pension scheme rules).

C7.3 When will ReAssure contact you with details of their service?

After the Scheme has been approved, ReAssure will provide you with full details of their service in a welcome pack.
PART D
SUMMARY OF THE TERMS OF THE SCHEME

D1. Introduction
The following is a summary of the main points of the Scheme. The full Scheme is accessible from the Legal & General website and the ReAssure website at legalandgeneral.com/policytransfer and reassure.co.uk/LGAS-transfer or by calling the Policy Transfer Helpline referenced in PART A4 of this guide.

D2. Transfer of the Transferring Business from Legal & General to ReAssure

Transferred Business
At the Transfer Date, Legal & General will transfer its traditional insurance-based savings, pensions, life and with profits business (the “Transferred Business”) to ReAssure. The Transferred Business comprises certain with profits, non-participating retail savings and retail pensions, unit linked protection and self-invested pensions and some group pension scheme businesses of Legal & General. These businesses comprise the insurance policies, as well as the associated assets and liabilities.

It is intended that from the Transfer Date, all the rights and obligations arising from the Transferred Business will transfer to ReAssure from Legal & General. This means that ReAssure will be responsible for paying all benefits and meeting all other obligations which were previously Legal & General’s in relation to the Transferred Business.

The transfer of certain parts of the Transferred Business, such as the transfer of the SIPP business, is more complex than others and therefore needs to be set out in more detail in the Scheme. These are set out in PART E of the Scheme, which more particularly describes those specific transfers.

Exceptions
Despite the intention mentioned above, there may be a small number of policies which fall outside the Scheme. These would be either policies that Legal & General and ReAssure agree should not transfer (the “Excluded Policies”) or policies that cannot transfer for a particular reason (the “Residual Policies”). We do not expect that there will be any “Excluded Policies” or “Residual Policies”.

Transferred Contracts
Certain Legal & General contracts (including reinsurance contracts) that relate to the Transferred Business will also transfer. This transfer may be of all or part of a given contract. The main effect of this transfer will be that ReAssure will replace Legal & General as a party to the transferring contract, with the result that ReAssure will assume the rights and obligations Legal & General has in connection with those contracts.

Proceedings and litigation
Any proceedings or litigation by or against Legal & General which are ongoing as of the Transfer Date and that are connected with the Transferred Business shall be continued by or against ReAssure. Future proceedings in respect of the Transferred Business should be commenced against ReAssure rather than Legal & General. ReAssure will be entitled to all defence, claims, counterclaims and rights to set-off that would have been available to Legal & General. Any judgment, settlement, order or award under current or past proceedings obtained by or against Legal & General in relation to the Transferred Business shall be enforceable by or against ReAssure in place of Legal & General.
D3. Allocation Structure

ReAssure will establish the LGWPF as a stand-alone fund. The assets and liabilities (including the relevant policies) that are currently allocated to the transferring With Profits Fund will be allocated to the LGWPF. All other transferred assets and liabilities will be allocated to the ReAssure non-profit fund.

Linked funds

Each linked asset and associated liability forming part of the Transferred Business comprised in each linked fund will be allocated to a new corresponding linked fund established by ReAssure. ReAssure will be entitled to the rights, benefits and powers, and will be subject to the duties and liabilities, that applied to Legal & General in relation to the corresponding linked fund. ReAssure will, subject to certain conditions, be able to close or amalgamate any new linked funds (or any part or parts thereof), to divide or wind up any new linked funds, or to modify or enlarge the investment objectives of any new linked funds.

Re-allocation of policies and merger of funds

Subject to certain conditions (including the terms of the relevant policy, applicable law and regulation, notification of the Regulators and so on), ReAssure may:

(A) Re-allocate any non-participating with profits policy, or any part of any participating with profits policy that becomes a non-participating with profits policy, from the LGWPF to the ReAssure non-profit fund;

(B) Merge the LGWPF into another with profits fund of ReAssure if the aggregate market value of the assets in the LGWPF has fallen below £400 million;

(C) Merge other with profits funds of ReAssure into the LGWPF;

(D) Merge the LGWPF into the non-profit fund of ReAssure if the aggregate market value of the assets in the LGWPF has fallen below:

(i) £80 million; or

(ii) £400 million, provided additional conditions are met (including instructing an independent actuary to provide their advice on the merger),

(together, the "Future Fund Changes").

If necessary to give effect to the Future Fund Changes, and subject to the same conditions above, ReAssure may amend the Scheme provided the amendments are equitable to policyholders and in accordance with applicable law and regulation. The threshold figures mentioned above will be increased each calendar year in accordance with the UK Retail Price Index.

With profits expenses

ReAssure will be the administrator of the LGWPF and will be able to charge the LGWPF for the provision of its services to the fund. The expenses that ReAssure may charge will be fixed by reference to agreed expense charges (increased each calendar year from 2018 in accordance with the UK Retail Price Index plus 0.5%). Subject to the changes permitted under the Future Fund Changes, these fixed expenses will continue until the date on which the last policy remaining in the LGWPF runs off, matures, lapses or is surrendered.

D4. Transfer Date

The Transfer Date of the Scheme will be on 4 November 2019. For accounting and financial reporting purposes, the Scheme will be treated as effective between Legal & General and ReAssure from 1 November 2019. However, this will not affect policyholders or their rights against Legal & General and ReAssure.

Legal & General and ReAssure may agree to delay the Transfer Date until 4 February 2020. If Legal & General and ReAssure wish to delay the Transfer Date beyond this date, they must go back to the High Court for consent and comply with various other conditions (including notifying the Regulators).

If the Scheme has not become effective before 4 May 2020, the provisions of the Scheme will lapse.
D5. Variations to the Scheme

ReAssure may apply to the High Court for consent to amend the terms of the Scheme, provided that the Regulators have been given prior and reasonable notice and the application to the High Court is accompanied by a report containing a certificate from an independent actuary to the effect that the proposed amendment will not materially adversely affect the interests of policyholders.

Legal & General will need to give consent to any amendment to the terms of the Scheme if Legal & General can show that the amendment will have an adverse financial impact on Legal & General.
PART E
THE SUMMARY REPORT OF THE INDEPENDENT EXPERT

JULY 2019

PREPARED BY: OLIVER GILLESPIE, FIA

E1. The companies involved in the transfer

E2. The proposed transfer

E3. My considerations with respect to the proposed transfer

E4. The effect of the transfer on the transferring LGAS policies

E5. The effect of the transfer on the existing ReAssure policies

E6. The effect of the transfer on the non-transferring LGAS policies

E7. The ReAssure Group plc Initial Public Offering (IPO)

E8. My considerations in respect of the fair treatment of customers

E9. My conclusions
PART E
THE SUMMARY REPORT OF THE INDEPENDENT EXPERT

E1. The companies involved in the transfer

E1.1 Legal & General Assurance Society Limited ("LGAS") is a proprietary composite insurance company that was founded in 1836. LGAS is the principal operating subsidiary for the Legal & General Group (the "L&G Group") and is one of the largest providers of insurance products in the UK.

E1.2 LGAS currently has approximately £143 billion of assets under management (as at 31 December 2018).

E1.3 On 31 May 2019, the L&G Group announced that it had sold its general insurance business to Allianz and that the transaction was expected to complete in the second half of 2019 subject to regulatory approvals.

E1.4 ReAssure is a proprietary insurance company that is part of the Swiss Re Group. Since February 2018, the Japanese insurance group MS&AD Insurance Group ("MS&AD") has owned a minority stake in ReAssure and, in February 2019, this increased from 15% to 25%.

E1.5 ReAssure's business is based on the acquisition of the closed blocks of in-force life insurance business of other life insurance companies either through reinsurance agreements or by means of legal transfers of business and this has led to ReAssure undertaking a large number of transfers of business since its first acquisitions in 1983.

E1.6 ReAssure currently has approximately £39 billion of assets under management (as at 31 December 2018).

E2. The proposed transfer

Introduction

E2.1 On 6 December 2017, the L&G Group announced that it intended to sell part of its long-term insurance business to ReAssure in order to allow it to focus on growth in other areas such as writing and acquiring blocks of annuities and investment management.

E2.2 It is this block of business that is proposed to be transferred from LGAS to ReAssure under the proposed transfer that is the reason for this report.

The transferring business

E2.3 The transferring business consists of approximately 1 million policies and assets of approximately £28 billion (as at 31 December 2018). This business includes the 'Mature Savings' block of business and smaller volumes of other long-term insurance business of LGAS and has been largely closed to new business and in run-off since 2015.

E2.4 The transferring business consists of with-profits business, unit-linked business and non-profit business. These are all types of long-term insurance products that are common across the UK industry and I explain these in more detail in Section 3 of my main report. A summary of the transferring business is provided in Section 5 of my main report.

E2.5 If the transfer were to go ahead then the assets and liabilities associated with the transferring business would be transferred from LGAS to ReAssure. The proposed date of transfer is currently set to be 4 November 2019.

E3. My considerations with respect to the proposed transfer

E3.1 My key considerations in respect of each group of policyholders affected by the proposed transfer are whether the proposed transfer would have an effect on the following:

• The security of benefits under the policies.

The security of benefits for the transferring business is derived from the financial strength of the firm itself which depends on the assets held to back the policies, any assets held in excess of this, and any external support provided by the parent of the firm.
E3. My considerations with respect to the proposed transfer

E2. The proposed transfer

E1. The companies involved in the transfer

The transferring business consists of approximately 1 million policies and assets of approximately £28 billion (as at 31 December 2018). This business includes the 'Mature Savings' block of business, which has largely closed to new business and is in run-off since 2015.

It is this block of business that is proposed to be transferred from LGAS to ReAssure under the proposed transfer that is the reason for this report.

ReAssure is a proprietary insurance company that is part of the Swiss Re Group. Since its first acquisitions in 1983, ReAssure has undertaken a large number of transfers of business since its first acquisitions in 1983. ReAssure's business is based on the acquisition of the closed blocks of in-force life insurance business of other life insurance companies either through reinsurance agreements or by means of legal transfers of business.

ReAssure currently has approximately £39 billion of assets under management (as at 31 December 2018). Its business consists of with-profits business, unit-linked business and non-profit business. It is this block of business that is proposed to be transferred from LGAS to ReAssure under the proposed transfer that is the reason for this report.

Legal & General Group (the “L&G Group”) and is one of the largest providers of insurance products in the UK.

LGAS currently has approximately £143 billion of assets under management (as at 31 December 2018). This business includes the 'Mature Savings' block of business, which has largely closed to new business and is in run-off since 2015.

Legal & General Assurance Society Limited (“LGAS”) is a proprietary composite insurance company that is part of the L&G Group. LGAS is the group that is responsible for the whole life assurance activities of the L&G Group.

E3.1 My key considerations in respect of each group of policyholders affected by the proposed transfer

In this report I have considered the effects of the proposed transfer on the following groups of policies:

- The transferring LGAS policies in Section 8 and Section 9 of my main report;
- The existing ReAssure policies in Section 10 of my main report; and
- The non-transferring LGAS policies in Section 11 of my main report.

E3.2 In this report I have considered the effects of the proposed transfer on the following groups of policies:

- The transferring LGAS policies in Section 8 and Section 9 of my main report;
- The existing ReAssure policies in Section 10 of my main report; and
- The non-transferring LGAS policies in Section 11 of my main report.

E3.3 I summarise these sections below.

E4. The effect of the transfer on the transferring LGAS policies

E4.1 I analyse the effects of the proposed transfer on the transferring LGAS policyholders in Section 8 and 9 of my main report.

The effect of the transfer on the security of the benefits of the transferring policies

E4.2 If the proposed transfer were to proceed, the security of benefits under the transferring policies would be derived from ReAssure rather than from LGAS as currently.

E4.3 As the analysis in Section 8 of my main report shows, I am satisfied that this reliance on the financial strength of ReAssure, its risk appetite statement and its group support would not have a material adverse effect on the security of the benefits of the transferring LGAS policies.

The effect of the transfer on the profile of risks to which the transferring policies are exposed

E4.4 If the transfer were to go ahead, the transferring policies would become policies of ReAssure and be directly exposed to the risk profile of a different company that has written different business, through different distribution channels, to policyholders with different demographic profiles.

E4.5 Whilst the transfer would result in a change to the risk exposures of the transferring policies, the transfer would have no effect on the regulatory regime to which the business would be subject as both firms are subject to the same Solvency II regime and to regulation by the PRA and FCA, and the Solvency Capital Requirement (“SCR”) calculated in accordance with the Solvency II regime will continue to reflect the risk exposures of ReAssure which will, after the transfer, include the transferring LGAS business.

E4.6 Therefore, I am satisfied that, this would not have a material adverse effect on the security of the benefits of the transferring policies.

The effect of the transfer on the reasonable expectations of the transferring policyholders in respect of their benefits

E4.7 The transferring business consists of with-profits, unit-linked, and non-profit business and in Section 8 of my main report I consider the effects of the proposed transfer on the policyholders’ reasonable expectations in respect of their benefits on each of these types of product separately.

E4.8 The intention from ReAssure is that, after the transfer, the transferring business would be managed in materially the same way as it would have been had the transfer not happened and the business remained in LGAS.
E4.9 That said, ReAssure is a different company to LGAS and has different management and governance structures and therefore, one would expect there to be some changes for the transferring policies after the transfer and I cover the proposed changes in Section 8 of my main report.

E4.10 I am satisfied that the transfer would not have a material adverse effect on the reasonable expectations of the transferring policyholders.

The effect of the transfer on the standards of administration and servicing applied to the transferring LGAS policies

E4.11 If the proposed transfer were to go ahead, ReAssure would take over the administration of the majority of the transferring business. The IT systems used to administer and service the transferring business would not transfer across to ReAssure and a plan has been put in place to migrate the policy data from the current LGAS administration systems to the ReAssure administration systems.

E4.12 If this migration plan were to be completed by the Legal Effective Date then I am satisfied that there would not be a material adverse effect on the standards of the administration and servicing applied to the transferring LGAS policies.

E4.13 However, at the time of writing this report, ReAssure and LGAS have identified some areas of material concern with the migration plan that are being monitored closely by the ReAssure Board and the LGAS Board.

E4.14 Both firms have provided assurance that these areas of concern are being addressed, that the migration plan has been revised, and that they are confident that the migration can be successfully delivered in time for the Legal Effective Date. It is expected that some additional manual processes will be in place for a period after the Legal Effective Date while building and testing of systems is completed.

E4.15 It is the responsibility of the ReAssure Board and the LGAS Board to ensure that this migration is implemented successfully and without any material detriment to either transferring policyholders or existing ReAssure policyholders and I will rely on the ReAssure Board and the LGAS Board to ensure that this is the case. In particular I will rely on the Boards of the firms to ensure that the migration project is given the appropriate priority, that the required planning is carried out, and that the required resources are secured, such that the status of the migration project is quickly improved to an acceptable level.

E4.16 Although uncertainty is not unexpected at this stage, in migration projects of this complexity, the High Court will not sanction the Scheme until it is satisfied that there would not be a material adverse effect on policyholders. The firms have established readiness checkpoints to monitor and resolve these uncertainties and these will need to be passed before a decision is made by the ReAssure and LGAS Boards to seek an Order from the High Court to implement the Scheme.

E4.17 I will report on the progress with the migration plan in my Supplementary Report for the Sanctions Hearing.

The effect of the transfer on the management and governance applied to the transferring LGAS policies

E4.18 A number of changes have recently been made to the governance framework within ReAssure in order to maintain the current level of governance of the transferring business within LGAS.

E4.19 I have reviewed the ReAssure governance framework and I am satisfied that the level of oversight, including independent oversight, provided by the proposed framework is such that the proposed transfer would not have a material adverse impact on the standards of governance applied to the transferring business.

Conclusion in respect of the transferring LGAS policies

E4.20 I am satisfied that the proposed transfer would not have a material adverse effect on:

- The security of the benefits of the transferring policies of LGAS;
- The reasonable expectations of the transferring policyholders of LGAS in respect of their benefits; or
E4.21 As noted above there are some areas of material concern regarding the migration plan that are being monitored closely by the ReAssure Board and the LGAS Board. The transfer will not be able to proceed until a decision is made by the ReAssure and LGAS Boards to seek an Order from the High Court to implement the Scheme and the High Court is satisfied that the implementation of the Scheme would not have a material adverse effect on policyholders.

E4.22 I will provide an update on these in my Supplementary Report.

E5. The effect of the transfer on the existing ReAssure policies

E5.1 I analyse the effects of the proposed transfer on the existing ReAssure policyholders in Section 10 of my main report.

The effect of the transfer on the security of the benefits of the existing ReAssure policies

E5.2 If the proposed transfer were to proceed, the security of benefits under the existing ReAssure policies would continue to be derived from ReAssure, but a large amount of business would be transferred into ReAssure from LGAS.

E5.3 As the analysis in Section 10 of my main report shows, I am satisfied that the transfer would not have a material adverse effect on the security of the benefits of the existing ReAssure policies.

The effect of the transfer on the profile of risks to which the existing ReAssure policies are exposed

E5.4 I am satisfied that, although the transfer would cause a change to the profile of risks to which the existing ReAssure policies are exposed, this would not have a material adverse effect on the security of the benefits of the existing ReAssure policies.

The effect of the transfer on the reasonable expectations of the existing ReAssure policies in respect of their benefits

E5.5 If the transfer goes ahead there would be no change to:
- The terms and conditions of the existing ReAssure policies;
- The methodology used to calculate the amounts that are used to pay policyholders for claims and surrenders under with-profits, unit-linked and non-profit existing ReAssure policies;
- The charges that apply to the existing ReAssure policies;
- The exercise of discretion by ReAssure in respect of the management of the with-profits and unit-linked business; or
- The rights of the existing with-profits policyholders of ReAssure to any future distributions from the inherited estates.

E5.6 I am satisfied that the transfer would not have a material adverse effect on the reasonable expectations of the existing ReAssure policyholders in respect of their benefits.

The effect of the transfer on the standards of administration and servicing applied to the existing ReAssure policies

E5.7 As a result of the transfer, ReAssure would take over the administration of the majority of the transferring business.

E5.8 The IT systems used to administer and service the transferring business would not transfer across to ReAssure and a plan has been put in place to migrate the policy data from the current LGAS administration systems to the ReAssure administration systems.

E5.9 As noted above, there are some areas of material concern regarding the migration plan that are being monitored closely by the ReAssure Board and the LGAS Board.

E5.10 It is the responsibility of the Boards to ensure that this migration is implemented successfully and without any material detrimental impact to either transferring policyholders or existing ReAssure policyholders and I will rely on the ReAssure Board and the LGAS Board to ensure that this is the case.
**E5.11** I will report on the progress with the migration plan in my Supplementary Report for the Sanctions Hearing.

**The effect of the transfer on the management and governance of the existing ReAssure policies**

**E5.12** I am satisfied that the implementation of the proposed Scheme would not have a material adverse effect on the principles and practices used in the management of the existing business of ReAssure, the governance of the with-profits policies in the WLWPF, the NMWPF and the GAWPF, or the governance of the other ReAssure policies.

**E5.13** I am therefore satisfied that the implementation of the transfer would not have a material adverse effect on the standards of management and governance that apply to the existing ReAssure policies.

**Conclusion for the existing ReAssure policies**

**E5.14** I am satisfied that the transfer would not have a material adverse effect on:

- The security of the benefits of the existing ReAssure policies;
- The reasonable expectations of the existing ReAssure policyholders in respect of their benefits; or
- The standards of administration, service, management and governance that apply to the existing ReAssure policies.

**E5.15** As noted above there are some areas of material concern regarding the migration plan that are being monitored closely by the ReAssure Board and the LGAS Board. The transfer will not be able to proceed until a decision is made by the ReAssure and LGAS Boards to seek an Order from the High Court to implement the Scheme and the High Court is satisfied that the implementation of the Scheme would not have a material adverse effect on policyholders.

**E5.16** I will provide an update on these in my Supplementary Report.

**E6. The effect of the transfer on the non-transferring LGAS policies**

**E6.1** I analyse the effects of the proposed transfer on the non-transferring LGAS policyholders in Section 11 of my main report.

**The effect of the transfer on the security of the benefits of the non-transferring LGAS policies**

**E6.2** Currently, the non-transferring LGAS policies derive their security of benefits from being part of LGAS and this is derived from the financial strength available to provide security for the benefits of the non-transferring policies under the LGAS RA Statement and the external support available from the L&G Group. This would not change as a result of the implementation of the transfer and therefore if the transfer were to go ahead I am satisfied that there would not be a material adverse effect on the security of the benefits of the non-transferring LGAS policies.

**The effect of the transfer on the profile of risks to which the non-transferring LGAS policies are exposed**

**E6.3** I am satisfied that, although the transfer would cause a change to the profile of risks to which the non-transferring LGAS policies are exposed, this would not have a material adverse effect on the security of the benefits of the non-transferring LGAS business.

**The effect of the transfer on the reasonable expectations of the non-transferring LGAS policyholders in respect of their benefits**

**E6.4** If the transfer were to go ahead, there would be no change to the terms and conditions, the methodology used to determine claim and surrender benefits, the charges that apply, or the exercise of discretion in respect of the management of the unit-linked funds for the non-transferring LGAS policies.

**E6.5** I am satisfied that the transfer would not have a material adverse effect on the reasonable expectations of the non-transferring LGAS policyholders in respect of their benefits.
The effect of the transfer on the standards of administration, servicing, management and governance applied to the non-transferring LGAS policies

E6.6 If the transfer were to go ahead there would be no change to the administration and servicing, the asset management arrangements, or the governance and management of the non-transferring LGAS policies.

E6.7 I am satisfied that the transfer would not have a material adverse effect on the standards of administration, servicing, management and governance that apply to the non-transferring LGAS policies.

Conclusion for the non-transferring LGAS policies

E6.8 I am satisfied that the transfer would not have a material adverse effect on:
- The security of the benefits of the non-transferring LGAS policies;
- The reasonable expectations of the non-transferring LGAS policyholders in respect of their benefits; or
- The standards of administration, service, management and governance that apply to the non-transferring LGAS policies.

E7. The ReAssure Group plc Initial Public Offering (IPO)

E7.1 On 3 August 2018, the Swiss Re Group announced that it was exploring the possibility of an IPO of shares in the ReAssure Group in 2019.

E7.2 In anticipation of a potential IPO, a new public parent company ("ReAssure Group plc" or "RGP") has been set up, of which ReAssure is now a subsidiary.

E7.3 On 14 June 2019, RGP confirmed its intention to proceed with the IPO but, on 11 July 2019, subsequent to date on which my main report was issued, it was announced that the IPO process had been suspended. As such it remains uncertain as to whether the IPO will proceed and, if it does, when that might happen.

E7.4 A change of ownership resulting from the IPO could potentially lead to changes to the availability of parental capital support for ReAssure and to the management and governance of the insurance business within ReAssure. It is not expected that the ReAssure IPO would lead to any changes to the administration or servicing of the insurance business within ReAssure.

E7.5 In terms of the different groups of policies considered in Sections 8, 9, 10 and 11 of my main report, it is only the transferring LGAS policies that would be affected by the IPO as a result of the transfer. I analyse the effects of the ReAssure IPO in Section 12 of my main report and, in summary, I am satisfied that:
- If the risk appetite statement applicable to the post-IPO company were to be at least as strong as the ReAssure IPO RA Statement there would not be a material adverse effect on the security of the benefits and reasonable benefit expectations of the transferring policies.
- There exist sufficient controls to ensure that there would not be a material adverse effect on the standards of administration, service, management and governance that apply to the transferring policies.

E7.6 I analyse the effects of the ReAssure IPO, if it were to proceed, in Section 12 of my main report.

E8. My considerations in respect of the fair treatment of customers

E8.1 I analyse the effects of the transfer on the fair treatment of customers in Section 13 of my main report.

The approach to communications with policyholders

E8.2 LGAS will send a mailing pack to the LGAS transferring policyholders (subject to dispensations).

E8.3 Due to the size of the transferring business compared to the existing business of ReAssure, ReAssure will send a letter (the "Part VII Letter") to the existing ReAssure policyholders to make them aware of the transfer (subject to dispensations).
E8.4 LGAS and ReAssure intend to seek waivers from the regulatory requirements to send a written notice to certain groups of policyholders as set out in Section 12 of my main report and I am satisfied that the applications for waivers are reasonable.

The costs of the transfer

E8.5 The costs of the transfer will be split between the shareholder funds of LGAS and ReAssure.

E8.6 An expense deal will be implemented for the LGWPF, which will provide with-profits policyholders with certainty in respect of future expenses levied to the fund. In return the fund will make a £50 million contribution to the cost of migration. I am satisfied that when considered together the expense deal and the £50 million contribution will not have a material adverse effect on the reasonable expectations of the with-profits policyholders in the LGWPF in respect of their benefits. This is covered in Sections 7 and 8 of my main report.

E8.7 I am satisfied that this allocation of the costs of the transfer is reasonable.

E9. My conclusions

E9.1 I confirm that I have considered the issues affecting the policyholders of LGAS and ReAssure separately, as set out in Sections 8 to 14 of my main report and that I do not consider further subdivisions (other than those in this report) to be necessary.

E9.2 I am satisfied that the transfer would not have a material adverse effect on:

- The security of the benefits of the policies of LGAS and ReAssure;
- The reasonable expectations of the policyholders of LGAS and ReAssure in respect of their benefits; or
- The standards of administration, service, management and governance that apply to the LGAS and ReAssure policies.

E9.3 I am satisfied that the transfer is equitable to all classes and generations of LGAS and ReAssure policyholders.

E9.4 As noted above there are some areas of material concern regarding the migration plan that are being monitored closely by the ReAssure Board and the LGAS Board. The transfer will not be able to proceed until a decision is made by the ReAssure and LGAS Boards to seek an Order from the High Court to implement the Scheme and the High Court is satisfied that the implementation of the Scheme would not have a material adverse effect on policyholders.

E9.5 I will provide an update on these in my Supplementary Report.
PART F
FORMAL NOTICE OF THE SCHEME

IN THE HIGH COURT OF JUSTICE
BUSINESS AND PROPERTY COURTS OF ENGLAND AND WALES
No. CR-2018-007713
COMPANIES COURT (Ch D)

IN THE MATTER OF LEGAL AND GENERAL ASSURANCE SOCIETY LIMITED
AND
IN THE MATTER OF REASSURE LIMITED
AND
IN THE MATTER OF PART VII OF THE FINANCIAL SERVICES AND MARKETS ACT 2000

NOTICE IS HEREBY GIVEN that, on 11 July 2019, an application was presented to the High Court of Justice of England and Wales (the “Court”) by Legal and General Assurance Society Limited (the “Transferor”) (incorporated in England and Wales and with its registered office at One Coleman Street, London EC2R 5AA, United Kingdom) and ReAssure Limited (the “Transferee”) (incorporated in England and Wales and with its registered office at Windsor House, Ironmasters Way, Telford Centre, Shropshire TF3 4NB, United Kingdom) for:

(A) an order of the Court, under section 111 of Part VII of the Financial Services and Markets Act 2000 (“FSMA”), sanctioning an insurance business transfer scheme (the “Scheme”) providing for the transfer of the traditional insurance-based savings, pensions, life and with profits business (the “Transferred Business”, as more particularly described in the Scheme) of the Transferor to the Transferee; and

(B) such order as the Court thinks fit under section 112(1) of FSMA.

Copies of a report on the terms of the Scheme prepared by an independent expert in accordance with section 109 of FSMA, a summary of that report and a statement setting out the terms of the Scheme are available, free of charge. Policyholders of the Transferee can obtain those copies at reassure.co.uk/LGAS-transfer or by contacting the Transferee using the Transferee’s contact details, as set out below. Any other person, including policyholders of the Transferor, seeking such copies can obtain them at legalandgeneral.com/policytransfer or by contacting the Transferor using the Transferor’s contact details, as set out below. Any further news about the Scheme will be posted at legalandgeneral.com/policytransfer and reassure.co.uk/LGAS-transfer

The application for sanction of the Scheme is currently scheduled to be heard on 17 October 2019 at the Business and Property Courts of England and Wales, 7 Rolls Buildings, Fetter Lane, London EC4A 1NL. Any change to the hearing date will be published at legalandgeneral.com/policytransfer and reassure.co.uk/LGAS-transfer

The Transfer Date of the Scheme is currently expected to be 4 November 2019. The Transferor and the Transferee can agree to defer the Transfer Date until after 4 November 2019, provided it is no later than 4 February 2020. Any changes to this date will be communicated at legalandgeneral.com/policytransfer and reassure.co.uk/LGAS-transfer

Any person who alleges that he or she may be adversely affected by the carrying out of the Scheme has a right to attend the hearing and express their views either in person or by a representative.

Any person who alleges that he or she may be adversely affected by the Scheme but does not intend to attend the hearing may make representations about the Scheme by telephone, by email or in writing to the Transferor, or by telephone or in writing to the Transferee. Representations can also be made to the respective solicitors of the Transferor and the Transferee, each named below, using the contact details set out below.
If the Scheme is sanctioned by the High Court, it will result in the transfer of the Transferred Business from the Transferor to the Transferee, notwithstanding that a person would otherwise be entitled to terminate, modify, acquire or claim an interest or right, or to treat an interest or right as terminated or modified, in respect thereof. Any such interest or right will only be enforceable to the extent the Order of the Court makes provision to that effect.

Dated________________

Transferee contact information:

Telephone number: 0808 164 7501 (or, if resident outside the United Kingdom, on +44 195 252 4695).
The Transferee’s phone lines are open from 9am to 5.30pm on Monday to Friday (excluding bank holidays).
Postal address: Transfer Response Handling Team, ReAssure Limited, Windsor House, Telford Centre, Telford, Shropshire TF3 4NB.

Transferor contact information:

Telephone number: 0800 048 1026 (UK Freephone) (or, if resident outside the United Kingdom, on +44 1273 374130). The Transferor’s phone lines are open from 9am to 5pm on Monday to Friday.
Postal address: Policy Transfer Team, Legal & General, PO Box No. 5458, City Park, The Droveway, Hove, East Sussex BN52 9GL
Email: scheme.response@landg.com

Solicitors for the Transferee:


Solicitors for the Transferor:

Slaughter and May, One Bunhill Row, London EC1Y 8YY, United Kingdom. Ref: RAC/LKXH.
PART G

JERSEY AND GUERNSEY SCHEMES

Legal & General has a small number of policies that form part of the business carried on in or from within Jersey, or which were issued to people resident in Guernsey. We will transfer these policies separately under a Jersey Scheme and a Guernsey Scheme respectively. These schemes will be presented to the Royal Court of Jersey and the Royal Court of Guernsey (respectively). We are liaising with the Jersey Financial Services Commission and the Guernsey Financial Services Commission.

Both the Jersey Scheme and the Guernsey Scheme transfer the policies to which they relate on substantially the same terms as the Scheme. The Summary of the Terms of the Scheme in PART D of this Scheme Guide and the Summary of the Independent Expert’s Report in PART E apply equally to the Jersey and Guernsey Schemes. In terms of the Jersey and Guernsey Schemes, where we refer to the approval of the High Court, you should read this as approved by the Royal Court of Jersey or the Royal Court of Guernsey, as appropriate.

The court hearings for the approval of the Jersey Scheme and the Guernsey Scheme are expected to take place as follows.

- **Jersey Scheme** – at 9.00am on 22 October 2019 at the Royal Court of Jersey, The Royal Court House, Royal Square, St Helier JE1 1JG.
- **Guernsey Scheme** – at 9.30am on 25 October 2019 at the Royal Court of Guernsey, The Royal Court House, St Peter Port GY1 2NZ.

If you believe you would be adversely affected by one of these Schemes, you may put your objections to the Royal Court of Jersey or the Royal Court of Guernsey in the following ways.

- You can write to us at the address given in PART A4 of this guide. We will share your objection and our reply to you with ReAssure, the High Court, the Royal Court of Jersey or the Royal Court of Guernsey (as applicable), the Independent Expert and the relevant supervisory organisation. If you do write to Legal & General, it would help if you could please quote your contract number and the reference details noted on the front page of the covering letter in this pack.
- You can call us on 0800 048 1026 (UK-Freephone) or +44 1273 374130 (International calls). For international calls, call charges will vary. We will record and monitor calls. We will make a note of your objection or concern and share our reply to you with ReAssure, the High Court, the Royal Court of Jersey or the Royal Court of Guernsey (as applicable), the Independent Expert and the relevant supervisory organisation.
- You can come to the hearing and present your objection to the relevant court in person. Alternatively, a representative can come to the hearing at the relevant court and present your objection on your behalf.

If you intend to put your objections, concerns or representations to the relevant court in any of the above ways, we would ask that you contact us using the details above as soon as possible and preferably before 12.00 noon 11 October 2019 to let us know. By informing us, we will be able to let you know about any changes that may take place to the relevant hearing, for example a change in the time or date. We may also be able to deal directly with any concerns you have.

If the Royal Court of Jersey or the Royal Court of Guernsey approves the Jersey Scheme or Guernsey Scheme respectively, the transfers will take place on the Transfer Date or a later date if the relevant courts order this.

You can see or obtain copies of these Schemes and the Independent Expert’s Report. They are available from the Legal & General website at legalandgeneral.com/policytransfer or by calling us on 0800 048 1026 (UK-Freephone) or +44 1273 374130 if you are calling from overseas.

The Jersey and Guernsey Schemes, the Independent Expert’s report and the relevant applications to be made to the Royal Court of Jersey and the Royal Court of Guernsey are also available for inspection or collection during office hours from our local counsel as shown below.

- **Jersey Scheme** – at the office of Mourant Ozannes, 22 Grenville Street, St Helier, Jersey JE4 8PX.
- **Guernsey Scheme** – at the office of Mourant Ozannes, Royal Chambers, St Julian’s Avenue, St Peter Port, Guernsey GY1 4HP

Please ask our local counsel to allow you to inspect or collect copies of the documents, which are available at no charge.
TRANSFERRING TO REASSURE

Scheme Guide
This guide explains the proposed transfer of the traditional insurance-based savings, pension, life and with profits business of Legal & General to ReAssure, and what it means for you.

DEFINITIONS
Throughout this guide, you will notice words that are highlighted in bold. These words are explained overleaf. You can keep the Definitions open for easy reference while you read this Scheme Guide.

IMPORTANT UPDATE
CHANGES TO SCHEME GUIDE INFORMATION – JULY 2020
1. The proposed Transfer Date printed in the Scheme Guide should be ignored. The expected Transfer Date of Legal & General’s traditional insurance-based savings, pension, life and with profits policies to ReAssure is now Monday 7 September 2020.

Due to the fast developing global Coronavirus (COVID-19) pandemic, Legal & General, ReAssure and the High Court agreed to adjourn the sanction hearing and defer the proposed transfer until the situation had stabilised. We have continued to engage with the High Court, the Regulators and the Independent Expert and all parties have agreed that the planning and transfer of the business to ReAssure can now proceed. The sanction hearing at the Royal Court of Jersey has been rescheduled for Wednesday 26 August 2020.

2. Definition of ReAssure: ReAssure is currently part of the Swiss Re group of companies. However, on 6 December 2019 Swiss Re announced a proposal to sell its subsidiary ReAssure Group plc to Phoenix Group Holdings plc. More details on this can be found at reassure.co.uk.

3. Due to the proposed sale of ReAssure to Phoenix Group Holdings plc, as referenced in PARTS B1.19 and E7 of the Scheme Guide, as of the date of this Supplemental Report, ReAssure is in the process of being transferred to Phoenix Group Holdings plc and is no longer considered an independent party. The Independent Expert has also reviewed the draft of the scheme to make sure that ReAssure is still in place.

4. New Supplementary Reports from the Independent Expert, the Legal & General With Profits Actuary and the Chief Actuary, and a new Scheme Document will be submitted to the High Court prior to the sanction hearing in August 2020. These will provide updated information on the status of the proposed transfer now and will also be available from legalandgeneral.com/policytransfer.

5. The correct address of the High Court is: High Court of Justice, 7 Rolls Buildings, Fetter Lane London EC4A 1NL.

We recommend that you visit our dedicated policy transfer webpage for all the latest information under ‘Important updates’ at legalandgeneral.com/policytransfer.