

Welcome to the Royal London Group

On 31 July 2013 The Royal London Mutual Insurance Society Limited acquired the Co-operative Insurance Society Limited (CIS) – the life assurance, investment and pension businesses of the Co-operative Banking Group. Formerly an industrial and provident society, CIS became a limited company in July 2013, changing its name to Royal London (CIS) Limited.

We were very pleased to be approached by the Co-operative Banking Group when they were looking for a new home for their life assurance, investment and pension policies. We're now looking after these policies and we're delighted to welcome you as a customer of the Royal London Group.

Like the Co-operative Banking Group, we're committed to putting customers first. We're the UK's largest mutual life and pensions company; you can find out more about us on our website www.royallondongroup.co.uk

Here are some details about your move to Royal London.

- You don't need to do anything.
- The change doesn't affect your policy's terms and conditions. Your policy will continue just as before.
- If you pay your premium by direct debit or standing order, you don't need to tell your bank.
- In due course you will start to see the Royal London name and logo on the letters we send you.

Any questions?

If you have any questions about any of this, you'll find some answers on our website www.royallondongroup.co.uk.

If you have any further questions or want to ask us anything about your life assurance, investment or pension policy, please call us on the number on your accompanying letter.

If you also have a Co-operative home, motor or pet insurance policy, it hasn't moved to Royal London and is still with The Co-operative. The telephone numbers and addresses you need for these policies haven't changed.



The Royal London Group consists of The Royal London Mutual Insurance Society Limited and its subsidiaries. The Royal London Mutual Insurance Society Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. It provides life assurance and pensions and is a member of the Association of British Insurers and the Association of Financial Mutuals. Royal London (CIS) Limited (previously Co-operative Insurance Society Limited) is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. RLUM (CIS) Limited (previously CIS Unit Managers Limited) and RL Marketing (CIS) Limited (previously CIS Policyholder Services Limited) are authorised and regulated by the Financial Conduct Authority.