

Pension details at your fingertips

Reference MPEN20/A 12.11

How do I get started?

It's easy, just follow the simple steps below...

Log on...

www.friendslife.co.uk/membersite

You'll find the information you need about your Friends Life pension plan online. It's quick, secure and convenient and gives you instant access to your pension details.

Register...

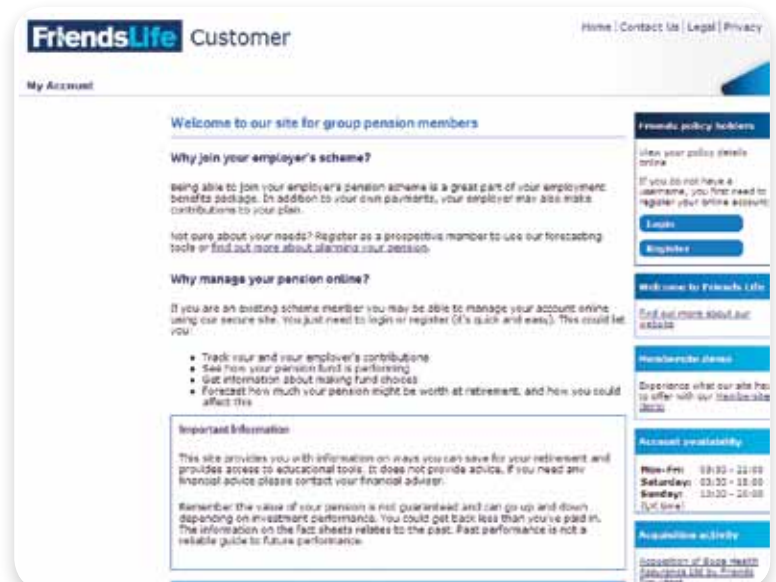
Follow our easy registration process to get started and use our online tools.

Activate...

Once you have registered and joined your company scheme, you will be able to request a unique activation code to enjoy the full range of online services.

With our online service you can:

- check and update your personal details
- confirm which funds your money is invested in
- monitor what contributions have been made
- check the value of your pension
- change the funds you're invested in
- change investment programme choices.



FriendsLife

Log on...

www.friendslife.co.uk/membersite

Member summary

Your personal account page will look similar to this. You can access all of the screens using the tabs at the top of the page.

Transaction summary

This will allow you to view contributions made into your account.

The screenshot shows the 'Member Summary' page for a customer. The page includes a navigation bar with 'Home | Logout | Contact Us | Legal | Privacy' and a 'My Account' section with 'Logged in as: regg1001'. The main content area has tabs for 'Member Summary', 'Transaction Summary', 'Investment Summary', 'Updates', 'Personal Details', and 'eBooks'. The 'Member Summary' section displays the following information:

| | |
|------------------------------------|------------------------------------|
| Scheme Name: | Global Scheme |
| Scheme & Member Number: | F48034/204 |
| Plan Type: | Flexibel |
| Start Date: | 03/12/2001 |
| Retirement Date: | 01/12/2015 |
| Member Name: | FOO CHU |
| NI number: | XXXXXXXX |
| Current Fund Value: | As at: 25/05/2015 Value: £2,698.33 |

Below this, it states 'Where future contributions will be invested' and provides a table for investment options:

| Fund: | % Invested |
|---------------------------------------|------------|
| European | 30% |
| FP BlackRock Lg Tr (00-40) Bk (Aa HP) | 30% |

The screenshot shows the 'Transaction Summary' page for a customer. The page includes a navigation bar with 'Home | Logout | Contact Us | Legal | Privacy' and a 'My Account' section with 'Logged in as: regg1001'. The main content area has tabs for 'Member Summary', 'Transaction Summary', 'Investment Summary', 'Global Parameters', 'Personal Details', and 'eBooks'. The 'Transaction Summary' section displays the following information:

| | |
|------------------------------------|---------------|
| Scheme Name: | Global Scheme |
| Your Name: | FOO CHU |
| Scheme & Member Number: | F48034/204 |

Below this, it states 'Important Information' and provides a table for 'Payments into Your Plan As At 25/05/2015':

| Payment In Type | Date | Personal Payment* | Employer Payment | Total Invested** |
|--------------------------|------------|-------------------|------------------|------------------|
| ▶ 2015 on last statement | 15/03/2015 | £2,692.30 | £0.00 | £2,692.30 |

Below this, it provides a table for 'Fund' details:

| Fund | Units Held |
|---------------------------------------|------------|
| European | 200.33 |
| FP BlackRock Lg Tr (00-40) Bk (Aa HP) | 0.00 |

Below this, it provides a table for 'Overall Totals':

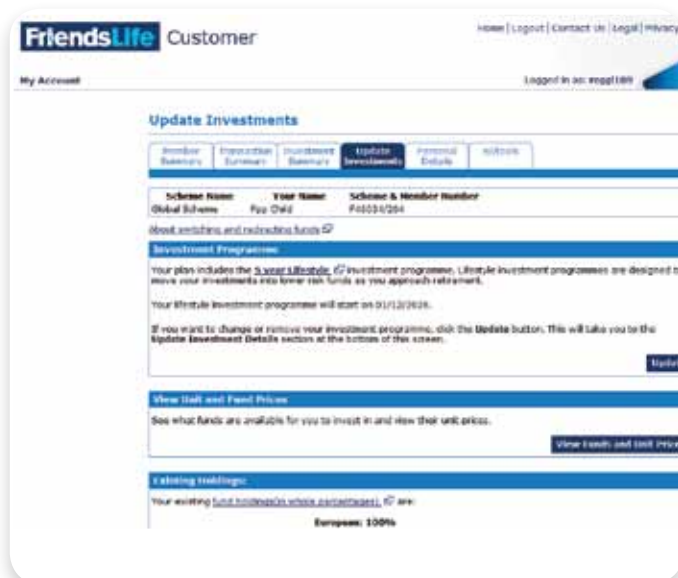
| Overall Totals | Personal Payment | Employer Payment | Total Invested |
|--|------------------|------------------|----------------|
| Contributions paid since last statement | £0.00 | £0.00 | £0.00 |
| Total held in Last 12 Months (includes any transfers received) | £2,692.30 | £0.00 | £2,692.30 |

Monitoring your account online enables you to:

- control your retirement planning,
- save, invest and make changes to your plan, and
- review the amount you contribute for the pension you want when you retire.

Update investments

This screen shows details of how your funds are invested and allows you to make changes to your investment instructions online.



Please continue to visit the site and see our ongoing improvements to its content and usability.



www.friendslife.co.uk/membersite

Friends Life and Pensions Limited

Registered Office: Pixham End, Dorking, Surrey RH4 1QA

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www.friendslife.com **Telephone 0845 602 9189**

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