

Private and confidential



The Little Hundred
Brighton Road
Henfield
West Sussex
BN5 9RT



► *For your records*

12 April 2025

Annual Costs and Charges Summary 23 Mar 2024 to 22 Mar 2025

Customer name: [REDACTED]
Account number: [REDACTED]
Financial adviser: Paul Lawson

Your enclosed summary

As you may know, we want to give you a clear and comprehensive picture of all the one-off and ongoing costs involved in your investments, in line with the Financial Conduct Authority regulations.

That's why your enclosed summary allows you to see the combined impact (in pounds and percentages) on your investment returns over an annual period, covering details of charges relating to:

- Asset manager
- Discretionary management
- Advice
- Administering your Quilter account(s)

You will receive a summary including this information each year for all of the products you hold with us. It will be sent alongside some of your other regular quarterly or annual documentation. This will either be on the anniversary of when you took out your first investment with us or, if you are drawing an income from your pension, you will get the summary for your Collective Retirement Account with your annual drawdown review pack.

If you have any questions, please contact your financial adviser who will be able to help you. Alternatively, you can call or email us using the details shown and we will be happy to help. Our Customer Service Centre is open 8.30am – 5.30pm, Monday to Friday.

Yours sincerely

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Department
for Work &
Pensions

THE LITTLE HUNDRED
BRIGHTON RD
HENFIELD
W SUSSEX
BN5 9RT

Winter Fuel Payment Centre
Mail Handling Site A
Wolverhampton
WV98 1LR

10 October 2022

Your 2022 Winter Fuel Payment will be £600

If you would like braille, British Sign Language, a hearing loop, translations, large print or audio, please telephone 0800 731 0160 or textphone Relay UK on 18001 then 0800 731 0160.

For winter 2022 to 2023, we worked out your payment during the week of 19 September 2022 to 25 September 2022. This is called the 'qualifying week'.

You qualify for £600 because you:

- were born on or before 25 September 1942
- were not living with anyone else who qualifies

Your £600 also includes extra money from the government to help with the cost of living. This extra money is known as a 'Pensioner Cost of Living Payment', and it will only be paid for winter 2022.

You can find out more about the full range of support available from the government to help with the cost of living. Search 'Help for Households' online to find out more.

Your money will be paid into your bank or building society account with the account number that [redacted] This account number is not the same as the long number shown on any cards you have for the account.

Most payments will be made by November or December. If you have not received your payment by 13 January 2023, call us for free on 0800 731 0160. You will need to have your National Insurance number ready when you call.