



Ethical Funds

Change of investment objectives for our Ethical Fund

Our Ethical Fund currently invests mainly in UK and European companies. But we're making changes so that it will be able to invest on a global basis. The investment objectives will be changed from 23 November 2008.

We'd like to reassure you that the change will mean that the fund will benefit from:

- * improved investment opportunities, and
- * an increased focus on investing in companies with a positive approach to ethical and socially responsible matters.

There's no change to the current annual management charge for the Ethical Fund which is 1% (or equivalent scheme amc). We've produced a fact sheet that gives you more information on the new objectives for the Ethical Fund.

Group Pensions Service Levels

Service Task	Target Performance	Last 12 months	Sept 08
New Business Illustrations	2 days	97%	98%
New Entrants to existing schemes	5 days	94%	94%
Amendments	5 days	97%	99%
General Servicing and correspondence	5 days	96%	97%
Scheme Renewals (Benefit Statements)	20 days from renewal date	100%	100%
Retirement quotations	5 days	98%	99%
Transfer Value quotations	5 days	99%	100%
Contribution Allocation	3 days	98%	99%
Death Claims	5 days	97%	98%
Paid up members / leavers	5 days	99%	100%
Retirement Claims	5 days	97%	97%
Transfer Value payment	5 days	99%	99%

Please call your dedicated account contacts with any enquiries

Customer Experience

Clerical Medicals Customer Experience team regularly analyses our service to the customer by seeking feedback.

It is important our Customer Experience team increase the number of responses from our Customers to measure the service we provide. This feedback plays the most important part of shaping the future experience of our customers.

The team also handles our complaints, with the information gathered during the process used to ensure errors are not repeated and processes are improved. Numerous projects and initiatives have been introduced using this information which has attributed to a considerable reduction in the number of complaints.

Another method of measuring our success is the number of compliments our colleagues receive from our Customers - your appreciation of good service is valued by our colleagues.

Details of all our investment options and registration for e-services, through the Group Pensions Zone, are available on our website: www.clericalmedical.co.uk,

Information is also available through your account contact in our service team, or from your local group client manager within Clerical Medical.

Alternatively, please phone our dedicated group pensions helpline: 0845 603 6770.

IMPORTANT INFORMATION

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