

Name  
Address1  
Address2  
Address3  
Postcode

Letter date  
Our reference: <CMS reference>

Dear <Salutation>

<Product name>  
Annuity Number(s):

From time to time we contact our customers with annuities to confirm their personal details. We do this to make sure that our records are up to date because if they are not, we might not be able to continue making payments to you.

All you need to do is complete the enclosed form and send it back to us in the envelope provided. We have temporarily stopped the payments until we are sure we have your correct details.

If you need anything else from us please contact us by phone or email and we'll be happy to help.

Yours sincerely

CSR Name  
Annuities Customer Experience Team

**Annuities Customer Experience Team phone: 0800 776677**

**For Textphone: first dial 18001**

All lines are open 9.00am to 5.00pm Monday to Friday

E-mail: [heritageannuities@lv.com](mailto:heritageannuities@lv.com)

We are able to provide literature and communications in the following alternative formats: Braille, large print, audio.

Should you require information on this product or service please contact us.

**To help continually improve our customer service we may monitor and/or record the calls we receive**

