

We've lifted the suspension period on some of our property funds

What's happened?

Earlier this year, [we introduced a suspension period \(also known as a delay period\) on some of our property funds](#). You'll have received a letter from us if this affected you.

This was due to the impact that Covid-19 was having on the property market. Now, as more certainty has returned to property valuations, the suspension on some of these funds has been lifted. This means we are now able to accept money into these funds and also to pay money out of them. You can find a list of the unsuspended funds, along with the dates the suspension periods were lifted, [here](#).

I'm invested in one of those funds - what does this mean for me?

- You can now switch and transfer into and out of these funds, as well as being able to make and increase regular contributions, without a suspension being applied
- You can now increase your regular withdrawals and take one-off payments
- If you've requested a switch during the suspension period, this request will now be processed
- If your regular contributions were re-directed to another fund, we'll now move them back into your selected property fund along with any money that's built up in the alternative fund while the suspension period was in place
- If we were unable to re-direct your regular contributions and instead split them proportionately across your other funds, we'll now make sure any future contributions are paid into your selected property fund. However, any money built up across your other funds during the suspension period will remain invested there
- Retirement and death claims will continue to be unaffected by this change

What do I need to do?

You don't need to do anything. Any required changes such as redirections or switches will be processed as the

suspensions are lifted and we'll write to you to confirm them. However, this process may take time to complete so please bear this in mind when you are reviewing your plan details in the short term.

What if a property fund I'm invested in is still suspended?

If you were previously told that a property fund you're invested in was suspended, but it's not shown on [this table](#), then the restrictions still apply for now. When the suspension period on the fund you're invested in is lifted, we'll write to you to let you know.

Who decides when the suspension can be lifted from a fund?

We offer property funds that are directly managed by Standard Life and some that link to underlying funds managed by external managers. Where Standard Life manages the fund, we control when the suspension is lifted. Where our fund links to an underlying fund, the suspension period needs to be lifted by the fund manager before we can subsequently lift the suspension on our fund.

Where can I find out more?

You can contact us online or by phone. Our [online services](#) are likely to be quicker at this busy time, so we suggest you contact us that way if possible.

You can also [log in](#) to view details of the fund(s) you're invested in. To do this you'll need to be registered for our online services, which you can easily do [here](#) if you haven't already.

We also have a [dedicated coronavirus page](#) on our website which has some useful information and support, including a [Q&A about market volatility](#).

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