

IMPORTANT MESSAGE REGARDING SUPPLIER SERVICES, INVOICES AND INVOICE PAYMENT

Phoenix Group is taking significant steps to support and protect its colleagues, customers and the communities where we operate. Led by our senior leadership team, we are using our established business continuity framework to manage our response.

For our customers, we have done our utmost to continue to deliver our services during these strained times. Virtually all our employees are now working from home and we are maintaining close to normal service levels.

To support our homeworking environment and the safety of our colleagues, we are asking all suppliers to send invoices by **email only** to a centralised Accounts Payable team.

For services for all Phoenix Group companies including Pearl Group Management Services (PGMS) and Standard Life Assets and Employee Services Limited (SLAESL), and other Phoenix Group companies* use the following mailbox.

It may also be useful to send a copy to your business contact.

accounts.payable@diligenta.co.uk

Please ensure the invoice details the following:

1. A valid purchase order number (If you do not have a valid purchase order number please liaise with your business contact before sending the invoice)
2. Supplier name, registered company number and registered address
3. Full description of the services being provided
4. Invoice value broken down by line items for the good/ services delivered
5. Expenses to be listed separately
6. VAT number and VAT breakdown
7. Business contact details (Department and / or Individual)

*<https://www.thephoenixgroup.com/site-services/company-registration.aspx>

If you have any queries around payment dates etc. please email our Accounts Payable team at Diligenta accounts.payable@diligenta.co.uk

Please communicate directly with your Phoenix Group Business Owner to discuss the impact of any change in service over this time.

Thank you in advance for your support.

Kirsteen Smith
Group Head of Procurement