

## Administrative change to your Direct Debit

Following the change in ownership of Elevate to Standard Life, we need to let you know about an administrative change to your Direct Debit.

From the end of April 2017, AXA Portfolio Services Limited is being renamed Elevate Portfolio Services Limited so you will see the name 'Elevate Portfolio' on your bank or building society statements.

There is no need for you to create a new Direct Debit Instruction, as details of this change have already been supplied to your bank. Your bank may also notify you of this change independently. Additionally, you may also see a comment on your bank statement advising you of the final payment under the old name and the first payment under the new name.

You will continue to enjoy the benefits of the Direct Debit Guarantee, as detailed below. If you've got any questions, please get in touch with your adviser.

### The Direct Debit Guarantee

- ▶ This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- ▶ If there are any changes to the amount, date or frequency of your Direct Debit, Elevate Portfolio Services Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Elevate Portfolio Services Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- ▶ If an error is made in the payment of your Direct Debit, by Elevate Portfolio Services Limited or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
  - If you receive a refund you are not entitled to, you must pay it back when Elevate Portfolio Services Limited asks you to
- ▶ You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

