



If you have any questions, visit scottish-friendly.co.uk/contact-us or call



0141 483 5954
(Mon-Fri, 8.30am - 5.30pm)



Mrs A N Other
123 Any Street
Anytown
AN1 2TN

October 2026

Dear A N Other,

Customer reference number: 12345678

Proposed merger of Scottish Friendly and OneFamily

Scottish Friendly and OneFamily are proposing to merge to create a single member-owned mutual, operating under the group name of OneFamily from early 2027.

As we're both member-owned, the merger needs to be agreed by OneFamily's members and by the delegate members who represent the members of Scottish Friendly as well as receive regulatory approval.

Subject to the approval of the merger, your policy is expected to transfer to OneFamily in early 2027. This means your membership will move from Scottish Friendly to OneFamily and you will become a member of OneFamily. The combined mutual organisation will operate under the group name of OneFamily and the Scottish Friendly brand will remain as part of a multi-brand group.

Why are both mutuals proposing to merge?

By combining our experience of over 200 years serving our members and communities, we want to create one of the UK's largest, and most experienced, mutual organisations. This would give us the capacity to further improve the long-term value of our products and services, while continuing to reinvest our profits to benefit our members and communities.

We believe the merger is right for our members and will provide:

- **A wider range of affordable products:** access to more great value investment and protection products for you and your family.
- **More member benefits:** the merger will help us introduce even more ways to help our members save in the future.
- **A better customer care experience** through improved digital infrastructure and technology.
- **More opportunity** to invest in charities and our local communities.

What is the timeline for the merger?

The proposed merger must go through a number of stages before it can happen.

These include:

- Approval by OneFamily's members and Scottish Friendly's delegate members at a Special General Meeting.
- Review by an independent actuary.
- Approval by the relevant regulators.
- Completion of the legal process for a transfer to take place.

We expect to join together with OneFamily in early 2027. If this timeline changes, we'll let you know on our website.

You don't need to take any action. If the merger goes ahead we'll take care of the transfer.

We'll ask the Courts in Jersey and the Bailiwick of Guernsey to approve the transfer of Scottish Friendly business to OneFamily. If you think that your policy may be part of our business in Jersey or the Bailiwick of Guernsey and would like more information about how your policy will transfer, please get in touch.

We can provide details about the transfer process, including when the Court hearings will take place and what to do if you have any objections to our proposals.

We're here to help if you have any questions

You can contact us via: scottishfriendly.co.uk/contact-us or call our Glasgow-based customer services team on **0141 483 5954**.

Phone lines are open Monday to Friday, 8.30am to 5.30pm. For your protection, calls may be monitored and recorded.

Learn more

For more information about the merger visit scottishfriendly.co.uk/together

Yours sincerely,



Head of Customer Services
Scottish Friendly

If you need this letter in another format, such as large print, braille or audio, please let us know.

The Scottish Friendly Group consists of the following companies:

Scottish Friendly Assurance Society Limited. The Society is an incorporated friendly society under the Friendly Societies Act 1992 (Registration No. 3COLS). Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registered on the Financial Services Register, registration number 110002.

Scottish Friendly Asset Managers Limited - OEIC Managers, ISA Managers. Authorised and regulated by the Financial Conduct Authority. Registered on the Financial Services Register, registration number 188832. Registered in Scotland No. SC187215.

The registered office of each member of the Scottish Friendly Group is Galbraith House, 16 Blythswood Square, Glasgow G2 4HJ. Telephone: 0333 323 5433. www.scottishfriendly.co.uk.