

## Investor Update 31 March 2020

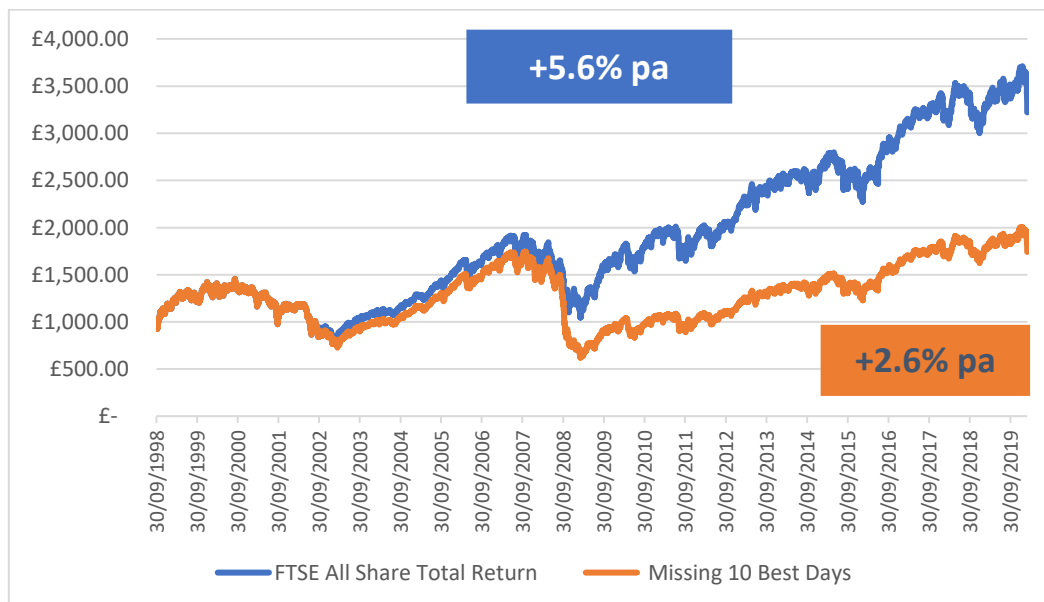
First of all, in this difficult time, we hope that you and your family are well and continuing to manage through this extraordinary and tough period.

We continue to see significant volatility in global equity markets with large daily falls and gains seemingly now the norm. With this in mind, it is really important that you think twice before taking any action over your pensions and investments.

Global equity markets rose yesterday (30 March 2020) for the fourth day out of 5. While the size of the gains was less than recent daily movements for most European markets, the US rose by about 3%. This mini recovery reflects positivity resulting from the various Government support measures and the fact that daily coronavirus case rates in Italy and Spain are stabilising.

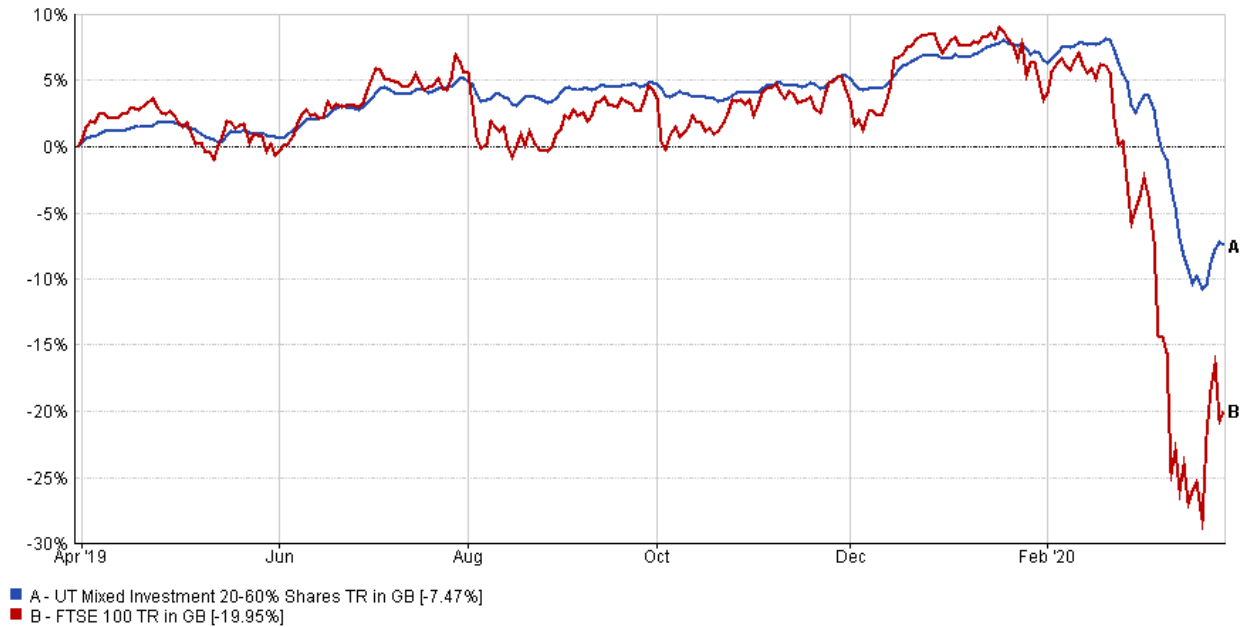
Whatever you are invested in, we'd like to remind you about the following key principles.

1. **Stay invested** – as you have seen global equity markets fall and the value of your own investments fall as well, it is natural that some of you will be thinking whether you should sell your investments and move to cash or some other “safe haven”. Our strong message to you is stay invested, focus on the investment objective that you set with your Financial Adviser at outset and trust the process. History shows that as night follows day, global equity market recoveries follow global equity market falls and it is damaging to miss out on the recovery days. The following chart shows the performance of the FTSE All Share between 30 September 1998 and 28 February 2020 and the impact if you missed the 10 best days. The cost of missing these 10 best days would have been 3% a year (Source: Omnis Investments).



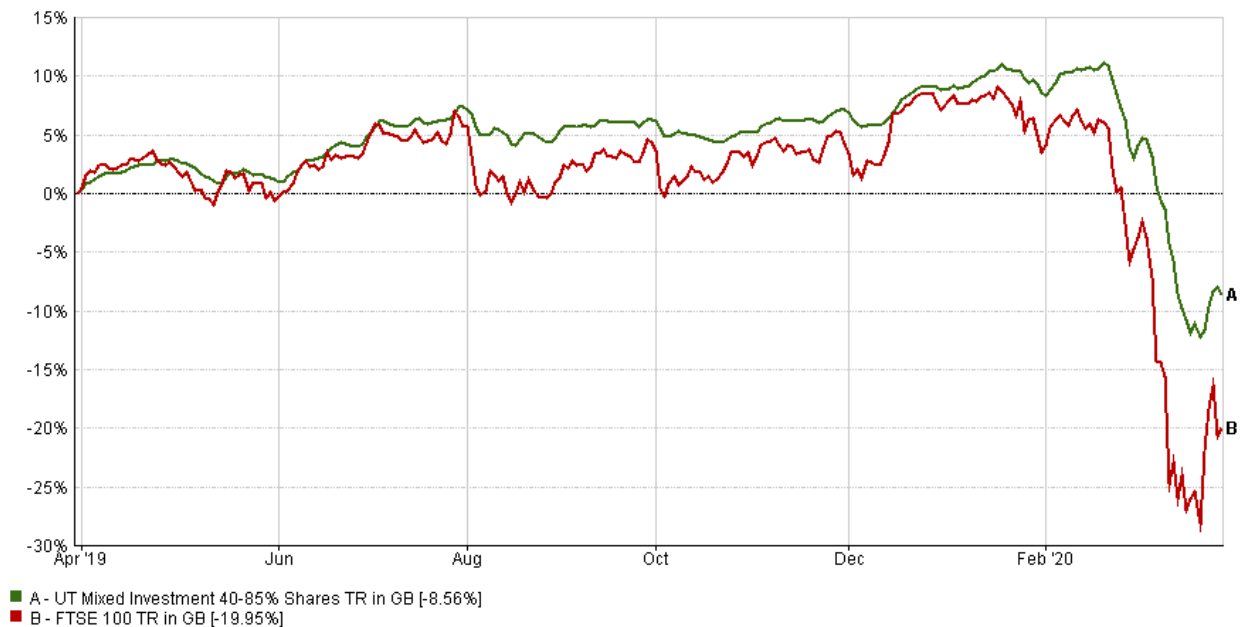
2. **Understand your attitude to risk** – we know that you will have discussed your Attitude to Risk and your capacity for loss comprehensively with your Financial Adviser. We are delighted that this process appears to have really worked during this extremely short-term volatile period.

If you are a Cautious or Balanced investor, you have been protected from the extreme falls of global equity markets. In fact, if you look at the average of all Cautious funds in the market (using the IA sector – Mixed Investment 20% to 60% Shares), a typical Cautious investment will have fallen by just over 7% over the last 12 months, compared to the FTSE 100 which has fallen by about 20% (Source: FE Analytics)



29/03/2019 - 30/03/2020 Data from FE fundinfo2020

For Balanced (using the IA sector – Mixed Investment 40% to 85% Shares), a typical Balanced investment will have fallen by between 8% and 9% over the last 12 months (Source: FE Analytics).

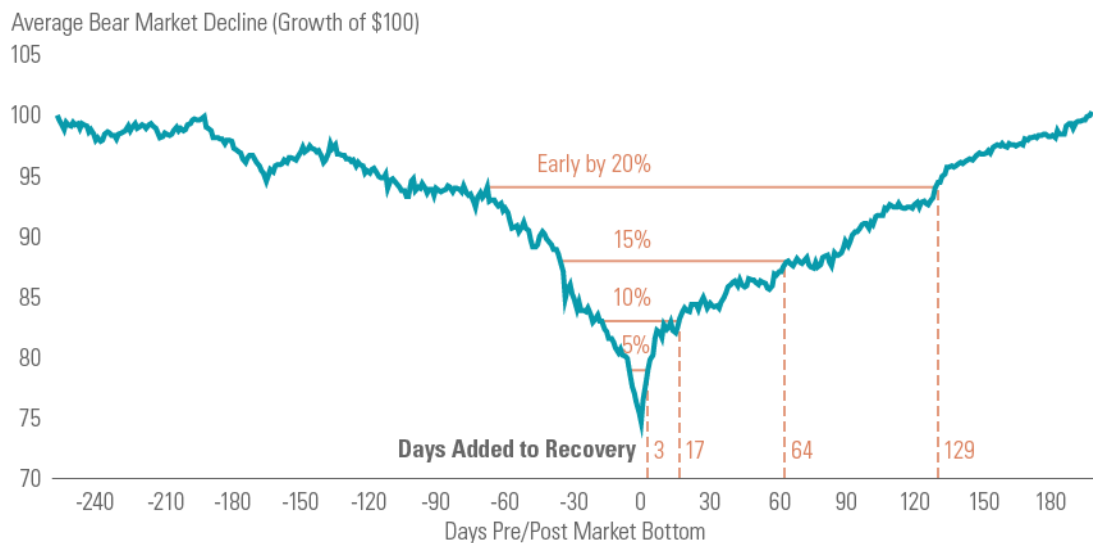


29/03/2019 - 30/03/2020 Data from FE fundinfo2020

3. **Diversify your investments** – if you are invested in Openwork recommended investments in line with your Attitude to Risk like the Openwork Graphene Model Portfolios, Openwork Portfolio of Funds and Prudential PruFunds, your investment is diversified which means it invests in a wide range of different asset classes.

Different types of investment (asset classes) and regions of the world all perform differently. Diversifying your investment by spreading it across many different asset classes and regions of the world means that, when certain segments aren't performing as well, others in your portfolio are likely to be doing better and so will help protect the value of your overall investment.

4. **Buying low** – when you invest, you are always trying to buy low and sell high. For many, now may be a good time to consider increasing your investment. While trying to time a market bottom is difficult, history tells us that the penalty to being early requires investors to endure only a short period of patience before being made whole again. As the chart below shows, investing 5% before the market bottom has, on average, added just 3 days to an investor's recovery period.



In such unprecedented times, it is important to know that your hard-earned pension savings and other investments are being looked after. The Openwork Investment Committee is monitoring your investment closely. While none of us can stop short-term market falls, we do fully expect global equity markets to recover. We cannot predict timescales but if you do not need your money now, we believe you will be rewarded for staying invested.

***The value of investments and any income from them can fall as well as rise and you may not get back the original amount invested.***

***Past performance is not a reliable indicator of future performance and should not be relied upon.***