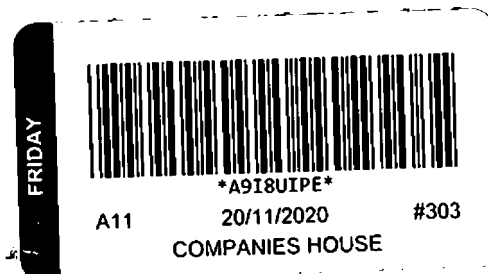


SUNTRUST LIMITED
COMPANY INCORPORATED IN ENGLAND AND WALES
REGISTRATION NUMBER 1460956

ANNUAL REPORT AND FINANCIAL STATEMENTS

For the year ended 31 December 2019



SUNTRUST LIMITED
REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2019

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Registered Number: 1460956

**SUNTRUST LIMITED
COMPANY INFORMATION**

DIRECTORS

J. C. Baddeley
F. Bruce
K. J. Bye

COMPANY SECRETARY

Aviva Company Secretarial Services Limited

REGISTERED OFFICE

Pixham End
Dorking
Surrey
RH4 1QA

INDEPENDENT AUDITORS

PricewaterhouseCoopers LLP
Chartered Accountants and Statutory Auditors
7 More London Riverside
London
SE1 2RT

OTHER INFORMATION

Suntrust Limited (the Company) is a member of the Aviva plc group of companies (the Group)

SUNTRUST LIMITED
STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2019

The directors present their Strategic Report on Suntrust Limited ('the Company') for the year ended 31 December 2019.

PRINCIPAL ACTIVITY

The Company acts as Trustee to a number of pension funds, and is a wholly owned subsidiary of Aviva Life & Pensions UK Limited.

RESULTS AND BUSINESS REVIEW

	2019	2018
	£	£
Turnover	900,106	969,669
Result for the financial year	-	-

The Company's turnover represents fees receivable for services provided to the managing trustees of pension funds. All of the Company's net income is remitted as a management fee to Aviva Life Services UK Limited ("UKLS") to cover the expenses it incurs on the Company's behalf. As a result, no profit or loss arises in the Company.

SECTION s.172 STATEMENT

The Directors report here how they have discharged their duties under Section 172 (1) of the Companies Act 2006 and during 2019.

The Board is responsible for monitoring and upholding the culture, values, standards, ethics, and reputation of the Company to ensure that its obligations to its shareholder and to its stakeholders are met. The Board monitors adherence to the Aviva Group business standards and compliance with the Aviva Governance Framework. The Company, as a wholly owned subsidiary of Aviva plc Group, is managed as part of its UK Life business.

For each matter which comes before the Board, stakeholders who may be affected are identified and their interests are carefully considered as part of the Board's decision-making process.

The Board is also focussed on the wider social context within which our businesses operate, including those issues related to climate change which are of fundamental importance to the planet's well-being.

The Company's culture

As the provider of financial services to many customers, the Company seeks to earn customers' trust by acting with integrity and responsibility at all times. The Company looks to build relationships with all stakeholders based on openness and continuing dialogue.

SUNTRUST LIMITED
STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2019
(CONTINUED)

The Aviva Group's culture is shaped by clearly defined values to help ensure it operates appropriately and does the right thing. The Aviva Group values diversity and inclusivity in our workforce and beyond. The commitment we make to each customer extends to all our stakeholders; that we are 'with you today, for a better tomorrow.' The Aviva Group is proud of the people who live by Aviva's core value of 'Care More' for our customers, for each other and for the communities they serve.

Key strategic decisions in 2019

Following the split of the UKI business into separate UK Life and Pensions and General Insurance businesses, and the appointment of Angela Darlington as the UK Life CEO, and the appointment of Lindsey Rix as the UK Savings and Retirement CEO, the Board has aligned its strategic focus with that of Aviva Group, to develop Savings and Retirement as a core strength for the Life business, supporting customers to save for the future, navigate their retirement and to protect what's most important to them.

Stakeholder Engagement

(i) Employees

The Company has no employees. The majority of staff engaged in the activities of the Company are employed by fellow subsidiary undertakings of Aviva plc. As part of the Aviva Group, these staff enjoy the benefit of the Aviva Group policies and benefits made available to them.

Aviva Group engagement mechanisms include employee forums, internal communication channels, and informal meetings with Directors and employee engagement surveys.

Aviva employees share in the business' success as shareholders through membership of the Group's global share plans.

(ii) Customers

During 2019, the Aviva Group has renewed its focus on Aviva as a trusted long-term partner for our customers helping them to save for the future, navigate retirement and protect where it matters most.

The Board closely monitors customer metrics and engages with the leadership team to understand the issues if business performance does not meet customers' expectations.

The Board continues to monitor and review developments which will allow us to simplify and support service delivery to our customers.

SUNTRUST LIMITED
STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2019
(CONTINUED)

The Board receives input to enable it to closely monitor customer metrics, and subsequently engage with the senior leaders to address any issues that may arise from customer complaints, feedback and our approach to Treating the Customer Fairly. The Board works to ensure that we deliver fair value to our customers.

(iii) Suppliers

All supplier related activity is managed in line with the Group Procurement & Outsourcing Business Standard. This ensures that supply risk is managed appropriately including in relation to customer outcomes, data security, corporate responsibility, financial, operational, contractual, and brand damage caused by inadequate oversight or supplier failure.

The Board reviews the actions the Company has taken to prevent modern slavery and associated practices in any part of our supply chain and approves Aviva's Modern Slavery Act statement each year.

In the UK, the ultimate parent Aviva plc is a signatory of the Prompt Payment Code which sets standards for high payment practices. Aviva is a Living Wage employer in the UK, and supplier contracts include a commitment to paying eligible employees not less than the Living Wage in respect of work provided to Aviva at our premises in the UK.

(iv) Communities

Aviva runs a health and wellbeing proposition for UK employees, Wellbeing@Aviva, providing products, improved policies and better support to enhance employees mental, physical, community & financial wellbeing. This has led to Aviva's people creating of a number of internal communities to enable colleagues connect over activities they are passionate about.

Aviva Group actively encourages and supports colleagues to volunteer in their communities to make a positive impact and help build stronger communities.

(v) Shareholders

The Company's ultimate shareholder is Aviva plc and its immediate shareholder is Aviva Life & Pensions UK Limited (UKLAP). Any matters requiring escalation are escalated by the Board to its parent.

SUNTRUST LIMITED
STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2019
(CONTINUED)

FUTURE OUTLOOK

No change in the activities of the Company is planned for the foreseeable future.

On 11 March 2020, the World Health Organization declared the outbreak of a strain of novel coronavirus disease, COVID-19, a global pandemic. Governments in affected areas have imposed a number of measures designed to contain the outbreak, including business closures, travel restrictions, stay at home orders and cancellations of gatherings and events. The spread of COVID-19 has resulted in an economic downturn in the UK, as well as causing increased volatility and declines in financial markets. The spread of the virus is now slowing down and restrictions are beginning to lift but the risk of subsequent peaks means the adverse impact on the UK economy could be deepened and result in further declines in financial markets.

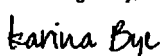
The company continues to maintain healthy liquidity and expects to meet its cash requirements. Since the onset of the pandemic the Company has remained operational, with key activities such as cash payments and transaction processing being maintained, IT systems remaining operational, and Group employees including frontline customer facing staff being supported to ensure that that we were there to support our customers when they need us most. As the situation is still evolving it is not practicable to quantify the potential impact of volatile financial markets on expected earnings or the Company at this stage.

PRINCIPAL RISKS AND UNCERTAINTIES

The Company is exposed to financial risk through its financial assets and liabilities in the ordinary course of its business. It is exposed to operational risk of loss resulting from internal processes, people and systems, or from external events. The major component of financial risk is credit risk, due to counterparties failing to meet all or part of their obligations in a timely fashion.

The Company uses a number of metrics to identify, measure, manage, monitor and report risks and a fuller explanation of these risks, other than operational risk, may be found in note 11 to the financial statements.

Approved by the Board on 16 November 2020 and signed on its behalf by

DocuSigned by:

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Aviva Company Secretarial Services Limited
COMPANY SECRETARY

SUNTRUST LIMITED
REPORT OF THE DIRECTORS FOR THE YEAR ENDED 31 DECEMBER 2019

The directors present the annual report and financial statements of the Company for the year ended 31 December 2019.

DIRECTORS AND OFFICERS

The directors in office at the date of this report are shown on page 2.

C R Hunter resigned as a director of the Company on 5 February 2019. F Bruce was appointed as a director of the Company on the same date.

FUTURE OUTLOOK

Likely future developments in the business of the Company are discussed in the Strategic Report.

DIVIDENDS

The directors do not recommend the payment of a dividend for the year ended 31 December 2019 (2018: £nil).

STATEMENT ON GOING CONCERN

These financial statements have been prepared on a going concern basis. In assessing whether the going concern basis is appropriate the directors have considered the information contained in the financial statements. The directors are satisfied that the Company has adequate resources to continue in operational existence for the foreseeable future.

POST BALANCE SHEET EVENTS

There are no adjusting post balance sheet events.

EMPLOYEES

Companies within the Group receive services and administration from Aviva Employment Services Limited ("AES"). This entity either employs staff engaged in these activities or outsource the provision of these services to external outsourced service providers. Accordingly, the Company has no direct employees. The average number of employees of AES is disclosed in the financial statements of that company.

SUNTRUST LIMITED
REPORT OF THE DIRECTORS FOR THE YEAR ENDED 31 DECEMBER 2019
(CONTINUED)

STATEMENT OF DISCLOSURE OF INFORMATION TO THE AUDITORS

Each person who was a director of the Company on the date that this report was approved, confirms that:

- so far as the director is aware, there is no relevant audit information of which the auditors are unaware; and
- each director has taken all steps that he/she ought to have taken as a director in order to make himself/herself aware of any relevant audit information and to establish that the auditors are aware of that information.

The confirmation is given and should be interpreted in accordance with the provisions of Section 418 of the Companies Act 2006.

FINANCIAL RISK MANAGEMENT

Details of financial risk management are discussed in the principal risks and uncertainties section of the Strategic Report.

INDEPENDENT AUDITORS

It is the intention of the directors to reappoint the auditors, PricewaterhouseCoopers LLP, under the deemed appointment rules of section 487 of the Companies Act 2006.

DIRECTORS AND OFFICERS – INDEMNITY AND INSURANCE

Aviva plc, the Company's ultimate parent, granted in 2004 an indemnity to the directors against liability in respect of proceedings brought by third parties, subject to the conditions set out in the Companies Act 1985, which continue to apply in relation to any provision made before 1 October 2007. This indemnity is a "qualifying third party indemnity" for the purposes of sections 309A to 309C of the Companies Act 1985. These qualifying third party indemnity provisions were in force throughout the year and at the date of approving the Directors' Report by virtue of paragraph 15, Schedule 3 of The Companies Act 2006 (Commencement No. 3, Consequential Amendments, Transitional Provisions and Savings) Order 2007.

The directors also have the benefit of the indemnity provision contained in the Company's articles of association, subject to the conditions set out in the Companies Act 2006. This is a "qualifying third party indemnity" provision as defined by section 234 of the Companies Act 2006.

Registered Number: 1460956

SUNTRUST LIMITED
REPORT OF THE DIRECTORS FOR THE YEAR ENDED 31 DECEMBER 2019
(CONTINUED)

STATEMENT OF DIRECTORS' RESPONSIBILITIES IN RESPECT OF THE FINANCIAL STATEMENTS

The directors are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulation.


Company law requires the directors to prepare financial statements for each financial year. Under that law the directors have prepared the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards, comprising FRS 101 "Reduced Disclosure Framework", and applicable law). Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Company and of the profit or loss of the Company for that period. In preparing the financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- state whether applicable United Kingdom Accounting Standards, comprising FRS 101, have been followed, subject to any material departures disclosed and explained in the financial statements;
- make judgements and accounting estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are also responsible for safeguarding the assets of the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The directors are responsible for keeping adequate accounting records that are sufficient to show and explain the Company's transactions and disclose with reasonable accuracy at any time the financial position of the Company and enable them to ensure that the financial statements comply with the Companies Act 2006.

By order of the Board:

DocuSigned by:

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Aviva Company Secretarial Services Limited
COMPANY SECRETARY
16 November 2020

SUNTRUST LIMITED
INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF SUNTRUST LIMITED

REPORT ON THE AUDIT OF THE FINANCIAL STATEMENTS

Opinion

In our opinion, Suntrust Limited's financial statements:

- give a true and fair view of the state of the company's affairs as at 31 December 2019 and of its result for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards, comprising FRS 101 "Reduced Disclosure Framework", and applicable law); and
- have been prepared in accordance with the requirements of the Companies Act 2006.

We have audited the financial statements, included within the Annual report and financial statements (the "Annual Report"), which comprise: the balance sheet as at 31 December 2019; the profit and loss account, the statement of changes in equity for the year then ended; and the notes to the financial statements, which include a description of the significant accounting policies.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) ("ISAs (UK)") and applicable law. Our responsibilities under ISAs (UK) are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence

We remained independent of the company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, which includes the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which ISAs (UK) require us to report to you where:

- the directors' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the directors have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

However, because not all future events or conditions can be predicted, this statement is not a guarantee as to the company's ability to continue as a going concern.

SUNTRUST LIMITED
INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF SUNTRUST LIMITED
(CONTINUED)

Reporting on other information

The other information comprises all of the information in the Annual Report other than the financial statements and our auditors' report thereon. The directors are responsible for the other information. Our opinion on the financial statements does not cover the other information and, accordingly, we do not express an audit opinion or, except to the extent otherwise explicitly stated in this report, any form of assurance thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If we identify an apparent material inconsistency or material misstatement, we are required to perform procedures to conclude whether there is a material misstatement of the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report based on these responsibilities.

With respect to the Strategic Report and Report of the Directors, we also considered whether the disclosures required by the UK Companies Act 2006 have been included.

Based on the responsibilities described above and our work undertaken in the course of the audit, ISAs (UK) require us also to report certain opinions and matters as described below.

Strategic Report and Report of the Directors

In our opinion, based on the work undertaken in the course of the audit, the information given in the Strategic Report and Report of the Directors for the year ended 31 December 2019 is consistent with the financial statements and has been prepared in accordance with applicable legal requirements.

In light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we did not identify any material misstatements in the Strategic Report and Report of the Directors.

Responsibilities for the financial statements and the audit*Responsibilities of the directors for the financial statements*

As explained more fully in the Statement of directors' responsibilities in respect of the financial statements set out on page 9, the directors are responsible for the preparation of the financial statements in accordance with the applicable framework and for being satisfied that they give a true and fair view. The directors are also responsible for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

SUNTRUST LIMITED
INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF SUNTRUST LIMITED
(CONTINUED)

Auditors' responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the FRC's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditors' report.

Use of this report

This report, including the opinions, has been prepared for and only for the company's members as a body in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and for no other purpose. We do not, in giving these opinions, accept or assume responsibility for any other purpose or to any other person to whom this report is shown or into whose hands it may come save where expressly agreed by our prior consent in writing.

OTHER REQUIRED REPORTING

Companies Act 2006 exception reporting

Under the Companies Act 2006 we are required to report to you if, in our opinion:

- we have not received all the information and explanations we require for our audit; or
- adequate accounting records have not been kept by the company, or returns adequate for our audit have not been received from branches not visited by us; or
- certain disclosures of directors' remuneration specified by law are not made; or
- the financial statements are not in agreement with the accounting records and returns.

We have no exceptions to report arising from this responsibility.



Sean Forster (Senior Statutory Auditor)
for and on behalf of PricewaterhouseCoopers LLP
Chartered Accountants and Statutory Auditor
London
17 November 2020

SUNTRUST LIMITED
PROFIT AND LOSS ACCOUNT
FOR THE YEAR ENDED 31 DECEMBER 2019

	Note	2019 £	2018 £
Turnover	3	900,106	969,669
Administrative expenses	4	(902,679)	(971,296)
Other interest receivable and similar income	5	2,573	1,627
Result before tax		-	-
Tax on result		-	-
Result for the financial year		-	-

The Company has no other comprehensive income (2018: £nil).

All of the above amounts are in respect of continuing operations.

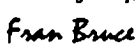
The notes on pages 16 to 21 form an integral part of these financial statements.

SUNTRUST LIMITED
BALANCE SHEET AS AT 31 DECEMBER 2019

	Note	2019 £	2018 £
Current assets			
Debtors	6	822,028	338,059
Cash at bank and in hand		518,323	1,423,842
		<u>1,340,351</u>	<u>1,761,901</u>
Creditors: amounts falling due within one year	7	<u>(1,339,351)</u>	<u>(1,760,901)</u>
Net current assets		<u>1,000</u>	<u>1,000</u>
Net assets		<u>1,000</u>	<u>1,000</u>
Capital and reserves			
Called up share capital	9	<u>1,000</u>	<u>1,000</u>
Total equity		<u>1,000</u>	<u>1,000</u>

The notes on pages 16 to 21 form an integral part of these financial statements.

The financial statements on pages 13 to 21 were approved by the board of directors on 16 November 2020 and signed on its behalf by:

DocuSigned by:

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F. Bruce
DIRECTOR

Registered Number: 1460956

SUNTRUST LIMITED
STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 31 DECEMBER 2019

	Called up share capital	Profit & loss account	Total
	£	£	£
Balance at 1 January and 31 December 2019	1,000	-	1,000

	Called up share capital	Profit & loss account	Total
	£	£	£
Balance at 1 January and 31 December 2018	1,000	-	1,000

The notes on pages 16 to 21 form an integral part of these financial statements.

SUNTRUST LIMITED
NOTES TO THE FINANCIAL STATEMENTS

1. ACCOUNTING POLICIES

(a) Basis of presentation

These financial statements have been prepared in accordance with the Companies Act 2006 as applicable to companies using Financial Reporting Standard 101 Reduced Disclosure Framework ("FRS 101"). The financial statements have been prepared under the historical cost convention.

These financial statements have been prepared on a going concern basis. In considering whether the Company's financial statements should be prepared under the going concern basis, the directors have considered the information contained in these financial statements and the solvency position of the Company. The directors are confident that the Company has adequate resources to continue in operational existence for the foreseeable future. Accordingly, the directors continue to adopt the going concern basis in preparing these financial statements.

The Company is a private company limited by shares, incorporated and domiciled in the United Kingdom.

The financial statements are stated in sterling which is the Company's functional and presentational currency.

The accounting policies which follow set out those policies which apply in preparing the financial statements for the year ended 31 December 2019. These policies have been consistently applied to all years presented, unless otherwise stated.

The Company has taken advantage of the following disclosure exemptions under FRS 101:

- (a) the requirements of paragraphs 10(d) and 111 of IAS 1 Presentation of Financial Statements to include a statement of cash flows and the requirements of IAS 7 Statement of Cash Flows;
- (b) the requirements of paragraph 16 of IAS 1 to make a statement of compliance with international accounting standards;
- (c) the requirements of paragraphs 30 and 31 of IAS 8 Accounting Policies, Changes in Accounting Estimates and Errors, to disclose when an entity has not applied a new accounting standard that has been issued but is not yet effective;
- (d) the requirements of IAS, 24 Related Party Disclosures, to disclose related party transactions entered into between two or more members of a group.
- (e) the requirements of IFRS 7 Financial Instruments: Disclosures
- (f) the requirements of paragraphs 91 to 99 of IFRS 13 Fair Value Measurement.
- (g) exemption from the requirements of the second sentence of paragraph 110 and paragraphs 113(a), 114, 115, 118, 119(a) to (c), 120 to 127 and 129 of IFRS 15 Revenue from Contracts with Customers.

SUNTRUST LIMITED
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

New standards and minor clarifications to existing guidance on a number of standards became effective for the reporting period beginning on 1 January 2019. The principle clarifications are to IFRS 16, Leases which replaces IAS 17 and introduces a definition of a lease with a single lessee accounting model, eliminating the previous classification of either operating or finance leases, IFRIC 23, Uncertainty over Income Tax treatments, Amendments to IAS 19, Plan Amendment, Curtailment or Settlement and Amendments to IAS 28, Long Term interests in Associates and Joint Ventures. The amendments do not have any impact on the Company's financial statements.

(b) Provision for Recoverability of Debts

Fees receivable are provided against progressively using a formula related to the age of the debt. The reasonableness of this formula is periodically reassessed to ensure it takes into account recent experiences.

(c) Administration & Operating Expenses

Administration expenses are accounted for in the year in which they accrue.

(d) Taxation

The current tax expense is based on the taxable profits for the year, after any adjustments in respect of prior years. Tax, including tax relief for losses if applicable, is allocated over profits before taxation and amounts charged or credited to components of other comprehensive income and equity as appropriate.

There is no charge to taxation in either the current or prior year.

2. CRITICAL ACCOUNTING ESTIMATES AND JUDGEMENTS

The preparation of the Company's financial statements, in accordance with FRS 101, requires management to make judgements, estimates and assumptions in applying the accounting policies that affect the reported amounts of assets, liabilities, income and expenses.

All estimates are based on management's knowledge of current facts and circumstances, assumptions based on that knowledge and their predictions of future events and actions. Actual results may differ from those estimates, possibly significantly. The item which is considered particularly susceptible to changes in estimates and assumptions, and the relevant accounting policy is the provision for the recoverability of debts.

SUNTRUST LIMITED
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

3. TURNOVER

The whole of the Company's turnover represents fees receivable for services provided to the managing trustees of pension funds in the United Kingdom.

Amounts received in the year are recognised as turnover to the extent they relate to performance obligations that have been fulfilled in the current year with the remaining balance being classified as deferred income.

4. ADMINISTRATIVE EXPENSES

	2019	2018
	£	£
Other admin expense	117,072	167,978
Management fees	818,151	860,499
Bad debt expense	<u>(32,544)</u>	<u>(57,181)</u>
	<u>902,679</u>	<u>971,296</u>

Other admin expense relates to refunds issued during the year.

The Company's staff are employed and paid by AES, a fellow Aviva group company. Aviva Life Services UK Limited (UKLS) charges a management fee based on the total net income of the Company. It is not therefore possible to identify separately the amounts of staff costs within the management fees. Staff costs and the average number of employees are disclosed in the financial statements of AES.

Fees for the audit of these financial statements of £11,000 (2018: £11,000) excluding VAT have been borne by a fellow group undertaking.

5. OTHER INTEREST RECEIVABLE AND SIMILAR INCOME

	2019	2018
	£	£
Bank interest	<u>2,573</u>	<u>1,627</u>

6. DEBTORS

	2019	2018
	£	£
Amounts falling due within one year:		
Amounts owed by group undertakings	514,801	-
Fee debtors	402,127	465,503
Provision for expected credit losses	<u>(94,900)</u>	<u>(127,444)</u>
	<u>822,028</u>	<u>338,059</u>

SUNTRUST LIMITED
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

7. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2019	2018
	£	£
Amounts owed to group undertakings	512,729	1,382,006
Other creditors (including VAT)	559,312	33,101
Deferred income	267,310	345,794
	<u>1,339,351</u>	<u>1,760,901</u>

8. FIDUCIARY ASSETS

The Company is a trustee of a registered pension scheme ('the Scheme') established by Aviva Life & Pensions UK Limited ("UKLAP"). The Scheme permits investments in a wide range of investment types, including insurance company investment funds, stocks and shares, unit trusts, open ended investment company shares, and commercial property. All investments under the Scheme are owned by the trustee on behalf of the members of the Scheme.

Investments and cash held at 31 December 2019 which are not included in the balance sheet of the Company are as follows:

	2019	2018
	£	£
Investments	87,502,607	99,280,568
Cash at bank	<u>7,233,546</u>	<u>8,213,782</u>

Investment valuations are determined by independent valuers on an annual basis.

9. CALLED UP SHARE CAPITAL

	2019	2018
	£	£
Allotted, issued and fully paid:		
1,000 Ordinary Shares of £1 each (2018: 1,000)	<u>1,000</u>	<u>1,000</u>

10. DIRECTORS' EMOLUMENTS

The directors are employed by and receive their emoluments from AES. The directors holding office during the year consider their services to the Company were incidental to their other duties within the Aviva Group and accordingly no remuneration has been apportioned to the Company.

SUNTRUST LIMITED
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

11. RISK MANAGEMENT

The ultimate parent company, Aviva plc, and its subsidiaries, joint ventures and associates (collectively known as "the Group") operate a risk management framework, which forms an integral part of the management and board processes and decision-making framework across the Group. The key elements of its risk management framework comprise risk strategy and risk appetite, risk policy categorisation, enterprise-wide approach to managing risks, including how to identify, measure, manage, monitor and report risks, and risk governance and oversight (including boards and board committees, risk policies and business standards, delegated authorities and management committees, and roles and responsibilities). The Group's approach to risk management ensures that significant existing or emerging risks are actively identified, measured, managed, monitored and reported on a continuous basis.

12. RELATED PARTY TRANSACTIONS

The immediate parent company is UKLAP. The results of the Company are consolidated in the results of Aviva plc, the Company's ultimate parent and controlling company, whose financial statements are publicly available. Under FRS 101 the Company is exempt from the requirements of IAS 24 Related Party Disclosures, concerning the disclosure of transactions entered into between two or more members of a group provided that any subsidiary which is a party to the transaction is wholly owned by such a member.

13. ULTIMATE PARENT UNDERTAKING

The Company's ultimate parent undertaking is Aviva plc, which is also the parent company of the smallest and largest group of companies, of which the Company is a wholly-owned subsidiary, for which group financial statements are drawn up. Copies of the Group Report and Financial Statements of Aviva plc can be viewed via its web site at www.aviva.com.

14. SUBSEQUENT EVENTS

On 11 March 2020, the World Health Organization declared the outbreak of a strain of novel coronavirus disease, COVID-19, a global pandemic. Governments in affected areas have imposed a number of measures designed to contain the outbreak, including business closures, travel restrictions, stay at home orders and cancellations of gatherings and events. The spread of COVID-19 has resulted in an economic downturn in the UK, as well as causing increased volatility and declines in financial markets. The spread of the virus is now slowing down and restrictions are beginning to lift but the risk of subsequent peaks means the adverse impact on the UK economy could be deepened and result in further declines in financial markets.

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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

14. SUBSEQUENT EVENTS (CONTINUED)

The company continues to maintain healthy liquidity and expects to meet its cash requirements. Since the onset of the pandemic the Company has remained operational, with key activities such as cash payments and transaction processing being maintained, IT systems remaining operational, and Group employees including frontline customer facing staff being supported to ensure that that we were there to support our customers when they need us most. As the situation is still evolving it is not practicable to quantify the potential impact of volatile financial markets on expected earnings or the Company at this stage.