Your company pension scheme

An essential guide for employees

Please take some time to read this guide. It's important you understand what this pension product is, and what the benefits and risks involved are. Please keep a copy of this document in a safe place. If you're reading on a screen and anything isn't displaying properly, please ask your employer for a printed copy.

What's inside

Please be aware that this guide doesn't provide personalised advice or give personal recommendations. If you need a personal recommendation, you should seek financial advice. Your employer may have lined up a financial adviser that you can speak to. If you don't have an adviser, MoneyHelper provides up-to-date resources to help you find regulated advisers at **moneyhelper.org.uk/retirement-advice** or call **0800 011 3797**. Advisers may charge for their advice, but there are usually a number of ways to pay.

Please read your investment guide alongside this guide to understand the investment options available to you.

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Find out more

If you're an existing customer and you've applied for a transfer-in, additional payments or similar, you can skip ahead to the 'Important information' section.

Introducing your company pension scheme

If you want to make the most of your retirement years, it's so important to prepare well.

The simple fact is, the sooner you start putting some money aside for it, the greater your chances of being able to afford the retirement you want. And that's why we're so pleased to introduce your company pension scheme to you today.

A key part of your benefits package

Your company pension scheme is one of the most important parts of your benefits package.

It gives you a way of building up a pot of money that you can use to help fund your retirement. And any of your money paid in may also benefit from tax relief from the government. Your tax treatment depends on your main place of residence as advised to us by HMRC and your other individual circumstances. The tax treatment may be subject to change in the future.

You're in good hands

Aviva has been carefully selected by your employer to provide you with a pension to save for your retirement.

In everything we do, we have one goal: to make everything simple and more rewarding for our customers. This could be by helping people save for their retirement. Or simply by making people's policies easily accessible online with MyAviva. You'll be able to sign up to MyAviva at **aviva.co.uk/existing-customers** once you've joined your scheme.

About this guide

We've put together this guide to explain – in plain English – all the essential things you need to know about the scheme. It describes what your company pension is and what to do next.

What happens next?

You need to read this guide, together with your investment guide before you join your company pension. Once you've joined, we'll send you a personalised illustration so you can see what your income may be worth in the future. If you decide that this pension is not for you, you'll have the right to change your mind.

Your company pension explained – what's in it for you?

Your company pension scheme gives you an easy, hassle-free way to start investing for your life after work. Here's an explanation of how the scheme works and the main benefits for you.

It's a great way to prepare for your future

Whether it's a long way off or just around the corner, one day you'll retire. And if you want to enjoy as good a lifestyle then as the one you have now, you'll need a substantial amount of money to live off. After all, your living costs won't come to an end just because you've stopped working. The earlier you start investing, the longer your money is invested and the more time it has to grow.

How the company pension scheme works

1. You make payments into your pension plan, and your employer might do, too. You don't pay any tax or national insurance on payments your employer makes, and you get tax relief on any payments you make yourself (see Tax relief from the government for more details).
2. The money is then invested in funds to give it a chance to grow. Just remember that, as with any investment, the value can go down as well as up, and it could be worth less than you paid in. You can find details of the investment options for your scheme in your investment guide supplied with this document.
3. We charge for managing your pension plan and the funds you can choose to invest in may have extra charges. These charges will reduce the value of your pension plan.
4. We set up your pension plan for you to build up a pot of money for your retirement from your chosen retirement age, but you can usually starting taking your money when you reach the minimum pension age. Currently, this is age 55. From 6 April 2028 this will be age 57 unless you have a protected pension age. To find out more visit **aviva.co.uk/nmpa**.

There are various ways to take your money from this plan explained in the 'Retirement Benefits and Options' section on **page 17**.

For more details about how the scheme works, read the 'Key features' and 'Terms and conditions' later in this guide.

Tax relief from the government

It may sound too good to be true, but the government, HM Revenue and Customs (HMRC) will actually help you save for your retirement. For every 80p you pay into your pension plan, the government adds 20p in tax relief, boosting it to a total contribution of £1. For instance:

If you pay in:	£80
HMRC adds:	£20
So the total into your pension plan is:	£100

Your payments are taken from your pay after tax and NI contributions have been taken. Aviva claims basic rate tax relief on your behalf and adds it to your pension plan. If you pay tax at more than the basic rate, you can claim even more tax relief when you complete your annual self-assessment tax return.

You're allowed to pay up to £3,600 or 100% of your taxable salary (whichever is higher) into your pension each year. However, there are limits on the amount of tax relief you can get on your payments each year. For more information, see the '**Taxation**' section on **page 21** of the Key Features.

Contributions from your employer

Even better, with some schemes it isn't just the government who will help you out. Your employer might pay in too, giving your pension plan an extra boost. Your employer will be able to give you details on the contribution rates for your plan.

Salary exchange or sacrifice

Your employer might offer a salary exchange facility (also known as 'salary sacrifice'). This is an arrangement between you and your employer. You agree to exchange part of your salary in return for employer contributions into your pension and you'll receive tax benefits in a different way. Salary sacrifice may not be suitable for everyone as it may reduce the amount you can borrow, the amount you may receive as a redundancy payment, and your entitlement to state benefits. Ask your employer for more information about this.

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Key features of the Company Pension

Helping you decide

The Financial Conduct Authority is a financial services regulator. They require us, Aviva Life & Pensions UK Limited, to give you this important information to help you to decide whether our Company Pension is right for you. You should read this document carefully so you understand what your employer has set up for you, and then keep it safe for future reference.

The purpose of this document is to help you to make an informed decision. However, we recommend that you seek professional financial advice before you make any decisions about this plan.

Statement of demands and needs

A Company Pension is a great way to save for life after work. Your employer is required to enrol you into a pension scheme and this pension is designed to meet your demands and needs. It means you'll have a pot of money to help support you when you retire.

Your employer sets up your Company Pension and arranges for your regular payments to go directly from your salary to your pension. With money going in every month, you'll gradually build up your pot over your working life.

'The retirement income you might get' section on **page 25** will give you an idea of what you might receive when you retire. You need to be comfortable that you understand the benefits and risks of this plan before deciding whether to invest.

What is the Company Pension?

The Company Pension is a group personal pension. It is a collection of individual personal pension plans arranged by an employer for their employees.

Each individual plan is a long-term investment designed to help an employee save for their retirement.

Employers set up pension plans to receive the payments due under the automatic enrolment regulations, if they have a duty to do so. To find out whether that applies to this plan, please speak to your employer.

Is this plan right for me?

- This plan might be right for you if:
  - you want to invest for your retirement in a tax-efficient way
  - are eligible for tax relief
  - are eligible to join your employer's pension
  - you're prepared to keep your money invested until you're eligible to take your money from your pension.
  - you're aged over 16 and under 75
  - you can afford the payments due
  - you're permanently resident in the UK. For these purposes, broadly, we define 'permanently resident in the UK', as living in the UK for all or most of a particular tax year (a minimum of 183 days), and living in the UK when the pension plan starts.

Its aim

- To help you save for your retirement in a tax-efficient way.

Your commitment

- To make monthly or yearly payments until your chosen retirement age. Or to make at least one single or transfer payment.
- To review your plan regularly to ensure your investment fund(s) still meet your needs.
- To tell us if you've taken all or part of your pension savings as a taxable lump sum or income drawdown. You can find more information on income drawdown on **page 17**.
- To make any payments required to ensure that total payments to your plan are at least equal to the minimum levels required under automatic enrolment regulations.
- You're not committed to sending us any payments if you're in an employer scheme where you don't have to make any payment. Instead, your employer may make payments into your plan.
- To tell us if you stop being eligible for tax relief on your payments. For example, if you leave the UK to reside abroad, or if your total pension payments in a tax year are greater than your earnings for that year.

You should consider seeking financial advice before starting a pension plan if you:

- haven't been able to save much
- can't afford to save much as you approach retirement

The pension income you receive in retirement could affect your entitlement to means-tested state benefits.

Risks

We can't guarantee what your plan will be worth in the future. The value of investments in your plan can go down as well as up and you may get back less than the amount paid in.

- The amount of money you could get at retirement may be less than shown in an illustration. This could happen for a number of reasons. For example, if:
  - you and/or your employer reduce or stop paying into your plan, even if payments are subsequently restarted.
  - investment performance is lower than assumed
  - charges are higher than assumed
  - you choose to take your benefits before your selected retirement date
  - the rates used to calculate your benefits provide a lower pension income than those assumed in the illustration. This might be because:
    - interest rates when you retire are lower than illustrated (only relevant where an annuity is selected), or
    - life expectancy when you retire is greater than that assumed in the illustration
  - tax rules change.
- Inflation will reduce the spending power of your pension benefits.
- Some of the funds in which you can invest may carry additional risks because of the types of asset they hold. If your investments are in funds operated though a reinsurance agreement with another insurance company, the value of those funds will depend on the value of the assets held by that insurance company in respect of those funds. Where the value of the funds operated by another insurance company is reduced, this means the value of your plan would also be reduced to reflect that failure. This could mean that you might get back less than the full value of those assets. **Please see the investment guide for more information.**

  The investment funds you can choose from have different levels of risk - so it's important that you're happy with the way your money is invested. Please read your investment guide to understand risk and the investment options available to you.
- If you're transferring pension benefits into this plan from another pension, please see **'Are there any risks specific to making a transfer payment?'** on **page 14**.

Questions and answers

Is this a stakeholder pension?

- No. A stakeholder pension has to meet minimum standards set by the Government for contribution levels, costs and terms and conditions. As the total annual charges on some funds may be higher than the Government standards, this isn't a stakeholder pension. For more information on our charges, please see **'What are the charges on my plan'** on **page 13**.
- A stakeholder pension might meet your needs at least as well as this plan.

Payments into your plan

How can I pay into my plan?

- Your employer will take your payments from your earnings and send them directly to us.
- You can increase your regular payments. You can also make one-off payments in at any time.
- We may also accept transfers in from other pensions, please see the **'Pension Transfers'** section on **page 14**.
- We'll invest payments we receive from you and/or your employer in the funds chosen for your plan.
- Your employer will normally pay into this plan. Please speak to your employer if you're unsure about payment levels.

How much can be paid into my plan each year?

- We have minimum or maximum levels for payments and we may change these from time to time.
- While you're a member of your employer's scheme, the minimum regular payments are agreed with your employer. If you wish to continue to make payments after leaving your employer the minimum payment is currently £20 a month. If you want to make single payments, the minimum amount you can pay in is £1000. We reduce this to £500 if you've already made a single payment or if you're making regular payments.
- We collect regular monthly and yearly payments by direct debit, and one-off payments by bank transfer or debit card (personal payments only). If you work for an employer, they'll usually take your payments from your earnings and send them to us, together with any payments they're making.
- HM Revenue & Customs sets the maximum that you can pay into the plan and still receive tax relief. We only accept personal/employee payments that qualify for tax relief.

Can I stop, restart or change payments in?

- Yes, you can stop, restart or change payments in at any time. However, you should note that:
  - Fewer and/or reduced payments will reduce the value of your plan at retirement.
  - As long as the plan stays invested, charges will be taken from your plan. The charges may reduce the value of your plan.
  - Any employer's payments may also stop if you stop or reduce your own payments.
  - You can start payments to the plan again at any time, provided you're still eligible to do so.
  - When you restart your own payments you may no longer be eligible to an employer payment.
  - If you reduce payments to below the minimum levels required under automatic enrolment regulations, and you remain in employment, your employer will re-enrol you into the scheme approximately every three years.

If you're considering stopping, changing or restarting payments in, please request an illustration from us.

Investments

Where are the payments invested?

- When you join the pension scheme, we put all payments received into the fund or funds chosen for your pension scheme. This may be an investment approach designed to prepare the money in your plan for the different ways you can take your money at retirement. Your investment guide will explain where your money is invested.
- An investment approach aims to manage your money by moving it into different investment funds the closer you get to retirement. It's a way of investing without you having to make your own investment decisions.
- Investing your payments is explained in Section 4, Investing your plan, on page 31 of this guide.
- There may be a delay before payments are paid from your employer to us. For example, your employer may wait until the end of your opt-out period, in case a refund of payments is required.

Please see the investment guide for more details about where payments to your plan are invested and the alternative investment options available.

Can I change where my money is invested?

- Yes, once the first payment has been invested by us. You can, if you wish, make your own investment choices from the funds or investment approaches available to your plan. This is called switching. The funds available may be restricted by your membership of the Company Pension.
- We don't currently charge you for switching your funds or investment approaches. We'll tell you if this changes.
- In certain circumstances, we may need to delay payments, transfers and switching funds as outlined in your plan terms and conditions. This could be as a result of adverse market conditions or where it leads to the unfair treatment of other investors. The delay may be up to one month for most funds or up to six months if the fund you're invested in can't easily be converted to cash. This includes:
  - a property fund; or
  - a fund that's fully or partly invested in the form of land or buildings.
- In certain circumstances we may further delay the cancellation of units in any investment fund. These are explained in **'Other delays'** on **page 33** of the Terms and Conditions in this guide.
- We'll let you know if and why we need to apply a delay.

For more information please see the **'Investing your plan'** section on **page 31** of this guide.

Charges

What are the charges on my plan?

- We'll take charges from the value of your plan for as long as it exists.
- Below we explain what charges you may have to pay and what they're for. How they work is explained in the **'Charges'** section on **page 36** of the **Terms and Conditions** later in this guide.
- Annual fund charge (AFC) - pays for the cost of setting up your plan, ongoing administration and investment management. Your employer will tell you how much this charge is.
- Additional yearly charge - is for the extra cost of managing some funds.
- Fund manager expense charge (FMEC) - extra charges may apply to some funds. These charges cover costs like fees to auditors, trustees and valuers.

Please see your investment guide for details of your charges. You can research your investment funds and more online with MyAviva. Login or register for MyAviva at **myaviva.co.uk**

You can also ask us about your funds and their charges, using the contact details on **page 45**.

- **'The retirement income you might get'** section on **page 25** of this guide includes a table to show how charges and expenses could reduce the value of your plan. Once you join your company pension scheme, we'll send you a personalised illustration.

Adviser Charges

- A charge may also be applied if you've received individual advice from a financial adviser and agreed to pay this charge through your plan.

Pension Transfers

Can I transfer another pension into this plan?

- You may be able to transfer your benefits from another pension into your company pension. If you want to transfer into this plan, please contact us using the '**Get in touch**' details on **page 45**.
- If you're thinking about transferring your existing pension to us, we strongly recommend you seek financial advice. Your employer will be able to tell you if a financial adviser is supporting your pension with us who you can speak to.
- If you don't have an adviser, MoneyHelper provides up-to-date resources to help you find regulated advisers at **moneyhelper.org.uk/retirement-advice** or call **0800 011 3797**. Advisers may charge for their advice, but there are usually a number of ways to pay.
- Some transfers can only be accepted subject to certain conditions. For example, if your transfer includes safeguarded benefits you must have received independent financial advice where the transfer value is over certain thresholds. The advice must be from a financial adviser with appropriate permissions from the Financial Conduct Authority (FCA).

  This plan can't accept the following:

  - pension benefits that have already been accessed (known as 'crystallised' funds)
  - non-UK registered pension schemes unless you've received financial advice and the pension to be transferred is a Qualifying Recognised Overseas Pension Scheme (QROPS)
  - pension benefits where there are any ongoing legal issues such as earmarking orders or pension sharing orders
  - transfers into this plan after you've reached the age of 75.

We don't charge for receiving pension transfers, but your existing provider may charge for transferring away.

Are there specific risks for transfers in?

You might get back less from this plan than you would've had from your other pension. It's important to consider if your other pension or any alternative new pension offers any valuable guarantees that this plan can't match.

- When you transfer a pension, there'll be a period when it's not invested. This is the time it takes your existing provider to transfer the value of your other pension to us. This could work in your favour if markets fall, but if they rise, you may miss out on potential gains.
- Once a transfer has been made, you won't have any rights to benefits from your other pension. Depending on the type of scheme you're transferring from, you may be giving up important safeguarded benefits such as:
  - a guaranteed retirement income that is linked to your pay when you leave the company
  - guaranteed annuity rates, which could provide you with a higher level of income than may be offered on the open market
- You may be giving up other valuable benefits:
  - an increase in your pension pot between now and when you retire; this could be linked to inflation
  - increases in your retirement income; these could also be linked to inflation
  - benefits which your dependents would receive if you die before or after you retire
  - a pension which gives you a loyalty bonus
  - possible entitlement to additional bonuses if you're currently invested in with-profits. You may also have a market value reduction applied when you leave a with-profits fund which would reduce the value of your benefits
  - enhanced death benefits

- a larger tax-free lump sum when you retire
- life cover
- possible entitlement to take benefits from your previous pension arrangement earlier than your minimum pension age. This is currently age 55. From 6 April 2028 this will be age 57 unless you have a protected pension age. To find out more visit **aviva.co.uk/nmpa**

- This plan may have higher charges than your other pension.
- Some occupational pension schemes have to provide guaranteed benefits which replace a member's Additional State Pension (also known as the State Second Pension). These benefits are known as 'contracting-out' benefits and relate to periods of service prior to 6 April 2016. Any replacement benefits under this plan aren't guaranteed. Like the rest of the benefits from your plan, they'll depend on the way that the plan performs, and on the form of benefits you choose.

Can I transfer this plan to another pension?

- You may be able to transfer the value of your plan to another registered pension scheme, to a different plan within the same scheme, or to a Qualifying Recognised Overseas Pension Scheme (QROPS). You can do so at any time, including before, or after you start taking your retirement benefits.
- A QROPS is an overseas pension scheme that satisfies certain HMRC requirements. These include that a QROPS must be a regulated pension scheme in its 'home' country, and provide benefits similar to UK schemes.
- You can ask us for a transfer value quotation. This will tell you the benefits that you could transfer to another pension. Please note that the transfer value of your plan may differ from its current fund value.
- If you do transfer the whole value of your plan to another pension, your plan will end. You can't continue to have payments made into this plan.

We refer to any unused part of your plan value as your accumulation fund.

We refer to pension money you've moved from your accumulation fund and made available to provide payments as your drawdown fund.

- If you have moved some funds to income drawdown you can still transfer your plan to another provider. The transfer will apply to your whole plan (both income drawdown funds and any accumulation funds you may have). Some providers may not accept this type of transfer.
- We don't charge for a transfer, but depending on investment performance, the amount transferred may be less than the total payments to your plan.
- Carefully consider if transferring your plan is the right thing to do and compare the features of both schemes. Please speak to a financial adviser if you're unsure.

Changing your mind

- Depending on the type of scheme, you can cancel your plan or opt out. Once you've joined, you'll receive a notice from either your employer or Aviva that tells you how to do this and who you should notify. You can't change your mind before you've joined the scheme.

Can I opt out of/cancel this plan?

- Yes, depending on the type of scheme you join, you'll have about a month to change your mind and receive a refund of payments made.
- You can't signal your intention to opt out before you've joined the scheme.

You only have one month/30 days after joining in which you can opt out/cancel. The information you'll receive will also include the dates between which you can do so.

- If you opt out/cancel within this period, we'll refund all regular payments we've received to your employer. Your employer will refund to you any regular payments you've paid.
- In the case of any single payments, we'll pay back the lower of the amount received and the value when we receive confirmation of your opt out/cancellation. This means less may be returned than was invested. We'll make the refund to whoever made the payment to us.
- If you don't opt out/cancel within this period, your plan will continue as set out in these Key Features and Our terms & conditions. Any payments we've received won't be refunded.

Can I cancel a transfer in?

- Yes. You have 30 days in which to change your mind, beginning from the date that you receive our confirmation that the transfer payment has been invested.
- If you wish to cancel, please contact us using the **'Get in touch'** details on **page 45**.
- If you cancel within 30 days, we'll pay back the lower of the amount received or the value when we receive your cancellation instruction, meaning less may be returned than was invested. We'll try to return the transfer payment to whoever paid it to us. **Note:** your existing provider may not accept it back or reinstate your benefits in their scheme. Your options then would be to transfer to another provider who is willing to accept it or reapply for a transfer to Aviva.
- If you don't cancel within this period, the payment will remain invested in accordance with the terms of your plan and won't be refunded.

Retirement benefits and options

What retirement benefits will I get?

- The amount you get from your plan at retirement will depend on your plan value and how you take your money.
- Your plan value will depend on how much has been paid in, how long it's been invested for, the performance of your investments and our charges.
- **'The retirement income you might get'** section on **page 25** of this guide will give you an idea of what you might get.
- We'll send you statements each year to show how your plan is doing and the amount of money you may get at your retirement date. You can also check online at any time.

How can I access my pension and take my pension savings?

- You have a few options as to how you can access your pension. We'll write to you closer to your retirement date with further details. You can use a different option each time you take money from your accumulation fund.

For all the options, every time you access your pension, you can normally take up to 25% of the value as a tax-free lump sum, and use the remaining part to receive taxable income from the option itself.

You may be able to take more than this if your plan includes a specific type of transfer payment; if this applies to you, we'll let you know.

- How you take taxable income under each option is explained next. For more information on how money from your pension will be taxed, please see the **'Taxation'** section on **page 21**.

Annuity option

- An annuity is a guaranteed income for life in addition to any tax-free lump sum you decide to take.
- You don't have to buy an annuity from us. Shopping around could make a big difference to what you get. This is especially important if you have certain lifestyle and health factors, such as smoking.
- The income you get will also depend on the value of your retirement benefits, the annuity rates at the time, the features of the annuity you choose and your age. **'The retirement income you might get'** section on **page 25** of this guide will give you an idea of what you might get.
- Once your annuity is set up, it can't be changed.

Lump sum option

- A lump sum lets you take the taxable part of your retirement benefits alongside the tax-free lump sum part in a one-off cash payment as and when you need it.
- There's no minimum amount that you can take as a lump sum.
- You can't set up regular lump sum payments.
- Taking out large lump sums in a tax year could move you into a higher tax band.
- Each lump sum you take will reduce what's available from your plan.
- Taking a lump sum will trigger the Money Purchase Annual Allowance (MPAA). Please see **page 20** for more information.

Income drawdown option

- Income drawdown lets you take the tax-free lump sum part of your plan value, while moving the taxable part to an income drawdown pot, and keeping it invested until you need income from it. You don't need to do this all at once, you can use part of your accumulation fund and move it to income drawdown.
- Taking large income drawdown payments in a tax year could move you into a higher tax band.

- How long your money lasts will depend on how your investments perform, the amount of income you take and the charges. It's not guaranteed to last a lifetime.
- Taking income drawdown payments will trigger the Money Purchase Annual Allowance.

If you're using the income drawdown option in this plan:

- There's no minimum amount that you can move to income drawdown.
- You can take income drawdown payments as and when you need to. You can't arrange regular drawdown payments in this plan. You may also use your income drawdown pot to buy an annuity at any time. If you do this, you have to use all of your drawdown fund to buy an annuity.
- If you want to set up income drawdown payments on a regular basis, you will need to transfer your money to another pension that can provide this.
- Charges will continue to apply as explained in the **'Charges'** section on **page 37**. We don't currently make a separate charge for this option. If this is to change, we'll let you know.
- We'll not select a default investment fund or approach for your income drawdown pot. You'll need to choose where your money is invested.
- Investment pathways are available for the investment of your income drawdown pot. You can only invest in one investment pathway at a time. If you choose an investment pathway, the whole income drawdown pot must be invested in it.
- Investment pathways prepare your income drawdown pot for how and when you want to take your income in the future. Investment pathways provide an easier choice if you've decided not to take financial advice and if you're not confident in making your own investment decisions. For more information on our investment pathways please see **'Information about Aviva's investment pathways'** online at **library.aviva.com/gn201187.pdf**
- You can't transfer the value of another income drawdown arrangement into this plan.
- Once you have a drawdown pot, if you decide to transfer your money to another pension, you must transfer the total plan value of both the accumulation and drawdown pots.

When can I access my pension and take my pension savings?

- We set up your plan so you can access your pension savings from the retirement age chosen by your employer. You can change your retirement date at any time before you start accessing your pension.
- You can start accessing your pension from the normal minimum pension age (NMPA), currently 55. You can do so even if you're still working. Please note that the Government is changing the NMPA from 55 to 57 from 6 April 2028. Depending on your circumstances you may be able to access your pension savings earlier, such as when you have a protected pension age (visit **aviva.co.uk/nmpa** to find out more) or are unable to work due to ill health or incapacity.
- You can access your pension in stages. If and when you choose to buy an annuity, you may have to use up all that is left in your plan. Please see **page 41** for more details.
- Under this plan you need to use up the accumulation fund before age 75 by selecting one or more of the options described on the previous page. If you wish to delay when you access your pension, you'll need to transfer the value of your accumulation fund to another pension product before your 75th birthday. If you only have an accumulation fund and make no contact with us before you reach your 75th birthday, we'll set up an annuity for you. If you also have an income drawdown pot and make no contact, we'll move the value of your accumulation fund to your income drawdown pot.
- You may also be able to take your pension before the minimum pension age if you've stopped work due to ill health. If you're given less than twelve months to live, you may be able to take all your pension in one go tax-free. This is called serious ill-health lump sum.

What are the risks with lump sums and income drawdown?

- Any part of your plan left in the accumulation fund after you use these options will continue to be invested. Its value isn't guaranteed, and it can go down as well as up. This is also the case for your income drawdown pot until you take it as income.
- Your future income isn't guaranteed and your money could run out. If you take most of what's in your plan as lump sums and/or income drawdown payments and have no other provisions, this may reduce your ability to provide a sustainable retirement income, or provide for dependants in the future.
- If you take large lump sums, you may pay more tax than you expected.
- Eventually you could get less income through these options compared to an annuity.

Can I change my mind about taking a lump sum?

- No. You can't change your mind about taking a lump sum, including your tax-free lump sum.

Can I change my mind about income drawdown?

- Yes, when you receive confirmation from us that your income drawdown option has been set up, you have 30 days to change your mind. If you wish to cancel, please contact us using the **'Get in touch'** details on **page 45**. You can only cancel your income withdrawal option and not your decision to take a tax-free lump sum from your plan. If you decide to cancel, you'll have to return all drawdown payments to us within 30 days of the notification of your wish to cancel. You'll have to tell us what you want to do with your money moved to income drawdown.

Where could I get more information?

- For more information on all the options, please see **'Making sense of your retirement options'** online at **library.aviva.com/an12270c.pdf**
- There is further information and guidance available to you, details of which can be found on **page 23**.

Life events

What happens to my plan if I leave my current employer?

- If you leave your current employer, you can keep your pension plan with Aviva. However, the range of funds available to you and the fund charges may be different. If you do leave, we'll write to you to provide further information.
- Employer contributions will stop.

What happens to my plan if I die?

- If you die before you take all your pension savings from your plan, then your remaining money will be paid to your family members or any other parties we select, at our discretion, in accordance with the scheme rules.

You can nominate who you'd like us to consider paying your pension savings to by completing a nomination form. We'll consider the nomination but aren't bound by it.

- If you've set up a trust for your plan, we'll pay your pension savings to the trustees of that trust, who are then responsible for paying the trust's beneficiaries.
- **Please see** Our terms & conditions on **page 27** of this guide for more details.

Taxation

Here is some information based on our interpretation of current tax legislation. Your tax treatment depends on your main place of residence as advised to us by HM Revenue & Customs (HMRC) and your other individual circumstances.

What about tax when money is paid into my plan?

One of the biggest benefits of investing in a pension is that you can normally get tax relief from the government on payments you make into your plan.

Here's how tax relief works:

- You can currently save up to 100% of your UK taxable earnings into a pension to get tax relief.
- If you earn £3,600 or less, the maximum you can contribute is £3,600. This includes 'tax relief,' so your personal payment into your pension should be no higher than £2,880.
- For every 80p you pay in, the government gives an extra 20p in tax relief, boosting your contribution to £1.
- If you pay tax at a higher rate you can claim further tax relief through your employer's payroll or your self-assessment tax return. Please see our tax relief guide, available at **library.aviva.com/mpen15c.pdf** for more details.
- There is an alternative to tax relief. Your employer may operate a 'salary sacrifice' arrangement (also known as 'salary exchange'). This is an arrangement between you and your employer in which you agree to a reduction in your salary or bonus, and in return your employer pays a pension contribution which matches the salary or bonus you've exchanged. This way you pay less income tax and national insurance contributions as your salary or bonus has been reduced. Please see our salary exchange guide at **library.aviva.com/mpen15d.pdf** for more details, or your can contact your employer for further information.
- If you transfer money from another pension plan into this one then you won't get any tax relief on the transfer value as this money will already have benefited from tax relief.
- Tax relief may change if you move overseas, or start working overseas, or work overseas on secondment from your employer.
- You don't pay any tax or national insurance on payments your employer makes.

Is there a limit to what I can pay in?

Annual Allowance and Money Purchase Annual Allowance

- HMRC puts a limit on the total amount that can be paid into all your pension arrangements each year before a tax charge is payable. This is the Annual Allowance. Anything paid in above the Annual Allowance may incur a tax charge.
- The Annual Allowance may be reduced if you earn more than the 'threshold income'. This is known as the Tapered Annual Allowance.
- A reduced annual allowance, known as the Money Purchase Annual Allowance (MPAA) will apply to you if you flexibly access your pension savings. If the MPAA applies, you'll have been informed of this by the provider of that pension.
- Transfer payments don't count towards your Annual Allowance.
- For more information, including the current levels of these allowances, go to **gov.uk/tax-on-your-private-pension/annual-allowance**

What about tax while my money is invested?

- You won't pay any personal tax on the growth of your fund, as long as your money stays invested. It can then grow free of UK income and capital gains tax.
- Some investment returns may be received by the fund with tax credits or after tax deductions which can't be re-claimed.
- Any investments the fund holds in overseas assets will be subject to the tax rules applicable to that country.

What about tax when I take my benefits?

- You can normally take up to 25% of your plan as a tax-free lump sum, taking what's left as taxable income. You may be able to take more than this if your plan includes a specific type of transfer payment; if this applies to you, we'll let you know. Annuity, income drawdown and lump sum payments are all taxed based on your highest income tax rate. If we don't know your tax code, an emergency tax code may be applied, meaning you may pay too much, or not enough tax on these payments. You'll need to reclaim any overpaid tax.

Is there a limit on the amount of tax-free money I can receive?

Lump Sum Allowance and Lump Sum & Death Benefit Allowance

- HMRC places limits on the amount of tax-free money that can be taken from pension schemes. The limits apply to money paid out of your pension during your lifetime and on death. Income tax is payable on money taken above these amounts.
- Your remaining allowances reduce each time you take your pension savings. Your personal allowances may be higher than the standard amounts if you've been granted one or more of the types of protections by HMRC.

You can find more information on **tax relief or your allowances** at **gov.uk/tax-on-your-private-pension**. **We strongly recommend you seek financial advice if you think you're affected by tax charges.**

What about tax when I die?

- If you die before age 75, there won't normally be any tax to pay. However, if the value of tax-free benefits taken from all your pensions during your lifetime and on death is more than the Lump Sum & Death Benefit Allowance (see above), the beneficiary may pay income tax on the excess.
- If you die on or after age 75, your pension savings will be subject to tax. Depending on how benefits are taken, the tax could be either:
  - based on the beneficiary's income tax rate after any payments are added to their other earnings, or
  - 45% if paid as a lump sum death benefit to a trust or your personal representatives. The beneficiary of a trust may claim the 45% tax charge paid as a deduction against their own income tax. A financial adviser can provide further information.
- If you die before 6 April 2027 death benefits will normally be free of inheritance tax. HMRC are changing the rules from 6 April 2027, if you die on or after that date death benefits payable from your pension, to somebody other than your surviving spouse or civil partner, will be included when calculating the value of your estate for the purposes of inheritance tax. If any inheritance tax is due in relation to the pension benefits the beneficiary/ies will, in certain circumstances, be able to ask us to deduct and pay this to HMRC before we pay the remaining benefits in the same ways as we would now.

Further guidance

Information available to you

- Pension Wise from MoneyHelper is a free, government-backed service offering clear, impartial and specialist guidance on your retirement options. If you're aged 50 or over, this service is available to you. Visit **moneyhelper.org.uk/pensionwise** or call **0800 138 3944** for full details of the service.
- You should discuss your options with a financial adviser before making a decision. If you don't have one, you can find one at **moneyhelper.org.uk/retirement-adviser-directory**. Financial advisers charge for their advice.

How to complain

- If you've taken a product out with Aviva and are unhappy with the product or the service you received, you can contact us using the **'Get in touch'** details on **page 45**.
- We aim to resolve your complaint quickly. If we can resolve your complaint within three working days following the day we receive it, we'll write and confirm this to you, along with your rights to refer your complaint to the Financial Ombudsman Service (FOS).
- If we don't resolve your complaint within three working days of receiving it, we'll;
  - acknowledge your complaint promptly
  - assign a dedicated complaint expert to review your complaint
  - carry out a thorough and impartial investigation
  - keep you updated as to our progress
  - do everything we can to resolve things as quickly as possible; and
  - send you a written response within eight weeks of receiving your complaint. This will tell you the results of the investigation or explain why that's not possible.
- Where we can't resolve your concerns, or have been unable to resolve them within eight weeks, you may be able to ask the FOS to carry out an independent review. Whilst firms are bound by their decisions, you aren't. Contacting the FOS won't affect your legal rights. You can contact them on **0800 023 4567** or visit their website at **financial-ombudsman.org.uk**, where you'll find further information.

Solvency and financial condition report

- Every year we publish a Solvency and financial condition report which provides information about our performance, governance, risk profile, solvency and capital management. This report is available for you to read on our website at **aviva.com/investors/regulatory-returns**.

Compensation

- If a financial adviser recommends this pension, you have the right to compensation if the FOS decides it wasn't suitable for your needs at that time.
- The Financial Services Compensation Scheme (FSCS) provides protection to consumers by allowing them to claim compensation in the event that an authorised financial services firm (such as Aviva Life & Pensions UK Limited) becomes insolvent – is unable to meet its obligations. This means that if we're unable to pay claims/benefits because of financial difficulties, you may be able to make a claim for compensation.
- Whether you qualify for compensation under the FSCS will depend on the type of investment you hold. This means that if your investments through Aviva Life & Pensions UK Limited are held in external funds, or the funds are operated through a reinsurance agreement with another insurance company, then you wouldn't be eligible to make a claim for compensation under the FSCS in the limited circumstances where the external provider or insurance company are unable to meet their obligations.
- Our fund factsheets show whether a fund is an external fund and further details can be found in 'Your Guide to Fund Factsheets', available at **aviva.co.uk/adviser/documents/view/gn20431c.pdf**. If you're not sure about the type of funds you're invested in you can call us on **0345 602 9221** or speak to your financial adviser. The cover under the FSCS, for contracts of long-term insurance, like this pension plan, is normally up to 100% of the value of the claim.
- To find more information about the FSCS, including how to contact them via email and webchat please see **fscs.org.uk** or phone **0800 678 1100** or **0207 741 4100**.

Potential Conflicts of Interest

- There may be times when Aviva Plc group companies or our appointed officers have some form of interest in the business being transacted. If this happens or when we become aware that our interests, or those of our officers, conflict with your interests, we'll take all reasonable steps to manage that conflict of interest. We'll do this in a way that treats all customers fairly and in line with proper standards of business.
- Where despite all efforts to manage a conflict of interest, the conflict of interest can't be prevented, we'll disclose it to you before you commit to taking out this product or taking any investment action in relation to it.
- Further details of our conflicts of interest policy are available on request. Please contact us using the **'Get in touch'** details on **page 45**.

Adviser payments

- We may pay your employer's financial adviser for arranging this plan.

Aviva staff payments

- Aviva staff are salaried and they receive an annual bonus based upon the overall performance of the Aviva Group. Some members of our distribution team may also receive an additional bonus, a proportion of which relates to their sales performance.

Customer Status

- Aviva will treat you as a retail client. This means that you have the highest degree of protection available under the Financial Conduct Authority rules. This includes access to complaints and compensation procedures. However you won't be covered for wrong advice unless this product was personally recommended to you by a financial adviser authorised by the Financial Conduct Authority.

Governed by an Independent Governance Committee

- Independent Governance Committees (IGCs) have been set up by workplace pension providers from April 2015, as part of regulatory changes by the Financial Conduct Authority (FCA). The introduction of IGCs provides greater protection for members and they are designed to improve the governance of workplace pensions and help ensure value for money. For more details please visit **aviva.co.uk/retirement/pensions/workplace-pension/independentgovernance-committee**

Terms and Conditions

- This Key Features document is a summary of your Company pension plan. For full details please see Our terms & Conditions below.

Law and language

- Aviva and you have a free choice about the law that can apply to a contract. Aviva proposes to choose the law of England and Wales, and, by entering into this contract you agree that the law of England and Wales applies. Your contract will be in English and we'll always write and speak to you in English.

Financial advisers

- Where you've received information or advice from a financial adviser they'll provide you with information regarding their identity, the capacity in which they're acting and their address for future communications.

Financial Services registered details

- Aviva Life & Pensions UK Limited is a company limited by shares. It's authorised by the Prudential Regulation Authority and is regulated by the Financial Conduct Authority and the Prudential Regulation Authority and is entered on the Financial Services register, number 185896, **register.fca.org.uk**.

keyfacts®

The retirement income you might get

The Financial Conduct Authority is a financial services regulator. It requires us, Aviva, to give you this important information to help you to decide whether our company pension is right for you. You should read this document carefully so that you understand what you're buying, and then keep it safe for future reference.

We can't predict the future, but...

We know it's helpful to understand what sort of income you might get from this pension when you retire.

When you're ready to access your pension savings, you'll have a number of different options about how you can use your pension savings - including taking a flexible or secure income, a lump sum or a combination of all of these.

How much you'll actually get will depend on the value of this pension at retirement and what payment options you choose.

To give you an idea of what you might get back, have a look at our table below. The monthly incomes we've shown assume you'll choose a secure income – known as an annuity - at age 65. We've shown the payments you could get depending on your current age, and how much is paid into your pension plan each month.

Remember, these figures aren't personalised to you

We've had to make some assumptions to work them out - you can see our assumptions on the next page - but we'll send you a personalised illustration separately.

These figures are examples only - the value of your savings can go down as well as up, and isn't guaranteed.

You might get back less than has been paid in.

Your approximate age now	Total starting monthly payments									
	£100		£150		£200		£300		£500	
	Estimated monthly pension if you retire at 65									
	Monthly income	Fund value	Monthly income	Fund value	Monthly income	Fund value	Monthly income	Fund value	Monthly income	Fund value
20	£667	£120,000	£1,000	£180,000	£1,330	£240,000	£2,000	£360,000	£3,330	£601,000
25	£546	£97,500	£819	£146,000	£1,090	£195,000	£1,630	£292,000	£2,730	£487,000
30	£440	£77,900	£660	£116,000	£880	£155,000	£1,320	£233,000	£2,200	£389,000
35	£347	£61,000	£521	£91,500	£695	£122,000	£1,040	£183,000	£1,730	£305,000
40	£266	£46,400	£400	£69,600	£533	£92,800	£800	£139,000	£1,330	£232,000
45	£196	£33,900	£295	£50,800	£393	£67,800	£590	£101,000	£984	£169,000
50	£136	£23,200	£204	£34,800	£272	£46,400	£408	£69,700	£681	£116,000
55	£84	£14,100	£125	£21,200	£167	£28,300	£251	£42,400	£418	£70,700
60	£39	£6,460	£58	£9,690	£77	£12,900	£115	£19,300	£192	£32,300

For example – if you're aged 40 and £150.00 is paid in each month, your estimated monthly retirement income could be **£400 before income tax. The estimated value of your pension fund could be **£69,600**.*

Our assumptions

- Your monthly payments will increase each year by 3.5%
- You'll get tax relief on your own payments
- You'll invest in our default option
- We won't take any charges for financial advice
- Your pension plan will grow by 3.0% each year, after we've taken inflation into account, but before we take any charges
- We'll take 0.75% from your fund value each year in charges
- Interest rates when you retire will be 4.9% a year
- We've shown these values as they would be worth today, by assuming inflation will be 2.0% a year until you retire

Your retirement income will:

- Be paid every month from the day you retire, for the rest of your life
- Stay the same each month and not increase
- Be paid for a minimum of 5 years

It also won't include a tax free cash payment

How charges could affect what you get back

Charges can reduce the future value of your pension.

We can't tell you exactly how much you'll pay in charges, as it depends how well your pension plan grows. But to help you understand how much charges might reduce your pension plan value, have a look at our table below.

This shows how much your pension plan could be worth, both before and after we take charges. You can use it to compare our charges to other pension plans.

We've made some extra assumptions for this table:

- You're aged 40 now and retire at age 65
- Your monthly payments start at £150.00 and increase each year by 3.5%

Remember – We'll send you a personalised illustration separately.

These figures are examples only and aren't guaranteed. One of the effects of charges is that you may get back less than you've paid in.

	At end of year	The payments into your pension plan	Before charges are taken	After charges are taken from this plan
Early years	1	£1,783	£1,810	**£1,800**
	2	£3,593	£3,700	**£3,670**
	3	£5,430	£5,670	**£5,610**
	4	£7,294	£7,730	**£7,620**
	5	£9,185	£9,880	**£9,690**
Later years	10	£19,065	£22,000	**£21,200**
	15	£29,694	£36,900	**£34,800**
	20	£41,127	£55,000	**£50,800**
	At age 65	£53,427	£76,800	**£69,600**

You can see that by age 65, our charges could reduce your value of your pension plan from £76,800 to **£69,600**.

Putting it another way...

By the time you're 65, we think our charges could reduce the yearly growth rate for this pension from 3.0% to 2.2%. This is a reduction of **0.8%**.

Our terms & conditions

For your pension plan within the Company Pension

It's important that you read these terms & conditions. They tell you how your plan works and what you agree to. Once you join your Company Pension, we'll send you a personalised pack, including our terms & conditions. We recommend you keep them somewhere safe incase you want to refer to them in future. We realise there's a lot to read, but we've broken it up into manageable sections. If there's anything you don't understand, please get in touch.

In the plan 'we', 'us' or 'our' are used to mean Aviva Life & Pensions UK Limited.

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This explains where you can transfer your plan to, and how it works.

1. Meanings

To help you understand these terms & conditions, we've listed some of the defined terms we use, together with their meaning. We've tried to use everyday plain language. We show the defined terms with capital letters at the beginning of each term.

Term	Meaning
Accumulation Fund	This is the part of your plan into which payments and transfers are made. Your Accumulation Fund is then invested in the default investment option or approach, or other Investment Fund(s) you choose, until you take payments from your plan. This is normally no earlier than your normal minimum pension age.
Arrangement	Also known as Segments. Your plan's made up of a number of identical Arrangements. Each Arrangement's an individual part of your plan. It's separate from all other Arrangements. The number is set out in the general conditions. Your Drawdown Fund is always held in a single arrangement.
Asset	An object which holds the value of your Accumulation and Drawdown Funds. In this pension, Assets are held within Investment Fund(s), and you hold Units in those Investment Fund(s).
Drawdown Fund	This is pension money you've moved from your Accumulation Fund and made available to provide payments known as 'flexi-access drawdown' by HM Revenue & Customs. This is taxable income provided directly from your Drawdown Fund, with no limit other than the value of your Drawdown Fund at the time of payment. No further tax-free lump sums or lump sums with a tax-free part are available from your Drawdown Fund.
Investment Fund(s)	Money is pooled with other investors and spread across a variety of different investments.
Trust	A Trust is a way of managing property for the benefit of the beneficiaries, who are the people able to benefit from the Trust. They make the people who legally own the property in the Trust (the trustees) responsible for holding and using it for the benefit of the beneficiaries, at the discretion of the trustees. To receive your death benefits, the trustees must be able to choose who receives the benefits from among the beneficiaries the Trust sets out.
Unit(s)	Payments made into your plan buy Units in one or more Investment Funds. Each Unit is a share of the Investment Fund.
Valuation Day	The day we work out the Unit price. We'll do this at least once a month.
Working Day	Means a day other than a Saturday or Sunday, bank holiday or other public holiday in England and Wales.. This applies to your plan, wherever you are in the world.

2.General conditions

The money you save into your pension plan **(your plan)** builds up a pot of money **(your Accumulation Fund)**.

These terms & conditions apply to the plan within the Company Pension **(the product)**. The product is held in the Aviva Personal Pension Scheme **(the scheme)**.

You join the scheme when the plan is set up for you, unless you already hold another plan/account within the same scheme at that time. By joining it, the scheme rules apply.

We've made every effort to make sure the scheme rules and the terms & conditions are consistent. If there are any differences, the scheme rules will override these terms & conditions.

Important documents

The scheme is held under a trust. The rules of the scheme govern how the scheme, and therefore the trust, operate for the scheme members and their benefits. We may amend the rules and trust from time to time, usually because of changes in law or the way we look after the scheme. Please get in touch if you'd like a copy of the rules.

Registration

The scheme is a UK registered pension scheme, registered with HMRC under Part 4 of the Finance Act 2004.

This means that the scheme and the plan within the scheme must follow the provisions of this legislation.

Arrangements - We also refer to these as Segments

Your plan's made up of 9,999 identical Arrangements. Each Arrangement's an individual part of your plan. It's separate from all other Arrangements.

You can cancel your Arrangements at different dates. This gives you extra flexibility if you want to transfer some of your plan to another scheme or plan. If you transfer away some of this plan, the number of Arrangements you have will go down. We'll tell you if this happens.

Cash value

This is the amount raised when Units are cancelled. So, it's the amount in your plan that's available for you to withdraw from.

Law

Aviva and you have a free choice about the law that can apply to a contract. Aviva proposes to choose the law of England and Wales, and, by entering into this contract you agree that the law of England and Wales applies. Your contract will be in English and we'll always write and speak to you in English.

Payment currency

All payments made to us must be received in the currency of the United Kingdom (UK). All payments we make from this plan will be made from the UK and calculated in the currency of the UK. This is unless we agree otherwise.

Your information

We set up your plan based on the information you or your employer give us. If any of this information isn't true or complete and might affect our decision to provide you with this plan, we may:

- change the terms of this plan,
- restrict how you can take your plan, or
- cancel this plan and refund any payment made, less our expenses.

Important

Please check that the information in the **'Your pension plan'** section of the pack you get when your employer joins you in their pension is correct. If you spot a mistake, you must tell us within 30 days of the start of your plan, or as soon as possible.

Changes

Where it's reasonable to do so, we may amend these terms & conditions if there are changes:

- in the way we look after this type of plan,
- in technology or general practice in the pension industry,
- to taxation,
- in the law or our interpretation of the law,
- to any code of practice that we intend to comply with.

We may also make changes for the following reasons:

- decisions or recommendations of an ombudsman, regulator, or similar,
- a mistake we need to correct.

Where we consider a change is to your advantage or is needed to meet regulatory requirements, we may make the change immediately and tell you later.

Where we consider a change is to your disadvantage, we'll do our best to tell you at least 30 days in advance. If this isn't possible, we'll give you as much notice as we can.

Fairness of terms

In making decisions and exercising discretions given to us under these terms & conditions, we will act reasonably and with proper regard to the need to treat you and our other customers fairly.

These terms will only apply to your plan provided they are not held by a relevant court or viewed by the Financial Conduct Authority or by us to be unfair contract terms. If a term is unfair it will, as far as possible, still apply but without any part of it which causes it to be unfair.

Third parties

This plan doesn't give any rights to anyone except you and us. We, or you, may change or cancel this plan as described in these terms & conditions, without reference to, or consent from, any other person.

Who can have this type of plan

To have this plan you must live in the UK and intend to stay living there while you have this plan. The UK doesn't include the Channel Islands, the Isle of Man or Gibraltar.

Or you must be a Crown Servant or the spouse/civil partner of a Crown Servant.

Important

If you move to live outside the UK, you must tell us as soon as possible. This includes working overseas on secondment from your employer. We recommend you get independent advice if you're thinking about moving to another country.

Depending on where you live, the local laws may mean that you can't continue to pay in the same way into this plan and may affect the options available to you. Because of this, we may need to change the way we apply these terms & conditions. We'll let you know if this applies to you.

We won't follow these terms & conditions, or do anything we've said we'll do, if it'd cause us to break any law or regulation in another country.

3. Payments into your plan

This explains how payments into your plan work.

▶ Types

Your plan accepts:

- regular payments, and
- single (one-off) payments, and
- transfer payments.

In the case of regular payments and single payments, these can come direct from you, or from your employer. Your employer can make payments themselves or take them from your pay and pass them to us.

We can't accept payments into a plan from anyone else.

We can only accept payments where you have chosen an Investment Fund(s) that's available to you at the time we receive the payment.

An employee payment can be paid directly from you, or from you employer by being deducted from your pay. We can only accept regular or single employee payments if they qualify for tax relief.

Regular payments

These are payments you, or your employer, agree to make on a regular basis. We can accept these on a monthly or yearly basis.

We'll agree a collection date for your regular payments with you or, if appropriate, your employer.

Stopping regular payments

You can stop your regular payments for a set period of time or permanently at any time. We'll continue to take charges from your plan for as long as it exists.

Restarting regular payments

You can restart your own payments any time.

If you're a member of your employer's scheme, you'll need to agree this with your employer.

If you're no longer a member of your employer's scheme, your payments will need to still be eligible for tax relief. You'll also need to still be eligible for this plan as set out in the **'Who can have this type of plan'** section of these terms & conditions.

In some cases, your employer may ask you to restart payments before the period of stopping regular payments that you've agreed ends. You can stop payments again if you want to.

Transfers into your plan

Transfer payments are any money you may move into this plan from:

- another registered pension scheme,
- a Qualifying Recognised Overseas Pension Scheme (QROPS),
- a different plan within the same scheme.

There may be restrictions due to legislation applying at the time. We'll let you know the transfer amount we receive and how we've dealt with it.

We can only accept Accumulation Funds into this plan. We can't accept transfers that are already held in Drawdown Funds in another scheme or plan.

▶ Amounts

There are minimum and maximum amounts you can pay into this plan, and we may change these from time to time. Please get in touch if you'd like to know more.

The minimum amounts you can pay may consist of payments from both you and your employer. If you want to continue receiving employer payments to your plan, you may have to increase the amount you pay. Your employer will tell you if this happens.

Restrictions

We may refuse or restrict the level of payments to meet any changes in tax, the laws of England and Wales, or our understanding of those laws. If we restrict payments, we'll tell you at least 30 days before this affects you, unless it's not possible for us to do this.

4. Investing your plan

Payments into your plan are collected and invested to build up your pension. This explains different ways you can invest your money now for later.

▶ Funds

We'll invest your payments in one or more of our Investment Funds available to you under your plan at the time the payment is made. The number of funds that you can invest in at any one time may be limited.

We can close or combine any existing Investment Funds and change the amount and type of Investment Funds available. If this'll affect your plan, we'll try to tell you at least 30 days in advance. We can also set up new Funds at anytime.

Investing payments

Each payment you make into your plan is:

- split equally between the Accumulation Fund Arrangements in your plan, and
- used to buy Units at the Unit price in the chosen Investment Fund(s).

This happens on:

- the next Valuation Day after we receive a payment. We can use a later Unit price if using the next Valuation Day would allow you, or someone acting on your behalf, to use already known market data to your benefit, or
- the date that payment was due, if later.

Assets and Units

The Assets and Units of all Investment Funds belong to us. We use them to work out the value of your plan.

For each Investment Fund, the fund manager (employed by Aviva or another company) decides which Assets to include and when to buy and sell them. The fund manager does this in line with the Investment Fund's objectives.

↑ Income and gains from these Assets are added to the Investment Fund.

↓ Any losses relating to these Assets are taken away from the Investment Fund.

The fund manager can borrow for the purposes of any Investment Fund and use its Assets as security for a loan. They can also use 'financial derivatives' to help in the effective running of the Investment Funds. These are contracts that depend on the value of other Assets.

There may be a minimum and maximum number of Units that can be held in a certain Investment Fund at one time.

Deductions from Investment Funds

The management of Investment Funds incurs expenses. These will be deducted from the Investment Funds.

Examples of expenses owed or expected to be owed include:

- interest on money borrowed, and/or
- taxes, duties, levies, or charges associated with buying, selling, maintaining, or managing Assets of the Investment Fund. This may also include other charges on the investment or income of the Investment Fund as reasonably decided by the fund manager.

Fund manager expense charge

It covers the fund manager's expenses. These can include costs associated with owning and maintaining the assets.

The amount of this charge depends on which fund(s) you're invested in. It'll change in the future when expenses charged to the Investment Fund change.

Unit prices

Each Investment Fund is divided into Units.

We'll value each Investment Fund at least once a month. Each valuation's carried out to fix the price of Units.

The value of stock exchange investments will be based on quoted prices. The value of interests in land and buildings will be based on the latest valuations available.

However, we may adjust these to take into account:

- changes in the prices of land and buildings since the last valuation in line with professional advice,
- regulatory guidance, and/or
- guidance issued by the Royal Institution of Chartered Surveyors (or another equivalent body).

We work out each Investment Fund's Unit price by:

- valuing the Assets of the Investment Fund, and
- dividing this by the number of Units of that type in the Investment Fund, and
- rounding to the nearest 0.01 pence.

Switching Investment Funds and investing future payments

You can switch the Investment Funds your plan's already invested in and tell us to invest future payments into new Investment Funds. You can do this any time after your first payment's applied to your plan.

You can ask for different types of payments to be invested in different Investment Funds. Your choice may be limited. Any request you make to switch between Investment Funds will be split equally between the Accumulation Fund Arrangements of the same payment type.

Once we have our requirements, we'll switch your Investment Funds by cancelling enough Units to raise the cash value to move to the new Investment Fund(s) you asked for. This cash value will be used to allocate Units at the Unit price in the other Investment Fund(s) you've chosen.

Cancelling Units

We'll cancel Units using the next available Unit price:

- after we receive your request to switch (along with all our requirements). But we can use a later Unit price if using the next available Unit price would allow you, or someone acting on your behalf, to use already known stock market information to your benefit,
- on the day you specify if this day is later than the day above, or
- on the day on which a cancellation is necessary under the terms of this plan.

If we're cancelling Units because you've died, we'll use the price of Units on the next Valuation Date after we're told of your death.

Delays in cancelling Units

We can delay cancelling Units in any Investment Fund for up to one month. Where the Investment Fund invests directly or indirectly in land or buildings, we may delay it for up to six months.

We'll only do this where we consider it's reasonable to do so. We're only likely to consider it reasonable to do so where it's in the interests of plan holders who are invested in the relevant Investment Fund. Or, if we can't sell the relevant Investment Fund's Assets straight away. We'll tell you if and why a delay is necessary.

Examples of this may include if:

- there's a stock market crash,
- there's a failure in infrastructure, such as the effect of a computer virus in the stock trading system,
- there's physical damage arising from events such as a terrorist attack, an explosion or flood,
- we consider there's no suitable market upon which to sell the Asset(s) of an Investment Fund,
- there's any interruption of a stock exchange which affects the pricing of the Units, or
- the sale of the Asset(s) of an Investment Fund would lead to unfairness of treatment between plan holders.

Where the Unit price depends on the value of an Investment Fund that's outside our control, we can delay cancellation until we receive that value. If we do delay, the cancellation will take place on the next Valuation Day after the period of delay has ended, using that day's valuation figures.

We won't delay the cancellation of Units if a payment's due under the rules, other than a transfer payment before your retirement date.

Other delays

In certain circumstances, we may further delay for such period as may reasonably be required. The cancellation, valuation, switching or other dealings with the Units in any Investment Fund may be delayed, depending on the circumstances.

We might do this:

- to match any period of delay or suspension imposed by manager(s) of any entity in which you are invested, or
- in exceptional circumstances if we consider it's in the interests of all plan holders who are invested in the Investment Fund.

▶ Investment options

You can see where your Accumulation Fund and Drawdown Funds are invested in the **'How your money's invested'** section of the pack you get when your employer joins you in their pension. You can ask your employer for more details of the investment options.

Your default investment

You'll start in an investment option that's been chosen for your plan. This is called a default investment option or approach. It could be any of the investment approaches we explain below.

You can choose to stay invested in this default investment option or approach, or you can change your investments at any time after your first payment's applied to your plan.

We may change the default investment option because of:

- you leaving your employment,
- any relevant laws, or
- investment advice we've received.

We may switch your Accumulation Fund and invest future payments into the new default investment option. You'll need to tell us how you want your Drawdown Fund to be invested.

If this applies to you, we'll send you further details of the default investment you've been placed in.

Your options

Investment approaches

Each approach invests in a set of carefully chosen Investment Funds which aim to grow your money in the early years and reduce fluctuations as you near your retirement age. To do this, We'll automatically move your money between Investment Funds as you approach retirement. This means you can invest without making your own investment decisions.

Changing an approach

You can choose to move to a different investment approach at any time. We'll move your existing investments to the approach you've selected.

Stopping an approach

You can stop an investment approach any time.

You'll need to let us know where you want to be invested when your existing approach stops. You may wish to choose your own Investment Funds or select another investment approach. We'll stop switching Units and we won't continue to automatically invest your payments into the approach you've stopped, unless we've said otherwise below.

Automatic switching

Automatic switching happens within an investment approach. It's where Units in one Investment Fund are cancelled, and new Units are purchased in a different Investment Fund. This is usually done to prepare your plan for how you intend to take it.

We'll calculate the number of Units to be switched from the Investment Fund(s).

We work this out by using the number of Units in the Investment Fund(s) divided by the number of

Investment approach	You'll start in an investment approach that's been chosen for your plan. You can invest your money in any approach that's available to your plan. These options are suitable if you prefer to be hands-off when investing.
Choose your own Investment Funds	Instead of an approach, you can invest your money in any of the Investment Funds we offer. This is suitable if you feel comfortable choosing your own investments.

calendar months remaining until the original or chosen retirement date, if different.

For phased switching, the number of calendar months to the original or chosen retirement date will not be more than 60.

The calculation will:

- include any Units from any new payments invested in the Investment Fund, and
- exclude any Units cancelled to pay charges. Units will be switched by cancelling Units in the existing Investment Fund(s) and using the cash value obtained to allocate Units in the new Investment Fund(s).

Both the cancellation and allocation of Units will take place using the Unit price fixed on:

- the same day of each month as the original or chosen retirement date, if different, or
- the next Valuation Day if that day is not a Valuation Day.

Investing future payments

For lifestage and lifestyle, we'll also change where your future payments are invested by working out the number of calendar months until the original or chosen retirement date.

For phased switching, payments that are paid after automatic switching starts will still be allocated to the Investment Funds you've chosen.

Lifestage investment approach

Payments

Payments will be invested to ensure the investment mix is appropriate for where you are in your pension journey. This is determined by how far you are from your chosen retirement date.

Existing investments

We'll rebalance your existing investments, either monthly or every three months.

Rebalancing means that we automatically adjust how your money's split between Investment Funds at regular, set intervals. We do this to make sure the level of investment risk your pension is exposed to is appropriate for where you are in your retirement journey.

So, this means you'll have the correct number of Units in each Investment Fund for your lifestage investment approach in relation to your retirement date. This also means there'll be a gradual movement of money between Investment Funds.

There's a chance we may move your money at a time that wouldn't offer you the best returns on your investment.

We'll sell existing Units and buy new ones according to the Investment Funds and proportions set by the lifestage investment approach. This will be determined by how far you are from retirement.

Changing your retirement date

If you choose to change your retirement date before taking your pension, your investments will be automatically rebalanced to the correct Investment Funds and proportions for your new retirement date.

If you don't take your pension at your original or selected retirement date, your plan will remain invested in the Investment Funds and proportions appropriate for your retirement date.

We'll continue to rebalance your investment to keep the same proportions.

Leaving your employer

If you leave your employer, you'll continue to be invested in your existing investment approach. If your existing investment approach is created by your employer especially for its employees, you won't be able to go back into it later if you choose to leave it. We'll give you details about your options at the time.

Lifestyle investment approach

Payments

Payments will be invested in the Funds and in the proportions shown in the **'How your money's invested'** section of the pack you get when your employer joins you in their pension. You can ask your employer for more details of the investment options. We'll automatically reinvest all payments at the timeframes shown, which is called 'redirection'.

When payments are redirected, we'll also start to automatically switch existing Units.

Changing your retirement date

If your retirement date changes, the lifestyle investment approach will automatically stop. You can restart the same or another lifestyle investment approach if there are more than ten years to your new retirement date.

Stopping this approach

We've explained how it works when you stop an approach at the top of this section.

If you don't tell us where you want your money to be invested, we'll continue to invest it in the same way as the last instruction of the lifestyle approach.

Phased switching investment approaches

This option can apply if there are more than five years to your retirement date.

Start of approach

At the start of phased switching investment approaches, Units will be switched from each of the Investment Funds chosen to those shown in the **'How your money's invested'** section of the pack you get when your employer joins you in their pension. You can ask your employer for more details of the investment options. Switching will start from five years before the original or chosen retirement date, if different.

Future payments will not be automatically redirected when switching starts. The payments will continue to be allocated to the Investment Funds you've chosen until they are switched in line with this option.

Changing your retirement date

When we agree on a new retirement date for your plan, we'll stop the automatic switching of Units. Unless you tell us not to, we'll start to switch Units again five years before the new agreed date.

Stopping these approaches

We've explained how it works when you stop an approach at the top of this section.

You can stop phased switching before we've started to switch Units, too.

If you stop these approaches with more than five years to go until your retirement date, your existing investment instructions will apply. Your money won't be moved into different Investment Funds as you approach your retirement date.

Choose your own Investment Funds

We'll invest payments into the fund(s) and proportions you've chosen.

▶ Changes

We may change or remove any investment approach if it's required in our opinion due to changes:

- in law, regulation (including guidance issued by an appropriate regulator), industry codes of practice or generally accepted industry practice which affect your investment approach,
- in how the London Stock Exchange or other relevant investment or regulated markets may work which may impact the operation of your investment approach,
- in investment or share dealing administration or other infrastructure facilities, systems or means of communication which impact on the provision and operation of your investment approach,

- in services relating to your plan supplied to us by third parties which are outside of our control which need additional expenditure by us,
- in circumstances or the happening of any event which means the investment approach operates in a way which is unfair to you or other plan holders,
- in systems, services, and technology which make these changes necessary,
- in circumstances or any event which makes it impossible, impracticable, or economically unviable for us not to make a change to the investment approach. We'll only do this so long as this change isn't unfair to you or other plan holders,
- to correct errors where needed,
- in law, regulation or best practice where required for appropriate governance reasons.

This may lead to changes in the following aspects of the investment approach:

- Investment Funds,
- mix of Investment Funds,
- length,
- name,
- risk profile,
- charges that apply.

Some of these changes may mean the charge and/or risk ratings of the new Investment Funds and the way we balance them change. They could go up or down to reflect this.

Letting you know

If any or all the above changes happen, we'll make information available about the change. However, we won't write to you before we make any or all changes or ask your permission to make these.

After we make any or all the above changes to the investment approach, we'll tell you about the change as soon as possible. This could be up to a year after we make the change.

Changes when you take your pension

We may change your investments if you take your pension in certain ways. We explain the ways you can take your pension in more detail in the **'Your retirement options'** section of these terms & conditions, including the ones we refer to below.

If you're in an investment approach and you take a lump sum or a tax-free lump sum, we'll continue to switch Investment Funds the same way as before unless you tell us to stop.

If you change your retirement date at the same time as taking any lump sum or tax-free lump sum, this may result in your investment approach ending. This could also result in an automatic switch of your investments on the day of the change.

All automatic switching will stop when you reach your 75th birthday. So, if you hold money in your Drawdown Fund after this, your plan will stay invested in the final Investment Funds of your automatic switching approach.

Important

If you take a lump sum or tax-free lump sum, you should review any changes that are made to your plan. This includes changes to your investments and any automatic switching investment approaches. It's up to you to ensure that your plan's investments are suitable for your needs.

5. Charges

This explains what charges you may have to pay, what they're for, and how they work.

We'll take charges from your plan for as long as it exists. These charges may go up if there are changes in tax regulation, the law, or the cost for us to manage your plan and/or Investment Fund(s) goes up. We'll tell you if we need to do this.

We'll restrict charges to ensure they're no more than the maximum allowed by law.

▶ Annual fund charge

This covers the cost of running your plan which includes investing your payments.

We calculate the amount of the annual fund charge monthly based on the value of your plan. This will be a percentage of the value of your plan, which is shown in the **'Your key features illustration'** section of the pack you get when your employer joins you in their pension. Your employer will tell you the annual fund charge percentage. This means the amount of the charge can go up or down depending on the value of your plan at the time.

For example

If the annual fund charge is 1% of the value of your pension, we'd charge you £10 a year for evey £1,000 of your value.

The annual Fund charge is taken using the following method:

Annual management charge	We'll use this management charge to calculate the annual fund charge adjustment for each of your Investment Funds.
Annual fund charge adjustment	To make sure we're charging your annual fund charge correctly, we may need to make an adjustment to your plan. If the adjustment adds units to your plan, these will be added each month beginning one month after your start date. If the adjustment means units are cancelled from your plan, these will be taken monthly beginning on your start date. We'll do this proportionately across your Investment Funds if you're invested in more than one.

Annual management charge

Working it out

If there's an annual management charge that applies to you, we'll take it away by multiplying the following together:

- The annual management charge divided by 365 (days in year), and
- The daily value of all Assets in the Investment Fund (minus liabilities).

If an Investment Fund you're invested in charges its own annual management charge, we'll only charge you once. We might do this by refunding you the additional charge.

Changes

We may have to change the annual management charge for the following reasons:

- to reflect changes in costs about taxation, the law or decisions or recommendations of an ombudsman, regulator or similar person,
- where there are changes in the costs of managing the Investment Fund(s),
- to reflect changes in the costs which we reasonably have to pay in carrying out the administration of this plan.

Annual Fund charge adjustment

Working it out

We work out the amount of the annual fund charge adjustment each month. We do this by multiplying the following together:

- rate of adjustment, and
- value of the Investment Fund.

We then divide this by twelve (number of months in the year).

↑ Adding Units

If the annual management charge is more than the annual fund charge, this means we've overcharged you. To correct this, we'll add Units to your plan.

For example

If the annual management charge is 1% and the annual fund charge is 0.75%, we'd add Units back to the value of 0.25%. This means we've charged you 0.75%.

↓ Cancelling Units

If the annual management charge is less than the annual fund charge, this means we've not charged you enough. To correct this We'll cancel Units in your plan.

For example

If the annual management charge is 0% and the annual fund charge is 0.75%, we'd cancel Units from your plan to the value of 0.75%. This means we've charged you 0.75%.

▶ Other charges

Additional yearly charge

With some Investment Funds, we'll ask you to pay another yearly charge. This is for the extra cost of managing them. We take this charge by cancelling Units.

The amount of this charge depends on your choice of Investment Funds.

Adviser charge

This is a charge you've agreed to pay your financial adviser for the advice you've received about your plan.

This charge may be taken from your Accumulation Fund, or your Drawdown Fund if you have this, or both. You'll need to have enough money to cover these costs. When you apply for adviser charging, we'll tell you how it'll work for your plan.

Changes to charges

We don't currently charge you for taking your pension. But this may change in future because of Our costs and/or charges to administer a lump sum or drawdown, which we explain more in the **'Your retirement options'** section of these terms & conditions. We'll let you know about any changes at least three months before this happens.

Other services

If we provide you a service which isn't in the range of services normally involved in running this plan, we may have to charge you. We'll always tell you how much this is and how you can pay.

Cancelling Units to pay for charges

We'll cancel Units proportionately between all Investment Funds in which Units have been allocated. We'll cancel the Units bought most recently first.

If at any time the charges still applying can't be met by cancelling Units, where applicable, this plan will end without value.

6. Your retirement options

This explains the ways you can access the money you save into this plan, and when.

▶ When

Minimum pension age

You can take the money you save into your pension anytime from the minimum pension age, which is currently age 55. From 6 April 2028 this will be age 57. As the minimum pension age is defined by law, it may change from time to time.

You could take your pension earlier than the normal minimum pension age if you have a protected pension age. You might have a protected pension age of less than 55 if you were told you could by a previous employer's plan and you transfer it to this plan along with other members of the same scheme.

Also, you could take your pension earlier if you worked in certain professions before 6 April 2006, and transfer it to this plan along with other members of the same scheme. For example, sports persons and those working in hazardous occupations, who had a normal retirement age below 55 approved by HMRC.

You could have a protected pension age less than 57 if you transferred in a pension which had this protection. This protection will only apply to the amount you transferred in, unless you made the transfer along with other members of the same scheme.

Ill-health

You may also be able to take your pension before the minimum pension age if you've stopped work due to ill health.

If you're given less than twelve months to live, you may be able to take all your pension in one go tax-free. This is called serious ill-health lump sum.

You'll need to meet conditions defined in law. It's likely you and your doctor will have to meet our requirements before we make any payments.

Your retirement date

We show when you're currently due to retire, your retirement date, in the **'Your pension plan'** section of the pack you get when your employer joins you in their pension. Your employer will tell you the retirement age set for your pension. We use this date to get your pension ready for you to take it.

You can change this date any time. Just let us know and we'll update it for you. We'll also tell you if it'll impact your plan in any way.

You can still access your money any time from the minimum pension age, and your plan will remain invested until you need it.

Maximum pension age

You must decide what payments you want to receive from your pension before you reach your 75th birthday.

Important

Your Accumulation Fund can only remain invested until your 75th birthday. So, you must decide what you want to do with your Accumulation Fund before your 75th birthday. We'll send you reminders and all the information you need to make your decision.

From the age of 75, you can't:

- have any money in your Accumulation Fund,
- make payments into your plan (either single, regular or transfer payments),
- take any tax-free lump sum and designate Accumulation Funds for drawdown,
- buy an annuity from your Accumulation Fund.

If you don't get in touch

What happens to your pension depends on where your money is and what you've done with it before.

If all your money's in your Accumulation Fund

We'll buy you an annuity and you won't be able to choose the way it works for you. You'll lose your right to your tax-free lump sum because we'll use the whole Accumulation Fund to buy your annuity.

If you have some money in both your Accumulation and Drawdown Funds

We'll move all your Accumulation Fund into Drawdown Fund the Working Day before your birthday. This means you'll lose your right to take 25% of your remaining Accumulation Fund as a tax-free lump sum because we'll move the whole amount into your Drawdown Fund. We'll invest it the same as any other Drawdown Fund you have, or as close as possible.

If all your money's in your Drawdown Fund

You can keep it past your 75th birthday and you don't have to get in touch. It'll stay as it is until you next contact us.

▶ How

Apply

First, you'll need to apply to take your pension. This might be by phone, email, online or in writing.

Requirements

We'll then need you to meet all our reasonable requirements. This may include us asking you or the person we're paying your pension to for certain details or documents – we'll let you know what these are at the time. If you're transferring any part of your pension to another registered pension scheme, we may also need details from them.

Cancelling Units

We'll get a value of your pension by cancelling Units. If you're invested in more than one Investment Fund, we'll cancel the Units proportionately from them. Units are cancelled on a last in first out basis.

If you've been able to meet all our reasonable requirements by your original or chosen retirement date, we'll use the price of the Units on:

- your original or chosen retirement date, or
- the next Valuation Day if that day isn't a Valuation Day.

If not, we'll use the price of the Units on:

- the next Valuation Day after all our reasonable requirements have been met, or
- the day before your 75th birthday, if earlier.

▶ Retirement options

You can choose to take your pension in a few ways, subject to our terms at the time. We'll send you more details about your options when you're ready, or before your original or chosen retirement date.

Mix and match

You can take your pension in a number of ways, and combine these. We explain your options below.

Annuity

An annuity is an income for life. You can buy an annuity with all or some of your pension's value. If you buy an annuity with all your pension's value, we'll close your plan. It's a new product outside of your plan which you buy with your pension money. So, you can choose how it works for you and which company you buy it from.

Annuities:

- can be bought with your Accumulation Fund or your Drawdown Fund if you have one, or both. If you choose to use any of your Drawdown Fund, you will have to use all of the fund,
- have their own cancellation rights and terms – we'll tell you about these if you go ahead with this option,
- can be paid to you after your tax-free lump sum, which means you'll have less income.

Drawdown

This option within your plan lets you flexibly take income from your pension. The rest of your pension money remains invested.

You can keep withdrawing until you've used up all your pension, or you may be able to use the remainder to buy an annuity. We explain this in the **'Annuity'** section of these terms & conditions.

Drawdown Fund:

- are called crystallised funds, which means a tax-free lump sum is not available from this Fund, and
- will be held in only one Arrangement.

Drawdown payments:

- come out of your Drawdown Fund, and
- are taxable.

Tax-free lump sums with annuity and drawdown

With these options, you can normally take a tax-free amount of money. After that, the rest is taxable. You need to check each option to understand how it works.

The only time you can take tax-free money and no taxable money at the same time is when you designate funds to drawdown, which we explain below. Otherwise, you'll need to take taxable money at the same time as your tax-free money.

Tax-free lump sums:

- come out of your Accumulation Fund,
- can't be more than the whole value of your Accumulation Fund,
- will reduce the amount of money available when you take the taxable part.

If you want to take any of your tax-free money, you'll need to move into drawdown at the same time. This is called designating funds to Drawdown. When you take any amount of your tax-free money and select drawdown, we normally move three times the amount of the tax-free lump sum you take into your Drawdown Fund.

Lump sum

This is also known as an Uncrystallised Funds Pension Lump Sums (UFPLS).

This allows you to take all or part of your Accumulation Fund as a single payment. Part of this will be tax-free, with the rest taxed as income.

Lump sums:

- come out of your Accumulation Fund,
- can't be more than the whole value of your Accumulation Fund,
- have a tax-free part, with the rest taxed as income.

Take it all in one go

You can take all the money in your Accumulation Fund/plan as a one-off lump sum if you want to. We'll close your pension once we've paid it to you unless you have a Drawdown Fund and/or want to keep paying into it.

Take part of it

Taking lump sums from your pension is a flexible option allowing you to choose how much money you want to take out every time you take a lump sum.

7. Death and your pension

This explains what happens if you die before taking the money you save in your plan.

We also call this 'death benefits'.

Amount we'll pay

When you die, we'll pay out the value of the Units held within your plan.

We'll get a value of your pension as we explain under cancelling units in the **'Your retirement options'** section of these terms & conditions.

Also, we'll need all our reasonable requirements met before we can make any payments. We'll explain exactly what's needed at the time.

▶ Trust

If you've set up a Trust for death benefits.

Who and how we'll pay

If there's money in your pension and you've set up a suitable Trust to receive death benefits from your plan, we'll pay your money to the trustee(s) of the Trust as a lump sum.

To be suitable, the Trust must have no beneficial interest that'll pay to:

- your estate, or
- your personal representatives, if they were the only potential beneficiaries of the Trust when it was set up.

▶ No Trust

If you haven't set up a Trust for death benefits.

Who and how we'll pay

We'll choose who should receive your death benefits. This is called 'exercising discretion', which aims to keep the value of your pension outside your estate. When we do this, we may choose one of:

- any person or charity you've named as beneficiary during your lifetime,
- the Trustees of a non-pension Trust, if you've given us the relevant details in your lifetime and asked us to pay to them,
- your spouse/civil partner,
- your children (including adopted children),
- your estate.

Once we've decided who the beneficiary is, or beneficiaries are, and what part of your pension each beneficiary should receive, we then work out how we'll pay them.

A chosen beneficiary can always receive the money as a lump sum. They can also ask to receive a drawdown option or an annuity, but they'd have to meet the conditions for receiving it that way.

If you reach the age of 75 and your plan doesn't have a Drawdown Fund, we'll automatically set up an annuity for you. So, your death benefits will be those under the annuity which work differently.

8. Transferring your pension

This explains where you can transfer your plan to, and how it works.

Where you can transfer

If the scheme rules allow, you can transfer all or some of this pension to the following:

- another registered pension scheme,
- a Qualifying Recognised Overseas Pension Scheme (QROPS),
- a different plan within the same scheme.

How

We'll need you to meet all our reasonable requirements before we can make your transfer payment. You and/or the scheme you're transferring to may have to complete forms before we can go ahead.

Arrangements - sometimes called 'Segments'

If you're transferring some of your plan, we'll cancel enough Arrangements (and the Units in them) to raise the nearest available amount to the value you've asked for.

If you transfer all your Accumulation Fund Arrangements to another scheme or plan, you won't be able to make further payments into this plan.

Once your plan only holds one Arrangement, any further transfer will be of its whole value, and we'll close your plan.

If your plan holds money in both Accumulation and Drawdown Funds, the whole value of the plan must be transferred together.

How we work out the value

We'll get a value of your pension by cancelling Units. If you're transferring some of your plan and you're invested in more than one Investment Fund, we'll cancel the Units proportionately from them. Units are cancelled on a last in first out basis.

We'll value your Units using the Unit price on the next Valuation Day after all our reasonable requirements have been met.

We may delay cancelling Units in some circumstances. We explain this in the **'Delays in cancelling Units'** section in the **'Investing your plan'** section of these terms & conditions.

Get in touch

If there's something you want to know about your company pension scheme, you should ask your employer first. If you'd like to speak to us directly, please use the contact details below.

Call us on **0800 145 5744**

Lines are open **Monday to Friday, 8am to 6pm**.

- We may record calls to improve our service.
- Calls may be recorded to make sure we're doing a good job.

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