At Retirement

Approved Retirement Fund (ARF)

Customer Guide

AVIVA

Contents

About Aviva

Aviva has been helping clients look to the future with confidence for over 300 years. Today, we continue that legacy by providing you with the products you need to take control of your financial future. Our Personal Pension plans give you a flexible way to save for retirement with tailored investment options to suit your needs. Whatever retirement you want, we will be there to help you achieve it.

Funding your Retirement

One of the most important decisions you are faced with at retirement is how to meet your various financial needs. Although you are no longer working you will still have living costs, such as bills and household expenses to pay for and there will still be the need to meet other medium and longer-term financial commitments. This is where making the right choice at retirement with the money you have saved into your pension becomes so important. There is no single right way to meet your financial needs in retirement.

There are four options available to you:

1

take a **tax-free Retirement Lump Sum** (subject to a lifetime limit of €200,000).

2

invest in an **Approved Retirement Fund (ARF)**.

3

buy an **Annuity***.

4

take a **taxed Retirement Lump** Sum.

Depending on your circumstances you may be able to choose one option alone, or a combination of all four.

In this customer guide we'll delve into the key features and benefits of the Aviva ARF. To find out more about the other options and to understand what is right for you, please speak to your financial broker.

**An annuity is an arrangement under which, in return for receiving the money from your pension plan, the insurance company provides you with a guaranteed regular income for the rest of your life.*

What is an Approved Retirement Fund (ARF)?

Approved Retirement Funds (often referred to as **ARFs**) keep your pension savings invested after you have retired while giving you the freedom to withdraw money as and when you need it. As the savings are still invested, their value may increase or decrease.

A summary of the principle features and benefits of ARFs

- Money from your pension is invested after you have retired so that it still enjoys the opportunity to grow.
- Every year, your provider can pay out a fixed percentage of the value of your ARF to you as an income. You also have the option to make other withdrawals from your ARF, as and when you wish (withdrawals are subject to tax and terms and conditions may apply to such withdrawals or encashments – see page 18 and refer to your ARF Product Summary for further details).
- You have control over what your ARF is invested in.
- You can still use your ARF to buy an annuity at any point in the future.
- In the event of your death, the value of your ARF is passed on to your estate.

Eligibility for an ARF

Your financial broker will advise you about the types of pension arrangements that be paid into an ARF. You are not allowed to put money from any other source into an ARF. The eligible pension arrangements are as follows:

- Personal Retirement Savings Accounts (PRSAs).
- Personal Pension Plans (PPPs).
- Occupational Pension Scheme members who have taken a retirement lump sum of 25% of the value of their fund. The scheme rules must allow for the 25% retirement lump sum option.
- Existing ARFs.
- Additional Voluntary Contributions (AVCs) – some conditions apply.

Warning: The value of your investment may go down as well as up
Warning: If you invest in this product you may lose some or all of the money you invest.
Warning: These products may be affected by changes in currency exchange rates.

Introducing the Aviva Approved Retirement Fund (ARF)

At Aviva, we're deeply invested in delivering great customer outcomes. That's why we are here to help you achieve your retirement goals with the Aviva ARF which gives you a straightforward option to continue investing in retirement. We offer a choice of investments whether you want a ready-made default investment solution, or you want to have a more hands on approach by creating a bespoke portfolio of chosen funds and/or individual assets.

Aviva ARFs at a glance

- **Minimum contribution - €20,000**
- **Range of investment funds to choose from**
- **Easy switching between funds.**
- **Online access to your policy details.**

Before deciding to invest in the Aviva ARF, you should also read the following separate guides:

- **'Your Investment Guide' which can make your investment decision easier by explaining our fund range and the level of risk of each fund.**
- **The 'Your Aviva ARF Product and Charges Summary' which will be given to you by your financial broker along with this guide.**
- **The Aviva 'Retirement Guide' which will be given to you by your financial broker.**

Aviva ARF - the details

What is it?

The Aviva Approved Retirement Fund are unit-linked plans which allows you to invest after retirement. We offer a number of ARF options which your financial broker will discuss with you to decide which is the most suitable option for your needs. Your financial broker will give you a copy of 'Your Aviva ARF Product and Charges Summary' document which outlines the specific features of your chosen option.

What happens to my contribution?

To make sure that all customers are treated equally and fairly, each fund is divided into a number of identical units. Your contribution will be used to buy units in your choice of fund (or funds) - and the value of each unit will move up and down in line with the market value of the fund's investment.

What are the charges?

Fund Charges

The Fund Charges will depend on:

- **which ARF option you've selected, which determines the plan management charge; and**
- **which fund(s) you're invested in, which determines the fund management charge.**

The Fund Charge can be made up of a fund management charge (FMC), a plan management charge (PMC) or a rebate which is applied as bonus units to your policy.

Allocation rate

The allocation rate applied will depend on the amount of your contribution which is invested in your Aviva ARF. This is the percentage of your money that is used to buy units in your Aviva ARF. Anything not invested is a charge. Your financial broker will discuss the options available and decide which is the most suitable to your needs.

Early transfer charge

The Aviva ARF is a medium to long term investment, and for that reason we have designed it for at least a 5-year period. If you decide to transfer your money in whole or in part to another Qualifying Fund Manager to purchase another ARF or an annuity, an early transfer charge may apply. This charge does not apply if you choose to switch all or part of your money between funds within your Aviva ARF. Where an early transfer charge applies this will be disclosed in your policy schedule.

Policy servicing fee

A policy fee may apply. Where a policy fee does apply this will be disclosed in your policy schedule.

Fund switching charge

You can change your choice of investment funds at any time. We don't charge you for switching between investment funds.

For full details of the charges applicable on your Aviva ARF, please read 'Your Aviva ARF Product and Charges Summary' document which will be provided to you by your financial broker.

Other Important information and charges

Buying an annuity

You can use some or all of the money in your ARF to buy an annuity. An annuity is a pension income that will be paid to you for the rest of your life. If you choose to purchase an annuity, and to enable you to enjoy the highest possible benefits, you may 'shop around' – and buy your annuity from any authorised insurance company.

Transferring to a different pension provider

If you ever wish to transfer the management of your ARF to a different Qualifying Fund Manager, you may do so. Simply write to us requesting a transfer and let us know the details of your chosen Manager – and we will arrange for the transfer. Such a transfer will not give rise to a tax charge, but an early transfer charge may apply (see your ARF Product Summary Insert for further details).

The legal basis

The Approved Retirement Funds from Aviva consist of an Approved Retirement Fund for the purposes of the Taxes Consolidation Act 1997.

If, after your ARF starts, there are any changes in taxation or other legislation affecting your ARF, we reserve the right to amend the terms and conditions of the ARF, as we consider appropriate and equitable.

Copy documents

Copies of the application form, policy documents and policy conditions for the Approved Retirement Funds are available on receipt of a written request by or on behalf of the policyholder.

Risks

All investment choices are made at your own risk, so it is important to seek the advice of a financial broker when making investment decisions.

Aviva Life & Pensions Ireland DAC ("Aviva") is not responsible for the performance or solvency of any of the of the funds available through the Aviva Approved Retirement Fund providers.

External fund managers are responsible for the management of certain funds, including the choice of securities in which they invest the funds. This means that Aviva is not responsible for the performance of these funds, or the solvency of the external fund managers.

In order to maintain fairness between those remaining in and those leaving a fund, we may, in exceptional circumstances, delay selling or switching all or part of policyholders' funds. Please see the 'Important fund information' on page 22.

The value of investments linked to this policy may be affected by fluctuations in a range of factors including interest rates, exchange rates, and economic and political situations.

Counterparty risk

The value of investments with any fund manager may be affected if any of the institutions with whom money is placed suffers insolvency or any other financial difficulties. The value of units will reflect the value of the assets recovered from that manager. Aviva will not use any of our assets to make up any shortfall.

For more information on the risks associated with investing in funds available through the Aviva ARF, please see the separate 'Your Investment Guide' and speak to your financial broker.

Is the Aviva ARF right for you?

To invest in our Approved Retirement Fund you must be:

Over 50 years of age and less than 75 years of age.

Using an eligible pension arrangement as the source of your contribution, please see page 5 for further details.

Resident in the Republic of Ireland.

The Aviva ARF may suit you if you:

- Are retired and you have taken retirement lump sum of up to 25% of the pension fund value and now wish to invest the remaining balance.
- Are happy with the charges on this product and accept that the value of your fund could fall as well as rise.
- Would like to take a regular withdrawal from the current fund value each year.
- Are happy with the choice of funds on the ARF.
- Want to pass on the money in your ARF to your family when you die.

The Aviva ARF may NOT suit you if you:

- You have taken a tax-free lump sum of up to 1.5 times your final salary.
- Are not happy with the charges on this product and are not comfortable with the fact that your fund could fall as well as rise.
- You want a regular guaranteed pension income to last you for your life
- Are not happy with the choice of funds on the ARF.
- Want to take out an annuity when you retire.

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Aviva Online Service Centre

How do I get started?

In order to sign up for the Aviva Online Service Centre, you will need a valid e-mail address and telephone number and your Aviva ARF policy number to hand. To create an account please visit https://www.aviva.ie/customer-service/ and select the 'Register' button under Aviva Online Service Centre.

There's a range of online services available for you as an Aviva customer – once you're registered just visit https://www.aviva.ie/customer-service/ and click 'Login' under Aviva Online Service Centre.

With Aviva Online Service Centre, you can:

- view your new business policy documentation (such as your policy conditions and policy schedule) in downloadable format;
- see the current value of your Aviva ARF;
- see the funds you've invested in and how much money you have invested in each fund;
- use tools such as our Investment Suitability Tool or Risk Profiler.

Investments that work for you

Options available through Approved Retirement Funds

We all have different preferences for how we like to invest and we aim to match our offerings with your needs. With the help of your Financial Broker, you can opt for a simple ready-made solution, a completely bespoke portfolio or something in-between.

Our investment range focuses on three key propositions:

Managed for You

Simple ready-made multi-asset ESG solutions from Aviva with responsibility built into how the funds are managed.

Managed with You

Build and manage your own portfolio by selecting funds from our Aviva Select Range chosen by our investment team.

Managed by You

Create a bespoke and highly tailored portfolio with access to diverse and unique range of investment products through our Self-Directed Investment Option.

We offer responsible investing options across all ranges. You can also mix and match between the three ranges. We are confident that our approach will enable you to find exactly the solution that works best for you.

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Our Managed for You Range

A simpler way to invest with responsibility built-in

Aviva Multi-Asset ESG Range

If you value simplicity when you invest, we offer a range of ready-made, multi-asset funds through our Managed for You range. This range of funds has built environmental, social, and governance, or ESG for short, considerations into how they are managed. This means your investment makes a positive impact on some of the most important issues facing us today, such as rising inequality and climate change.

Our Aviva Multi-Asset ESG Range

Multi-Asset ESG Active	Multi-Asset ESG Passive Plus	ESG Fixed Allocation

Reasons to invest

Offering diversification	Managed by our experts	Doing good	Giving you value
Each fund spreads your investment across a diverse range of asset classes and regions while aiming to achieve a certain investment objective and risk level.	Each fund is managed by the Multi-Asset team in Aviva Investors. This team manages over €111 billion on behalf of customers worldwide[1].	Each fund aims to deliver attractive returns through a strong focus on environmental, social, and governance (ESG) factors. Each fund has been classified as a light green (Article 8) investment under European Sustainability Regulations[2].	The funds are available at our standard annual management charge or lower.

Understanding Multi-Asset Funds

Multi-Asset Funds invest across a number of different asset types which may include equities, bonds, property, cash, and alternatives. This gives you a greater degree of diversification than investing in a single asset class. Diversifying across a broad range of asset classes, styles, sectors, and regions can help cushion against any shocks that come with investing in a single asset class. However, investors should remember that diversification cannot fully protect them from market risk.

Understanding ESG

ESG investing considers a company's Environmental, Social, and Governance practices, alongside more traditional financial measures.

1. Source: Aviva Investors based on assets under management to 31 December 2022.

2. The European Regulations are the Sustainable Finance Disclosure Regulation (Regulation (EU) 2019/2088) (SFDR). This regulation is designed to improve transparency in relation to sustainability risks and impacts in relation to financial products in the market and make it easier for investors to distinguish and compare the available sustainable investing strategies.

Warning: Past performance is not a reliable guide to future performance.
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More about the Aviva Multi-Asset ESG Range

We offer several types of Multi-Asset ESG Funds to meet the different needs and risk profiles of investors. You simply work with your Financial Broker to choose the fund that best matches your investment goals, your preferred investment style, and the level of risk you're comfortable taking. Then our professional Aviva Managers will take care of the rest.

Aviva Multi-Asset ESG Active Range[1]	• Three funds, each aiming to grow your money, while managing to a level of risk that you're comfortable with. • Active bias, the fund manager makes active investment decisions on an ongoing basis. • Each fund spreads your money across a diverse range of different investments, including equities, bonds, cash, and alternatives. • All three funds are designated as Article 8 or Light Green Funds under European Sustainability Regulations[2]. This means ESG considerations are built into how the funds are managed.
Aviva Multi-Asset ESG Passive Plus Range[1]	• Three funds, each aiming to grow your money, while managing to a level of risk that you're comfortable with. • Passive bias, each fund is managed to longer-term investment objectives with few short-term active investment decisions being made. • Each fund spreads your money across a diverse range of different investments, including equities, bonds, cash, and alternatives. • All three funds are designated as Article 8 or Light Green Funds under European Sustainability Regulations[2]. This means ESG considerations are built into how the funds are managed.
Aviva ESG Fixed Range	• Four funds, each aiming to grow your money whilst managing to fixed allocations. • These funds are passively managed with passive building blocks. • Each fund combines equities and bonds, with a fixed allocation to each asset class which is rebalanced quarterly and reviewed annually. • All four funds are designated as Article 8 or Light Green Funds under European Sustainability Regulations[2]. This means ESG considerations are built into how the funds are managed.

1. This is the overall fund bias but there may be active investment funds in Aviva Multi-Asset ESG Passive Plus and there may be passive investment funds in Aviva Multi-Asset ESG Active. 2. The European Regulations are the Sustainable Finance Disclosure Regulation (Regulation (EU) 2019/2088) (SFDR). This regulation is designed to improve transparency in relation to sustainability risks and impacts in relation to financial products in the market and make it easier for investors to distinguish and compare the available sustainable investing strategies.

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Our Managed with You range

Build and manage your own portfolio with our Aviva Select Funds

If you value control and wish to have more of a say in your investments, you may opt to build and manage your own portfolio selecting investments from our Managed with You range. Here you can build and manage a portfolio of funds with your Financial Broker from a shortlist of Aviva Select Funds.

The Aviva Select Funds have been hand-picked by our investment team and include multi-asset solutions from specialist fund managers, property funds, alternative strategies, and a range of active and passive funds focused on single asset classes (equities, bonds and cash).

Aviva Select Funds

Specialist multi-asset funds	Alternative strategies	Property	Single asset funds
LGIM	AVIVA INVESTORS	AVIVA	AVIVA INVESTORS
CANTOR Fitzgerald	DWS		abrdn
			COLUMBIA THREADNEEDLE INVESTMENTS

Our Managed by You range

Create a bespoke and highly tailored portfolio with our Self-Directed Investment Option (SDIO)

Through our Self-Directed Investment Option (SDIO) platform you can work with your Financial Broker to select and manage a portfolio of investments from a wide range of structured products, shares, ETFs and funds. SDIO can be used on a stand-alone basis or combined with other funds available through the Aviva fund range in both the Managed for You and Managed with You ranges. You can choose from four different types of accounts, depending on your needs and requirements. Your Financial Broker can help you to decide which one will work best for you.

Our SDIO Range

2. Only available through Cantor Fitzgerald for SDIO

What is ESG?

ESG investing incorporates environmental, social and governance (ESG) elements into a fund's investment process, in addition to financial considerations.

Environmental How the company interacts with the environment	Social How the company interacts with society	Governance How the company is run
• Climate change • Natural resources • Pollution and waste • Energy use	• Working conditions • Health and safety • Employee relations and diversity • Data protection	• Executive pay • Bribery and corruption controls • Board diversity • Risk management

Investing your money to make a difference

Aviva research indicates that when explained clearly, environmental, social and governance investing, or ESG investing for short, is important to 80% of Irish customers[1]. **Aviva was named the ESG provider of the Year at the 2021 Irish Pension Awards and won the ESG Investment Award at the 2023 Business & Finance ESG Awards.** We offer responsible investing options across our Managed for You, Managed with You and Managed by You propositions. For example, in our Managed for You and Managed with You options you can invest in funds from Aviva Investors, the fund management arm of the Aviva Group. Read on to learn more about Aviva Investors approach to ESG investing.

With a dedicated team of 40+ environmental, social, and governance ("ESG") Analysts2, Aviva Investors has built ESG considerations into their investment processes[3]. Aviva Investors is a pioneer in responsible investments, they have been considering ESG criteria since 1970. Today, they are recognised as a global leader in ESG investments. In 2023, they were named as one of only 4 managers out of 77 global investment managers to receive an **"A" rating** by Share Action for their approach to ESG investing4.

1. The research was carried out by iReach Insights Limited and was part of a nationwide study conducted as part of the iReach Consumer Decisions Omnibus Survey with 458 respondents. The fieldwork was undertaken at the end of October 2022. 2. Source: Aviva Investors 31 December 2022. 3. Aviva's Multi-Asset ESG range of funds have been determined to comply with the requirements of Article 8 of the Sustainable Finance Disclosure Regulation in that they promote environmental and social characteristics. For more information on the Sustainable Finance Disclosure Regulation ("SFDR"), please click here: https://www.aviva.ie/fund-range/responsible-investments/ to see Aviva Sustainability Policy. Other than the stated exclusions (see the Aviva Multi-Asset ESG Active customer brochure for details), the fund's mandate does not require it rule out any company, industry, or sector for investment. The team may invest in securities of companies that might not meet one's own personal preferences. Where funds invest in externally managed collective investment vehicles, Aviva Investors will undertake and ESG assessment before investing. 4. Source: Share Action February 2023.

Aviva announces Net Zero 2040 Ambition

The most ambitious target of any major global insurer.

Aviva Funds classified as Light Green

Aviva's flagship Multi-Asset ESG Range categorised as Article 8 or Light Green Funds under European Regulations[1].

Aviva Investors' A rated by Share Action for responsible investing[2]

Only 4 out of 77 Global Investment managers to receive this rating.

Aviva Investors 5 star rating by UNPRI

(United Nations Principles for Responsible Investment)[3]

For ESG strategy and governance.

Aviva Investors ESG in action[4]

Tackling climate change

Launched Climate Engagement Escalation Programme targeting 30 largest carbon emitters.

Committed to voting

Voted on 73,458 resolutions in 2022. Voted against 27% of management resolutions including 49% on pay proposals.

Engaging at scale

Undertook 3,328 company engagements in 2022.

1. The European Commission designed the Sustainable Finance Disclosure Regulation (SFDR) to improve transparency in relation to sustainability risks and impacts in relation to financial products in the market and to make it easier for investors to distinguish and compare the available sustainable investing strategies. Our Aviva Multi-Asset ESG Funds are classified as Article 8 or Light Green Funds under SFDR. The team may invest in securities of companies that might not meet one's personal preferences. Where funds invest in externally managed collective investment vehicles, Aviva Investors will undertake an ESG assessment before investing. For more information on SFDR and our approach to sustainability, please see our sustainability policy which you can download on www.aviva.com. 2. Source: Share Action 2023. 3. Source: UNPRI 2021. 4. Source: Aviva Investors Annual Review 2022.

Aviva named ESG Provider of the Year at 2021 Irish Pension Awards

Withdrawing your money

Making withdrawals on an ARF

You may withdraw money from your ARF as and when you wish – either as a regular withdrawals or as partial encashment. However, if you withdraw more income than your fund grows by each year, your fund will decrease and could run out before you die. Partial and full transfers to other QFMs may be subject to early transfer charges as set out in your ARF policy schedule and Product Charges Summary. We do not charge a fee for regular withdrawals. For details of other charges that apply to the ARF products, you should talk to your financial broker.

Tax on withdrawals

Whenever you wish to make a withdrawal, you should send a written instruction to Aviva's Customer Experience Department.

Each withdrawal will be provided by selling the appropriate number of units held by your ARF. These will be sold at the unit price ruling at the time the money is withdrawn from the investment fund.

Whenever you take money out of your ARF, you will have to pay tax at either 20% or 40%. PRSI of 4% and the Universal Social (USC) of up to 8% may also be applied depending on your income and age.* We will take the tax from each withdrawal you make. We take income tax at the higher rate, unless you send us a Certificate of Tax Credits and Standard Rate Cut Off Point for the year.

**You are exempt from paying PRSI on your ARF if you are over 66. For individuals aged 70 or over, and individuals who hold full medical cards, the 2% rate for USC applies to all income over €12,013. (up to a maximum of 260,000).*

Imputed Distributions on an ARF

You don't have to make withdrawals from your ARF. However, we have to deduct a minimum amount of tax each year as if you had taken a withdrawal. This is commonly referred to as an "imputed distribution". The minimum tax we have to deduct is the amount you would have paid if you had withdrawn a certain percentage of the total fund value from your Aviva ARFs and Aviva vested PRSAs as at 30 November. Vested PRSAs are PRSAs from which retirement benefits have commenced to be taken, usually in the form of a tax-free retirement lump sum with the remaining balance staying invested in the PRSA.

The imputed distribution percentages which currently apply are:

- 4%, if you're 60 years of age or over for the full tax year
- 5%, if you're 70 years of age or over for the full tax year, or
- 6%, if you have combined ARF and vested PRSA assets of €2 million or more, and are aged 60 or over for the full tax year.

Because of this requirement your ARF will be set up to automatically pay you a withdrawal, known as an automatic mandatory income payment, in December each year.

This amount will be calculated by us making sure you meet the imputed distribution obligation and taking into account any withdrawal you've made from your relevant Aviva policies during the year. If applicable we'll make a withdrawal from your ARF policy, deduct the required taxes and pay the net proceeds directly to you.

There is no need to contact Revenue to register tax credits with Aviva, we will do that for you when your payment starts. However, if you have any queries about how your tax credits are allocated, you will need to contact Revenue directly. To arrange this please contact the tax office at:

***Telephone*: (01) 738 3636.**

Post: *Write to the Inspector of Taxes currently dealing with your tax affairs.*

What happens when you die?

Payment on death

One of the main differences between an ARF, and an annuity is that with an ARF it is your own retirement fund. This means that when you die, you can leave the funds in your ARF to your next of kin or other beneficiaries.

If you leave your ARF to your spouse or civil partner, they can transfer the funds to an ARF in their name. In all other cases, the ARF are wound up and we pass the proceeds to your estate. If any income tax is payable, we must take this before paying the proceeds of your fund to your estate.

What about tax if I die?

If your ARF is transferred to an ARF in your spouse's or civil partner's name, there is currently no income or capital acquisitions tax (CAT) due. If you leave your ARF to anyone else, they may have to pay income tax and /or CAT depending on who they are and their circumstances.

Table 1: Summary of the tax rules after your death

ARF inherited by	Income tax due	Capital Acquisitions Tax (CAT) due
Surviving spouse or civil partner	None, if transferred into an ARF in the wife's, husband's or civil partner's name*	No
Your children, if under 21	None	Yes. They can inherit up to €335,000 each without paying CAT. They will pay CAT at 33% on any amounts over this.
Your children, if over 21	Yes, at a rate of 30%	No
Anyone else	Yes, at marginal rate of the deceased	Yes. They can inherit up to a tax-free threshold amount depending on their relationship to the ARF holder. Then they must pay CAT at 33% on any threshold amount over this.

*Any subsequent withdrawals will be subject to income tax at the surviving spouse's highest rate of income tax (20% or 40%), PRSI of 4% and the Universal Social (USC) of up to 8% may also be applied depending on their income and age.

If on your death, your ARF is transferred to your spouse, or into their ARF, the funds would be taxed on their death as follows:

Table 2: Summary of the tax rules after the death of your surviving husband, wife or civil partner.

ARF inherited by	Income tax due	Capital Acquisitions Tax (CAT) due
Your children, if under 21	None	Yes. They can inherit up to €335,000 each without paying CAT. They will pay CAT at 33% on any amounts over this.
Your children, if over 21	Yes, at a rate of 30%	No
Anyone else	Yes, at marginal rate of the deceased	Yes. They can inherit up to a tax-free threshold amount depending on their relationship to the ARF holder. Then they must pay CAT at 33% on any threshold amount over this.

Note: Tables 1 and 2 are based on our understanding of current Revenue rules as at July 2021.

Following the value of your Approved Retirement Funds

The value of your ARF will be affected by two factors:

- **The investment returns generated by the fund(s) you are invested in (after charges and any tax), and**
- **The withdrawals that are made, which will reduce its value.**

Therefore, it is important for you to know how the funds in which you are invested are performing – and to make sure that you are not making withdrawals at a rate that is likely to make your ARF run out of money. Every year you will receive an Annual Statement showing the value of your ARF. In the meantime, you can follow the performance of the funds you are invested in through the fund centre on www.aviva.ie. You can also access fund valuations on-line or contact Aviva's Customer Experience Department at any time for an up-to-date valuation.

Get in touch

In writing

The Customer Experience Manager, Aviva Life & Pensions Ireland DAC, Building 12, Cherrywood Business Park, Loughlinstown, Co Dublin, D18 W2P5.

By telephone

1800 159 159

By email

csc@aviva.com

Connect with us...

Twitter - @avivaireland

Youtube - Youtube.com/avivaireland

Important Information

Can I change my mind?

Yes. You can change your mind within 30 days of receiving your cancellation notice which is sent when you take out your Aviva ARF. If, after taking out your Aviva ARF, you feel that it's not suitable, you can cancel it by writing to us at our registered office:

The Customer Experience Manager, Aviva Life & Pensions Ireland DAC, Building 12, Cherrywood Business Park, Loughlinstown, Co Dublin, D18 W2P5.

We will cancel your ARF and/or AMRF and, subject to the relevant legislation, apply it as instructed by you. Deductions will be made in respect of any fall in the value of the underlying investments since the policy's inception, and any tax due.

Before cancelling your Aviva ARF you should talk to your financial broker.

What if I have a complaint?

Aviva is committed to the provision of the highest possible standards of customer service. However, if you are ever dissatisfied with any aspect of our service, do please let us know. We take all complaints very seriously – and aim to rectify any shortcomings as speedily as possible.

If you wish to complain about any aspect of the service you have received, please contact Aviva directly at the address as above. If your complaint is not dealt with to your satisfaction, you may refer your complaint to the Financial Services and Pensions Ombudsman. Their contact details are as follows:

Financial Services and Pensions Ombudsman Lincoln House, Lincoln Place, Dublin 2, D02 VH29 Tel: +353 1 567 7000 Email: info@fspo.ie Website: www.fspo.ie.

Full details of the remit of the Financial Services and Pensions Ombudsman can be obtained directly from their office.

Law applicable to your Aviva Approved Retirement Fund

The Aviva Approved Retirement Fund is issued in the Republic of Ireland and is subject to the laws of the Republic of Ireland.

Important fund information

The information below applies to the Aviva Approved Retirement Fund described in this brochure.

- From time to time, some of the funds may also hold a proportion of their assets in cash.
- Investment values and unit prices are not guaranteed; they can fall as well as rise, as a result of stockmarket and/or currency fluctuations – and you may not get back the full amount invested.
- Property investments cannot be sold as easily or quickly as equities or bonds – so, in order to protect the interest of the remaining investors, in some circumstances, encashment of units from funds that invest directly or indirectly in property may be deferred for a period not exceeding six months. For all other funds, encashments of units may be deferred for a period not exceeding three months. Please see a copy of the policy conditions for further information.
- There may be circumstances when the number and/or amount of investor withdrawals from the fund leads to a need to sell a proportion of the underlying assets. In such circumstances, Aviva reserves the right to adjust the unit price of the funds, to reflect the costs involved in selling the necessary assets. As a result, investors withdrawing money would bear the costs of realising all or part of their investment. For funds holding a significant proportion of property-related assets, given the costs associated with buying and selling properties, this adjustment can be significantly higher than that applying to funds invested in other asset classes.
- Aviva reserves the right to increase the fund charges and fees subject to any legislative limits. Should any increase in the fund charges and fees occur the policyholder will be given 30 days notice of such an increase. The fund charges apply to the value of the investments and are deducted daily from the fund and/ or taken monthly by cancellation of units. Aviva may from time to time close or merge the funds or offer the opportunity to invest in new funds not listed previously.

  These new funds may have fund charges different to those shown previously.

Aviva

with you today for a better tomorrow

Our Purpose

Aviva's purpose is to be 'with you today, for a better tomorrow'. We exist to be with people when it really matters, throughout their lives. And we are here to help them make the most of life. Whether it is protecting what people value most in their lives or helping them build a better future to look forward to, we've got the products and services to live up to our promise. Our purpose applies equally to how we approach looking after our people, contributing to our communities and helping protect our planet.

Our heritage

Aviva has been operating in the Irish market since 1780 and serves over one million customers through our life and general insurance businesses. We're part of the Aviva Group with over 18.5 million customers across our core markets of the UK, Ireland and Canada. We are proud to be title sponsor of Aviva Stadium, the ancestral and spiritual home of Irish rugby and soccer fans.

Our future

For over three centuries, Aviva has been a company that understands the importance of thinking for the long term and facing up to challenges ahead. With the climate disaster looming, those challenges have never been more pressing or threatening than they are today. Living up to our purpose of working towards a better tomorrow has never felt more important.

This is why we have set ourselves the challenge of becoming Net Zero across our operations, supply chain underwriting and investments by 2040, the most demanding carbon reduction plan of any major insurer in the world today.

It takes Aviva

Warning: Past performance is not a reliable guide to future performance.
Warning: The value of your investment may go down as well as up.
Warning: If you invest in this product you may lose some or all of the money you invest.
Warning: If you invest in this product you will not have access to your money before you retire.
Warning: These products may be affected by changes in currency exchange rates.

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