keyfacts®

AVIVA

Key features of the Guaranteed Fixed Term Income Plan for Beneficiaries

Providing you with an income and/or a maturity value.

Key Features of the Guaranteed Fixed Term Income Plan

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 Guaranteed Fixed Term Income Plan for Beneficiaries is right for you. You should read this document carefully so that you understand what you are buying, and then keep it safe for future reference.

This Key Features document gives you the main points of the Guaranteed Fixed Term Income Plan for Beneficiaries. Your illustration shows the income you may get. Please read the Key Features together with your illustration so you understand what you're buying. You should then keep them with your other Plan documents.

You should seek guidance or financial advice to help you understand your options and decide what's best for you. Guidance is available from Pension Wise from MoneyHelper, and you can find more about this service on page 8. If you need advice and don't have a financial adviser, Moneyhelper also provides up to date resources to help you find regulated advisers. An adviser may charge for their services.

Its aims

- To pay one of the following options as chosen by the original plan holder:
  - A regular guaranteed income throughout the specified fixed term
  - A smaller regular guaranteed income throughout the specified fixed term, plus a guaranteed maturity value payable at the end of the term
  - A larger guaranteed maturity value payable at the end of the term

  Should you die during the remaining Plan term, the death benefit will still be applicable and a beneficiary will be paid.
- If an option with a Guaranteed Maturity Value was chosen by the original plan holder, you can do one of the following at maturity:
  - withdraw the guaranteed maturity value as a lump sum. This will be treated as earned income for tax purposes
  - buy another Guaranteed Fixed Term Income Plan
  - transfer the guaranteed maturity value to a Flexi-Access Drawdown product
  - buy a lifetime annuity

For more information, see your Terms and Conditions document, or ask your financial adviser.

Your commitment

- To use your pension pot, from a UK registered pension scheme to buy a Guaranteed Fixed Term Income Plan from us on a fixed term basis.
- To ensure you answer any personal questions fully, truthfully and accurately to the best of your knowledge.
- You must be a UK tax payer and must be resident in the UK at the time of application.

Risks

- You can't change your Guaranteed Fixed Term Income Plan for Beneficiaries. You may have the option to "cash in" your Plan depending on our eligibility criteria as perhaps your circumstances change. If eligible, you can surrender the Plan and we'll calculate a surrender value. See "How flexible is it?" on the next page.
- Inflation will reduce what your money can buy in future.
- Your income will be payable for the length of the term chosen by the original plan holder, it is not payable for your lifetime.

Questions and answers

What is the Guaranteed Fixed Term Income Plan?

It's a plan that provides you with an income over a fixed term period and/or a guaranteed maturity value at the end of the fixed term period. The Plan also gives the option to protect the income further should the Plan Holder pass away, and as the beneficiary continuing this plan, should you die during the term, death benefits will be due to a further beneficiary. The Guaranteed Fixed Term Income Plan is written under HM Revenue and Customs ("HMRC") Flexi-Access Drawdown rules.

The term selected must have been between 3 years and 25 years (in years and months).

How flexible is it?

Since the plan has already been set up, you cannot change the chosen options if you decide to continue with the current benefits.

To help you decide whether you want to continue, we recommend you double-check the following three sections:

- What will my income be?
- What income options do I have?
- What choices do I have about how my Plan is paid?

You may be eligible to "cash in" the plan, as perhaps your circumstances have changed. We'll calculate a surrender value for you, taking into account any future income due and any guaranteed maturity value. The surrender value takes into account interest rates at the time, so the monetary amount is not fixed at outset.

In any event, the surrender value will be less than any remaining income and guaranteed maturity value otherwise due.

In order to surrender your Plan early, the original plan holder must have selected a Guaranteed Income Period covering the full term of your Plan. Find out more about death benefit options, including Guaranteed Income Periods in "What happens to my Plan when I die?"

You can choose to take your surrender value in one of the following ways, subject to eligibility:

- Withdraw it as a lump sum - this will be taxable as income
- Use it to buy a different Guaranteed Fixed Term Income Plan
- Use it to buy a lifetime annuity
- Transfer the value to another Flexi-Access Drawdown arrangement

If you would like to surrender your Plan, we recommend seeking financial advice to ensure this is the right decision for you.

Payment Increases

The original Plan Holder could have chosen to take a smaller income at the start, which will normally increase each year. Increases to your income can be:

- at a fixed rate each year, or
- in line with the Retail Prices Index (RPI), or
- in line with the RPI up to a fixed amount.

We'll use the RPI figure published the month before the increase is due.

If the RPI is negative (deflation), your income will remain level. It will start to increase again once the RPI has risen above the point it was when your income became level. For more information please refer to the terms and conditions.

The original plan holder may have chosen not to take any of these options and chose an income that stays the same and stops at the end of the plan's term. If the original plan holder selected a payment increase option, this will be confirmed in the benefit options letter you received.

What happens to my Plan when I die?

When choosing to continue with the existing benefits of the Guaranteed Fixed Term Income Plan, the same death benefit available to you will also be available to a further beneficiary if you die during the plan term.

These death benefits can then be taken in one or more of the following ways subject to eligibility:

- Continue the current payments as a beneficiary's Guaranteed Fixed Term Income Plan (Guaranteed Income Period only)
- Withdraw the lump sum amount, HMRC would treat this as earned income for tax purposes, unless you die before age 75
- Purchase a new beneficiary's Guaranteed Fixed Term Income Plan with the lump sum amount
- Purchase a beneficiary's lifetime annuity
- Purchase a beneficiary's Flexi-Access Drawdown product

For more information, please see your terms and conditions, or ask you financial adviser if you have one.

What charges apply?

Plan charges

All the charges for setting up and running your Plan are taken into account when we work out your benefits. Charges are not taken from any income, nor from any guaranteed maturity value.

Adviser Charges

If you have asked us to pay an adviser charge from your benefits, this will be shown on your illustration.

What about tax?

Your Guaranteed Fixed Term Income Plan payments will be treated as earned income and taxed according to your personal circumstances. We will deduct tax on behalf of HMRC under the Pay As You Earn regulations (PAYE).

We initially use an emergency (temporary) tax code to calculate how much tax (if any) to deduct. After that, we deduct tax according to the tax code HMRC allocates to your income.

If you receive payments less frequently than monthly, this will be treated as a 'month 1' income which means that only one month's worth of the standard personal allowance and income tax bands are used in the calculation of income tax against the payment even though it's paid less frequently than monthly. This could increase the amount of tax deducted from the first payment and you may need to contact HMRC for a refund of any overpaid tax.

Your payments will normally be made after the tax payable has been deducted.

If there's a guaranteed maturity value and on maturity you take this as a lump sum payment, the amount will be subject to income tax.

If you die before age 75, the death benefit due to your beneficiaries will usually be paid tax free.

If you die after age 75, each beneficiary will be liable to pay tax as earned income on their share of the death benefit.

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 you're eligible to surrender your Plan, the surrender value may be subject to income tax.

Your illustration will show more details.

HMRC places limits on the amount of tax-free benefits that can be taken from pension schemes. The limits are called the Lump Sum Allowance and the Lump Sum & Death Benefit Allowance. The limits apply to benefits taken during your lifetime and paid on death. Income tax is payable on benefits taken above these allowances.

Your remaining allowances reduce each time you take benefits. 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 these allowances at: **https://www.gov.uk/tax-on-your-private-pension/lump-sum-allowance**. If they're likely to affect you, we recommend you get financial advice.

We've included only a general tax summary in this document.

We've based this information on our current interpretation of tax rules. These rules may be subject to change in the future. Tax benefits are dependant on individual circumstances.

Please contact your financial adviser, if you have one, and they can give you more details about your tax position.

Can I change my mind?

- You have the option to cancel your Guaranteed Fixed Term Income Plan:
  - At any point before your Plan starts, or
  - Up to 30 days from the date that you receive our confirmation that your Plan has started.

In order to cancel the Plan after it has started, you must:

- Sign and return the cancellation form, which you can find at the back of your benefit confirmation letter, within the 30 day period.
- Return any income payments we may have already paid, by cheque made payable to Aviva. Please post this to the address under the How to contact us section.

If you decide to cancel the Plan, you will need to select a different option to receive the death benefits. These options can be found in the 'How flexible is it?' section of this document.

Other information

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 details in the 'How to contact us' section.

We aim to resolve your complaint quickly. If we can resolve your complaint within three working days following the day we receive it, we will write and confirm this to you, along with your rights to refer your complaint to the Financial Ombudsman Service (FOS).

If your complaint is not resolved within three working days of receiving your complaint:

- Your complaint will be acknowledged promptly.
- A dedicated complaint expert will be assigned to review your complaint.
- A thorough and impartial investigation will be carried out.
- You will be kept updated of the progress.
- Everything will be done to resolve things as quickly as possible.
- A written response will be sent to you within eight weeks of receiving your complaint. This will inform you of the results of the investigation or explain why this isn't possible.

Where we cannot 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 decision, you are not. Contacting the FOS will not affect your legal rights. You can contact them on **0800 023 4567** or visit their website at **financial-ombudsman.org.uk**, where you will find further information.

Terms and Conditions

This Key Features document gives a summary of Aviva's Guaranteed Fixed Term Income Plan for Beneficiaries.

It doesn't include all the Terms and Conditions.

If you would like a copy of these, please ask your financial adviser, if you have one, or contact us directly.

Law

The Plan is governed by the law of England. Your contract will be in English and we'll always speak and write to you in English.

We're regulated by the Financial Conduct Authority:

The Financial Conduct Authority,
12 Endeavour Square,
London
E20 1JN.

We're also regulated by the Prudential Regulation Authority:

The Prudential Regulation Authority
20 Moorgate
London
EC2R 6DA

Potential conflicts of interest

Occasions can arise where Aviva plc group companies, or their appointed officers, will have some form of interest in business which is being transacted.

If this happens, or the Aviva Group becomes aware that its interests, or those of its officers, conflict with your interests, we will take all reasonable steps to manage that conflict of interest, in whatever manner is considered appropriate in the circumstance. This will be done in a way which ensures all customers are treated fairly and in accordance with proper standards of business.

Further details of our conflicts of interest policy are available on request.

Where, despite all efforts to manage a conflict of interest, the conflict of interest cannot be prevented, we will disclose it to you before you commit to taking out this product.

Client classification

The Financial Conduct Authority has defined three categories of customer. You've been classed as a 'retail client', which means that you'll be given the highest level of protection provided by the Financial Conduct Authority rules and guidance.

Aviva staff remuneration

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 additional bonus, a proportion of which relates to their sales performance.

Compensation

If you have received advice, qualified advisers will recommend that you buy products suitable for your needs. You've legal rights to compensation if, at any time, it's decided that you've bought a plan that wasn't suitable for your needs at that time.

Your Plan is covered by the Financial Services Compensation Scheme. If we become insolvent and we can't meet our obligations under this Plan, the scheme may cover you for up to 100% of any successful claim you make.

To find more information about the FSCS, including how to contact them via email and webchat:

Website: **fscs.org.uk**
Phone: **0800 678 1100** or **0207 741 4100**

Solvency 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/**

Pension Wise

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.

How to contact us

Remember your financial adviser, if you have one, will normally be your first point of contact. They'll have provided you with information that contains their contact details.

If you've any questions at any time, you can phone, email, or write to us.

Call us on **0800 068 6800**

Monday to Friday 8.00am to 6.00pm

Outside these hours you can leave a message.

We may monitor calls to improve our service.

Email **contactus@aviva.com**

Office address
Aviva
PO Box 520
Norwich
NR1 3WG

Need this in a different format?

Please get in touch if you'd prefer this key features (AN21110) in large print, braille, audio, or in a different colour.

How to contact us

0800 068 6800

contactus@aviva.com

MyAviva.co.uk

Aviva Life & Pensions UK Limited. Registered in England and Wales No. 3253947. Aviva, Wellington Row, York, YO90 1WR. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm reference number 185896.

AN21110 09/2026 © Aviva