keyfacts®

AVIVA

Key features of the
Aviva Stocks & Shares ISA

Employee Version

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You'll read references to 'Aviva', 'us' or 'we'. This means Aviva Wrap UK Limited, the provider of your plan.

Helping you decide

The Financial Conduct Authority (FCA) is a financial services regulator. It requires us, Aviva Wrap UK Limited, to give you this important information to help you to decide whether our Aviva Stocks & Shares ISA 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.

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. Please see the '**Further guidance**' section on **page 16** if you need help to find a financial adviser.

Please read this document with the **Aviva Stocks & Shares ISA Terms and Conditions (RD02002)** and keep them both in a safe place.

Please contact us using the '**Get in touch**' details on **page 26** if you haven't received a copy.

What is the Aviva Stocks & Shares ISA?

- The Aviva Stocks & Shares ISA is a flexible ISA. This means you can withdraw and replace amounts in the same tax year without affecting your ISA allowance.
- It is provided through the Aviva online investment service which means you can manage your ISA online through MyAviva. You can choose your own investments and check how they're performing, giving you greater flexibility and control.

Is this plan right for me?

- This plan might be right for you if:
  - you're 18 or over
  - you're a permanent UK resident or have earnings from overseas Crown employment which is subject to UK tax
  - you want to save and invest in a tax-efficient way.
- Please note, you aren't a UK resident if you live in the Channel Islands or the Isle of Man.

Its aims

- To produce growth or income for you through investing in funds and other assets.
- To enable you to benefit from a tax-efficient investment within a flexible stocks and shares Individual Savings Account (ISA).
- To allow you to:
  - invest up to the current ISA allowance in each tax year
  - invest in a wide range of investments
  - have the flexibility to control how or where your money is invested.

Your commitment

- To have a MyAviva account so you can manage your Aviva Stocks & Shares ISA online. You can find more details about this in '**What is MyAviva?**' on **page 6**.
- To have online access and an active email address to allow you to receive correspondence and notifications.
- To make regular payments of at least £25 a month or an initial single payment of at least £500 into your Aviva Stocks & Shares ISA. There's no penalty for stopping or reducing your payments.
- To expect to invest for five years or longer as stock market investments are medium to long-term investments (although there is no minimum or maximum limit on the length of time you can invest).
- To regularly review your investments and the amount of any withdrawals or payments you make.
- To not pay in more than the overall ISA allowance for any combination of permitted ISAs in the same tax year. For more information about these limits please contact us using the '**Get in touch**' details on **page 26**.
- To have enough money in your cash account to cover Aviva's charges.
- To let us know promptly about any change which might affect the administration of your Aviva Stocks & Shares ISA (for example, change of address and change of email address).
- To let us know immediately if you move outside of the UK as this will affect your ability to continue to make investments.
- If you move to the USA or to the Republic of Ireland, investments in exchange-traded instruments, open-ended investment companies (OEICs) and unit trusts must be sold down to cash. If you don't do this within 30 days, we'll sell down those investments and place them into your cash account.

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 value of your investment and the income you take from it depends on the:
  - payments you make
  - performance of your chosen investments
  - length of time your money has been invested
  - charges you pay.
- Inflation will reduce the spending power of your money.
- If the interest received on the cash account is less than the Aviva charge, your money in cash will reduce in value.
- It's your responsibility to ensure there is sufficient cash in your cash account to pay any charges. If there's insufficient cash, we will automatically sell enough investments to pay any charges. For further information, please see the **'Charges'** section on **page 9**.
- The price of some investments includes initial and yearly costs that will have an effect on your investments. Initial costs will have an immediate effect on the value of those investments.
- We aim to provide a wide range of investment choices at all times, but we reserve the right to withdraw or change any of the available investment options at any time. If this affects you we'll tell you.
- How funds take their charges has an impact on your investment growth or income. If charges are taken from the investment, its growth may be constrained. If charges are taken from your income, then that will be eroded.
- From time to time, we may contact you and ask you to make decisions about your investments. If you don't get back to us within the timescales we give you or there's insufficient cash in your cash account, we may be unable to act on your instructions.
- Depending on what you invest in, you may be subject to certain risks, e.g:
  - Investing in emerging or developing markets may carry higher risks as they may be subject to considerable fluctuations in value. Local dealing restrictions may also make certain securities difficult to sell.
  - Small company investments may not be as easy to sell as investments in a larger company, so the price fluctuations may be greater.
  - The value of any overseas investments will be influenced by the rate of exchange used to convert to sterling. This means that if sterling strengthens against the currency in which the underlying investments of the fund are made, the value of your investment will reduce (or the other way round).
  - If the underlying investments include property, it may take some time before we can sell your investment. In addition, the value of such investments will be a matter of the valuer's opinion at the time.
- As a result of trading practices, there's a possibility that the price of investments may rise or fall between us receiving your instructions and the time of the transaction.
- If you frequently trade in shares or other exchange-traded investments, you may erode the value of your ISA as a result of the trading charges.
- You may not be able to sell or switch between funds if the investment concerned has deferred or suspended dealing in the fund at that time. This is more likely to occur during times of poor market conditions or when the fund manager can't easily convert the assets to cash, such as where the fund invests directly or indirectly in land or buildings.
- All investments have their own risks which you should consider before investing in them. You must read all the relevant documents for your investment, for example the key investor information document. You can find the documents online at **aviva.co.uk/investments/investment-funds**
- It's possible that the current favourable tax treatment of ISAs may change in the future.

Questions and answers

What is the cash account?

- The cash account is where your payments are held until the money has been invested and where we'll take payment for any Aviva charges.
- Money in the cash account is held in one or more client money accounts with external account providers of our choice and will receive interest. We may change the terms of the cash account, the interest rate or the cash account supplier(s) at any time. The interest rate may be positive zero or negative.
- We'll retain some of the interest earned on the money and pass the remaining amount (if any) on to you.
- The amount (margin) we retain will vary in line with the current interest rate. You can find out more information in our cash interest factsheet at **static.aviva.io/content/dam/document-library/adviser/customerplatform/rd06102.pdf**
- Tax-free interest will be added monthly to any money held in the cash account. Tax free means that interest is exempt from income tax.
- Money withdrawn from investments is held in the cash account and can be used to reinvest or pay for charges. You can also completely withdraw money from your Aviva Stock & Shares ISA.
- Some charges, including the Aviva charge and the trading charge, are taken from the cash account. You should make sure there's enough money in your cash account to pay these charges. For more information, please see the '**Charges**' section on **page 9**.
- The cash account isn't meant for saving a large amount of money. If you're doing this, you should think about other investment options which may give you better returns.

What is MyAviva?

- MyAviva is an online account that you must hold to have an Aviva Stocks & Shares ISA.
- Through MyAviva, you'll be able to manage your Aviva Stocks & Shares ISA, including making payments, withdrawals, reviewing investments and seeing the value.
- It also provides a single location for you to manage your Aviva products.

What is an ISA?

- An ISA is an Individual Savings Account. The two main ISAs are a stocks and shares ISA and a cash ISA. Others include Lifetime ISA, Innovative ISA and Junior ISA which would be held in a child's name. There is no limit to the number of ISAs you can pay into each tax year. There's an overall limit to the amount you can pay into all of them. The ISAs can be with the same or different ISA providers.

What is a stocks and shares ISA?

- A stocks and shares ISA is an Individual Savings Account, a tax-efficient way of saving and investing available to UK residents aged 18 or over. You can only make payments up to the ISA allowance for any one tax year. For the current tax year, the ISA allowance/subscription limit into a stocks and shares ISA is £20,000.

How flexible is this ISA?

- The Aviva Stocks & Shares ISA is a flexible stocks and shares ISA and lets you:
  - invest single and regular payments
  - hold your payment as cash while you consider your investment decision
  - make withdrawals when you want
  - replace withdrawn amounts in the same tax year without affecting your annual ISA allowance
  - stop paying into your account at any time
  - withdraw all your money at any time, as long as there are no relevant trading suspensions in place. Please see the **'Investment returns'** section on **page 13** for more information
  - change your investment choice at any time.
- You can only invest up to the ISA allowance in any one tax year.

Payments

How can I pay into my plan?

- The minimum amount you can pay into your Aviva Stocks & Shares ISA is:
  - regular payments of at least £25 a month; or
  - an initial single payment of £500. You can make further single payments of at least £100.
- You can make regular payments monthly, quarterly, half-yearly or yearly.
- We'll take any regular payments by direct debit. You can make single payments by direct debit or debit card.
- Money can be put in or taken out of this ISA within the same tax year without affecting your annual ISA contribution limit.
- You can make regular investments into a wide range of investment funds. You can't make regular investments into shares or exchange-traded investments, although you can use any cash accumulated from regular payments to trade in these investments.
- If you don't select any investments when making single or regular payments, your money will stay in the cash account until you choose your investments.

Can I stop, restart or change payments into my plan?

- Yes, you can stop, restart or change your payments at any time.
- There's no penalty for stopping or reducing your payments.
- Fewer and/or reduced payments will reduce the value of your plan.

Investments

Where will my payments be invested?

- Your Aviva Stocks & Shares ISA lets you invest in a wide range of exchange-traded investments, including UK shares, investment trusts and exchange-traded funds (ETFs), along with investment funds.
- You can also keep some of your money in the cash account.
- You can pick investments that suit your attitude to risk and investment goals on our website at **aviva.co.uk/investments/investment-funds**. You can also find out about the available investments' aims and charges. If you need help to understand what's best for you, we recommend that you seek financial advice.
- If you choose to invest in exchange-traded investments, there are certain risks to be aware of. Find out about these risks at **static.aviva.io/content/dam/document-library/adviser/customerplatform/rd01068c.pdf**
- If you haven't chosen any investments, we'll hold your payments in cash until otherwise instructed.

Can I change where my money is invested?

- You can make changes to your investments at any time through MyAviva. This includes changing the payment amount, payment frequency and switching investments.
- You can submit buy and sell instructions online.
- In certain circumstances, we may need to delay payments, transfers and switching out of funds. This could, for example, be as a result of existing changes being made to your investments, poor market conditions or where it would lead to unfair treatment of other investors. The delay may be up to one month for most funds or up to six months if the fund manager can't easily convert the fund you're invested in to cash. This includes funds which are fully or partly invested in land or buildings. When we cancel the units after a delay, we'll use the unit price that applies at the end of the deferred period.
- We'll hold your cash upon receipt in a client money bank account in line with the Financial Conduct Authority client money rules.

For more information please see the Aviva Stocks & Shares ISA Terms and Conditions.

Charges

What are the charges on my plan?

- The charges for the Aviva Stocks & Shares ISA are designed to be totally transparent, so you can be clear at all times exactly what the costs are.
- It's your responsibility to ensure there is sufficient cash in your cash account to pay charges due.
- Certain investment funds include additional expenses. These are charged to cover costs such as fees to auditors, trustees and valuers. These charges will change over time and are taken into account before the fund is priced.
- Examples of how charges could affect the value of your Aviva Stocks & Shares ISA are shown in the **'Example effect of charges'** section on **page 19**.
- For the latest charges please contact us using the **'Get in touch'** details on **page 26**.

Aviva charge

- The Aviva charge is the amount we charge for administering your investments. It applies to the invested value of investment funds, UK shares, ETFs and investment trusts. It isn't applied to money in your cash account or settlement cash on a sell-transaction that hasn't been received. We calculate the charge daily using the value of these investments, multiplied by the annual charge and divided by 365.25.

Value of investments	Annual charge
Your first £500,000	0.175%
Value over £500,000	0.00%

- If you have an Investment Account or Pension as well as an Aviva Stocks & Shares ISA through this Aviva online investment service, we'll include them when we calculate the Aviva charge.

Trading charges

- We use our nominated stockbroker to deal in shares and other exchange-traded investments.
- We'll charge a fee of £.4.99 for each trade in shares and other exchange-traded investments. In addition, you will be charged any stamp duty reserve tax at 0.5% on purchases, foreign tax charges where applicable and any PTM Levy at £1.50. These will be fully disclosed on the contract note.
- There's no trading charge for buying or selling investment funds.

Fund manager charges

- In addition to the Aviva charge, fund managers may also take a charge from the fund.
- Fund manager charges will depend on the investments chosen. These charges will be shown as the ongoing charges figure (OCF). They cover the charge made by the fund manager for managing the investment as well as expenses incurred by the fund.
- Some, but not all, investments also charge a performance fee. These can vary depending on how well a fund performs and can also be found in the key investor information document. These are more common with investment trusts.
- You can find full details of fund manager charges online at **aviva.co.uk/investments/investment-funds**

How are charges taken?

- We take the Aviva charge each month from your cash account.
- If there isn't enough money in the cash account to pay these charges, we'll sell some of your investments (we call this 'disinvestment'). If we need to do this, we'll include an additional 10% of the disinvestment to help cover any market movements between the disinvestment date and the charge date. A £10 minimum disinvestment amount will apply. We won't sell shares or other exchange-traded investments. If you're only invested in shares or other exchange-traded investments or are in funds where trading is suspended or deferred (investors can't buy into or sell out of the fund), you'll need to put money into your cash account to pay the charges.

- We take the trading charge from your cash account each time that you trade in shares or other exchange-traded investments. It's deducted from the amount you tell us you are looking to trade.
- Any other charges, such as stamp duty reserve tax, are automatically deducted from the amount of the trade and won't show in your cash account.
- If you don't pay the Aviva charge, we'll deduct any outstanding amount when:
  - you sell your investment
  - the suspension or deferment of the fund(s) has been lifted and we've sold down the fund(s); or
  - any other income goes in to the cash account.
- If we can sell your investments, we'll do it to cover charges across all investments in your Aviva Stocks & Shares ISA.
- We'll give you 30 days' notice if we're going to change our Aviva charge or trading charge.

Interest on the cash account

- We retain some of the interest earned on any money in your cash account. For further information, please see '**What is the cash account?**' on **page 6**.

Transfers

Can I transfer an existing ISA into this Aviva Stocks & Shares ISA?

- You can transfer an existing stocks and shares ISA into your Aviva Stocks & Shares ISA, subject to details set out in the relevant terms and conditions. There are no payment limits for transfers from other ISAs. Transfers of existing ISAs from previous tax years don't count towards your annual ISA allowance.
- You can transfer cash from an existing ISA to an Aviva Stocks & Shares ISA or ask to transfer funds as a unit transfer. You can't transfer existing holdings in shares or exchange-traded investments.
- You can combine single payments and transfer payments to meet our minimum payment requirement. The single payment will count towards your ISA allowance; however, the transfer won't.
- If you're considering transferring an existing ISA, please first bear in mind the following information:
  - Your current ISA provider may charge you for transferring your ISA to Aviva.
  - Our Aviva charges may be different from your previous provider's charges.
  - Other investment charges may be different from your previous investment charges.
  - The Aviva Stocks & Shares ISA may significantly change your original ISA account as we may not offer the same funds, investment types or choice as the ISA you're transferring from.
  - If you're making a unit transfer, you'll be invested in either your previous provider's investment funds or Aviva Stocks & Shares ISA investments once transferred, so you won't be disinvested, i.e. out of the market, at any time. This means that you'll be affected by any change in the price of investments during that time.
- Remember that this is a stocks and shares ISA, your money is invested and the value can go down as well as up, and may be worth less than has been invested.
- You should consider all the points above carefully. We can't guarantee that making a transfer is the correct decision for you. We recommend you seek advice if you're unsure.

Can I transfer this plan to another ISA provider?

- You can transfer cash or you can ask to make a unit transfer for any investment funds or exchange-traded investments.
- When making a cash transfer, your money won't be invested for a period of time. This means that you won't be affected by any change in the price of investments during that time.
- The charges and investment choices of the ISA you transfer to may be different from your Aviva Stocks & Shares ISA.

We don't make a charge for transfers, although other providers may. We reserve the right to pass on any third-party charge.

Changing your mind

Can I change my mind about this plan?

- Yes, you can change your mind within 14 days of us receiving your first payment. For regular payments, this will normally be on the first direct debit payment date you've given us. For single payments, your cancellation period will start when we receive the payment and you've received a confirmation schedule from us. For transfers, we'll let you know when we've received the transfer money and your cancellation period will start from that date.
- If you cancel your investment, we'll refund your initial single payment, less any amount by which your investments might have fallen in value due to market movements. If you decide to cancel and we receive any dividends from your investment during the cancellation period, we'll pay these to you, but only up to the value of your original single payment. If you've made any regular payments by the time we cancel your policy, we'll return these to you in full.
- We won't refund any charges directly related to buying or selling investments.
- You must tell us by telephone, email or in writing if you want to cancel. The contact details are in the '**Get in touch**' section on **page 26**.
- If you don't cancel within 14 days, your plan and investment will continue as set out in these Key Features and the Terms and Conditions. You won't have the right to cancel at a later date.
- Please read the **Aviva Stocks & Shares ISA Terms and Conditions (RD02002)** for full details on cancellations.

Can I cancel a transfer in?

- Yes, you have 14 days in which to change your mind, beginning from the date that you receive our confirmation that the transfer payment has been received.
- If you cancel your transfer payment, you can choose one of the three following options, subject to agreement with the relevant parties:
  - Transfer the assets back to the original ISA provider; however, they don't have to accept them.
  - Transfer the assets to a new ISA provider.
  - Ask us to convert the assets to cash for payment to you.
- If you wish to cancel, please contact us using the '**Get in touch**' details on **page 26**.
- If you don't cancel within 14 days, the investment will remain invested in accordance with the terms of your plan and won't be refunded.

Investment returns

How do I know how much my Aviva Stocks & Shares ISA is worth?

- You can see exactly how your investments are performing on MyAviva. You can also see detailed transaction information.
- We'll send you a statement four times a year showing the performance of your investments, together with any other products you hold on the Aviva online investment service. We'll let you know when it's available on MyAviva.

How can I access my money?

- You can withdraw money from your Aviva Stocks & Shares ISA at any time without penalty from Aviva.
- The minimum single amount you can withdraw is £100.
- The minimum regular amount you can withdraw is £50.
- If you want to take your money out, you may need to sell some investments before we can send it to you.
- You may not be able to withdraw money from a fund if the fund manager has deferred or suspended dealing in the fund at that time. We'll tell you if this happens when you ask for a withdrawal.

Life events

What happens to my plan if I die?

- Your Aviva Stocks & Shares ISA will form part of your estate for inheritance tax purposes.
- Your personal representative must inform us about your death and we'll discuss our process with them. They can use the **'Get in touch'** details on **page 26**.
- We'll need to see a copy of the death certificate.
- Your Aviva Stocks & Shares ISA will become a continuing deceased's account. This means that your investment will continue to qualify for preferential tax treatment for a maximum of three years from the date of your death.
- Your spouse or civil partner can apply for an additional ISA allowance known as additional permitted subscription (APS). The APS allows your spouse or civil partner to pay an additional amount into an ISA in their name, which is normally equivalent to the higher of the value of your Aviva Stocks & Shares ISA on the date of death or its value on the date that it ceases to be a continuing deceased's account. This would be in addition to their usual ISA allowance. For further information on these rules visit **gov.co.uk**
- We can't carry out any transactions or make any changes to the investments on the Aviva Stocks & Shares ISA until we've received authorised instructions. As money will remain invested, the value could go down as well as up during this time and may be worth less than has been invested.

Taxation

Here is some information based on our interpretation of current tax legislation. Your tax treatment depends on your main place of residence and your other individual circumstances. Tax rules may change in the future.

What are the tax benefits?

- Capital growth and income from your Aviva Stocks & Shares ISA are free from UK capital gains and income taxes. Some investment returns may be received by the fund manager with tax credits, or after tax deductions, which can't be reclaimed. You don't normally have to pay UK tax on your withdrawals or include any information about your ISA in your UK tax returns.
- We'll pay any interest distributions into your cash account gross of tax.
- The precise tax benefits of any investments will depend on your personal circumstances and tax laws. If you're in any doubt as to your tax position, we recommend that you talk to a financial adviser or a professional tax adviser.

Further guidance

How to find an adviser

- If you have any queries or need any advice about your Aviva Stocks & Shares ISA, you should speak to a financial adviser. If you don't have an adviser, MoneyHelper provides up-to-date resources to help you find regulated advisers at **moneyhelper.org.uk/choosing-a-financial-adviser** or call **0800 011 3797**. Advisers may charge for their advice but there are usually a number of ways to pay.

How to complain

- If you've taken a product out with Aviva and are unhappy with the product or the service you received, please contact us using the **'Get in touch'** details on **page 26**.
- 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).
- For some investments, for example overseas funds, you may not be entitled to complain to the FOS. Please refer to your fund provider's prospectus for more information about the dispute resolution procedure which applies to that fund. This information may also be within the key investor document or the fund factsheet wich can be found at **direct.aviva.co.uk/wealth/FundChoice/SelfSelectFundsList**
- 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

- The Financial Services Compensation Scheme (FSCS) has been set up to provide protection to consumers if authorised financial services firms (like Aviva Wrap UK Limited) are unable to meet claims against them. Whether you qualify for any compensation under the FSCS will depend on the type of investments you hold and different limits of compensation apply to different types of investment. In some circumstances you might **not** receive any compensation under the FSCS.

  The availability of compensation depends on:

  - the type and structure of the investments you choose within your product
  - which party is unable to meets its claims; and
  - whether you were a UK resident at the time you took out the product.
- You wouldn't be eligible to make a claim for compensation for any funds that aren't authorised by the FCA or any overseas funds. Such funds may be covered by a local compensation arrangement. For more information on the arrangements applicable to your funds, please read the fund manager's fund literature, including the fund provider prospectus, the key investor document and the fund factsheet. These can be found at **direct.aviva.co.uk/wealth/FundChoice/SelfSelectFundsList**

- Where compensation is available in relation to any of your investments, Aviva Wrap UK Limited (or its nominee) will make a claim under the FSCS on your behalf.

Account provider

- If you suffer a financial loss as a result of the account provider, Aviva Wrap UK Limited, becoming unable or unlikely to be able to meet its claims, you'll normally be able to claim under the investment section of the FSCS up to a maximum amount of £85,000 per person. Any other plans you hold with Aviva Wrap UK Limited will also be subject to this overall limit.

Collective investments

- Collective investments are held in an Aviva nominee account under the name of an Aviva company that doesn't undertake any other trading activity. Should the individual fund manager become unable or unlikely to be able to meet its claims, Aviva Wrap UK Limited (or its nominee) will be eligible to claim compensation under the FSCS, although this will be restricted to 100% of the first £85,000 held per person per fund management firm.

Equities, investment trusts and exchange-traded investments

- We use a stockbroking partner to trade and hold equities, investment trusts and exchange-traded investments held within Aviva accounts. Our nominated stockbroker uses a nominee account to hold the assets. Aviva Wrap UK Limited should be able to make a claim under the FSCS should the stockbroker be unable to return the assets for any reason. The protection provided would be 100% of the first £85,000 per person per stockbroking firm.

Cash account

- For the cash account (a UK deposit account), the money is held within a client money account. Cash will be held in one or more client money trust accounts which receive interest. We will choose the provider of these accounts, and we may change those providers from time to time. This means Aviva Wrap UK Limited is normally entitled to claim up to £120,000 on behalf of each customer for each of these account providers. This limit will also take into consideration any other accounts you hold with these account providers. We'll hold your cash on receipt in a client money bank account in line with the Financial Conduct Authority client money rules. Go to **static.aviva.io/content/dam/document-library/adviser/customerplatform/rd06102.pdf** if you want current details about these account providers.

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**

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. This is an important document and you should read it before making any investment decision.
- Further details of our conflicts of interest policy are available on request. Please contact us using the **'Get in touch'** details on **page 26**.

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.

Terms and conditions

- This Key Features document is a summary of the Aviva Stocks & Shares ISA.
- You should also see the full **Aviva Stocks & Shares ISA Terms and Conditions (RD02002)**. You may already have a copy but if not, you can request one from us using the **'Get in touch'** details on **page 26**.

Law and language

- Aviva and you have a free choice of 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 Wrap UK Limited is a company limited by shares. It's authorised and regulated by the Financial Conduct Authority and is entered on the Financial Services register, number 231530 **register.fca.org.uk**

Example effect of charges

- Over the following pages we've shown how, where applicable, trading charges and different fund charges could affect the value of your Aviva Stocks & Shares ISA.
- We've shown examples for regular payments and for a single/transfer payment. Regular payments are only available into funds; they aren't available into exchange-traded investments, i.e. shares, exchange-traded funds or investment trusts.
- The investment growth rate depends on the performance of your chosen fund or exchange-traded investment. Therefore it could be higher or lower than that shown. In reality, the value of your investments can go down as well as up and you may get back less than you've invested.
- Please take a look at the examples which best fit your payment plans.

The Aviva charge

Value of investments	Annual charge
Your first £500,000	0.175%
Value over £500,000	0.00%

- The Aviva charge depends on the value of your investments, excluding money in your cash account and settlement cash on a sell-transaction that hasn't been received. The fund charges are determined by the investments you've chosen. You can find specific fund charges in the key investor information documents or key investor documents. For more details on charges, please see the **'Charges'** section on **page 9**.

Trading charges

- We'll charge a fee of £4.99 for each trade in shares and other exchange-traded investments. In addition, you'll be charged any stamp duty reserve tax, London Stock Exchange charges, foreign tax charges where applicable and any PTM Levy at £1.50.
- There is no trading charge for buying or selling investment funds.
- All charges may vary in the future.

Assumptions

- When we calculated the figures, we assumed:
  - a range of different investment periods (1, 3, 5 and 10 years)
  - a medium investment growth rate (this isn't a guaranteed rate, just an example)
  - a single purchase of an exchange-traded investment is made and doesn't change
  - the investment funds and charges don't change
  - low and high cost fund charges
  - the Aviva charge is included as applicable
  - there is no monthly variation in the amount invested.

Regular payments into funds

- Regular payments into exchange-traded investments aren't available.
- Product and fund charges will affect the future value of your Aviva Stocks & Shares ISA. The tables below illustrate the effect of this.
- **We've assumed an investment growth rate of 5% a year and no cash investments have been made.**
- The tables show what the investments could be worth assuming different fund charges. Fund charges do vary, so please refer to our fund factsheets for specific details about fund charges. These can be found at **aviva.co.uk/retirement/fund-centre**
- These are only examples and the actual rates of return could be higher or lower than shown here.
- **These examples are based on a regular monthly payment of £50.**

Figures include the Aviva charge, plus a fund charge of 0.1% a year.			
Example 1 – A lower cost fund			
At end of year	Investment to date (£)	Effect of deductions to date (£)	What you might get back (£)
1*	600	1	615
3	1,800	8	1,930
5	3,000	25	3,380
10	6,000	115	7,630

The Aviva charge and investment charges affect the future value of the fund. In this example the charges would bring the investment growth from 5.0% a year down by 0.2% to 4.8% based on the longest term (10 years). The figures show the effect of charges so you can compare with other plans. The reduction in growth can vary depending on the funds invested and how payments are made.

* Examples of costs and charges over one year are shown under 'Regular payments into funds - Example 1' on page 23.

Figures include the Aviva charge, plus a fund charge of 1.45% a year.			
Example 2 – A higher cost fund			
At end of year	Investment to date (£)	Effect of deductions to date (£)	What you might get back (£)
1*	600	5	610
3	1,800	49	1,890
5	3,000	143	3,260
10	6,000	653	7,090

The Aviva charge and investment charges affect the future value of the fund. In this example the charges would bring the investment growth from 5.0% a year down by 1.7% to 3.3% based on the longest term (10 years). The figures show the effect of charges so you can compare with other plans. The reduction in growth can vary depending on the funds invested and how payments are made.

* Examples of costs and charges over one year are shown under 'Regular payments into funds - Example 2' on page 23.

Single payment or transfer into funds

- Product and fund charges will affect the future value of your Aviva Stocks & Shares ISA. The tables below illustrate the effect of this.
- **We've assumed an investment growth rate of 5% a year and no cash investments have been made.**
- The tables show what the investments could be worth assuming different fund charges. Fund charges do vary, so please refer to our fund factsheets for specific details about fund charges. These can be found at **aviva.co.uk/retirement/fund-centre**
- These are only examples and the actual rates of return could be higher or lower than shown here.
- **These examples are based on a single payment or transfer of £15,000.**

Figures include the Aviva charge, plus a fund charge of 0.1% a year.			
Example 1 – A lower cost fund			
At end of year	Investment to date (£)	Effect of deductions to date (£)	What you might get back (£)
1*	15,000	43	15,700
3	15,000	143	17,200
5	15,000	262	18,800
10	15,000	663	23,700

The Aviva charge and investment charges affect the future value of the fund. In this example the charges would bring the investment growth from 5% a year down by 0.2% to 4.8% based on the longest term (10 years). The figures show the effect of charges so you can compare with other plans. The reduction in growth can vary depending on the funds invested and how payments are made.

* Examples of costs and charges over one year are shown under 'Single payment or transfer into funds - Example 1' on page 23.

Figures include the Aviva charge, plus a fund charge of 1.45% a year.			
Example 2 – A higher cost fund			
At end of year	Investment to date (£)	Effect of deductions to date (£)	What you might get back (£)
1*	15,000	255	15,400
3	15,000	832	16,500
5	15,000	1,503	17,600
10	15,000	3,687	20,700

The Aviva charge and investment charges affect the future value of the fund. In this example the charges would bring the investment growth from 5% a year down by 1.7% to 3.3% based on the longest term (10 years). The figures show the effect of charges so you can compare with other plans. The reduction in growth can vary depending on the funds invested and how payments are made.

* Examples of costs and charges over one year are shown under 'Single payment or transfer into funds - Example 2' on page 24.

Single payment into exchange-traded investments

- Product and trading charges will affect the future value of your Aviva Stocks & Shares ISA. The tables below illustrate the effect of this.
- **We've assumed an investment growth rate of 5% a year and no cash investments have been made.**
- The tables show what the investments could be worth assuming different fund charges. For investments in exchange-traded funds/investment trusts, charges do vary, so please refer to our fund factsheets for specific details about fund charges. These can be found at **aviva.co.uk/investments/investment-funds**
- These are only examples and the actual rates of return could be higher or lower than shown here.
- **These examples are based on a single payment of £15,000.**

Figures include trading charges and the Aviva charge			
Example 3: £15k investment in a single share			
At end of year	Investment to date (£)	Effect of deductions to date (£)	What you might get back (£)
1*	15,000	113	15,600
3	15,000	185	17,100
5	15,000	270	18,800
10	15,000	555	23,800

The initial trading charges and ongoing Aviva charge affect the future value of your investment. In this example the charges would bring your investment growth from 5% a year down by 0.2% to 4.8% based on the longest term (10 years). The figures show the effect of charges so you can compare with other plans. The reduction in growth can vary depending on the shares purchased.

* Examples of costs and charges over one year are shown under 'Single payment into an exchange-traded investment - Example 3' on page 24.

Figures include trading charges, plus the Aviva charge, plus a fund manager charge of 1.45% a year			
Example 4: £15k investment in an exchange-traded fund/investment trust			
At end of year	Investment to date (£)	Effect of deductions to date (£)	What you might get back (£)
1*	15,000	261	15,400
3	15,000	837	16,500
5	15,000	1,509	17,600
10	15,000	3,694	20,700

The initial trading charges and ongoing Aviva charge and fund manager charges affect the future value of your investment. In this example the charges would bring your investment growth from 5% a year down by 1.7% to 3.3% based on the longest term (10 years). The figures show the effect of charges so you can compare with other plans. The reduction in growth can vary depending on the funds invested.

* Examples of costs and charges over one year are shown under 'Single payment into an exchange-traded investment - Example 4' on page 25.

MiFID II: Costs and charges disclosure

- The second Markets in Financial Instruments Directive (MiFID II) came into force on 3 January 2018. Below is a range of generic costs and charges illustrations which aim to expand on the details in the examples above. We've used the same £50 a month and £15,000 single payment to show below the typical charges that may be incurred during the first twelve months.

Regular payments into funds

- **These examples are based on a regular monthly payment of £50.**
- Regular payments into exchange-traded investments aren't available.

Example 1 – A lower charging fund											
	Charges	One-off		Ongoing		Transactional		Incidental		Total	
Service	Aviva charge	0.00%	£0.00	0.175%	£0.50	0.00%	£0.00	0.00%	£0.00	0.18%	£0.50
Product	Fund charges	0.00%	£0.00	0.10%	£0.30	0.00%	£0.00	0.00%	£0.00	0.10%	£0.30
Total aggregated cost and charges	Service									0.18%	£0.50
	Product									0.10%	£0.30
	Total									0.28%	£0.80

Example 2 – A higher charging fund											
	Charges	One-off		Ongoing		Transactional		Incidental		Total	
Service	Aviva charge	0.00%	£0.00	0.175%	£0.50	0.00%	£0.00	0.00%	£0.00	0.18%	0.50%
Product	Fund charges	0.00%	£0.00	1.45%	£4.70	0.00%	£0.00	0.00%	£0.00	1.45%	£4.70
Total aggregated cost and charges	Service									0.18%	£0.50
	Product									1.45%	£4.70
	Total									1.63%	£5.20

Single payment or transfer into funds

- **These examples are based on a single payment or transfer of £15,000.**

Example 1 – A lower charging fund											
	Charges	One-off		Ongoing		Transactional		Incidental		Total	
Service	Aviva charge	0.00%	£0.00	0.175%	£26.00	0.00%	£0.00	0.00%	£0.00	0.18%	£26.00
Product	Fund charges	0.00%	£0.00	0.10%	£15.00	0.00%	£0.00	0.00%	£0.00	0.10%	£15.00
Total aggregated cost and charges	Service									0.18%	£26.00
	Product									0.10%	£15.00
	Total									0.28%	£41.00

Example 2 - A higher charging fund											
	Charges	One-off		Ongoing		Transactional		Incidental		Total	
Service	Aviva charge	0.00%	£0.00	0.175%	£26.00	0.00%	£0.00	0.00%	£0.00	0.18%	£26.00
Product	Fund charges	0.00%	£0.00	1.45%	£221.00	0.00%	£0.00	0.00%	£0.00	1.45%	£221.00
Total aggregated cost and charges	Service									0.18%	£26.00
	Product									1.45%	£221.00
	Total									1.63%	£247.00

- Service and product charges will affect the future value of your Aviva Stocks & Shares ISA. The tables above illustrate costs and charges incurred after twelve months.
- We've assumed an investment growth rate of 0% a year for the MiFID illustrations. The intention is for your investment to grow so its value is greater than the original investment/switch/transfer amount after a year.
- The tables assume two different fund charges: a lower annual management charge of 0.10% and higher annual management charge of 1.45%.
- Fund charges do vary.

Single payment into an exchange-traded investment

- **These examples are based on a single payment of £15,000.**

Example 3 - Investment in shares											
	Charges	One-off		Ongoing		Transactional		Incidental		Total	
Service	Aviva charge	0.00%	£0.00	0.175%	£26.00	0.00%	£0.00	0.00%	£0.00	0.18%	£26.00
Service	Trading charge	0.00%	£0.00	0.00%	£0.00	0.03%	£4.99	0.00%	£0.00	0.03%	£4.99
Service	Stamp duty	0.00%	£0.00	0.00%	£0.00	0.50%	£75.00	0.00%	£0.00	0.50%	£75.00
Service	PTM Levy*	0.00%	£0.00	0.00%	£0.00	n/a	£1.50	0.00%	£0.00	0.00%	£1.50
Product	Fund charges	0.00%	£0.00	0.00%	£0.00	0.00%	£0.00	0.00%	£0.00	0.00%	£0.00
Total aggregated cost and charges	Service				£26.00		£81.49			0.18%	£107.49
	Product				£0.00		£0.00			0.00%	£0.00
	Total				£26.00		£81.49			0.18%	£107.49

* PTM Levy is £1.50 and only applies to trades over £10,000.

Example 4 - Investment in an exchange-traded fund/investment trust											
	Charges	One-off		Ongoing		Transactional		Incidental		Total	
Service	Aviva charge	0.00%	£0.00	0.175%	£26.00	0.00%	£0.00	0.00%	£0.00	0.18%	£26.00
Service	Trading charge	0.00%	£0.00	0.00%	£0.00	0.03%	£4.99	0.00%	£0.00	0.03%	£4.99
Product	Fund charges	0.00%	£0.00	1.45%	£221.00	0.00%	£0.00	0.00%	£0.00	1.45%	£221.00
Total aggregated cost and charges	Service				£26.00		£4.99			0.18%	£30.99
	Product				£221.00		£0.00			1.45%	£221.00
	Total				£247.00		£4.99			1.63%	£251.99

- Service and product charges will affect the future value of your Aviva Stocks & Shares ISA. The tables above illustrate costs and charges incurred after twelve months.
- We've assumed an investment growth rate of 0% a year for the MiFID illustrations. The intention is for your investment to grow so its value is greater than the original investment amount after a year.
- The Example 4 table showing investment in an exchange-traded fund or investment trust assumes a higher annual fund management charge of 1.45%. Fund charges do vary.

It's important to note

- The values shown are indicative and aren't guaranteed.
- We've assumed that the example charges shown above won't change over the period. Costs and charges may vary.
- You'll be provided with quarterly statements to help you keep track of your investments.
- You'll also be provided with the actual costs and charges incurred over the year as part of your annual statement.
- The value of your investment can go down as well as up and you may get back less than you invested.

Service costs

- **One-off costs** – These are costs you'd pay on entering and exiting your investment.
- **Ongoing costs** – This will include any ongoing charges paid including the Aviva charge.
- **Transaction costs** – This will include any charges for dealing in exchange-traded investments, including trading charges, stamp duty and PTM Levy.
- **Incidental costs** – These are the costs related to any incidental services that aren't included in the costs mentioned above.

Product costs

- **One-off costs** – These are costs you'd pay on entering or exiting your investment.
- **Ongoing costs** – These are costs taken each year by the managers of your investments.
- **Transaction costs** – These are costs incurred when buying or selling underlying investments.
- **Incidental costs** – This would be the impact of any performance fee.

Get in touch

If you have any questions, you can:

Call us on **0800 285 1088**
at the following times: **Monday to Friday between 8am and 5.30pm.**

- We may record calls to improve our service.
- Calls may be charged and these charges will vary, please speak to your network provider.

Email us at
myinvestmentportfolio@aviva.com

Write to us at **Aviva, PO Box 520, Surrey Street, Norwich NR1 3WG, United Kingdom.**

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