

Key features of the Investment Account



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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 Investment Account is right for you. You should read this document carefully, so that you understand what you're buying, and then keep it safe for future reference.

This document explains the key features of your Investment Account. You should read this with the Investment Account Terms and Conditions.

Its aims

To produce growth or income through investing in funds, shares or other exchange traded investments.

To allow you:

- to choose from a wide range of investments
- the flexibility to control how or where your money is invested.

Your commitment

To have a MyAviva account so you can manage your Investment Account online. You can find more details about MyAviva in this document.

To have online access and an active email address to allow you to receive correspondence and notifications.

To make payments of:

- at least £25 per month; or
- an initial single payment of at least £500.

To think of your Investment Account as a medium to long-term investment, so you should expect to invest for five years or more.

To regularly review your investments and the amount of income withdrawal or payments you make.

To have enough money in your cash account to cover charges.

To let us know about any change which might affect:

- your eligibility to continue making payments to your Investment Account. (Please refer to the "Am I eligible?" section for more information.)
- the administration of your Investment Account (for example, change of email address).

To let us know 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 the Republic of Ireland, you must tell us immediately and sell all of your investments. If you don't do this within 30 days of telling us, we'll sell down all of your investments and place them in the cash account.

Risks

The value of the investments in your Investment Account may go down as well as up and may be worth less than the amount that has been 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.

If the interest received on the cash account is less than the Aviva Charge your money in cash will reduce in value.

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. As a result of trading practices, there's a possibility that the price of investments may fall or rise in the period between us receiving your instructions and the time of the transaction.

If you trade in shares or other exchange traded investments frequently, you may erode the value of your investment as a result of the trading charges.

If you cancel your investment within the cancellation period, you may not get back all of your original payment. Please read the 'Can I change my mind?' section of this document for details.

Some funds may take their charges from your investment and not from income. Whilst this may maximise the potential level of income available, it may reduce the value of your remaining investment.

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 **Investment Options**

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.

You may not be able to trade if the investment concerned has deferred or suspended dealing 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.

Inflation will reduce the buying power of your money.

Questions and answers

What is the Investment Account?

The Investment Account lets you invest in a wide range of investments, and aims to produce growth or income.

The Investment Account is provided through the Aviva online investment service. This means you can manage the investments you have in this Investment Account online, choose your own investments and check how they're performing.

Am I eligible?

You must be resident in the UK, or have earnings from overseas Crown employment subject to UK tax. Please note, you're not a UK resident if you live in the Channel Islands or Isle of Man.

You need to be aged 18 or over.

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 zero or negative, as well as positive. You can find out the cash account's current interest rate and details of the account providers at [aviva.co.uk/bank-interest-rates](https://www.aviva.co.uk/bank-interest-rates)

Money withdrawn from investments is held in the cash account and can be used to reinvest, pay for charges or to simply withdraw your money.

Some charges, including the Aviva Charge, the Aviva Share Charge and the Trading Charge are taken from the cash account. You must make sure there's enough money in the cash account to pay these charges.

For more information, please refer to our 'What are the charges?' section.

What is MyAviva?

MyAviva is an online account that you must hold to have an Investment Account.

It provides a single location for you to manage your Aviva products.

Through MyAviva, you'll be able to manage your Investment Account, including making payments, reviewing investments and seeing the value.

How do I invest?

Investments are made online through your MyAviva account. If you don't already have a MyAviva account, you must open one as a part of the application process.

The minimum amount you can pay into the Investment Account is:

- regular payments of at least £25 a month. Regular payments can be made either monthly, quarterly, half yearly or yearly. You can change the payment frequency at any time, or
- an initial single payment of £500. You can make further single payments of a minimum of £100.

We'll take any regular payments by direct debit. You can stop and restart payments at any time. You can also increase or decrease

your payments at any time online through MyAviva, as long as you remain within the limits stated above.

Single payments can be made by direct debit or debit card.

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.

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.

Can I transfer another investment account into the Investment Account?

You can transfer your existing investment accounts into your Aviva Investment Account subject to details set out in the terms and conditions. There are no payment limits for transfers from other investment accounts.

If you choose to transfer, you can transfer cash from an existing investment account or ask to transfer investment funds in an existing investment account to Aviva 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.

If you're considering transferring an existing investment account to Aviva, please first bear in mind the following information:

- your current provider may charge you for transferring your investment to Aviva
- our Aviva charges may be different from your previous provider charges
- other investment charges may be different from your previous investment charges
- the Aviva Investment Account may significantly change your original investment account as we may not offer the same funds, investment types or choice as the account you're transferring from.
- if you are making a unit transfer, you'll be invested in either your previous providers investments or Aviva Investment Account investments once transferred, so you will not be disinvested i.e. out of the market, at any time. This means that you will be affected by any change in the price of investments during that time.

You should consider all the points above carefully. We can't guarantee that making a transfer is the correct decision for you and recommend you seek advice if you're unsure.

What can I invest in?

Your Investment Account 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.

If you choose to invest in exchange traded investments, there are certain risks to be aware of. Find out about these at [risks](#).

You can also keep some of your money in your cash account.

Visit [Investment Options](#) where you can pick investments that suit your attitude to risk and investment goals. 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.

How do I make changes to the Investment Account?

You can make changes to your Investment Account – including the payment amount, payment frequency and switching your investments – online through MyAviva.

How do I know how much my investment is worth?

You can see exactly how your investments are performing on MyAviva. You'll also be able to see detailed transaction information.

Your statement will include a valuation. We'll contact you four times a year to tell you when it's available online.

You can choose to receive paper copies of your statement using the 'Preferences' tab in MyAviva online. You can turn paper preference on or off at any time.

When can I access my money?

You can give instructions to withdraw money from your Investment Account 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 all your money out, some investments may need to be sold before we can send it to you.

What are the charges?

Charges made by Aviva

Aviva Charge

The Aviva Charge is the amount we charge for administering your Investment Account, excluding shares and other exchange traded investments. We calculate the charge daily using the value of these investments, multiplied by the annual charge and divided by 365.25.

| Value of investment | Annual Charge |
|------------------------|---------------|
| First £50,000 | 0.40% |
| Next £200,000 | 0.35% |
| Next £250,000 | 0.25% |
| Amounts above £500,000 | 0.00% |

If you have an Aviva Stocks & Shares ISA or Pension as well as an Investment Account through the Aviva online investment service, we'll use them to calculate the Aviva Charge.

Aviva Share Charge

The Aviva Share Charge is the amount we charge for administering your shares and other exchange traded investments. The annual charge is 0.40% calculated daily using the value of these investments up to a maximum of £45 per year for your Investment Account. The value of any Aviva Stocks & Shares ISA or Pension isn't taken into account.

Trading Charges

We use our nominated stockbroker to deal in shares and other exchange traded investments.

We'll charge a fee of £7.50 for each trade in shares and other exchange traded investments. In addition, you'll be charged any stamp duty reserve tax at 0.5% on purchases, foreign tax charges where applicable and any charges by the Panel on Takeovers and Mergers at £1. These will be fully disclosed on the contract note.

There's no trading charge for buying or selling investment funds.

How are these charges taken?

We take the Aviva Charge and Aviva Share Charge each month from your cash account. If there isn't enough money in the 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 (i.e. investors can't buy into or sell out of the fund), you'll need to put money into your cash account to pay the charge.

We take the Trading Charge from your cash account each time that you trade. The amount of the Trading Charge is deducted from the amount you tell us you're looking to trade.

Any other charges such as stamp duty reserve tax are automatically deducted from amount of the trade and won't show in your cash account.

If you don't pay the Aviva charges we'll deduct any outstanding amount when:

- you sell your investment; or
- the suspension or deferment of the fund(s) have been lifted and we have 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 within your Investment Account.

We'll give you 30 days' notice if we have to change our Aviva Charge, Aviva Share Charge or Trading Charge.

Fund manager charges

In addition to the Aviva Charge and Aviva Share Charge, fund managers will also take charges that will depend on the investments you choose. These charges will be shown as the ongoing charges figure (OCF). These charges represent the annual cost of managing the investment. 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 managers' charges online at [Investment Options](#).

Later in this document, we show examples of how charges could affect the value of your Aviva Investment Account.

What about tax?

You may have to pay some income tax and/or capital gains tax on any returns from your Investment Account or income you receive from it.

We apply gross interest on money in your cash account.

The amount of income tax and capital gains tax you pay will depend on your personal circumstances.

The Dividend Allowance means the first £500 of any dividends you receive each tax year are free of income tax. Any dividends received

in excess of this are taxed at 8.75% for basic rate tax payers, 33.75% for higher rate payers and 39.35% for additional rate payers.

We won't make any deduction for capital gains tax but you may have capital gains tax to pay (through self-assessment to HMRC) if your total net gains in a tax year exceed your annual capital gains tax allowance.

The tax treatment of any investments depends on your individual circumstances and tax laws, and may be subject to change in future.

Can I transfer my Investment Account to another provider?

You can transfer cash and you can also ask to transfer any investment funds or exchange traded investments.

We won't make a charge for transferring, however, if there are additional third party charges, we reserve the right to pass these on to you.

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. Alternatively, you can arrange a unit transfer for your investments.

The charges and investment choices of a product with a different provider may be different from your Aviva Investment Account.

You may have to pay tax if you cash in and reinvest your money. This will depend on the type of investments held and your own personal circumstances.

Can I change my mind?

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.

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.

You must tell us by telephone, email or in writing if you want to cancel.

If you cancel your investment within the cancellation period, we'll pay back any single payments, less any fall in the investment value due to market movements and any Aviva charges or fund manager charges already deducted. We'll return any regular payments in full. Your investment will continue if you don't cancel within 14 days.

What happens if I die?

Your Investment Account will form part of your estate and your money will remain invested until we receive authorised instructions.

We can't make any changes to your investments 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.

Your personal representatives must contact us about your death and we'll discuss our process.

Other information

How to contact Aviva

If you'd like further information or have any questions, you can write, phone or email:

Aviva

PO Box 520

Norwich

NR1 3WG

Phone: 0800 285 1088

Email: myinvestmentportfolio@aviva.com

Calls to Aviva may be monitored and/or recorded.

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 Aviva' 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 your concerns are unable to be resolved or have not been resolved 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 the Investment Account. You should also read the **Investment Account Terms and Conditions**. When you take out an Aviva Investment Account you should download and keep a copy of the current Key Features and Terms and Conditions documents for your future reference. We always keep the latest Key Features and Terms and Conditions available on our Aviva online investment service website. Alternatively, you can contact us to obtain copies of these.

Compensation

The Financial Services Compensation Scheme (FSCS) has been set up to provide protection to consumers if authorised financial services firms

are unable to meet claims against them. Aviva Wrap UK Limited is the authorised financial services firm that provides your Investment Account. 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 meet its claims; and
- whether you're UK resident at the time you took out the product.

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.

Funds

Funds 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 manager.

Shares and Exchange Traded Investments

In respect of shares and other exchange traded investments, the assets are held by our nominated stockbroker in a Nominee account and you 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. The assets are held separately to other third-party assets in a Nominee account and aren't available to creditors in the event of the insolvency of the third party.

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 interest bearing client money bank account(s) with external account providers of our choice. These account providers can change at any time. This means Aviva Wrap UK Limited is normally entitled to claim up to £85,000 on behalf of each customer for each of these account providers. This limit will also take into account any other accounts you hold with these account providers. Go to [aviva.co.uk/bank-interest-rates](https://www.aviva.co.uk/bank-interest-rates) 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](https://www.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](https://www.aviva.com/investors/regulatory-returns)

Law

The law of England will apply in legal disputes and your contract will be written in English. We'll always write and speak to you in English.

Aviva Wrap UK Limited is authorised and regulated by the Financial Conduct Authority:

The Financial Conduct Authority
12 Endeavour Square
London
E20 1JN

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 we become aware that our interests, or those of our officers, conflict with your interests, we'll take all appropriate 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.

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 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.

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 provided with the highest level of protection provided by the Financial Conduct Authority rules and guidance.

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 Investment Account.

We've shown examples for regular payments and for a single payment. Regular payments are only available into funds, they are not 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 contribution plans.

The Aviva Charge

| Value of Investments | Annual charge |
|------------------------|---------------|
| First £50,000 | 0.40% |
| Next £200,000 | 0.35% |
| Next £250,000 | 0.25% |
| Amounts above £500,000 | 0.00% |

The Aviva Charge depends on the value of your investments, excluding shares or any other exchange traded investments. 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 Information Documents. For more details on charges, please refer to the 'What are the charges?' section.

Aviva Share Charge

The Aviva Share Charge is 0.40% up to a maximum of £45 per year for your Investment Account.

Trading Charges

We'll charge a fee of £7.50 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 charges by the Panel on Takeovers and Mergers at £1.

There is no Trading Charge for buying or selling investment funds.

All charges may vary in the future.

Cash account

Gross interest will be applied monthly to any money held in the cash account. The current interest rate is available on [aviva.co.uk/bank-interest-rates](https://www.aviva.co.uk/bank-interest-rates). Gross means a figure before any deductions, such as tax, have been made.

Assumptions

When we calculated the figures for fund illustrations, 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)
- the investment funds and charges don't change
- a single purchase of an exchange traded investment is made and doesn't change
- low and high cost fund charges
- the Aviva Charge and/or Aviva Share Charge are included as applicable.
- there is no monthly variation in the amount invested.

Regular contributions into funds

Product and fund charges will affect the future value of your Investment Account. The tables below illustrate the effect of this.

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.

We've assumed an investment growth rate of 4.5% a year.

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, which can be found at [aviva.co.uk/retirement/fund-centre](https://www.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 contribution 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 | 2 | 612 |
| 3 | 1,800 | 15 | 1,910 |
| 5 | 3,000 | 44 | 3,310 |
| 10 | 6,000 | 201 | 7,350 |

* Examples of costs and charges over one year are shown under 'Regular contributions - Example 1' on page 11.

The Aviva Charge and investment charges affect the future value of the fund. In this example the charges would bring the investment growth from 4.5% a year down by 0.5% to 4.0% 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 contributions are paid.

| 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 | 6 | 608 |
| 3 | 1,800 | 56 | 1,870 |
| 5 | 3,000 | 160 | 3,200 |
| 10 | 6,000 | 714 | 6,830 |

* Examples of costs and charges over one year are shown under 'Regular contributions - Example 2' on page 11.

The Aviva Charge and investment charges affect the future value of the fund. In this example the charges would bring the investment growth from 4.5% a year down by 1.9% to 2.6% 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 contributions are paid.

Single payment or transfer into funds

Product and fund charges will affect the future value of your Investment Account. The tables below illustrate the effect of this.

We've assumed an investment growth rate of 4.5% a year.

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, which can be found at [aviva.co.uk/retirement/fund-centre](https://www.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 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 | 78 | 15,500 |
| 3 | 15,000 | 255 | 16,800 |
| 5 | 15,000 | 462 | 18,200 |
| 10 | 15,000 | 1,138 | 22,100 |

* Examples of costs and charges over one year are shown under 'Single payment - Example 1' on page 11.

The Aviva Charge and investment charges affect the future value of the fund. In this example the charges would bring the investment growth from 4.5% a year down by 0.5% to 4.0% 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 contributions are paid.

| 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 | 289 | 15,300 |
| 3 | 15,000 | 930 | 16,100 |
| 5 | 15,000 | 1,661 | 17,000 |
| 10 | 15,000 | 3,957 | 19,300 |

* Examples of costs and charges over one year are shown under 'Single payment - Example 2' on page 12.

The Aviva Charge and investment charges affect the future value of the fund. In this example the charges would bring the investment growth from 4.5% a year down by 1.9% to 2.6% 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 contributions are paid.

Single payment into exchange traded investments

Product and trading charges will affect the future value of your Investment Account. The tables below illustrate the effect of this.

We've assumed an investment growth rate of 5% a year.

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, which can be found at **Investment Options**.

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 Share 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 | 133 | 15,500 |
| 3 | 15,000 | 240 | 16,800 |
| 5 | 15,000 | 356 | 18,300 |
| 10 | 15,000 | 696 | 22,500 |

The initial Trading Charges and ongoing Aviva Share Charge affect the future value of your investment. In this example the charges would bring your investment growth from 4.5% a year down by 0.4% to 4.1% 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 - Example 3' on page 12.

| Figures include Trading charges, plus the Aviva Share Charge plus a fund manager charge of 1.45% a year | | | |
|---|----------------------|--------------------------------|---------------------------|
| Example 4: £15k investment in a 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 | 281 | 15,300 |
| 3 | 15,000 | 884 | 16,200 |
| 5 | 15,000 | 1,568 | 17,100 |
| 10 | 15,000 | 3,700 | 19,500 |

The initial Trading Charges and ongoing Aviva Share Charge and fund manager charges affect the future value of your investment. In this example the charges would bring your investment growth from 4.5% a year down by 1.8% to 2.7% 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 - Example 4' on page 13.

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 premium payments and show below the typical charges that may be incurred during the first twelve months.

Regular contributions into funds - these examples are based on a regular monthly contribution of £50.

Regular contributions into exchange traded investments are not available.

| Example 1 – A lower charging fund | | | | | | | | | | | |
|-----------------------------------|--------------|---------|-------|---------|-------|---------------|-------|------------|-------|-------|-------|
| Service | Charges | One-off | | Ongoing | | Transactional | | Incidental | | Total | |
| | | 0% | £0.00 | 0.40% | £1.30 | 0% | £0.00 | 0% | £0.00 | 0.40% | £1.30 |
| Product | Fund charges | 0% | £0.00 | 0.10% | £0.30 | 0% | £0.00 | 0% | £0.00 | 0.10% | £0.30 |
| Total Aggregated Cost and Charges | Service | | | | | | | | | 0.40% | £1.30 |
| | Product | | | | | | | | | 0.10% | £0.30 |
| | Total | | | | | | | | | 0.50% | £1.60 |

| Example 2 – A higher charging fund | | | | | | | | | | | |
|------------------------------------|--------------|---------|-------|---------|-------|---------------|-------|------------|-------|-------|-------|
| Service | Charges | One-off | | Ongoing | | Transactional | | Incidental | | Total | |
| | | 0% | £0.00 | 0.40% | £1.30 | 0% | £0.00 | 0% | £0.00 | 0.40% | £1.30 |
| Product | Fund charges | 0% | £0.00 | 1.45% | £4.70 | 0% | £0.00 | 0% | £0.00 | 1.45% | £4.70 |
| Total Aggregated Cost and Charges | Service | | | | | | | | | 0.40% | £1.30 |
| | Product | | | | | | | | | 1.45% | £4.70 |
| | Total | | | | | | | | | 1.85% | £6.00 |

Single payment or transfer into funds - these examples are based on a single payment of £15,000.

| Example 1 – A lower charging fund | | | | | | | | | | | |
|-----------------------------------|--------------|---------|-------|---------|--------|---------------|-------|------------|-------|-------|--------|
| Service | Charges | One-off | | Ongoing | | Transactional | | Incidental | | Total | |
| | | 0% | £0.00 | 0.40% | £60.00 | 0% | £0.00 | 0% | £0.00 | 0.40% | £60.00 |
| Product | Fund charges | 0% | £0.00 | 0.10% | £15.00 | 0% | £0.00 | 0% | £0.00 | 0.10% | £15.00 |
| Total Aggregated Cost and Charges | Service | | | | | | | | | 0.40% | £60.00 |
| | Product | | | | | | | | | 0.10% | £15.00 |
| | Total | | | | | | | | | 0.50% | £75.00 |

| Example 2 – A higher charging fund | | | | | | | | | | | |
|------------------------------------|--------------|---------|-------|---------|---------|---------------|-------|------------|-------|-------|---------|
| | Charges | One-off | | Ongoing | | Transactional | | Incidental | | Total | |
| Service | Aviva Charge | 0% | £0.00 | 0.40% | £60.00 | 0% | £0.00 | 0% | £0.00 | 0.40% | £60.00 |
| Product | Fund charges | 0% | £0.00 | 1.45% | £217.00 | 0% | £0.00 | 0% | £0.00 | 1.45% | £217.00 |
| Total Aggregated Cost and Charges | Service | | | | | | | | | 0.40% | £60.00 |
| | Product | | | | | | | | | 1.45% | £217.00 |
| | Total | | | | | | | | | 1.85% | £277.00 |

Service and product charges will affect the future value of your Aviva Investment Account. 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 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 Share Charge * | 0% | £0.00 | 0.30% | £45.00 | 0% | £0.00 | 0% | £0.00 | 0.30% | £45.00 |
| Service | Trading charge | 0% | £0.00 | 0.00% | £0.00 | 0.05% | £7.50 | 0% | £0.00 | 0.05% | £7.50 |
| Service | Stamp Duty | 0% | £0.00 | 0.00% | £0.00 | 0.5% | £75.00 | 0% | £0.00 | 0.50% | £75.00 |
| Service | PTM Levy** | 0% | £0.00 | 0.00% | £0.00 | n/a | £1.00 | 0% | £0.00 | 0 | £1.00 |
| Product | Fund charges | 0% | £0.00 | 0.00% | £0.00 | 0% | £0.00 | 0% | £0.00 | 0 | £0.00 |
| Total Aggregated Cost and Charges | Service | | | | £45.00 | | £83.50 | | | | £128.50 |
| | Product | | | | £0.00 | | £0.00 | | | | £0.00 |
| | Total | | | | £45.00 | | £83.50 | | | | £128.50 |

* Aviva Share Charge is 0.40% p.a. capped at £45

** PTM (The Panel on Takeovers & Mergers) levy is £1 and only applies to trades over £10,000

Example 4 - Investment in Exchange Traded Fund / Investment Trust

| Service | Charges | One-off | | Ongoing | | Transactional | | Incidental | | Total | |
|-----------------------------------|----------------------|---------|-------|---------|---------|---------------|-------|------------|-------|-------|---------|
| | | | | | | | | | | | |
| Service | Aviva Share Charge * | 0% | £0.00 | 0.30% | £45.00 | 0% | £0.00 | 0% | £0.00 | 0.30% | £45.00 |
| Service | Trading charge | 0% | £0.00 | 0.00% | £0.00 | 0.05% | £7.50 | 0% | £0.00 | 0.05% | £7.50 |
| Product | Fund charges | 0% | £0.00 | 1.45% | £217.00 | 0% | £0.00 | 0% | £0.00 | 1.45% | £217.00 |
| Total Aggregated Cost and Charges | Service | | | | £45.00 | | £7.50 | | | | £52.50 |
| | Product | | | | £217.00 | | £0.00 | | | | £217.00 |
| | Total | | | | £262.00 | | £7.50 | | | | £269.50 |

* Aviva Share Charge is 0.40% p.a. capped at £45

Service and product charges will affect the future value of your Investment Account. 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** – This will include any initial charge paid to a Discretionary Investment Manager if applicable.
- **Ongoing costs** – This will include any ongoing charges paid including the Aviva Charge, Aviva Share Charge, and any ongoing charges paid to a Discretionary Investment Manager if applicable.
- **Transaction costs** – This will include any charges for dealing in exchange traded investments, including trading charges, stamp duty, or 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.



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