Key Features of the
Stakeholder Pension

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

Before you apply for a Stakeholder Pension, we want you to be aware of what it is, how it works and what the risks are. This Key Features document, together with your personal illustration, gives you the main points about this plan.

Its aims

- It aims to build up a pension pot for your retirement in a tax-efficient way.

Your commitment

- You can start your Stakeholder Pension plan with as little as £20. Regular payments must be at least £20 each month, or each year. You can stop, start or change your payments. You can make one-off single and transfer payments of at least £20 each.
- To make monthly or yearly payments until your chosen retirement age. Or to make at least one single or transfer payment.
- To keep the plan until your chosen retirement age.
- To invest for the long term, normally until you're at least the minimum pension age. The minimum pension age is currently age 55. From 6 April 2028 this will be age 57 unless you have a protected pension age. To find out more visit **aviva.co.uk/nmpa**. You don't usually have access to your pension pot before this time.
- To give up your rights in the other pension scheme if you're making a transfer payment.
- You need to keep us updated with any changes that might affect your eligibility for this plan.

Risks

- You should remember that the value of your pension pot can go down as well as up and it may be worth less than has been paid in.
- What you get back isn't guaranteed. It'll depend on investment performance, charges and the type of retirement benefits you choose.
- If you transfer from another pension scheme, you may be giving up valuable rights in that scheme. There is no guarantee that what you receive at retirement will be more than the amount you could've received from the previous scheme. For more information about transferring from another pension scheme and the risks involved, **please see 'Could transferring from another pension scheme be right for me?' on page 4**.
- This plan cannot accept any pension benefits that have already been accessed (known as 'crystallised' funds).
- Your personal illustration will show the value of your pension pot and the retirement income you could eventually get, if you choose to buy an annuity. However, the amount you receive may be lower than that shown in your illustration. This could happen if:
  - you stop or reduce your payments
  - investment performance is lower than illustrated
  - the cost of converting your pension pot into an annuity is more than illustrated
  - you start taking your benefits earlier than your chosen retirement age
  - tax rules change
  - charges increase above those illustrated.
- We have a wide range of funds with different aims and levels of risk. For the full and up to date details of the funds, please visit our Fund Centre at **aviva.co.uk/retirement/fund-centre/**.
- In certain circumstances, we may need to delay making payments, transfers and switching money between funds as outlined in your plan terms and conditions. This could, for example, be as a result of adverse market conditions or where it would lead to the unfair treatment of other policyholders. The delay may be up to one month for most funds, or up to six months if we can't easily convert the fund you're invested in to cash. This includes:
  - the Property Fund, or
  - a fund that's fully or partly invested in the form of land or buildings.

In certain circumstances we may further delay the cancellation of units in any investment fund:

i. To match any delay or suspension imposed by the manager(s) of any entity in which the fund has holdings; or

ii. where due to exceptional circumstances we reasonably consider that it's in the interests of planholders whose plans are invested in the fund to do so.

When we cancel the units after a delay, we'll use the unit price that applies at the end of the deferred period.

You can find out more about this in the terms and conditions.

We'll let you know if and why we need to delay payments, transfers and switching funds.

- You can change your mind after taking out this plan. However, if you make a single or transfer payment and cancel the plan within 30 days, we may pay back less than has been paid in. If you're making a transfer payment, the transferring scheme may not be willing to take the transfer back or reinstate your benefits in their scheme. Your options then would be to transfer to another provider who is willing to accept it or reapply for a transfer to us.
- The tax information provided here is based on our interpretation of current legislation which is subject to change and individual circumstances.

Questions and answers

Q: What is a Stakeholder Pension?

A: It's a personal pension plan for individuals under 75, who are permanently resident in the UK and want to invest for retirement in a tax-efficient way.

For these purposes, broadly we define 'permanently resident in the UK', as living in the UK for all or most of a particular tax year (a minimum of 183 days), and living in the UK when the pension plan starts.

It's a Stakeholder plan, which means it meets the minimum Government standards on how much you can pay in, the charges, and terms and conditions.

It could be suitable for people who are employed, and either their employer does not have an auto-enrolment scheme or they're not eligible to join it, self-employed or not employed.

Q: How flexible is it?

A: You can make one-off single or transfer payments at any time. You can also make regular monthly or yearly payments. You can increase your regular payments or arrange for them to increase automatically each year. You can reduce your payments, or stop and restart them at a later date. Reducing or stopping your payments may reduce the size of your pension fund. If you want to stop paying you can ask us for more information on how our charges might reduce your pension pot.

Your employer may also be able to make payments to this plan.

You may be able to transfer your other pension pot(s) from another pension scheme into this plan.

To make one-off single, transfer or increases in regular payments, you may need to set up a new Stakeholder Pension.

Q: How much can be paid into my plan each year?

A: There are minimum and maximum payment levels. We may change these from time to time. The current minimum payment to start a plan is £20. After that, the minimum additional payment at any time is £20.

For this plan, we accept regular payments by direct debit and single or transfer payments by direct debit or cheque.

We only accept payments that qualify for tax relief. HM Revenue & Customs (HMRC) sets the maximum that you can pay and still receive tax relief. **Please see 'What about tax?' on page 5 for more details.**

Q: What if I stop living in the UK?

A: You should let us know if you move overseas, or start working overseas, or work overseas on secondment from your employer, as this may affect how much you can pay into your plan.

If you're no longer permanently resident in the UK, you may have to reduce the payments you make to your plan. In most cases, your payments must stop after five years.

We'll let you know how your payments are affected, as this will depend on your circumstances at the time.

Q: Can I vary my payments?

A: Yes. You can make one-off payments, start or increase your regular monthly or yearly payments. You can arrange for your payments to increase automatically each year.

You can reduce or stop your payments and restart them at a later date. If you choose to do this, please bear in mind that it'll reduce the size of your pension pot.

We still take charges if you reduce or stop your payments. This means it's possible that our charges will reduce the value of your pension pot further. Please contact us for more information about this possibility.

Q: Could transferring from another pension scheme be right for me?

A: If you're transferring a pension plan from another pension scheme, what you get from this plan at retirement could be very different. It's important to gather all of the documents you have for your existing pension plans before making a decision. If you don't have everything, you can always ask your current provider for this information.

Remember to compare the features of the pensions, as well as the charges and range of funds.

Transferring pensions isn't right for everyone and it's a complex decision. Before you do anything, make sure you understand all the implications as there is no guarantee that you'll be better off.

Remember the value of your pension can go up as well as down and you may get back less than has been paid in.

Also, whilst the transfer is taking place, your money won't be invested and this means that you won't benefit from any rise in the price of investments during that time.

Your old pension scheme may not be able to take your benefits back if you change your mind.

Depending on the type of scheme you're transferring from, you may be giving up all or some of the following:

- a guaranteed retirement income such as one that is linked to your pay when you leave the company
- guaranteed annuity rates which could provide you with a higher level of income than may be offered on the open market
- an increase in your pension pot between now and when you retire; this could be linked to inflation
- increases in your retirement income; these could also be linked to inflation
- the right to take more than 25% as a tax-free lump sum
- scheme benefits which your dependants would receive if you die before or after you retire
- a loyalty bonus
- possible entitlement to additional bonuses if you're invested in with-profits in your old scheme. You may also have a market value reduction applied when you leave the with-profits fund which would reduce the value of your benefits

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

You should also consider any tax implications of transferring your pensions.

This plan can't accept any pension benefits that have already been accessed (known as 'crystallised' funds).

This plan can't accept a transfer from an overseas pension scheme that isn't a Qualifying Recognised Overseas Pension Scheme (QROPS).

We don't charge to accept transfers, but there may be a charge from your existing pension provider if you decide to leave them. So, it's worth checking with them before you do anything.

If you're unsure if transferring your pension is right for you we strongly recommend that you speak to a financial adviser. In some circumstances, you may be required to obtain advice before you can proceed anyway. A financial adviser can show you what benefits you'd be giving up if you transferred from your existing scheme. As part of this, they can tell you if transferring to this plan is likely to match or exceed those benefits. It's worth being aware that they'll charge you for their services. If you don't have a financial adviser, you can find one at **unbiased.co.uk**.

What about tax?

The following information about tax is based on our understanding of the current laws of England and UK tax practice.

Tax rules may change. Future changes in law and tax practice, or your own financial circumstances, could affect your pension, retirement benefits and how much tax you've to pay.

A financial adviser can give you more details about your tax position.

Tax relief on your payments

We'll only accept payments that qualify for UK tax relief.

You'll get UK tax relief on your payments (up to a maximum limit). You will also usually get tax relief on payments made to your plan by a third party or person with parental responsibility under the Children Act 1989 (Guardian). Payments are paid to us net of tax. That means tax has already been deducted. Aviva claims basic rate of tax on your behalf and adds it to your plan. You'll receive this even if you're not a tax payer.

For example, as the basic rate of tax is currently 20%, for every £80 you pay into your plan, it'll increase to £100. The basic rate could change in the future.

You pay		Tax relief		Pension pot payment
£80	+	£20	=	£100

We claim the basic rate tax relief for you and automatically add it to your pension pot. If you pay tax at more than the basic rate you can claim your extra tax relief through your self-assessment tax return.

You can get tax relief on your personal gross contributions up to the greater of £3,600 or 100% of your UK relevant earnings.

You don't pay any tax or national insurance on payments your employers makes.

You don't get tax relief on any contributions your employer makes, or any money you transfer into this plan from another scheme.

Tax relief may change if you move overseas, or start working overseas, or work overseas on secondment from your employer.

Annual Allowance on payments

We'll only accept payments that qualify for UK tax relief.

There's no limit on how much you can invest, but you only get tax relief on payments up to the HMRC limits. The tax relief limits are £3,600 gross or 100% of your annual earnings if greater. Aviva won't accept payments from you that don't qualify for tax relief.

There is a payment limit each year, which is called the annual allowance. If total gross contributions to all your pension plans are more than the annual allowance, you'll normally have to pay tax on the excess.

The standard annual allowance is £60,000. If you've an income (including the value of any pension contributions) of over £260,000 and an income (excluding pension contributions) in excess of £200,000 your annual allowance may be reduced.

Taking certain types of retirement benefit will mean that you'll be subject to the money purchase annual allowance (MPAA) of £10,000. You'll still have an annual allowance of £60,000 in total, but no more than £10,000 can be paid into defined contribution (money purchase) pensions leaving the balance for other pension savings. You may be able to carry forward unused annual allowance from the previous three tax years. You'll not be able to carry forward unused annual allowances from previous years to increase the £10,000 MPAA or make personal contributions in excess of your relevant UK earnings. The provider paying your retirement benefits will tell you if the MPAA applies to you.

Tax on your pension pot and benefits

Your pension pot will grow free of UK income and capital gains tax. Some investment returns may be received by the investment funds with tax credits, or after tax deductions, which cannot be reclaimed.

When you take your pension benefits, you can normally take up to 25% of your pension pot as a tax-free lump sum. You may be able to take more than this if your plan includes a specific type of transfer payment; if this applies to you, we'll let you know.

If you die before taking your retirement benefits from your pension plan, any cash sum payable will normally be free of inheritance tax. However, if the value of tax-free benefits taken from your pension plan(s) exceeds your remaining Lump Sum & Death Benefit Allowance (see 'Lump Sum Allowance and Lump Sum & Death Benefit Allowance' section below), the beneficiary may pay income tax on the excess. Lump sum death benefits paid from a drawdown pension or lifetime annuity established before 6 April 2024 do not count towards this allowance.

You may have to pay income tax on the retirement benefits you take from your pension plan. Income payments and lump sum payments are both treated as income, and therefore the tax you pay will depend on your main place of residence as advised to us by HMRC and your other personal circumstances.

Lump Sum Allowance and Lump Sum & Death Benefit Allowance

HMRC places limits on the amount of tax-free benefits that can be taken from pension schemes. The limits apply to benefits during your lifetime and on death. Income tax is payable on benefits taken above these amounts.

Your remaining allowances reduce each time you take benefits. Your personal allowances may be higher than the standard amounts if you've been granted one or more of the types of protections by HMRC.

You can find more information on these allowances at: **gov.uk/tax-on-your-private-pension**. If they're likely to affect you, we recommend you get financial advice.

Q: Where is my money invested?

A: We have a wide range of funds with different aims and levels of risk. The 'Pension Fund Guide' booklet lists the funds available. For full details of the funds, please visit our Fund Centre at **aviva.co.uk/retirement/fund-centre/**.

We invest your payments in the funds you choose from our range. If you haven't made a choice, we'll automatically invest all payments using the Aviva Stakeholder Mixed Investments Universal Lifestyle approach, which has been selected as our Default Investment Strategy. It's designed to prepare your pension pot for flexible access at your chosen retirement age, including:

- taking your money as and when you need it, either as cash sums or as flexible income (known as drawdown)
- withdrawing all the money in your pension pot
- buying an income for your lifetime (known as an annuity)
- leaving your money where it is and making your choices later.

You can find more details about how you can take your pension benefits at **aviva.co.uk/retirement/using-your-pension-money/**

It's also designed for customers who don't want to actively manage their own pension investments and would prefer to leave the investment decisions to someone else.

This approach may not be the most suitable. If you prefer to manage your own investments and tailor them to your specific needs, you can explore our full range of investments.

For full details, please visit our Fund Centre at **aviva.co.uk/retirement/fund-centre/other-investment-options.html**

Each fund is divided into units of equal value. We use your payments to buy units in your chosen fund(s). The value of the units will rise or fall depending on the investment performance of the funds. The value of the fund may be less than the amount paid in.

Each of our funds is managed by a professional fund manager. Your financial adviser can help you choose which funds best suit your needs. You can see more information on the funds online at **aviva.co.uk/retirement/fund-centre/**.

Spotlight on...

Units

Unit-linked funds are broken down in a number of equal portions called units. The unit value is simply the fund value divided by the number of units.

Q: Can I change my investment funds?

A: You don't have to stick with the funds you initially choose for the life of your plan; you can move your money to different funds. There's no charge for doing this, however we reserve the right to limit the number of switches you can make each year.

Q: What happens if I haven't chosen an investment fund?

A: We'll automatically invest all your payments using our Default Investment Strategy, Aviva Stakeholder Mixed Investments Universal Lifestyle approach.

For full details refer to the 'Aviva Stakeholder Mixed Investments Universal Lifestyle approach' guide. You can find this by visiting **aviva.co.uk/retirement/fund-centre/other-investment-options.html**

Q: Will I have to pay any charges?

A: Yes. There's an annual fund charge for managing your Stakeholder Pension. The amount depends on the fund(s) you choose. The maximum we charge is 1% of the value of your pension pot each year.

We take the charges from your pension pot, so they'll reduce the value of your plan.

Occasionally, we may have to increase our charges if the cost of managing your plan increases due to changes in taxation, regulation, the law and the cost of fund management. We'll always tell you if the charges are changing.

Q: Are there any charge discounts?

A: We'll give you a discount on charges when your pension pot grows beyond a certain amount. You can find more information online **aviva.co.uk/stakeholder-pension/frequently-asked-questions.html**

Q: How much will my charges be?

A: Your personal illustration shows our charges and the effect they have on your pension pot.

Q: How much will the advice cost?

A: Your adviser will give you details about the cost.

Q: Can I transfer this plan?

A: You may be able to transfer your plan to another provider before taking your retirement benefits. If you want to do this, you should be aware that the amount you transfer depends on the investment performance of the funds in which you've invested. This may be less than the total payments made into this plan.

Once you've taken income drawdown in this plan, you can still transfer your plan to another provider. The transfer will apply to your whole plan (both income drawdown funds and any accumulation funds you may have). Some providers may not accept this type of transfer.

What choices will I have when I take my retirement benefits?

This section explains the options you'll have when you reach retirement age.

Q: When can I take my retirement benefits?

A: We set up your pension plan to provide retirement benefits from your chosen retirement age, but you can take your retirement benefits from the minimum pension age. You can start taking your benefits even if you're still working. Please note the

Government is changing the minimum pension age from 55 to 57 from 6 April 2028. However depending on your circumstances you may be able to access your benefits earlier such as when you have a protected pension age (to find out more visit **aviva.co.uk/nmpa**) or are unable to work due to ill health or incapacity.

Under this plan, you must decide how to take your retirement benefits on or before your 75th birthday. If you want to leave your money invested, you'll have two options. You can either decide to take benefits through income drawdown **(see the 'income drawdown' section on page 7 for details.)**, or you'll have to move your pension to a different plan that lets you keep your pension after age 75.

Q: What might I get when I want to take my retirement benefits?

A: This will depend on the size of your pension pot and the type of retirement benefits you choose.

The size of your pension pot will depend on how much has been paid in, how long it's been invested for, the investment performance of the funds you choose and our charges.

Your illustration gives an idea of what you might get.

Accessing your retirement benefits will count towards your allowances (see 'what about tax' on page 5 for details).

Q: How can I take my retirement benefits?

A: When you're ready to take your retirement benefits you'll have a number of different options about how you can use your pension pot, including taking an income, a lump sum or a combination of both of these. We'll write to you before your chosen retirement age to let you know what your options are.

Pension Wise from MoneyHelper is a free, government-backed service offering clear, impartial and specialist guidance on your retirement options. If you're aged 50 or over, this service is available to you. Visit **moneyhelper.org.uk/pensionwise** or call **0800 138 3944** for full details of the service.

A financial adviser will be able to make personal recommendations for you based on your own circumstances and financial objectives. If you don't have a financial adviser, go to **unbiased.co.uk**, or we can put you in touch with one. A financial adviser may charge you for their services.

The options available are explained below. You can choose more than one option.

Use your pension pot to buy an income for life (known as an annuity)

- You can normally take up to 25% of your pension pot as a tax-free lump sum and use the rest of it to buy an annuity. An annuity is an insurance policy that will give you a guaranteed income for the rest of your life.
- You can buy an annuity from any annuity provider. It does not have to be purchased from Aviva. It's important to shop around as you may be able to get a higher income.
- The income you get will depend on the size of your pension pot and the cost of converting it.

Once an annuity is set up, it can't be changed.

Take your pension pot as a cash lump sum

- You can take all or some of your money as a lump sum, or number of lump sums, directly from your pension plan as and when you need it. This is known as an 'Uncrystallised Funds Pension Lump Sum' (UFPLS)
- 25% of each lump sum you take will be paid to you tax-free and the rest will be taxed as income. **Please see the 'What about tax?' section for further details.**
- Any money you don't take will remain invested and you can continue to make payments into your plan. The features in this document will continue to apply.
- When you take your first lump sum, you'll trigger the Money Purchase Annual Allowance (see 'How much can be paid into my plan each year' on page 4 for details).
- There are no limits on how much you can take in each lump sum, up to the full value of your pension.
- You pension plan will close once you've withdrawn all your money.

Income drawdown (also known as Flexi-access Drawdown)

'Income drawdown' allows you to take income directly from your pension while leaving the rest invested.

You can choose to take income drawdown from this plan, or by transferring it to another pension provider who offers this. It's important to shop around as it could help you obtain better terms.

- You can move some or all of your existing pension pot to 'income drawdown'. We'll start an income drawdown pot within your Stakeholder pension.
- Normally 25% of the amount you want to move will be paid as a tax-free lump sum and the remainder will be moved to 'income drawdown'.
- The amount you move to income drawdown will remain invested until you're ready to start taking income withdrawals from it. Any subsequent income withdrawals will be taxed as income and the following applies:
  - When you take your first income withdrawal, you'll trigger the Money Purchase Annual Allowance **(see 'How much can be paid into my plan each year?' on page 4, for further details)**.
  - We can't set up income payments that are automatically paid to you on a regular basis e.g. weekly or monthly.
  - There is no limit to how much you can withdraw, up to the full value of your income drawdown pot.
- Any money you don't move to income drawdown will also remain invested and you can continue to make payments in. This money will now be called your 'accumulation' fund.
- You can choose where to invest your income drawdown funds, from the fund range available to your plan.
- You can change your investment funds at any time.
- You can only move your pension savings to income drawdown before your 75th birthday. However, once your money has been moved to income drawdown, the money can remain invested for the rest of your life.
- At age 75, any lifestyling/phased switching will stop. Your investment funds will remain at the end point with no further automatic switching. You need to make sure that your investments are right for you; you should regularly review your existing investments.

- Your original plan charges will continue to apply for all the money that remains invested (income drawdown and any accumulation funds).
- We currently don't make a charge for moving to income drawdown or for making single income withdrawals. If this changes, we'll let you know.
- You may be able to transfer your plan to another provider. The transfer will apply to your whole plan (both income drawdown funds and any accumulation funds you may have). Some providers may not accept this type of transfer.
- You pension plan will close once you've withdrawn all your money.

Transfer to another pension scheme

- You may be able to transfer your pension pot to another registered pension scheme. Other registered pension schemes may allow additional retirement options.
- Please read the section **'Can I transfer this plan?' on page 6** for more details.

Taking your retirement benefits as lump sums or income drawdown – key risks

- Taking some or all of the money from your pension savings means it can run out - it's not a guaranteed income for your lifetime. Therefore you'll need to think about how you'll provide for yourself and your dependants in the future.
- As your pension pot remains invested, the value can go down as well as up. You may get back less than the amount that's been invested, so you could lose money.
- You need to make sure that your investments are right for you; you should review your existing investments before you take a cash sum or move them to income drawdown and on a regular basis after that.
- You could get less income than if you used your money to buy an annuity (a guaranteed income for life).

Changing your mind about moving to income drawdown

- You've 30 days in which you can change your mind about setting up income drawdown. Your 30 days start when you receive confirmation from us that your income drawdown option has been set up. At that time we'll send you a reminder about your cancellation right and a cancellation form to complete if you want to cancel.
- You can only cancel your income withdrawal option and not your decision to take a tax-free lump sum from your plan.
- If you decide to cancel you'll have to tell us what you want to do with your money moved to income drawdown. If you don't tell us what to do with your money within 30 days of asking us to cancel, then the income drawdown terms will apply and your cancellation won't go ahead.
- If you don't cancel within the 30 days, your income drawdown will continue as set out in the terms and conditions.

For more information of the risks associated with all the available options, please see our 'Making sense of your retirement options' document. Please contact us on 0800 068 6800 if you would like a copy.

Q: What happens to my plan if I die?

A: If you die while you still have this pension plan (even if you've started withdrawing your pension via UFPLS or income drawdown), your nominated beneficiary (or whoever is chosen under Aviva's discretionary powers) can choose to take the value of the fund as:

- A lump sum or;
- A dependant's or nominee's flexi-access drawdown or;
- A dependant's or nominee's annuity

A flexi-access drawdown or annuity can be taken with Aviva where a suitable product is available. Where Aviva don't offer a suitable product the funds can be taken to another provider.

Where a beneficiary isn't a dependant or nominee they'll only be entitled to a lump sum.

If you die before 75 the lump sum or income will be tax free. If you die aged 75 or over, the lump sum or income will be taxed at the beneficiary's marginal rate of income tax. If the claim cannot be paid within 2 years of Aviva being notified of death the options available to the beneficiary may reduce or become taxable.

If you've arranged your pension under a trust, we'll pay any cash sum to the trustees.

It's important that you complete the Nomination of beneficiaries' section on your application form, so we know who you would like us to consider paying your pension benefits to if you die, although this isn't binding on Aviva. Remember though, nominations can't be made where the planholder is below the age of 18.

Q: Can I change my mind?

A: You have 30 days to let us know in writing if you change your mind about setting up a new Stakeholder Pension or transferring an existing pension pot from another pension to your Stakeholder Pension. We'll remind you by post about your right to change your mind. Your 30 days start when you receive your right to change your mind. It will include a cancellation notice form and the address you should send your cancellation notice to. Alternatively, you can write to us at the address in the 'How to contact us' section.

If you transfer your existing pension pot from another pension to this Stakeholder Pension, you give up all rights to your pension pot in the pension scheme you're transferring from.

If you decide that you don't want this pension plan, we'll refund any money you have personally paid or transferred from another pension into this one within the 30 days. However, we may pay back less than the single payment or amount transferred in if the fund value has fallen. We'll pay back the value of the transfer in or single payment less any fall in investment value in this period.

If you cancel a transfer payment, the pension scheme you're transferring from may not take your transfer back. In these circumstances, you'll need to find an alternative provider who is willing to accept it or reapply for a transfer to us.

Your plan and/or transfer from another pension will continue if we don't receive your cancellation notice within the 30 days.

Q: How will I know how my plan is doing?

A: We'll send you a statement each year showing the payments to your pension plan and the current pension pot value. You can also manage your plan online with MyAviva. Discover MyAviva and register for your MyAviva account to get secure access to your pension by visiting:

aviva.co.uk/help-and-support/managing-your-policy/

Further information

How to contact us

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

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

Call us on **08000 686 800**
Monday to Friday 08:30am – 5:30pm
Saturday 08:30am – 2pm
We may monitor calls to improve our service.

E-mail
contactus@aviva.com

Office address
Aviva, PO Box 520, Surrey Street, Norwich, NR1 1WG

Terms and conditions

This Key Features document gives a summary of this pension plan. You should also see the full terms and conditions. You may already have a copy or you can get a copy from your financial adviser or from us by contacting us direct.

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.

We're regulated by the Financial Conduct Authority whose contact details are:

The Financial Conduct Authority
12 Endeavour Square
London
E20 1JN

We're also regulated by the Prudential Regulation Authority:

The Prudential Regulation Authority
20 Moorgate
London
EC2R 6DA

Potential conflicts of interest

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 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.

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

Where, despite all efforts to manage a conflict of interest, the conflict of interest cannot be prevented, we'll disclose it to you before you commit to taking out this product or taking any investment action in.

Client classification

The Financial Conduct Authority has defined three categories of customer. You've been treated 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.

Aviva staff remuneration

Aviva staff are salaried and they receive an annual bonus based upon the overall performance of the Aviva Group.

Some members of our distribution team may also receive additional bonus, a proportion of which relates to their sales performance.

How to complain

If you've taken a product out with Aviva and are unhappy with the product or the service you received, you can contact us using the details in the 'How to contact us' section.

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

If your complaint isn't 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'll 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 haven't 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 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 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/investor-relations/institutional-investors/regulatory-returns.

Compensation

Qualified advisers will recommend you buy products suitable for your needs. You have legal rights to compensation if at any time it's decided that you've bought a product that wasn't suitable for your needs at that time.

The Financial Services Compensation Scheme (FSCS) provides protection to consumers by allowing them to claim compensation in the event that an authorised financial services firm (such as Aviva Life & Pensions UK Limited) is unable to meet claims made against it.

Whether you qualify for any compensation under the FSCS will depend on the type of investments you hold. This means that if your investments through Aviva Life & Pensions UK Limited are held in external funds, then you wouldn't be eligible to make a claim for compensation under the FSCS in the limited circumstances where the external provider is unable to meet its obligations. **Our fund factsheets show whether a fund is an external fund and further details can be found in 'Your Guide to Fund Factsheets'.** If you're not sure about the type of funds you're invested in you can call us on **0800 068 800** or speak to your financial adviser. If you don't have a financial adviser, you can find one at **unbiased.co.uk**.

The cover under the FSCS, for contracts of long-term insurance, like this pension plan, is normally up to 100% of the value of the claim.

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

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

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Please get in touch if you'd prefer these key features **(SP01040)** in large font, braille, or as audio.

How to contact us

0800 068 6800

contactus@aviva.com

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