Key Features of the Your Pension @ Aviva (Stakeholder)

For increments and transfer payments to existing individual Your Pension @ Aviva (Stakeholder) plans

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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 Your Pension @ Aviva (Stakeholder) 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 Key Features document gives you the main points of your plan. Your illustration shows what you may get back. Please read them so that you understand what you're buying and then keep them with your plan documents.

Your financial adviser should've provided you with an analysis of the pension benefits you could expect to give up by transferring from your existing scheme. The analysis will estimate whether there's a reasonable chance that you could match or exceed these benefits by transferring.

You should also take into account whether you have the choice of joining a new employer's scheme. You may then be able to take your transfer payment and place it in that scheme.

Its aims

- To build up a pension pot for your retirement in a tax-efficient way.

Your commitment

- To make monthly or yearly payments or to make at least one single or transfer payment.
- If you're making a transfer payment, to transfer your fund from another pension scheme to your plan and to give up all rights in the other pension scheme.
- 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 tell us about changes that might affect your plan.

Risks

- The value of your pension pot can go down as well as up and may be less than the amount paid in.
- Your personal illustration will give you an example of what you might get back. 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 income for life is more than illustrated
  - You start taking your retirement income earlier than your chosen retirement age.
  - Tax rules change
  - Charges increase above those illustrated.
- The investment funds you can choose from have different levels of risk. For full details of each fund, please visit our Fund Centre at **aviva.co.uk/retirement/fund-centre/pension-funds/**
- If you make a single or transfer payment and then decide to cancel it within the 30 day period allowed, the payment returned to you or the transferring scheme may be less than the amount paid in. The transferring scheme may not take back the transfer.
- If you move money out of the Stakeholder With-Profit Fund, we can pay less than the quoted value of the amount you take out. We explain this further under the heading 'Where are the payments invested?' on page 7.
- In certain circumstances, we may need to delay payments, transfers and moving money between funds. 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 the fund you're invested in can't be easily converted to cash. This includes:
  - the Property Fund, or
  - a fund that's fully or partly invested in the form of land or buildings.

  After such a delay, the unit price received will be the price applicable at the end of the deferred period.

Transfer payments only

If you transfer from another pension scheme, you may be giving up valuable rights in that scheme. There's 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 6.

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

Questions and answers

What are Stakeholder pensions?

- The Government has set minimum standards that companies must meet for stakeholder pensions. They are to do with payment levels, costs, and terms and conditions.
- This is a Stakeholder Pension plan which means it meets the minimum Government standards on how much you can pay, the charges, and terms and conditions.
- They're personal pension plans 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 when the pension plan starts.
- They may be suitable for people who are employed, self-employed or not employed.
- Your employer may have an auto-enrolment scheme or a company pension scheme which you should consider joining if you haven't already done so or you aren't due to be auto-enrolled. If there are no schemes for you to join, it's possible for your employer to pay into this plan. If your employer agrees to pay into this plan you won't pay income tax or national insurance on any payments they make.

How flexible is it?

- 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 fund.

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

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

When can I take my retirement benefits?

- 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 for details), or you'll have to move your pension to a different plan that lets you keep your pension after age 75.

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

- This will depend on the size of your pension fund and the type of retirement benefits you choose.
- The size of your pension fund 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.

How can I take my retirement benefits?

- 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 fund 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 doesn't 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 fund as a cash lump sum

- You can take some or all of your money directly from your pension plan as and when you need it. This is known as an 'Uncrystallised Funds Pension Lump Sum' (UFPLS)
- Any money you don't withdraw will remain invested and you can continue to make payments into your plan. The features in this document will continue to apply.
- For each cash withdrawal the first 25% will be tax free, but the remaining 75% will be taxed as income.
- When you take your first withdrawal, you'll trigger the Money Purchase Annual Allowance (see 'What about tax?' for details).
- There are no limits on how much you can withdraw.
- You pension plan will close once you've withdrawn all your money.

Income drawdown (also known as Flexi-access Drawdown)

- 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. If you decide to take income drawdown from this plan, the following section explains how it works.
- You can move some or all of your existing pension fund to 'income drawdown' and take a tax-free lump sum. Normally 25% of the amount you move will be paid as a tax-free lump sum before your money is moved into Drawdown.
- The amount you move to income drawdown will remain invested until you're ready to start taking income 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 'What about tax?' for details).
  - We can't set up income payments that are automatically paid to you on a regular basis e.g. weekly or monthly.
  - There's no limit to how much you can withdraw.
- 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, with the exception of the With-Profits Fund, which isn't available for income drawdown investment.
- You can change your investment funds at any time.
- With this plan, 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 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.
- Your pension plan will close once you've withdrawn all your money.

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 the pension pot remains invested after income or lump sums are taken, its value can still fall as well as rise and isn't guaranteed. Its value will depend on the amount of withdrawals, the performance of the fund(s) and impact of charges.
- 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).
- If you're entitled to means-tested benefits, your benefits could be affected by taking this option.
- 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 if you'd like a copy.

Can I change my mind about moving to income drawdown?

- Yes. You have 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.

Transfer to another pension scheme

- You can transfer your pension fund to another registered pension scheme, or qualifying recognised overseas pension scheme. These pension schemes may allow additional retirement options.
- Please read the section 'Can I transfer my plan?'

How much can be paid into my plan each year?

- We have minimum and maximum levels for payments and we may change these from time to time.
- The minimum regular payment is £20. You can increase your regular payment by any amount at any time. The minimum single or transfer payment is £20.
- HM Revenue & Customs (HMRC) sets the maximum that you can pay and still receive tax relief. We only accept payments that qualify for tax relief. Please see 'What about tax?' for full details.
- Your employer can pay into this plan.
- We collect regular monthly and yearly payments by direct debit and one-off payments by cheque. If you work for an employer, payments can be collected direct from your salary.
- You may be able to transfer your pension fund from another pension scheme into this plan.

Could transferring from another pension scheme be right for me?

- If you're transferring a pension plan from another pension scheme, what you get from this plan at retirement could be very different. Depending on the type of scheme you're transferring from, you may be giving up important benefits such as the following:

  ### safeguarded benefits

  - a guaranteed retirement income such as one that's 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

  ### other valuable benefits

  - 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**.
  - enhanced death benefits
  - life cover.
- 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's no guarantee that you'll be better off. Remember the value of your pension can go down as well as up 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.
- 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 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.

What if I stop living in the UK?

- 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.

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 have 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 tax relief on your payments (up to a maximum limit). Your payments are deducted after tax is calculated, and Aviva claims basic rate of tax, even if you're not a taxpayer, on your behalf and adds it to your pension plan.
- We'll claim the basic rate tax relief for you from HMRC.
  - For example, if basic rate income tax is 20%, and you pay £80 a month into your plan, tax relief would add £20 a month. This means that for every £80 you pay in, £100 goes into your plan.
- 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 employer makes.
- You don't get tax relief on 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

- If total gross contributions to all your pension plans exceed the annual allowance you may incur a tax charge at your marginal rate of tax. The standard annual allowance is £60,000. If you have 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 won't 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 with tax credits, or after tax deductions, which can't 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.

For tax year 2024/25 the standard Lump Sum Allowance is £268,275 and the standard Lump Sum & Death Benefit Allowance is £1,073,100. 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.

Where are the payments invested?

- You choose the funds you want to invest your money in.
- Each fund is divided into 'units' of equal value. We use your money to buy units in your chosen funds. The value of the units will rise or fall depending on the investment performance of the funds. The value of a fund can go down as well as up and may be worth less then has been paid in.
- If your plan started before 6 April 2005 and you haven't made an investment choice, we'll automatically invest all payments in the Stakeholder With-Profit Fund.
- With-profits is a type of investment that shares out the returns earned by the Stakeholder With-Profits Sub-Fund to its investors through bonuses.
- Regarding income drawdown:
  - You can't invest any income drawdown funds into a with-profits fund (see 'Income drawdown' section for details).
- We may apply a market value reduction if you move money out of the Stakeholder With-Profit Fund. This means we can pay less than the quoted value of the amount taken out. This is most likely to happen following a large or sustained fall in the stock markets or when investment returns are below the level we normally expect. You can find out more information about the Stakeholder With-Profit Fund and how it works in the 'With-Profits Summary' document for the Stakeholder With-Profits Sub Fund. A copy can be found at **aviva.co.uk/ppfm**.
- You can change the funds your payments are invested in. There's no charge for doing this, but we reserve the right to limit the number of changes you make.
- If your plan started after 5 April 2005 and you haven't made an investment choice, we'll automatically invest all your payments into the Aviva Stakeholder Mixed Investments Universal Lifestyle approach. Full details are available on our website at **aviva.co.uk/retirement/fund-centre/other-investment-options.html**.
- The funds have different aims and levels of risk. More information about the funds and how many are available to you can be found in the pension fund guide and in our Fund Centre at **aviva.co.uk/retirement/fund-centre/pension-funds/**

What are the charges?

- We charge for managing your plan. These charges will reduce the value of your plan. We may 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. If we do this we'll tell you.
- Your illustration shows our charges and the effect they have on your fund.
- There's an annual charge of up to 1% of the value of the funds you accumulate.

  For example, if your fund is valued at £500 throughout the year, this means that we deduct £5 that year. If your fund is valued at £7,500 throughout the year, we'll deduct £75 that year.

How much will the advice cost?

- Your adviser will give you details about the cost.

What happens to the plan if I die?

- 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) may be able to 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 age 75, there won't normally be any tax to pay. However, if the value of tax-free benefits taken from your pension plan(s) during your lifetime and on death is more than the Lump Sum & Death Benefit Allowance (see above), the beneficiary may pay income tax on the excess.
- If you die on or after age 75, the payment of a lump sum will be subject to a tax charge. The amount of the charge will either be:
  - based on the beneficiary's income tax rate after the payment is added to their other earnings, or
  - 45% if paid to a trust or your personal representatives. The beneficiary of a trust may claim the 45% tax charge paid on the lump sum death benefit as a deduction against their own income tax.
- If the death benefits are not paid within two years of Aviva being notified of your death, the options available to the beneficiary may reduce and income tax may become payable on any lump sum death benefit.
- If you've arranged your plan under a suitable trust we'll pay any cash sum to the trustees.
- In some circumstances, the value of your benefits may also form part of your estate for Inheritance Tax purposes.
- We strongly recommend you seek financial advice if you think you're affected by tax charges.

Can I transfer my plan?

- You may be able to transfer the value of your pension plan to another scheme at any time before you start taking your retirement benefits.
- Once you've taken income drawdown, 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.
- We don't charge for a transfer, but depending on investment performance, the amount transferred may be less than the total payments to the plan.
- If your transfer is to a qualifying recognised overseas pension scheme tax charges may apply (overseas transfer charge).

Can I change my mind?

- If you're transferring benefits from another pension, you can change your mind within 30 days from the later of:
  - The day you're advised that the contract is concluded.
  - The day you receive the contract.

  Your transfer payment(s) will stay in your plan if we don't receive your cancellation notice within the 30 days.
- If you cancel the transfer within 30 days and the fund value has fallen, we may pay back less than the amount we received.
- 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 cancellation notice will include the address you must send it to if you change your mind about your transfer payment(s). Alternatively, you can contact us at the address given overleaf.

How will I know how my plan is doing?

- We'll send you a statement each year showing the payments to your plan and the current pension fund value.
- You can check the current price of our investment funds and all fund details by visiting our Fund Centre at **aviva.co.uk/retirement/fund-centre/pension-funds/**

Further information

How to contact us

- Remember, 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, e-mail or write to us.

  Call us on **08000 686 800**
  Monday to Friday **8.30am to 5.30pm**
  Saturday **8.30am to 2pm**
  We may monitor calls to improve our service.

  Email
  contactus@aviva.com

  Office address
  Aviva, PO Box 520, Surrey Street, Norwich, NR1 3WG

Other information

How to complain

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

We aim to resolve your complaint quickly. If we can resolve your complaint within three working days following the day we receive it, we'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 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 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.

Terms and conditions

- This Key Features document gives a summary of this plan. You should also see the full terms and conditions. You may already have a copy or you can get a copy from your adviser or you can contact 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

  Tel. No: **0800 111 6768**

  We're also regulated by the Prudential Regulation Authority:

  The Prudential Regulation Authority
  20 Moorgate
  London
  EC2R 6DA

Potential conflicts of interest

- Occasions can arise where Aviva plc group companies, or their appointed officers, will have some form of interest in business which is being transacted.
- If this happens, or the Aviva Group becomes aware that its interests, or those of its officers, conflict with your interests, we'll take all reasonable steps to manage that conflict of interest, in whatever manner is considered appropriate in the circumstance. This will be done in a way which ensures all customers are treated fairly and in accordance with proper standards of business.
- Further details of our conflicts of interest policy are available on request.
- Where, despite all efforts to manage a conflict of interest, the conflict of interest 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.

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.

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/**

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 6800** or speak to your financial adviser.

  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. For further information, please visit fscs.org.uk or call **0800 678 1100** or **0207 741 4100**.

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How to contact us

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