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AVIVA

Key features of the Stakeholder Pension Scheme/Group Stakeholder

To be used with Stakeholder Pension Scheme/Group Stakeholder schemes that comply with Automatic Enrolment regulations.

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You'll read references to 'Aviva', 'us' or 'we'. This means Aviva Life & Pensions UK Limited, the provider of your plan. Any reference to 'plan' means your plan or policy.

Helping you decide

The Financial Conduct Authority (FCA) is a financial services regulator. It requires us, Aviva Life & Pensions UK Limited, to give you this important information to help you to decide whether our Stakeholder Pension Scheme is right for you. You should read this document carefully so that you understand what you are buying, and then keep it safe for future reference.

The purpose of this document is to help you to make an informed decision. However, we recommend that you seek professional financial advice before you make any decisions about this plan.

Statement of demands and needs

A Stakeholder Pension Scheme is a great way to save for life after work. Your employer is required to enrol you into a pension scheme and this pension is designed to meet your demands and needs. It means you'll have a pot of money to help support you when you retire.

Your employer sets up your New Generation Personal Pension/Group Personal Pension and arranges for your regular payments to go directly from your salary to your pension. With money going in every month, you'll gradually build up your pot over your working life.

Please read this document with the enclosed illustration so that you understand what you're buying. The illustration will give you an idea of what you may receive when you retire. You need to be comfortable that you understand the benefits and risks of this plan before deciding whether to invest.

You should also read and keep safe:

- the terms and conditions (this may be your Plan/Policy 'conditions' or 'booklet'.)
- the member/pension guide
- the investment/fund guide

Please contact us using the '**Get in touch**' details on **page 22** if you haven't received any of the above.

What is the Stakeholder Pension Scheme?

The Stakeholder Pension Scheme/Group Stakeholder is a group stakeholder pension scheme. The scheme is a collection of individual stakeholder pension plans arranged by an employer for their employees.

Each individual plan is a long-term investment designed to help an employee save for their retirement. Stakeholder pensions have to meet certain standards and obey certain rules. This plan meets all the minimum standards for contribution levels, costs and terms and conditions set by the government.

Is this plan right for me?

- This plan might be right for you if:
  - you are a permanent UK resident
  - you want to invest for your retirement
  - you are aged over 16 and under 75.
  - you can afford the contributions due
  - you're prepared to keep your funds invested until you're eligible to take benefits

Its aims

- To help you save for your retirement in a tax-efficient way.
- To accept contributions from you and your employer.

Your commitment

- To make at least one payment or a transfer, or regular contributions into your plan.
- To review your plan regularly to ensure your investment fund(s) still meet your needs.
- To tell us if you've taken any of your pension savings as a taxable lump sum or income drawdown. You can find more information on income drawdown on **page 14**.
- To pay any contribution required to ensure that total contributions to your plan are at least equal to the minimum levels required under automatic enrolment regulations.
- To tell us if you stop being eligible for tax relief on your contributions. For example, if you leave the UK to reside abroad, or if your total pension contributions in a tax year are greater than your earnings for that tax year.

You should consider seeking financial advice before starting a pension plan if you:

- haven't been able to save much
- can't afford to save much as you approach retirement

The pension income you receive in retirement could affect your entitlement to means-tested state benefits.

Risks

We can't guarantee what your plan will be worth in the future. The value of investments in your plan can go down as well as up and you may get back less than the amount paid in.

- The level of benefits you could get at retirement may be less than shown in an illustration/annual statement. This could happen for a number of reasons. For example, if:
  - you and/or your employer reduce or stop contributing to your plan, even if contributions are subsequently restarted
  - investment performance is lower than assumed
  - charges are higher than assumed
  - you choose to take your benefits before your selected retirement date
  - the rates used to calculate your benefits provide a lower pension income than those assumed in the illustration/annual statement. This might be because:
    - interest rates when you retire are lower than illustrated (only relevant where an annuity is selected), or
    - life expectancy when you retire is greater than that assumed in the illustration/annual statement
  - tax rules change.
- Inflation will reduce the spending power of your pension benefits.
- Some of the funds in which you can invest may carry additional risks because of the types of asset they hold. If your investments are in funds operated though a reinsurance agreement with another insurance company, the value of those funds will depend on the value of the assets held by that insurance company in respect of those funds. Where the value of the funds operated by another insurance company is reduced, this means the value of your plan would also be reduced to reflect this failure. This could mean that you might get back less than the full value of those assets. **Please see the investment brochure/pension guide for more information.**

Questions and answers

Contributions

How can I contribute to my plan?

- Your employer will deduct your contributions from your earnings and send them directly to us.
- Contributions can be either:
  - a regular or fixed amount,
  - a fixed percentage of your earnings so your contributions change automatically in line with your earnings, or
  - a single contribution.
- Contributions will be invested when we receive them from your employer.
- Please speak to your employer if you're unsure about contribution levels.

Can I stop, restart or change contributions?

- Yes, you can stop, restart or change contributions at any time. However, you should note that:
  - fewer and/or reduced contributions will reduce the value of your plan at retirement.
  - as long as the plan stays invested, charges will be taken from your plan. The charges may reduce the value of your plan.
  - any employer's contributions may also stop if you stop or reduce your own contributions.
  - you can start contributing to the plan again at any time, provided you're still eligible to do so.
  - when you restart your own contributions you may no longer be eligible to an employer contribution.
  - if you reduce contributions to below the minimum levels required under automatic enrolment regulations, and you remain in employment, your employer will re-enrol you into the scheme approximately every three years at the statutory minimum contributions level

If you're considering stopping, changing or restarting contributions, please request an illustration from us.

Investments

Where will my money be invested?

- When you join the pension scheme, we put all contributions received into the investment programme (default) chosen by your employer.
- An investment programme aims to manage your money by moving it into different investment funds the closer you get to retirement. It's a way of investing without you having to make your own investment decisions.
- There may be a delay before contributions are paid from your employer to us. For example, your employer may wait until the end of your opt-out or cancellation period before paying contributions to us, in case a refund of contributions is required.

Please see the investment brochure/pension guide for more details about the investment programme, default fund and fund options available.

Can I change where my money is invested?

- Yes, once your first contribution has been invested by us you can, if you wish, make your own investment choices. You may choose from any of the investment programme and fund options available to you.
- In certain circumstances, we may need to delay payments, transfers and switching funds as outlined in your plan Terms and Conditions. This could be as a result of adverse market conditions or where it leads to the unfair treatment of other investors. 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 easily be converted to cash. This includes:
  - a property fund; or
  - a fund that's fully or partly invested in the form of land or buildings.

For more information please see the Terms and Conditions (this may be your Plan/Policy 'conditions' or 'booklet').

Charges

What are the charges on my plan?

- We take an annual management charge (AMC) out of your plan value over its lifetime. This pays for the costs of setting up the plan, ongoing administration and investment management. It may be higher for some investment funds than others. **Please see the investment brochure/pension guide for details of the AMC for each fund.**
- Certain investment funds also include additional expenses. These are charged to cover costs such as fees to auditors, trustees and valuers. These charges will change over time and are taken into account before the fund is priced.

For the latest charges please contact us using the **'Get in touch'** details on **page 22.**

- The illustration shows the effect charges and expenses can have on reducing the value of your plan.

Pension transfers

Can I transfer another pension into this plan?

- Yes. We can normally accept transfers in. If you want to transfer into this plan, please contact us using the **'Get in touch'** details on **page 22**.
- In some cases you must take independent financial advice before you can transfer your benefits. Your existing provider will tell you if this applies to you.
- You should discuss your options with a financial adviser before making a decision. If you don't have one, you can find one at **moneyhelper.org.uk/retirement-adviser-directory**. Financial advisers charge for their advice.
- If you transfer benefits from another pension into this plan, the AMC for that transfer amount may be higher or lower than that payable on the rest of the plan.

We don't charge for receiving pension transfers, but your existing provider may charge for transferring away.

Are there specific risks for transfers in?

You might get back less from this plan than you would've had from your other pension. It's important to consider if your other pension or any alternative new pension offers any valuable guarantees that this plan can't match.

- When you transfer a pension, there'll be a period when it's not invested. This is the time it takes your existing provider to transfer the value of your other pension to us. This could work in your favour if markets fall, but if they rise, you may miss out on potential gains.
- Once a transfer has been made, you won't have any rights to benefits from your other pension. Depending on the pension, you may be giving up valuable or safeguarded benefits such as:
  - Guaranteed pension income or an income linked to your earnings when you left that employer.
  - Guaranteed annuity rates (GARs). These set the rate at which your pension pot will be converted into annuity income, which is then payable for the rest of your lifetime. A GAR could provide a higher income than is offered by today's annuity rates.
  - Increases in the value of your pension before and after you retire.
  - Benefits your dependants would receive if you die.
  - Loyalty bonuses – and possible entitlement to additional bonuses if your other pension has a with-profits investment.
  - Protected tax-free lump sum rights that may be higher than could be provided under this plan.
  - Possible entitlement to access your other pension before the normal minimum pension age (NMPA), which is currently 55 but rising to 57 from 6 April 2028 unless you have a protected pension age. See more info at **aviva.co.uk/nmpa**

- This plan may have higher charges than your other pension.
- Some occupational pension schemes have to provide guaranteed benefits which replace a member's Additional State Pension (also known as the State Second Pension). These benefits are known as 'contracting-out' benefits and relate to periods of service prior to 6 April 2016. Any replacement benefits under this plan aren't guaranteed. Like the rest of the benefits from your plan, they'll depend on the way that the plan performs, and on the form of benefits you choose.

Can I transfer this plan to another pension?

- You can transfer the value of your plan to another registered pension scheme, or to a Qualifying Recognised Overseas Pension Scheme (QROPS). You can do so at any time, including before, or after you start taking your retirement benefits.
- A QROPS is an overseas pension scheme that has declared to HMRC that it meets certain requirements.
- You can ask us for a transfer value quotation. This will tell you the benefits that you could transfer to another pension. Please note that the transfer value of your plan may differ from its current fund value.
- If you do transfer the whole value of your plan to another pension, you can't continue to have contributions made into this plan.

Changing your mind

Can I opt out of/cancel this plan?

- Yes, after joining you have the right to opt out/cancel and receive a refund of contributions as set out below.

You only have one month after joining in which you can opt out/cancel. The notice you'll have received will also include the dates between which you can do so.

- If you opt out/cancel within this period, we'll refund all regular contributions we've received to your employer. Your employer will refund to you any regular contributions you've paid.
- In the case of any single contributions, we'll pay back the lower of the amount received and the value when we receive confirmation of your opt out/cancellation. This means less may be returned than was invested. We'll make the refund to whoever made the payment to us.
- If you don't opt out/cancel within this period, your plan will continue as set out in these Key Features and the Terms and Conditions (this may be your Plan/Policy 'conditions' or 'booklet'). Any contributions received won't be refunded.

Can I cancel a transfer in?

- Yes, you have 30 days in which to cancel, beginning from the date that you receive our confirmation that the transfer payment has been invested.
- If you wish to cancel, please contact us using the **'Get in touch'** details on **page 22**.
- If you cancel within 30 days, we'll pay back the lower of the amount received or the value when we receive your cancellation instruction, meaning less may be returned than was invested. We'll return the transfer payment to whoever paid it to us. **Note:** your existing provider may not accept it 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 Aviva.
- If you don't cancel within this period, your plan will continue as set out in these Key Features and the Terms and Conditions (this may be your 'Policy Conditions' or 'Policy booklet'). Any contributions received won't be refunded.

Retirement benefits and options

What retirement benefits will I get?

- Your benefits at retirement will depend on your plan value and how you take them.
- Your plan value will depend on how much has been paid in, how long it's been invested for, the performance of your investments and our charges.
- Please see your illustration/annual statement for an idea of what you might get. If you've not received an illustration/annual statement, please ask us.
- We'll send you statements each year to show how your plan is doing and the benefits you may get at your retirement date. You can also check online at any time.

We refer to any unused part of your plan value that typically includes tax-free benefits as your accumulation pot.

How can I take my retirement benefits?

- You have a few options as to how you can take your retirement benefits. We'll write to you closer to your retirement date with further details. You can use a different option each time you use money from your plan to provide retirement benefits.

For all the options, you can normally take up to 25% of the value as a tax-free lump sum, and use the remaining part to receive taxable income from the option itself.

- How you take taxable income under each option is explained next. For more information on how retirement benefits are taxed, please see the **'Taxation'** section on **page 18** .

Annuity option

- An annuity is a guaranteed income for life in addition to any tax-free lump sum you decide to take.
- You don't have to buy an annuity from us. Shopping around could make a big difference to what you get. This is especially important if you have certain lifestyle and health factors, such as smoking.
- The income you get will also depend on the value of your retirement benefits, the prevailing annuity rates, the features of the annuity you choose and your age. Your illustration/annual statement shows the potential annuity you might get when you reach your retirement date.
- Once your annuity is set up, it can't be changed.

Lump sum option

- A lump sum lets you take the taxable part of your retirement benefits alongside the tax-free lump sum part in a one-off cash payment as and when you need it.
- There's no minimum amount that you can take as a lump sum.
- You can't set up regular lump sum payments.
- Taking out large lump sums in a tax year could move you into a higher tax band.
- Taking a lump sum will trigger the Money Purchase Annual Allowance (MPAA). Please see **page 18** for more information.

Income drawdown option

- Income drawdown lets you take the tax-free lump sum part of your retirement benefits, while moving the taxable part to an income drawdown pot, and keeping it invested until you need income from it.
- Taking large income drawdown payments in a tax year could move you into a higher tax band.
- How long your money lasts will depend on how your investments perform, the amount of income you take and charges. It's not guaranteed to last a lifetime.
- Taking income drawdown payments may trigger the MPAA.

If you're using the income drawdown option in this plan:

- There's no minimum amount that you can move to income drawdown.
- You can take income drawdown payments as and when you need it and/or on a regular basis. You may also use your income drawdown pot to buy an annuity at any time.
- Charges will continue to apply as explained in the **'Charges'** section on **page 10**.
- We'll not select a default investment programme for your income drawdown pot. You'll need to choose where your money is invested. The accumulation pot needs to be invested the same as your drawdown pot, unless you choose from our investment pathway range of funds.
- Investment pathways are only available for the investment of your income drawdown pot. You can only invest in one investment pathway at a time. If you choose an investment pathway, the whole income drawdown pot must be invested in it.
- Investment pathways prepare your income drawdown pot for how and when you want to take your income in the future. Investment pathways provide an easier choice if you've decided not to take financial advice and if you're not confident in making your own investment decisions. For more information on our investment pathways please see **'Information about Aviva's investment pathways'** online at **library.aviva.com/gn201187.pdf**
- You can't transfer the value of another income drawdown arrangement into this plan.
- You can transfer the value of your income drawdown pot to another provider separately from your accumulation pot.

You need to use up the income drawdown pot of your plan before age 99.

When can I take my retirement benefits?

- We set up your plan to provide benefits from the selected retirement age. You can change your retirement age at any time before you start taking your retirement benefits.
- You can start taking your retirement benefits from the NMPA, currently 55. You can do so even if you're still working. Please note that the Government is changing the NMPA from 55 to 57 from 6 April 2028. Depending on your circumstances you may be able to access your benefits earlier, such as when you have a protected pension age (visit **aviva.co.uk/nmpa** to find out more) or are unable to work due to ill health or incapacity.
- You can take your retirement benefits in stages. If and when you choose to buy an annuity, you'll have to use up all that is left in your plan.
- Under this plan you need to use up the accumulation pot before age 75 by selecting one or more of the options described on the previous page. If you wish to delay when you take your retirement benefits, you'll need to transfer the value of your accumulation pot to another pension product before your 75th birthday. If you only have an accumulation pot and make no contact with us before you reach your 75th birthday, we'll set up an annuity for you. If you also have an income drawdown pot and make no contact, we'll move the value of your accumulation pot to your income drawdown pot.

What are the risks with lump sums and income drawdown?

- Any part of your plan left in the accumulation pot after you use these options will continue to be invested. Its value isn't guaranteed, and it can go down as well as up. This is also the case for your income drawdown pot until you take it as income.
- Your future income isn't guaranteed and your money could run out. If you take most of what's in your plan as lump sums and/or income drawdown payments and have no other provisions, this may reduce your ability to provide a sustainable retirement income, or provide for dependants in the future.
- If you take large lump sums, you may pay more tax than you expected.
- Eventually you could get less income through these options compared to an annuity.

Can I change my mind about lump sums and income drawdown?

- No. You can't change your mind about taking a lump sum or moving money to your income drawdown pot.
- However, when you take your first income drawdown payment, you have 30 days to change your mind. If you wish to cancel, please contact us using the **'Get in touch'** details on **page 22**. If you decide to cancel, you'll have to return all payments to us within 30 days of the notification of your wish to cancel.

Where could I get more information?

- For more information on all the options, please see **'Making sense of your retirement options'** online at **library.aviva.com/an12270c.pdf**
- Further information and guidance is also available at **page 20** .

Life events

What happens to my plan if I leave my current employer?

- If you leave your current employer, you can keep your pension plan with Aviva. However, the range of funds available to you and the fund charges may be different. If you do leave, we'll write to provide further information.
- Employer contributions will stop.

What happens to my plan if I die?

- If you die before you take all your pension benefits, your remaining pension benefits will be paid to your family members or any other parties we select, at our discretion, in accordance with the scheme rules.

You can nominate who you'd like us to consider paying the pension benefits to by completing a nomination form. We'll consider the nomination but aren't bound by it.

- If you've set up a trust for your plan, we'll pay the pension benefits to the trustees of that trust, who are then responsible for paying the trust's beneficiaries.
- **Please see the plan's Terms and Conditions (this may be your Plan/Policy 'conditions' or 'booklet') for more details.**

Taxation

Here is some information based on our interpretation of current tax legislation, which can change. Your tax treatment depends on your main place of residence as advised to us by HMRC and your other individual circumstances.

What about tax when money is paid into my plan?

One of the biggest benefits of investing in a pension is that you can normally get tax relief from the government on pension contributions you pay into your plan.

Here's how tax relief works:

- You can currently save up to 100% of your UK taxable earnings into a pension to get tax relief.
- If you earn £3,600 or less, the maximum you can contribute is £3,600. This includes 'tax relief,' so your personal contribution should be no higher than £2,880.
- If you're a basic rate taxpayer, for every 80p you pay in, the government gives an extra 20p in tax relief, boosting your contribution to £1.
- If you're a higher or additional rate taxpayer, you can claim further tax relief through your self-assessment tax return or by requesting HMRC to adjust your tax code. Please see our tax relief guide, available at **library.aviva.com/mpen15c.pdf** for more details.
- There is an alternative to tax relief. Your employer may operate a 'salary sacrifice' arrangement (also known as 'salary exchange'). This is an arrangement between you and your employer in which you agree to a reduction in your salary or bonus, and in return your employer pays a pension contribution which matches the salary or bonus you've exchanged. This way you pay less income tax and national insurance contributions as your salary or bonus has been reduced. Please see our salary exchange guide at **library.aviva.com/mpen15d.pdf** for more details, or you can contact your employer for further information.
- If you transfer money from another pension plan into this one then you won't get any tax relief on the transfer value as this money will already have benefitted from tax relief.

Is there a limit to what can be paid in?

Annual Allowance and Money Purchase Annual Allowance

- HMRC puts a limit on the total amount that can be paid into all your pension arrangements each year before a tax charge is payable. This is the Annual Allowance. Anything paid in above the Annual Allowance may incur a tax charge.
- The Annual Allowance may be reduced if you earn more than the 'threshold income'. This is known as the Tapered Annual Allowance.
- A reduced annual allowance, known as the Money Purchase Annual Allowance (MPAA) will apply to you if you flexibly access your pension savings. If the MPAA applies, you'll have been informed of this by the provider of that pension.
- Transfer payments don't count towards your Annual Allowance.

What about tax while my money is invested?

- You won't pay any personal tax on the growth of your fund, as long as your money stays invested. It can then grow free of UK income and capital gains tax.
- Some investment returns may be received by the fund with tax credits or after tax deductions which can't be re-claimed.
- Any investments in overseas assets will be subject to the tax rules applicable to that country.

What about tax when I take my benefits?

- You can normally take up to 25% of your plan as a tax-free lump sum, taking what's left as taxable income. Annuity, income drawdown and lump sum payments are all taxed based on your highest income tax rate. If we don't know your tax code, an emergency tax code may be applied, meaning you may pay too much, or not enough tax on these payments. You'll need to reclaim any overpaid tax.

Is there a limit on the amount of tax-free benefits I can receive?

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 **tax relief or your allowances** at **gov.uk/tax-on-your-private-pension**. **We strongly recommend you seek financial advice if you think you're affected by tax charges.**

What about tax when I die?

- 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 all your pensions 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 benefits will be subject to tax. Depending on how benefits are taken, the tax could be either:
  - based on the beneficiary's income tax rate after any payments are added to their other earnings, or
  - 45% if paid as a lump sum death benefit to a trust or your personal representatives. The beneficiary of a trust may claim the 45% tax charge paid as a deduction against their own income tax. A financial adviser can provide further information.
- If you die before 6 April 2027 death benefits will normally be free of inheritance tax. HMRC are changing the rules from 6 April 2027, if you die on or after that date death benefits payable from your pension, to somebody other than your surviving spouse or civil partner, will be included when calculating the value of your estate for the purposes of inheritance tax. If any inheritance tax is due in relation to the pension benefits the beneficiary/ies will, in certain circumstances, be able to ask us to deduct and pay this to HMRC before we pay the remaining benefits in the same ways as we would now.

Further guidance

Information available to you

- 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.
- You should discuss your options with a financial adviser before making a decision. If you don't have one, you can find one at **moneyhelper.org.uk/retirement-adviser-directory**. Financial advisers charge for their advice.

How to complain

- If you've taken a product out with Aviva and are unhappy with the product or the service you received, please contact us using the **'Get in touch'** details on **page 22**.
- 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 we don't resolve your complaint within three working days of receiving it, we'll;
  - acknowledge your complaint promptly
  - assign a dedicated complaint expert to review your complaint
  - carry out a thorough and impartial investigation
  - keep you updated as to our progress
  - do everything we can to resolve things as quickly as possible; and
  - send you a written response within eight weeks of receiving your complaint. This will tell you the results of the investigation or explain why that's not possible.
- Where we can't resolve your concerns, or have been unable to resolve them within eight weeks, you may be able to ask the FOS to carry out an independent review. Whilst firms are bound by their decisions, you aren't. Contacting the FOS won't affect your legal rights. You can contact them on **0800 023 4567** or visit their website at **financial-ombudsman.org.uk**, where you'll find further information.

Solvency and financial condition report

- Every year we publish a Solvency and financial condition report which provides information about our performance, governance, risk profile, solvency and capital management. This report is available for you to read on our website at **aviva.com/investors/regulatory-returns**

Compensation

- Your Stakeholder Pension plan is covered by the Financial Services Compensation Scheme. If we become insolvent and we can't meet our obligations under this plan, the scheme may cover you for up to 100% of any successful claim you make.
- To find more information about the FSCS, including how to contact them via email and webchat:

  Website: **fscs.org.uk**

  Phone: **0800 678 1100** or **0207 741 4100**

Potential conflicts of interest

- There may be times when Aviva Plc group companies or our appointed officers have some form of interest in the business being transacted. If this happens or when we become aware that our interests, or those of our officers, conflict with your interests, we'll take all reasonable steps to manage that conflict of interest. We'll do this in a way that treats all customers fairly and in line with proper standards of business.

- Where despite all efforts to manage a conflict of interest, the conflict of interest can't be prevented, we'll disclose it to you before you commit to taking out this product or taking any investment action in relation to it.
- Further details of our conflicts of interest policy are available on request. Please contact us using the **'Get in touch'** details on **page 22**.

Aviva staff payments

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

Customer status

- Aviva will treat you as a retail client. This means that you have the highest degree of protection available under the Financial Conduct Authority rules. This includes access to complaints and compensation procedures. However you won't be covered for wrong advice unless this product was personally recommended to you by a financial adviser authorised by the Financial Conduct Authority.

Terms and Conditions

- This Key features document is a summary of your Stakeholder Pension Scheme. For full details please see your Terms and Conditions (this may be your Plan/Policy 'conditions' or 'booklet').
- If you'd like a copy of the full Terms and Conditions, please contact us using the '**Get in touch**' details on **page 22**.

Law and language

- Aviva and you have a free choice of the law that can apply to a contract. Aviva proposes to choose the law of England and Wales, and by entering into this contract you agree that the law of England and Wales applies. Your contact will be in English and we'll always write and speak to you in English.

Financial advisers

- Where you've received information or advice from a financial adviser they'll provide you with information regarding their identity, the capacity in which they're acting and their address for future communications.

Financial services registered details

- Aviva Life & Pensions UK Limited is a company limited by shares. It's authorised by the Prudential Regulation Authority and is regulated by the Financial Conduct Authority and the Prudential Regulation Authority and is entered on the Financial Services register, number 185896, **register.fca.org.uk**

Get in touch

Remember, your employer will normally be your first point of contact.

If you have any questions, you can:

Call us on **0345 602 9221**

at the following times: **Monday to Friday between 8.30am and 6pm**.

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

Email us at **ngp.questions@dgaviva.com**

Write to us at **Aviva, PO Box 1550, Salisbury SP1 2TW, United Kingdom**

Need this in a different format?

Please get in touch if you'd prefer this Key features document (**NG08040**) in large print, braille, audio, or in a different colour.

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