Aviva Personal Retirement Bond

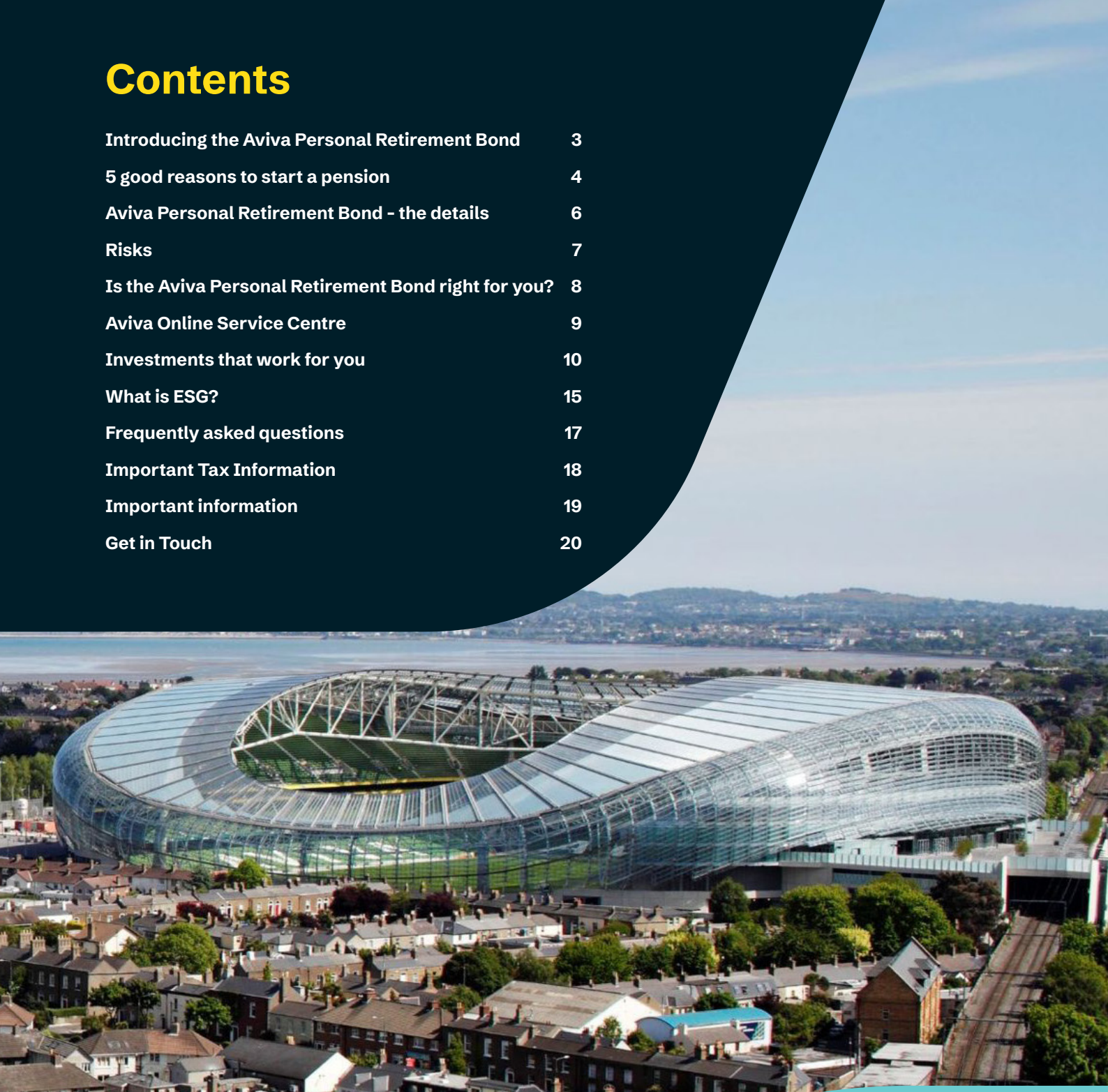
Customer Guide



AVIVA

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About Aviva

Aviva has been helping clients look to the future with confidence for over 300 years. Today, we continue that legacy by providing you with the products you need to take control of your financial future. Our Personal Pension plans give you a flexible way to save for retirement with tailored investment options to suit your needs. Whatever retirement you want, we will be there to help you achieve it.

Introducing the Aviva Personal Retirement Bond

At Aviva, we're deeply invested in delivering great customer outcomes. That's why we are here to help you achieve your retirement goals with the Aviva Personal Retirement Bond – a single-contribution pension plan that gives you a straightforward option for your fund that you've built up with a previous employer. We offer a choice of investments whether you want a ready-made default investment solution, or you want to have a more hands on approach by creating a bespoke portfolio of chosen funds and/or individual assets.

What is a Retirement Bond?

A Retirement Bond is a unit linked pension plan which allows you to invest single contributions. It is normally taken out by anyone who is leaving a company pension, usually due to changing job. Sometimes it is called a Buy Out Bond or a Transfer Bond. It is a portable pension pot that you own and have complete control over. This investment is not readily realisable. It may be difficult to sell or exit the product, and it may also be difficult to obtain reliable information about its value or the risks involved.



Before deciding to invest in the Aviva Personal Retirement Bond, you should also read the following separate guides:

- '*Your Investment Guide*' which aims to make investment decisions easier by explaining our fund range and the level of risk of each fund.
- The '*Your Aviva Pension Product & Charges Summary*' which will be given to you by your financial broker along with this guide.

Warning: Due to the nature of this product, it is important to ensure that it remains suitable for you. We recommend that you engage with your financial advisor on a regular basis to ensure its ongoing suitability.
Warning: If you invest in this product you will not have access to your money before you retire.
Warning: The value of your investment may go down as well as up.
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Warning: If you invest in this product, you may lose some, or all, of the money you invest.

5 good reasons to start a Retirement Bond

1

On average, we're all living longer

Thanks to healthier lifestyles, plus advances in medical treatments, people are living much longer these days. So, to make sure your money doesn't run out, you'll need to build a bigger pension fund.

2

Investment Choice

With a range of investments to choose from you can ensure your pension is invested in funds to match your risk profile.

3

Your fund can grow tax-free*

The money in your Retirement Bond can currently grow tax-free – so it should have the potential to grow faster than in other types of savings plans that are subject to tax.

4

You're in control

A Retirement Bond is essentially a portable pension pot that you own and have complete control over. You don't have to consult with pension Trustees prior to making any decisions about it.

5

You can draw a tax-free cash sum at retirement

When you retire, you can currently take part of your pension fund as a tax-free lump sum (subject to a lifetime limit of €200,000). This can enable you to do those things you've always promised yourself.

** Except for certain foreign and withholding taxes that cannot be reclaimed.*

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Aviva Personal Retirement Bond - the details

What is it?

The Aviva Personal Retirement Bond is a unit-linked pension plan which allows you to invest single contributions. Retirement Bonds are usually taken out by anyone who is leaving a company pension, usually due to changing job or those whose company pension fund is being transferred to a Retirement Bond by the Trustees of their pension scheme.

There's a minimum investment term of 3 years. We offer a number of Retirement Bond options. Your financial broker will discuss these options with you to decide which is the most suitable option for your needs. Your financial broker will give you a copy of 'Your Aviva Pension Product and Charges Summary' document which outlines the specific features of your chosen option.

What happens to my contributions?

To make sure that all customers are treated equally and fairly, each fund is divided into a number of identical units. Your contributions will be used to buy units in your choice of fund (or funds) – and the value of each unit will move up and down in line with the market value of the fund's investment.

What are the charges?

Fund Charges

The Fund Charges will depend on:

- which Personal Retirement Bond option you've selected, which determines the plan management charge; and
- which funds you're invested in, which determines the fund management charge.

The Fund Charge can be made up of a fund management charge (FMC), a plan management charge (PMC) or a rebate which is applied as bonus units to your policy.

Allocation rate

The amount of your single contribution which is invested in your Aviva Personal Retirement Bond will depend on the allocation rate applied. This is the percentage of your money that is used to buy units in your Aviva Personal Retirement Bond. Anything not invested is a charge. Your financial broker will discuss the options available and decide which is the most suitable to your needs.

Early exit charge

The Aviva Personal Retirement Bond is a medium to long term investment, and for that reason we have designed it for at least a 5-year period. If you decide to transfer your money or take your benefits early , an early exit charge may apply. Where an early exit charge applies this will be disclosed on the policy schedule.

Policy servicing fee

A policy fee may apply. Where a policy fee does apply this will be disclosed in your policy schedule.

Fund switching charge

You can change your choice of investment funds at any time. We don't charge you for switching between investment funds.

For full details of the charges applicable on your Aviva Personal Retirement Bond, please read 'Your Aviva Pension Product & Charges Summary' document which will be provided to you by your financial broker.

Risks

All investment choices are made at your own risk so it is important to seek the advice of a financial broker when making investment decisions.

Aviva Life & Pensions Ireland DAC ("Aviva") is not responsible for the performance or solvency of any of the funds available through the Aviva Personal Retirement Bond providers.

External fund managers are responsible for the management of certain funds, including the choice of securities in which they invest the funds. This means that Aviva is not responsible for the performance of these funds, or the solvency of the external fund managers.

In order to maintain fairness between those remaining in and those leaving a fund, we may, in exceptional circumstances, delay selling or switching all or part of policyholders' funds. Please see the 'Important fund information' on page 20.

The value of investments linked to this policy may be affected by fluctuations in a range of factors including interest rates, exchange rates, and economic and political situations.

Counterparty risk

The value of investments with any fund manager may be affected if any of the institutions with whom money is placed suffers insolvency or any other financial difficulties. The value of units will reflect the value of the assets recovered from that manager. Aviva will not use any of our assets to make up any shortfall.

For more information on the risks associated with investing in funds available through the Aviva Personal Retirement Bond, please see the separate 'Your Investment Guide' and speak to your financial broker.



Is the Aviva Personal Retirement Bond right for you?

To invest in our Personal Retirement Bond you must be:

Over 18 years of age and less than 70 years of age

Have benefits which can be transferred from a previous employers pension arrangement

Be resident for tax purposes in the Republic of Ireland and have an address in the Republic of Ireland

The Aviva Personal Retirement Bond may suit if you:

- Have left your company pension scheme and want to transfer your pension benefits into a Retirement Bond.
- Are a member of an existing pension scheme which is being wound up and you want to transfer your pension into a Retirement Bond.
- Are looking for a long term investment plan to provide for your retirement.
- Desire full ownership and control over your pension pot, independent of your former employer.
- Prefer a single contribution structure, with a minimum contribution of €5,000.
- Want access to a broad range of investment options, including ESG-focused and lifestyle strategies.
- Are happy with the choice of funds into which you can invest your premium and are happy to take risk with the aim of generating returns.
- Are planning for retirement from age 50 onwards, and want the flexibility to choose between a tax-free lump sum, annuity, or ARF.
- Appreciate transparent pricing, with competitive fund management charges and no switching fees.
- Are happy with the charges on this product.
- Value digital tools and support, with access to policy information and investment performance online.

The Aviva Personal Retirement Bond may NOT suit if you:

- Have not left your company pension scheme.
- Are a member of an existing pension scheme which is not being wound up.
- Are looking for a short term investment plan that will not be used for your retirement.
- Are not happy with the charges on this product.
- Are not happy with the choice of funds into which you can invest your premiums and are not happy to take risk to generate returns.
- Do not have at least €5,000 to transfer into this from an existing pension scheme.
- Are looking to make ongoing contributions (Retirement Bonds are single contribution only).
- Want access to funds before age 50.
- Require capital guarantees.
- Do not understand or accept investment risk.

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Aviva Online Service Centre

How do I get started?

In order to sign up for the Aviva Online Service Centre, you will need a valid e-mail address and telephone number and your Aviva Personal Retirement Bond policy number to hand. To create an account please visit https://www.aviva.ie/customer-service/ and select the 'Register' button under Aviva Online Service Centre.

There's a range of online services available for you as an Aviva customer – once you're registered just visit https://www.aviva.ie/customer-service/ and click 'Login' under Aviva Online Service Centre

With Aviva Online Service Centre, you can:

- view your new business policy documentation (such as your policy conditions and policy schedule) in downloadable format;
- see the current value of your Aviva Personal Retirement Bond;
- see the funds you've invested in and how much money you have invested;
- use tools such as our Pensions Calculator or Risk Profiler.



Investments that work for you

We all have different preferences for how we like to invest and we aim to match our offerings with your needs. With the help of your Financial Broker, you can opt for a simple ready-made solution, a completely bespoke portfolio or something in-between.

Our investment range focuses on three key propositions:



Managed for You

Simple ready-made multi-asset funds. This range includes options from different managers, risk profiles, and investment styles.



Managed with You

Build and manage your own portfolio by selecting funds from our Aviva Select Range chosen by our investment team.



Managed by You

Create a bespoke and highly tailored portfolio with access to diverse and unique range of investment products through our Self-Directed Investment Option[1].

You can also mix and match between the three ranges. We are confident that our approach will enable you to find exactly the solution that works best for you.

Within our ranges, we offer investments from global investment managers who have won multiple awards for their expertise, track record and innovation. For example, in our Managed for You and Managed with You ranges we offer funds from Aviva Investors, Legal & General (L&G), DWS, Aberdeen Investments, Columbia Threadneedle Investments, Dimensional, and Cantor Fitzgerald, with operations spanning a range of countries and asset classes worldwide. These managers bring you the benefits of global scale and expertise. Across our ranges, we also offer investments from Irish investment management teams, such as our in-house property team in Aviva Ireland, who bring you the benefits of local expertise.

We recommend you consult your Financial Broker before making any investment decisions. When you decide the very best options for you, you will find us here, ready to help.

1. Our Self Directed Investment Option is not available through our Investment Bond, Savings Plan, PRSA or Corporate Master Trust.

Our Managed for You range

Choose from our simple ready-made multi-asset funds

If you value simplicity when you invest, we offer a range of ready-made, multi-asset funds through our Managed for You range. This range includes options from different managers, risk profiles, and investment styles.

Manager	Fund range name	Investment style	Number of funds in range	Annual pricing	Aviva, or our fund partners, have designated these funds as Article 8 under European Sustainability Regulations[1]
AVIVA INVESTORS	Multi-Asset ESG Active Fund Range	Active bias[2]	3	Standard	Yes
	Multi-Asset ESG Passive Plus Fund Range	Passive bias[3]	3	Standard less 0.05%	Yes
	Fixed Allocation Fund Range	Fixed Allocation[4]	4	Standard less 0.10%	Yes
L&G	L&G Multi-Index Fund Range	Active bias with passive building blocks	3	Standard	Yes
CANTOR Fitzgerald	Cantor Fitzgerald Multi-Asset Fund Range	Active bias	3	Standard	Yes
Dimensional	Dimensional World Allocation Fund Range	Systematic active[5]	5	Standard +0.14% to +0.2% depending on equity allocation[6]	No

Understanding Multi-Asset Funds

Multi-Asset Funds invest across a number of different asset types which may include equities, bonds, property, cash, and alternatives. This gives you a greater degree of diversification than investing in a single asset class. Diversifying across a broad range of asset classes, styles, sectors, and regions can help cushion against any shocks that come with investing in a single asset class. However, investors should remember that diversification cannot fully protect them from market risk.

Understanding ESG

ESG investing considers a company's Environmental, Social, and Governance practices, alongside more traditional financial measures. Funds classified as Article 8 promote environment or social characteristics, but do not have a sustainable investment objective.[7]

1. The European Regulations are the Sustainable Finance Disclosure Regulation (Regulation (EU) 2019/2088) (SFDR). This regulation is designed to improve transparency in relation to sustainability risks and impacts in relation to financial products in the market and make it easier for investors to distinguish and compare the available sustainable investing strategies. Article 8 Funds consider ESG factors as part of their investment process, but they do not have a specific sustainability objective. Beyond any binding ESG constraints in the strategy and baseline exclusions policy, the investment manager retains discretion over final investment decisions, taking into account wider risk factors. 2. Active bias, the fund manager makes active investment decisions on an ongoing basis. 3. Passive bias, the fund is managed to longer-term investment objectives with few short-term active investment decisions being made. 4. Fixed Allocation Funds combine equities and bonds, with a fixed allocation to each asset class which are rebalanced monthly. 5. Systematic active investing is a way of managing money that follows specific rules instead of relying on the opinions of fund managers. It uses academic research to find strategies that aim to do better than just sticking to a simple index or market average. 6. Dimensional World Allocation Funds have annual fund charges that range from 0.14% to 0.20% higher than Aviva's standard annual fund charge, depending on the fund's investment mix. 7. Please see the ESG section of this brochure for more information on ESG investing,

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More about the Aviva Multi-Asset ESG Range

We offer several types of Multi-Asset ESG Funds to meet the different needs and risk profiles of investors. You simply work with your Financial Broker to choose the fund that best matches your investment goals, your preferred investment style, and the level of risk you're comfortable taking. Then our professional Aviva Investors Portfolio Managers will take care of the rest.

Aviva Multi-Asset ESG Active Range[1]	• Three funds, each aiming to grow your money, while managing to a level of risk that you're comfortable with. • Active bias, the fund manager makes active investment decisions on an ongoing basis[1]. • Each fund spreads your money across a diverse range of different investments, including equities, bonds, cash, and alternatives. • We have designated all three Funds as Article 8 under European Sustainability Regulations[2]. This means ESG factors are considered in how the funds are managed.
Aviva Multi-Asset ESG Passive Plus Range[1]	• Three funds, each aiming to grow your money, while managing to a level of risk that you're comfortable with. • Passive bias, each fund is managed to longer-term investment objectives with few short-term active investment decisions being made[1]. • Each fund spreads your money across a diverse range of different investments, including equities, bonds, cash, and alternatives. • We have designated all three Funds as Article 8 under European Sustainability Regulations[2]. This means ESG factors are considered in how the funds are managed.
Aviva ESG Fixed Range	• Four funds, each aiming to grow your money, while managing to a level of risk you're comfortable with. • These funds are passively managed with passive building blocks. • Each fund combines equities and bonds, with a fixed allocation to each asset class which is rebalanced monthly. • We have designated all four Funds as Article 8 under European Sustainability Regulations[2]. This means ESG factors are considered in how the funds are managed.

1. This is the overall fund bias but there may be active investment funds in Aviva Multi-Asset ESG Passive Plus and there may be passive investment funds in Aviva Multi-Asset ESG Active.

2. The European Regulations are the Sustainable Finance Disclosure Regulation (Regulation (EU) 2019/2088) (SFDR). This regulation is designed to improve transparency in relation to sustainability risks and impacts in relation to financial products in the market and make it easier for investors to distinguish and compare the available sustainable investing strategies. Article 8 Funds consider ESG factors as part of their investment process, but they do not have a specific sustainability objective. Please see Your Investment Guide for more information. Beyond any binding ESG constraints in the strategy and baseline exclusions policy, the investment manager retains discretion over final investment decisions, taking into account wider risk factors.

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Our Managed with You range

Build and manage your own portfolio with our **Aviva Select Funds**

If you value control and wish to have more of a say in your investments, you may opt to build and manage your own portfolio selecting investments from our Managed with You range. Here you can build and manage a portfolio of funds with your Financial Broker from a shortlist of Aviva Select Funds.

The Aviva Select Funds have been hand-picked by our investment team and include property funds, alternative strategies, and a range of active and passive funds focused on single asset classes (equities, bonds and cash).

Aviva Select Funds

Alternative strategies	Property	Single asset funds
AVIVA INVESTORS	AVIVA	AVIVA INVESTORS
DWS		aberdeen Investments
		Dimensional
		COLUMBIA THREADNEEDLE INVESTMENTS

Our Managed by You range

Create a bespoke and highly tailored portfolio with our Self-Directed Investment Option (SDIO)[1]

Through our Self-Directed Investment Option (SDIO) platform you can work with your Financial Broker to select and manage a portfolio of investments from a wide range of structured products, shares, ETFs and funds. SDIO can be used on a stand-alone basis or combined with other funds available through the Aviva fund range in both the Managed for You and Managed with You ranges. You can choose from four different types of accounts, depending on your needs and requirements. Your Financial Broker can help you to decide which one will work best for you. Some of the investments in SDIO may be deemed a complex product under MIFID rules. All investments made through SDIO are for the customer and Broker to determine suitability.

Our SDIO Range



1. Our Self Directed Investment Option is not available through our Investment Bond, Savings Plan, PRSA or Corporate Master Trust. 2. Only available through Cantor Fitzgerald for SDIO. 3. Where the value of a unit depends on the disposal of any assets held in the Self-Directed Investment, we may delay the cancellation of units until such time as the monetary value of the assets has been received by us from the Investment Manager. Please review the relevant investment offering documentation for full details. 4. The minimum investment in Aberdeen Private Markets Fund is €100,000 across all Share Classes.

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What is ESG?

ESG investing incorporates environmental, social and governance (ESG) elements into a fund's investment process, in addition to financial considerations.

 **Environmental**	 **Social**	 **Governance**
How the company interacts with the environment	**How the company interacts with society**	**How the company is run**
› Climate change › Natural resources › Pollution and waste › Energy use	› Working conditions › Health and safety › Employee relations and diversity › Data protection	› Executive pay › Bribery and corruption controls › Board diversity › Risk management

Investing your money to make a difference

Across our Managed for You and Managed with You fund ranges, we offer funds that we, or our fund partners, have determined to comply with Article 8 requirements under European Sustainability Regulations[1]. For example, in our Managed for You and Managed with You options you can invest in funds from Aviva Investors, the fund management arm of the Aviva Group.

With a dedicated team of 50+ sustainable investing Analysts[2], Aviva Investors has built ESG considerations into some of their investment processes[2]. Share Action ranked Aviva Investors 5th out of 76 asset managers globally for investing responsively[3].

1. The European Regulations are the Sustainable Finance Disclosure Regulation (Regulation (EU) 2019/2088) (SFDR). This regulation is designed to improve transparency in relation to sustainability risks and impacts in relation to financial products in the market and make it easier for investors to distinguish and compare the available sustainable investing strategies. Article 8 Funds consider ESG as part of their investment process but they do not have a specific sustainability objective. Beyond any binding ESG constraints in the strategy and baseline exclusions policy, the investment manager retains discretion over final investment decisions, taking into account wider risk factors. 2. Source: Aviva Investors December 2024. 3. Source: Share Action 2025.

Sustainability at Aviva

Aviva Funds classified as Article 8

We have designated our Aviva's flagship Multi-Asset ESG Range Article 8 or Light Green Funds under European Regulations[1].

Aviva Investors' B rated by Share Action for responsible investing[2]

Ranked 5th out of 76 asset managers globally.

Aviva Investors' 5 star rating by UNPRI

(United Nations Principles for Responsible Investment)[3]

For ESG strategy and governance.

Aviva Investors committed to voting[4]

Voted in 67,334 resolutions in 2024. They voted against 20% of management resolutions.

Aviva Investors engaging at scale[4]

Engaged with 1,166 companies and sovereign issuers in 2024.



1. The European Commission designed the Sustainable Finance Disclosure Regulation (SFDR) to improve transparency in relation to sustainability risks and impacts in relation to financial products in the market and to make it easier for investors to distinguish and compare the available sustainable investing strategies. Our Aviva Multi-Asset ESG Funds are classified as Article 8 or Light Green Funds under SFDR. The team may invest in securities of companies that might not meet one's personal preferences. Where funds invest in externally managed collective investment vehicles, Aviva Investors will undertake an ESG assessment before investing. For more information on SFDR and our approach to sustainability, please see our sustainability policy which you can download on www.aviva.com. Beyond any binding ESG constraints in the strategy and baseline exclusions policy, the investment manager retains discretion over final investment decisions, taking into account wider risk factors.

2. Source: Share Action 2025.

3. Source: UNPRI 2024.

4. Source: Aviva Investors Annual Review 2024.

Frequently Asked Questions

When do I have to decide if I want a Retirement Bond?

You have up to two years after you leave a company pension to transfer your fund to a Retirement Bond. Outside of the two year period you can still transfer to a Retirement Bond but you will need the Trustees of the pension scheme to agree.

How is my Retirement Bond setup?

The bond is set up by the Trustees of your company pension. They apply for the bond in your name but once it is set up it belongs to you and the Trustees have no further involvement in it.

Who chooses the Retirement Bond?

You do. Even though the Trustees have to sign the application form, you can generally choose any Retirement Bond available in the market.

Can the Trustees transfer my fund to a Retirement Bond without my consent?

When transferring your pension fund on your behalf, the Trustee of your pension scheme must have your consent. However, there are certain circumstances whereby a Trustee can transfer your fund without your consent. These include but are not limited to:

- If a company pension scheme is closing or being wound up;
- If the transfer value of your fund is less than an amount set by the Pensions Act (which is currently €10,000 in October 2025) and provided that:
  - You left the company at least 2 years ago,
  - You have not already requested a transfer to a Retirement Bond or another pension arrangement to which your fund can be transferred, and
  - You are notified at least 2 months before the Trustees intend to transfer the fund.

Where the value of your fund is greater than €10,000 the Trustees can apply to the Pensions Authority for approval to transfer your benefits. The Pensions Authority may approve such a transfer subject to certain criteria being met. For more details on this process we recommend that you talk to your financial broker.

Can I take my money out if I need it in the future?

Once you've put money into a Retirement Bond you can't withdraw it until you reach at least age 60. There are two exceptions to this - you can retire at any age due to ill health or if you have left service then you can access benefits from your Retirement Bond from age 50.

What happens if I have to retire early because of ill health?

If you qualify for ill health early retirement under Revenue rules, you can take benefits from your Retirement Bond immediately.

What happens if I die before I retire?

If you die before you retire, we'll pay the value of your Aviva Personal Retirement Bond to your personal representatives. In certain limited circumstances, the full value may not be payable as a lump sum. As with any inheritance, your beneficiary(ies) may have to pay inheritance tax on any benefits we pay to them. Contact your intermediary or Aviva directly for further information.

Can I use my Aviva Personal Retirement Bond as security for a loan?

No. You can't transfer the rights to your Aviva Personal Retirement Bond to a bank or another institution as security for a loan.

What is the minimum term for setting up an Aviva Personal Retirement Bond?

The minimum investment period for paying single contributions to the Aviva Personal Retirement Bond is 3 years.

How can I pay my contributions?

You can pay single contributions to the Aviva Personal Retirement Bond and you can pay in your single contribution by electronic funds transfer.

What are my options at retirement?

Our separate 'Retirement Guide' explains all of the various options that may be available to you at retirement. Ask your financial broker for a copy or download it from www.aviva.ie

Important Tax Information

Assumed Tax Rates

Any references to taxation in this brochure are based on current Irish tax rates and Revenue rules as of March 2026. The examples provided assume standard tax rates and may not reflect your individual circumstances.

Confirmation Tax Reliefs Apply as of Publication Date

Tax reliefs, exemptions and limits described in this brochure are those available under current Irish tax law as at the date of publication. These may change in the future, and such changes could affect the value of your benefits.

Identification of Persons to Whom Tax Reliefs Apply

Eligibility for tax reliefs, exemptions and preferential tax treatment depends on your personal circumstances, including your residency status and whether you meet Revenue conditions for pension tax relief.

Clarification Whether Taxation Applies Only to Certain Classes of Consumers

Some tax treatments described in this brochure apply only to certain categories of consumers—for example, individuals with earned income, individuals meeting Revenue pension rules, or beneficiaries of inherited pension benefits. The specific taxation applying to you will depend on your personal situation.

Identification of Who Is Responsible for Applying for Tax Benefits

You are responsible for claiming any tax reliefs that apply to your pension contributions, where relevant. Your financial broker or tax adviser can assist you in understanding how to claim these reliefs.

Disclosure of Whether Income Is Taxed at Source

Where income is taken from your pension at retirement—for example, through annuity payments or withdrawals from an Approved Retirement Fund (ARF)—income tax, USC and PRSI (where applicable) may be deducted at source.

Exposure to Capital Taxation

Benefits paid on death may be subject to Capital Acquisitions Tax (CAT), depending on the relationship between the beneficiary and the deceased and subject to thresholds and exemptions in place at the time.

Important information

Can I change my mind?

Yes. You can change your mind within 30 days of us issuing your cancellation notice which is sent when you take out your Aviva Personal Retirement Bond. If, after taking out your Aviva Personal Retirement Bond, you feel that it's not suitable, you can cancel it by writing to us at our registered office:

The Customer Experience Manager, Aviva Life & Pensions Ireland DAC, Building 12, Cherrywood Business Park, Loughlinstown, Co. Dublin, D18 W2P5.

We'll arrange to return any single contributions and/ or transfer payments, less any fall in investment values during the period and in line with Revenue rules. Before cancelling your Aviva Personal Retirement Bond, you should talk to your financial broker.

What if I have a complaint?

Aviva is committed to the provision of the highest possible standards of customer service. However, if you are ever dissatisfied with any aspect of our service, do please let us know. We take all complaints very seriously – and aim to rectify any shortcomings as speedily as possible. If you wish to complain about any aspect of the service you have received, please contact Aviva directly at the address as above. If your complaint is not dealt with to your satisfaction, you may refer your complaint to the Financial Services and Pensions Ombudsman. Their contact details are as follows:

Financial Services and Pensions Ombudsman Lincoln House, Lincoln Place, Dublin 2, D02 VH29 Tel: +353 1 567 7000 Email: info@fspo.ie Website: www.fspo.ie

Full details of the remit of the Financial Services and Pensions Ombudsman can be obtained directly from their office.

Law applicable to your Aviva Retirement Bond

The Aviva Personal Retirement Bond is issued in the Republic of Ireland and is subject to the laws of the Republic of Ireland.

Important fund information

The information below applies to the Aviva Personal Retirement Bond described in this brochure.

- From time to time, some of the funds may also hold a proportion of their assets in cash.
- Investment values and unit prices are not guaranteed; they can fall as well as rise, as a result of stockmarket and/or currency fluctuations - and you may not get back the full amount invested.
- Property investments cannot be sold as easily or quickly as equities or bonds – so, in order to protect the interest of the remaining investors, in some circumstances, encashment of units from funds that invest directly or indirectly in property may be deferred for a period not exceeding six months. For all other funds, encashments of units may be deferred for a period not exceeding three months. Please see a copy of the policy conditions for further information.
- There may be circumstances when the number and/or amount of investor withdrawals from the fund leads to a need to sell a proportion of the underlying assets. In such circumstances, Aviva reserves the right to adjust the unit price of the funds, to reflect the costs involved in selling the necessary assets. As a result, investors withdrawing money would bear the costs of realising all or part of their investment. For funds holding a significant proportion of property-related assets, given the costs associated with buying and selling properties, this adjustment can be significantly higher than that applying to funds invested in other asset classes.
- Aviva reserves the right to increase the fund charges and fees subject to any legislative limits. Should any increase in the fund charges and fees occur the policyholder will be given 30 days notice of such an increase. The fund charges apply to the value of the investments and are deducted daily from the fund and/or taken monthly by cancellation of units. Aviva may from time to time close or merge the funds or offer the opportunity to invest in new funds not listed previously. These new funds may have fund charges different to those shown previously.

Get in touch



In writing

The Customer Experience Manager, Aviva Life & Pensions Ireland DAC, Building 12, Cherrywood Business Park, Loughlinstown, Co Dublin, D18 W2P5.



By telephone

1800 159 159



By email

csc@aviva.com

Glossary of Key Terms

A

Additional Voluntary Contributions (AVCs)
Extra pension contributions voluntarily made by an employee to increase retirement savings. AVCs are tied to the main company pension and must be

Account Liquidity
The minimum amount of money that must remain in a Self Directed Investment Option (SDIO) account to cover charges, fees, or withdrawals.

Active Management / Active Bias
An investment approach where fund managers make frequent decisions about buying or selling investments with the aim of outperforming the market.

Advisory Account (SDIO)
A trading account where the customer receives advice from the Investment Manager before placing trades, but the customer still makes the final investment decisions.

Allocation Rate
The percentage of your contribution that is actually invested in your plan after charges are applied.

Article 8 Fund
A fund that promotes environmental or social characteristics as defined under the EU Sustainable Finance Disclosure Regulation (SFDR).

B

Buy-Out Bond / Transfer Bond
Other names for a Retirement Bond. These terms describe a personal pension pot created when benefits are transferred from a previous employer's pension scheme.

C

Cash Deposits (SDIO)
Uninvested money held in the SDIO liquidity account. These deposits do not earn interest.

Charges
The costs associated with a pension plan, which may include fund management charges, plan management charges, policy fees and SDIO-related costs.

Contribution / Single Contribution
A once off amount you invest in a Retirement Bond. Minimum contribution: €5,000.

Counterparty Risk
The risk that a financial institution holding or managing your investment becomes insolvent, which may reduce the value of your investment.

D

Deferred Benefit
The value of a pension you earned in a previous employer's scheme and have not yet taken.

Defined Benefit (DB) Scheme
A pension plan where your pension at retirement is calculated using a formula based on salary and years of service.

Defined Contribution (DC) Scheme
A pension arrangement where your benefits depend on the value of the contributions paid and investment returns.

Discretionary Management Account (SDIO)
An SDIO account where you delegate investment decisions to the Investment Manager within agreed parameters.

E

Early Exit Charge
A charge that may apply if you transfer or access benefits before the minimum holding period.

Environmental, Social and Governance (ESG)

A framework used to assess how responsibly a company operates in environmental, social, and governance areas.

ETFs (Exchange Traded Funds)
Investment funds whose shares trade on stock markets, offering diversified and low cost access to different asset classes.

Execution Only Account (SDIO)
An SDIO trading account where the customer gives instructions without receiving advice from the Investment Manager.

F

Fund Management Charge (FMC)
The annual cost charged for managing the investment funds within your plan.

Fund Switching
Changing your investment funds. Aviva does not currently apply switching charges on Retirement Bonds.

G

Governance (ESG Component)
The corporate behaviours and structures that ensure responsible management, such as executive pay, board diversity, and risk controls.

I

Ill-Health Early Retirement
Accessing pension benefits before minimum retirement age due to medical conditions, subject to Revenue rules.

Investment Risk
The possibility that the value of your investment may fall as well as rise.

L

Lifestyle Strategy
An automated investment approach that gradually shifts your pension savings from higher risk to lower risk funds as you near retirement.

Liquidity Account (SDIO)
A mandatory non-interest-bearing cash account within SDIO that holds money for charges and withdrawals.

M

Managed For You
A range of ready made multi asset funds where investment decisions are handled by professional managers.

Managed With You
A range where you and your Financial Broker select from Aviva's pre screened fund list (Aviva Select Range).

Managed By You
Self Directed Investment Option (SDIO) where you choose from a wide range of assets such as shares, ETFs, structured products, and private markets.

Minimum Term
The minimum investment period for a Retirement Bond is 3 years.

N

Normal Retirement Age (NRA)
The retirement age defined by your pension scheme, usually between age 60 and 70.

P

Passive Management / Passive Bias
A fund management approach that aims to replicate market performance rather than outperform it.

Pension Adjustment Order (PAO)
A court order under family law directing that part of a pension benefit be allocated to a spouse, civil partner, or dependent.

Personal Retirement Bond (PRB)
A unit linked pension plan that holds your retirement savings after leaving a previous employer's pension scheme.

Plan Management Charge (PMC)
A charge applied by Aviva for managing and administering your Retirement Bond.

Politically Exposed Person (PEP)
An individual in a prominent public role, or someone closely associated with them, who may require additional financial monitoring.

R

Retirement Bond
A personal pension pot set up in your name that receives the value of pension benefits transferred from a previous employer's pension scheme.

Risk Profile
Your willingness and ability to take investment risk, used to match you to appropriate investment funds.

S

SDIO (Self Directed Investment Option)
An investment option allowing you to select from a wide range of individual assets, including shares, ETFs, structured products, property and private markets.

SFDR (Sustainable Finance Disclosure Regulation)
EU rules requiring financial institutions to disclose how they consider sustainability risks in investment processes.

Structured Product
An investment that offers returns based on a formula linked to the performance of one or more underlying assets.

T

Tax-Free Lump Sum

An amount you can take from your pension at retirement, currently up to €200,000 tax free, subject to Revenue rules.

Transfer Value

The amount transferred from a previous pension arrangement into your Retirement Bond.

Trustees

The individuals or entity responsible for governing your previous employer's pension scheme and authorising transfers to a Retirement Bond.

U

Unit Price / Unit Value

The value of one unit in your investment fund. The value increases or decreases based on market movements.

Unit Linked Plan

A pension product where your contributions buy units in one or more investment funds.

V

Volatility Risk

The risk that the value of investments may fluctuate significantly over short periods.

Warning: Due to the nature of this product, it is important to ensure that it remains suitable for you. We recommend that you engage with your financial advisor on a regular basis to ensure its ongoing suitability.
Warning: If you invest in this product you will not have access to your money before you retire.
Warning: The value of your investment may go down as well as up.
Warning: This product may be affected by changes in currency exchange rates
Warning: It may be difficult to sell or exit this product, and you may not be able to access the value of your investment when you need to.
Warning: It may be difficult to obtain reliable information about the value of this product or the level of risk associated with it.
Warning: If you invest in this product, you may lose some, or all, of the money you invest.

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It takes Aviva

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