For employee benefit consultants, pension professionals and financial advisers only. Not approved for use with pension scheme members.

AVIVA

Aviva trustee annuities - bulk purchase annuities

End-to-end - helping you through the process

Stage

Quotation request sent to Aviva

1

Key events:

• Aviva reviews the rec

 Aviva reviews the request to make sure we can effectively price and administer the benefits requested. The quotation delivery date is set.

Stage

2

Quotation

Key events:

- Aviva reviews the detailed data and resolves any queries with the adviser.
- We produce a quotation detailing the price, benefits to be provided and any financial assumptions we've made.
- The actuarial assumptions and the underlying methodology are guaranteed for a specified

period during which the price will only move in line with market conditions.

Quotations are prepared by Aviva's specialist in-house quotation team, who provide a level of technical expertise you and your clients can rely on.

Stage

Agreement of detailed terms

Key events:

- The trustees' advisers review the quotation and agree any specific requirements.
 - Provided that the decision is made within the guaranteed period, the target inception date is set and the initial premium is agreed.
 - The form of the initial premium is agreed (i.e. cash and/or in specie asset transfer).

We're willing to adopt a flexible, pragmatic approach to the trustees' requirements.

We'll engage directly with sponsors and trustees on specific deals to understand their problems and develop appropriate solutions for them. We'll engage with advisers where necessary on these deals to further enhance the solution we can provide to trustees.

Stage

4

Inception

Key events:

- The trustees sign the contract and pay the initial premium. They can do this by transferring cash and/or gilt assets as appropriate.
- Aviva then issue the inception statement.
 This confirms the initial premium the trustees have paid, the value of the liabilities transferred, the balancing amount and any special terms agreed.
- Aviva work with the trustees to agree an installation plan including dependencies and key milestones
- Aviva also provide the trustees with a spreadsheet, detailing the data

The contract is in force – Aviva takes key risks (including mortality and investment risks).

the trustees need to provide for the efficient and accurate running of their policy.

• Aviva will then work closely with the trustees to monitor progress against the plan.

Our dedicated Deal Management Team provides a single point of contact to help you and your clients through the whole process.

They're there to make sure that the installation of your scheme buyout/buy-in, such as the transition of payroll (for buyouts) is seamless and trouble free.

Stage

5

Communication

Key events:

• The trustees inform the members of the buyout.

We can help the trustees to communicate the buyout – it's all part of the service.

Stage

6

Pensioners' payments

Key events:

- Aviva's annuities team will make sure that the initial focus is on the data required to start pension payments.
- Initial pensioner information will be efficiently uploaded in bulk on Aviva's administration platform
- For buyouts we'll make monthly payments to your members net of tax. If we can't start payments straight away we'll make a single gross payment to you so you can pay your members until we can take over.

Aviva starts pensioner payments

• For buy-ins we'll generally make a single payment to you each month gross of tax, unless you would like us to pay your members direct.

Our administration service enables us to make pension payments efficiently.

We can provide a 'dummy payroll' in advance of the first payment to prove accuracy of payments.

Stage

7

Pre-finalisation

Key events:

- Aviva give the trustees a pre-finalisation pack so they can confirm the final benefits and price for the scheme.
- The trustees will be asked to confirm their member and benefit specifications are accurate and final.
- Aviva calculates the effect on the final price.
- At this stage the policy is still flexible and so the benefits can still be revised, at the trustees' discretion, to reflect any data changes needed.

The benefits and price are finalised

 For buyouts, Aviva will work with the trustees to ensure the full data is captured and transferred to our administration platform.

We manage the whole process end-to-end. Our transparent approach to assumptions made within the quotation document, and open dialogue in the quotation stage mean that pricing adjustments as a result of finalising the data won't come as a surprise.

Stage

8

Individual policies (scheme buyouts only)

Key events:

- Pensions are transferred to individual policies in the members' names if requested by the trustees.
- Aviva takes over full responsibility for the members' benefits and communication.

We have a dedicated customer service team to answer member queries and provide ongoing administration.

Stage

Day-to-day support

Key events:

- Aviva's Customer Services team will take over from here, following a full handover with the Deal Management team.
- Whether the trustees have chosen a buyout or a buy-in, the team will be ready to help with any queries the trustees and their scheme members have.

The Customer Services team will have been working closely with the Deal Management team from the inception stage, so you and your clients can be confident that they'll be familiar with your scheme.

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