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Mid-year With-profits final bonus review

Questions and Answers July 2020

These Q&As relate to the following with-profits sub-funds:

- Old and New With-Profits Sub-Funds (includes ex-CGU, CGNU, Commercial Union and General Accident policies)
- With-Profits Sub-Fund (includes ex-Norwich Union policies)
- Provident Mutual Sub-Fund
- Stakeholder With-Profits Sub-Fund
- FLAS With-Profits Sub-Fund (includes ex-Sun Life Assurance Society policies)
- FLC With-Profits Sub-Funds (includes ex-AXA Sun Life and AXA Equity and Law Life Assurance Society policies)
- FP With-Profits Sub-Fund (includes ex-Friends Provident policies)
- FPLAL With-Profits Sub-Fund
- WL With-Profits Sub-Fund
- Secure Growth Fund.

Following the 2020 mid-year with-profits review, bonus rates have now been set for the remainder of 2020, subject to major shifts in asset values. The bonus review has received approval from the Aviva With-Profits Committee and the Board.

When are the new rates effective from?

The new rates are effective from 1 July 2020.

What's changed for unitised life and pension business?

Final bonus rates

- Final bonus rates remain unchanged from the rates announced in the 'ad hoc' bonus review in mid-April to early May. This means since the previous year end review, customers have seen reduction in policy pay-outs / transfer values typically ranging from 5% to 7.5% - some lifestyled business is unchanged.

Regular Bonus Rates

- Regular bonus rates remain unchanged from those announced at the end of 2019. The table below shows some of the regular bonus rates for 2020.

Product	Rates 2020
Bonds - Old & New WPSF – explicitly charged	2.75%
Pensions - Old & New WPSF – explicitly charged	3.50%
Stakeholder Pensions - Old & New WPSF	3.25%
FLAS WPSF - Pensions (With-Profits Pensions RP accumulation)	4.25%
FLAS WPSF - Bonds (Life Contracts)	4.00%
FLC WPSF - Pensions (FLAS[1] style: With-Profits Pensions RP accumulation) accumulation)	4.00%
FLC WPSF - Bonds (Investment & Flexible bonds; Fund 55)	3.50%
FP WPSF - Pensions (Main Series 21,22 & 24)	2.25%
FP WPSF - Bonds (Investment Portfolio Bond – Main Series 14)	2.25%
WL WPSF - Pensions (Unity)	2.25%

[1]FLAS style is used to describe the fund series applicable to a range of UWP Pensions products invested in the FLC With-Profits Sub-Fund which were sold by "Friends Life Company - formerly AXA Sun Life".

If you'd like regular bonus rates for products not listed, these are available by using the contact information provided below.

Market Value Reductions

- There are **currently** no market value reductions on any Aviva Life & Pensions business.

With-Profit Income bonus rates

- There are no changes to with-profit income bonus rates.

What's changed for conventional life, pension and annuity business?

Final Bonus rates

- Final bonus rates remain unchanged from the rates announced in the 'ad hoc' bonus review announced in mid-April to early May. This means since the previous year end review, customers have seen reduction in policy pay-outs in most cases by 5% or by 7.5%. Annuity bonus rates are unchanged.

NB. Some pay-outs in the PM WPSF and the FPLAL WPSF have gone up due to a 5% increase to the estate distribution uplift that applies.

Regular bonus rates

- Regular bonus rates remain unchanged from those announced at the end of 2019.

Annuity bonus rates

- Annuity bonus rates remain unchanged from those announced at the end of 2019.

What impact do the rate changes have on the value of clients' policies?

If your client's policy was purchased through Friends Life, Friends Provident, AXA or Wintherthur, you can call our **dedicated team**.

Otherwise, you can view the impact of this latest change on your client's policy by visiting **aviva.co.uk/adviser**, using the online valuation service or by calling our Adviser Helpdesk on **0800 015 5064**.

Have you advised clients of the change to rates?

The change to rates will be reflected in the client's annual statement, where the information will be specific to their policy.

Future bonus reviews

The next change in bonus rates is expected to be on 31 December 2020, in line with the normal timetable.

Mortgage Endowment Promise applicable for the following sub-funds:

- Aviva Life & Pensions UK Limited Old and New With-Profits Sub-Funds
- Aviva Life & Pensions UK Limited With-Profits Sub-Fund
- Aviva Life & Pensions UK Limited Provident Mutual Sub-Fund.

What is the impact of this announcement on the mortgage endowment promise?

Our commitment to the mortgage endowment promise is unchanged. We have put aside capital to meet future anticipated promise payments. This is on our realistic reporting basis based on stochastic projections of future outcomes.

How does the 'promise' work?

In 2000, we provided illustrations for all with-profit mortgage endowment policyholders showing what they might get back at the end of the policy term. These illustrations used actual investment returns to 31 December 1999 and assumed returns from then on of 4%, 6% and8%. If the projected payment from a policy at the 6% assumed rate was below the target amount to repay the mortgage, that customer may benefit from our Promise.

Our Promise was to cover any actual shortfall at the maturity of these policies up to a maximum of the 31 December 1999 projected shortfall at the 6% assumed return. The maximum amount is shown in the regular review letters sent to customers.

If a policy qualifies for a promise payment the review letters and the maturity letter (sent 8 weeks before the maturity date) will show the maximum amount we will add to the policy. The promise is subject to a number of conditions which are set out in our regular update letters to customers. These included:

- Your client has paid all the premiums on their policy at the time of maturity.
- Your client hasn't materially changed their policy since we announced the promise. (For example, by reducing their premium or fully or partially cashing in bonuses.)
- Your client hasn't sold their policy through the second-hand endowment market.
- Your client's policy has been continually invested 100% in the With-Profit Fund since we announced our promise.

Here are two examples of how the promise might apply when your client's policy matures:

Example 1: If the maturity value is lower than projected in December 1999, we'll pay the maximum amount under the promise, which will reduce the shortfall from the target figure.

Example 2: If the maturity value is higher than projected in December 1999, we'll make a payment under the promise to increase your maturity payment up to the target amount. However, the amount we pay will be lower than the maximum promise amount.

		Example 1	Example 2
A	Target amount of policy	£50,000	£50,000
B	Maximum amount payable under our promise*	£5,000	£5,000
C	Actual value at maturity	£42,000	£48,000
D	Payment under our promise	£5,000	£2,000
E	Total maturity payout (C+D)	£47,000	£50,000

* We show the maximum promise payment applicable to your policy in your maturity letter.

Who does the 'promise' cover?

Those who showed a shortfall based on the 6% mid-rate projection as at 31/12/1999 may benefit from the 'promise' providing they were fully invested in with-profits and had not already sold their policy on the second-hand endowment market.

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