keyfacts®

# Key Features of the **Stakeholder Pension**

For plans started on or after 1 February 2008

| Retirement | Investments | Insurance | Health |

AVIVA

# Key Features of the Stakeholder Pension

**The Financial Conduct Authority is a financial services regulator. It requires us, Aviva, to give you this important information to help you to decide whether our Stakeholder Pension 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.**

**Before you apply for a Stakeholder Pension, we want you to be aware of what it is, how it works and what the risks are. This Key Features document, together with your personal illustration, gives you the main points about this plan.**

**If you are transferring into this Stakeholder Pension from an existing pension scheme your financial adviser should have provided you with an analysis of the pension benefits you could expect to give up by transferring from your existing pension scheme. The analysis will estimate whether there is a reasonable chance that you could match or exceed these benefits by transferring to a Stakeholder Pension.**

**If you're employed, you should consider whether you can join your employer's scheme. If you are considering transferring into our Stakeholder Pension you may be able to take your transfer payment and place it in your employer's scheme.**

## Its aims

- It aims to build up a pension pot for your retirement in a tax-efficient way.

## Your commitment

- You can start your Stakeholder Pension plan with as little as £20. If you make regular payments, you can stop, start or change your payments as often as you like. You can make one-off single and transfer payments at anytime.
- To make monthly or yearly payments until your chosen retirement age. Or to make at least one single or transfer payment.
- To keep the plan until your chosen retirement age.
- To invest for the long term, normally until you are at least 55. You don't usually have access to your pension pot before this time.
- To give up your rights in the other pension scheme if you are making a transfer payment.
- You need to keep us updated with any changes that might affect your eligibility for this plan.

## Risks

- You should remember that the value of your pension pot can go down as well as up and it may be worth less than has been paid in.
- What you get back is not guaranteed. It will depend on investment performance, charges and the type of retirement benefits you choose.
- If you transfer from another pension scheme, you may be giving up valuable rights in that scheme. There is no guarantee that what you receive at retirement will be more than the amount you could have received from the previous scheme. For more information about transferring from another pension scheme and the risks involved, please see 'Could transferring from another pension scheme be right for me?' on page 5.
- This plan cannot accept any pension benefits that have already been accessed (known as 'crystallised' funds).

- Your personal illustration will show the value of your pension pot and the retirement income you could eventually get, if you choose to buy an annuity. However, the amount you receive may be lower than that shown in your illustration. This could happen if:
  - you stop or reduce your payments
  - investment performance is lower than illustrated
  - the cost of converting your pension pot into an annuity is more than illustrated
  - you start taking your benefits earlier than your chosen retirement age
  - tax rules change
  - charges increase above those illustrated.
- We have a wide range of funds with different aims and levels of risk. For the full and up to date details of the funds, please visit our Fund Centre at **aviva.co.uk/retirement/fund-centre/**.
- If you invest in the Stakeholder With-Profit Fund, when moving money out, we may reduce the value of the amount taken. You can find more information about this in 'Where is my money invested?' on page 6.
- In certain circumstances, we may need to delay making payments, transfers and switching money between funds as outlined in your plan terms and conditions. This could, for example, be as a result of adverse market conditions or where it would lead to the unfair treatment of other policyholders. The delay may be up to one month for most funds, or up to six months if we can't easily convert the fund you're invested in to cash. This includes:
  - the Property Fund, or
  - a fund that's fully or partly invested in the form of land or buildings.

  In certain circumstances we may further delay the cancellation of units in any investment fund:

  i. To match any delay or suspension imposed by the manager(s) of any entity in which the fund has holdings; or

  ii. where due to exceptional circumstances we reasonably consider that it is in the interests of planholders whose plans are invested in the fund to do so.

  When we cancel the units after a delay, we will use the unit price that applies at the end of the deferred period.

  You can find out more about this in the terms and conditions.

  We'll let you know if and why we need to delay payments, transfers and switching funds.
- You can change your mind after taking out this plan. However, if you make a single or transfer payment and cancel the plan within 30 days, we may pay back less than has been paid in. If you are making a transfer payment, the transferring scheme may not be willing to take the transfer back or reinstate your benefits in their scheme. Your options then would be to transfer to another provider who is willing to accept it or reapply for a transfer to us.
- The tax information provided here is based on our interpretation of current legislation which is subject to change and individual circumstances.

# Questions and answers

## Q: What is a Stakeholder Pension?

A: It's a personal pension plan for individuals under 75, who are permanently resident in the UK and want to invest for retirement in a tax-efficient way.

For these purposes, broadly we define 'permanently resident in the UK', as living in the UK for all or most of a particular tax year (a minimum of 183 days), and living in the UK when the pension plan starts.

It's a Stakeholder plan, which means it meets the minimum Government standards on how much you can pay in, the charges, and terms and conditions. It could be suitable for people who are employed, and either their employer does not have an auto-enrolment scheme or they're not eligible to join it, self-employed or not employed.

## Q: How flexible is it?

A: You may be able to also make one-off payments at any time as well as making regular monthly or yearly payments within limits set by us and HM Revenue and Customs (HMRC). Your employer may also be able to make payments to this plan. You may be able to transfer your other pension pot(s) from another pension scheme into this plan.

## Q: How much can be paid into my plan each year?

A: There are minimum and maximum payment levels. We may change these from time to time. The current minimum payment to start a plan is £20. After that, the minimum additional payment at any time is £20.

For this plan, we accept regular payments by direct debit and single or transfer payments by direct debit or cheque.

There's no limit on how much you can invest, but you only get tax relief on payments up to the HMRC limits. The tax relief limits are £3,600 gross or 100% of your annual earnings if greater. Aviva won't accept payments from you that don't qualify for tax relief.

There is a payment limit each year, which is called the annual allowance. If total payments to all your pension plans are more than the annual allowance, you will normally have to pay tax on the excess. The annual allowance is £40,000 (2020/21). If you have an income (including the value of any pension contributions) of over £240,000 and an income (excluding pension contributions) in excess of £200,000 your annual allowance may be reduced.

Taking certain types of retirement benefit will trigger the money purchase annual allowance (MPAA). You will still have an annual allowance of £40,000 in total, but no more than £4,000 (2020/21) can be paid into a defined contribution (money purchase) pension. The provider paying your retirement benefits will tell you if this applies to you.

Your employer may have an auto-enrolment scheme or a company pension scheme which you should consider joining if you have not already done so and are not due to be auto-enrolled. If there are no schemes for you to join, it's possible for your employer to pay into this plan. If your employer agrees to pay into this plan you won't pay income tax or national insurance on any payments they make.

When you decide to take your benefits, the total benefit amount is reviewed against your lifetime allowance. If your total benefits exceed your lifetime allowance when you take them, you will pay tax on the amounts over that limit. The current standard lifetime allowance is £1,073,000 for the tax year 2020/21.

## Q: What if I stop living in the UK?

A: You should let us know if you move overseas, or start working overseas, or work overseas on secondment from your employer, as this may affect how much you can pay into your plan.

If you are no longer permanently resident in the UK, you may have to reduce the payments you make to your plan. In most cases, your payments must stop after five years.

We will let you know how your payments are affected, as this will depend on your circumstances at the time.

## Q: Can I vary my payments?

A: Yes. You can make one-off payments into your plan or start or increase your regular monthly or yearly payments. You can arrange for your payments to increase automatically each year.

You can reduce or stop your payments and restart them at a later date. If you choose to do this, please bear in mind that it will reduce the size of your pension pot.

We still take charges if you reduce or stop your payments. This means it's possible that our charges will reduce the value of your pension pot further. Please contact us for more information about this possibility.

## Q: Could transferring from another pension scheme be right for me?

A: If you're transferring a pension plan from another pension scheme, what you get from this plan at retirement could be very different. It's important to gather all of the documents you have for your existing pension plans before making a decision. If you don't have everything, you can always ask your current provider for this information.

Remember to compare the features of the pensions, as well as the charges and range of funds. Transferring pensions isn't right for everyone and it's a complex decision. Before you do anything, make sure you understand all the implications as there is no guarantee that you will be better off. Remember the value of your pension can go up as well as down and you may get back less than has been paid in. Also, whilst the transfer is taking place, your money won't be invested and this means that you won't benefit from any rise in the price of investments during that time.

Depending on the type of scheme you're transferring from, you may be giving up all or some of the following:

- a guaranteed retirement income that is linked to your pay when you leave the company
- guaranteed annuity rates which could provide you with a higher level of income than may be offered on the open market
- an increase in your pension pot between now and when you retire; this could be linked to inflation
- increases in your retirement income; these could also be linked to inflation
- a pension which gives you a loyalty bonus
- enhanced death benefits
- a pension which lets you retire early
- a larger tax-free cash sum when you retire
- life cover.

You should also consider any tax implications of transferring your pensions.

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

We don't charge to accept transfers, but there may be a charge from your existing pension provider if you decide to leave them. So, it's worth checking with them before you do anything.

If you're unsure if transferring your pension is right for you we strongly recommend that you speak to a financial adviser. In some circumstances, you may be required to obtain advice before you can proceed anyway. A financial adviser can show you what benefits you'd be giving up if you transferred from your existing scheme. As part of this, they can tell you if transferring to this plan is likely to match or exceed those benefits. It's worth being aware that they will charge you for their services.

## Q: What are the tax benefits to investing with this plan?

A: You'll get UK tax relief on your payments (up to a maximum limit). Basic rate tax relief is added to your plan and you will receive this even if you're not a tax payer.

For example, as the basic rate of tax is currently 20%, for every £80 you pay into your plan, it will increase to £100. The basic rate could change in the future.

| You pay | | Tax relief | | Pension pot payment |
|---|---|---|---|---|
| £80 | + | £20 | = | £100 |

We claim the basic rate tax relief for you and automatically add it to your pension pot. If you pay tax at more than the basic rate you can claim your extra tax relief through your self-assessment tax return. We'll only accept regular and one-off payments from you that qualify for tax relief.

Your pension pot will grow free of UK income and capital gains tax. Some investment returns may be received by the investment funds with tax credits, or after tax deductions, which cannot be reclaimed.

You don't get tax relief on the value of other pension plans that you transfer into your Aviva plan.

This information about tax is based on our understanding of the current laws of England and UK tax practice. The tax relief and tax you have to pay may change if you move overseas, or start working overseas, or work overseas on secondment from your employer. Tax rules may change. Future changes in law and tax practice, or your own individual circumstances and main place of residence, could affect your pension, retirement benefits and how much tax you have to pay.

Your financial adviser can give you more details about your tax position.

## Q: Where is my money invested?

A: We have a wide range of funds with different aims and levels of risk. The 'Pension Fund Guide' booklet lists the funds available. For full details of the funds, please visit our Fund Centre at **aviva.co.uk/retirement/fund-centre/.** We invest your payments in the funds you choose from our range. If you haven't made a choice, we'll automatically invest all payments using the Aviva Stakeholder Mixed Investments Universal Lifestyle approach, which has been selected as our Default Investment Strategy. For more details around the other investment options you have please visit **aviva.co.uk/retirement/fund-centre/other-investment-options.html**

Each fund is divided into units of equal value. We use your payments to buy units in your chosen fund(s). The value of the units will rise or fall depending on the investment performance of the funds. The value of the fund may be less than the amount paid in.

Each of our funds is managed by a professional fund manager. Your financial adviser can help you choose which funds best suit your needs. You can see more information on the funds online at **aviva.co.uk/retirement/fund-centre/**.

You should be aware that you can't invest any income drawdown funds into the Stakeholder With-Profit Fund (see 'Income drawdown' section on page 9 for details).

If you move out of the Stakeholder With-Profit Fund (including moving your money as part of a Lifestyling/Phased Switching strategy), there could be circumstances when we may apply a market value reduction (MVR). This can happen following a large or sustained fall in the stock markets or when investment returns are below the level we normally expect. A market value reduction is applied to make sure that all investors receive their fair share of the returns earned over the period of their investment. If one is applying when money is moved out of the Stakeholder With-Profit Fund, you could get back less than the quoted value of your investment.

You can find more information about the Stakeholder With-Profit Fund in our 'With-Profits Summary' which can be found at **www.aviva.co.uk/ppfm**.

## Spotlight on...

### Units

**Unit-linked funds are broken down in a number of equal portions called units. The unit value is simply the fund value divided by the number of units.**

## Q: Can I change my investment funds?

A: You don't have to stick with the funds you initially choose for the life of your plan. If your circumstances change, you can move your money to more suitable funds. There's no charge for doing this, however we reserve the right to limit the number of switches you can make each year.

Regarding income drawdown:

- If you switch your funds, the change will apply to your whole plan (both income drawdown funds and any accumulation funds you may have).

## Q: What happens if I haven't chosen an investment fund?

A: We'll automatically invest all your payments using our Default Investment Strategy, Aviva Stakeholder Mixed Investments Universal Lifestyle approach.

For full details refer to the 'Aviva Stakeholder Mixed Investments Universal Lifestyle approach' guide. You can find this by visiting **aviva.co.uk/retirement/fund-centre/other-investment-options.html**

## Q: Will I have to pay any charges?

A: Yes. There's an annual fund charge for managing your Stakeholder Pension plan. The amount depends on the fund you choose. The maximum we charge is 1% of the value of your pension pot each year.

We take the charges from your pension pot, so they will reduce the value of your plan.

Occasionally, we may have to increase our charges if the cost of managing your plan increases due to changes in taxation, regulation, the law and the cost of fund management. We'll always tell you if the charges are changing.

## Q: Are there any charge discounts?

A: We will give you a discount on charges when your pension pot grows beyond a certain amount. You can find more information online **aviva.co.uk/stakeholder-pension/frequently-asked-questions.html**

## Q: How much will my charges be?

A: Your personal illustration shows our charges and the effect they have on your pension pot.

## Q: How much will the advice cost?

A: Your adviser will give you details about the cost.

## Q: Can I transfer this plan?

A: Yes, you can transfer your plan to another provider before taking your retirement benefits. If you want to do this, you should be aware that the amount you transfer depends on the investment performance of the funds in which you have invested. This may be less than the total payments made into this plan.

Regarding income drawdown:

- Once you have taken income drawdown, you can still transfer your plan to another provider. The transfer will apply to your whole plan (both income drawdown funds and any accumulation funds you may have). Some providers may not accept this type of transfer.

## Q: When can I take my retirement benefits?

A: We set up your pension plan to provide retirement benefits from your chosen retirement age, but you can take your retirement benefits from age 55.

People in some occupations, or who can't carry on working because of ill health, may be able to take benefits earlier than age 55.

Under this plan, you must decide how to take your retirement benefits on or before your 75th birthday. If you want to leave your money invested, you'll have two options. You can either decide to take benefits through income drawdown (see the 'Income drawdown section for details), or you will have to move your pension to a different plan that lets you keep your pension after age 75.

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

A: This will depend on the size of your pension pot and the type of retirement benefits you choose.

The size of your pension pot will depend on how much has been paid in, how long it's been invested for, the investment performance of the funds you choose and our charges.

Your illustration gives an idea of what you might get.

Remember, accessing your retirement benefits will count towards your lifetime allowance (see "How much can be paid into my plan each year?' on page 4 for details.

## Q: How can I take my retirement benefits?

A: When you are ready to take your retirement benefits you will have a number of different options about how you can use your pension pot, including taking an income, a lump sum or a combination of both of these. We'll write to you before your chosen retirement age to let you know what your options are.

Your retirement choices are some of the most important decisions you will ever need to make. We recommend you get guidance or advice to help you decide what to do with your pension savings. Pension Wise is a government service offering free and impartial guidance. This tailored guidance is available online, over the phone or face to face. Go to www.pensionwise.gov.uk or call 030 0330 1001.

The options available are explained below. You can choose more than one option.

### Use your pension pot to buy an income for life (known as an annuity)

- You can normally take up to 25% of your pension pot as a tax-free cash sum and use the rest of it to buy an annuity. An annuity is an insurance policy that will give you a guaranteed income for the rest of your life.
- You can buy an annuity from any annuity provider. It does not have to be purchased from Aviva. It's important to shop around as you may be able to get a higher income.
- The income you get will depend on the size of your pension pot and the cost of converting it.

## Take your pension pot as a cash lump sum

- You can take some or all of your money directly from your pension plan as and when you need it. This is known as an 'Uncrystallised Funds Pension Lump Sum' (UFPLS)
- Any money you don't withdraw will remain invested and you can continue to make payments into your plan. The features in this document will continue to apply.
- For each cash withdrawal the first 25% will be tax free, but the remaining 75% will be taxed as income.
- When you take your first withdrawal, you will trigger the Money Purchase Annual Allowance (see 'How much can be paid into my plan each year' on page 4 for details).
- There are no limits on how much you can withdraw.
- You can take a maximum of six withdrawals per tax year.
- You pension plan will close once you have withdrawn all your money.

## Income drawdown (also known as Flexi-access Drawdown)

You can choose to take income drawdown from this plan, or by transferring it to another pension provider who offers this. It's important to shop around as it could help you obtain better terms.

- You can move some or all of your existing pension pot to 'income drawdown' and take a tax-free cash sum. Normally 25% of the amount you move will be paid as a tax-free cash sum before your money is moved into Drawdown.
- The amount you move to income drawdown will remain invested until you're ready to start taking income from it. Any subsequent income withdrawals will be taxed as income and the following applies:
  - When you take your first income withdrawal, you will trigger the Money Purchase Annual Allowance (see 'How much can be paid into my plan each year?' on page 4, for further details).
  - You can take up to 6 single income withdrawals per tax year. We can't set up income payments that are automatically paid to you on a regular basis e.g. weekly or monthly.
  - There is no limit to how much you can withdraw.
- Any money you don't move to income drawdown will also remain invested and you can continue to make payments in. This money will now be called your 'accumulation' fund.
- Your income drawdown funds and any accumulation funds will stay invested in the same funds your pension plan is invested in when you move your money, with one exception:
  - You're not able to invest any of your income drawdown money in our Stakeholder With-Profit Fund. Instead we will switch your money into an alternative fund at the time you move into income drawdown. We will tell you which fund we will move your money into.
- You can change your investment funds at any time. If you switch your funds, the change will apply to your whole plan (both income drawdown funds and any accumulation funds you may have).
- You can only move your pension savings to income drawdown before your 75th birthday. However, once your money has been moved to income drawdown, the money can remain invested for the rest of your life.
- At age 75, any lifestyling/phased switching will stop. Your investment funds will remain at the end point with no further automatic switching. You need to make sure that your investments are right for you; you should regularly review your existing investments.
- Your original plan charges will continue to apply for all the money that remains invested (income drawdown and any accumulation funds).
- We currently don't make a charge for moving to income drawdown or for making single income withdrawals. If this changes, we will let you know.
- You can still transfer your plan to another provider. The transfer will apply to your whole plan (both income drawdown funds and any accumulation funds you may have). Some providers may not accept this type of transfer.
- You pension plan will close once you have withdrawn all your money.

## Transfer to another pension scheme

- You can transfer your pension pot to another registered pension scheme. Other registered pension schemes may allow additional retirement options.
- Please read the section 'Can I transfer this plan?' on page 7 for more details.

## Taking your retirement benefits as lump sums or income drawdown – key risks

- Taking some or all of the money from your pension savings means it can run out - it's not a guaranteed income for your lifetime. Therefore you'll need to think about how you will provide for yourself and your dependants in the future.
- As your pension pot remains invested, the value can go down as well as up. You may get back less than the amount that's been invested, so you could lose money.
- You need to make sure that your investments are right for you; you should review your existing investments before you take a cash sum or move them to income drawdown and on a regular basis after that.
- You could get less income than if you used your money to buy an annuity (a guaranteed income for life).

## Changing your mind about moving to income drawdown

- You have 30 days in which you can change your mind about setting up income drawdown. Your 30 days start when you receive confirmation from us that your income drawdown option has been set up. At that time we'll send you a reminder about your cancellation right and a cancellation form to complete if you want to cancel.
- You can only cancel your income withdrawal option and not your decision to take tax-free cash from your plan.
- If you decide to cancel you will have to tell us what you want to do with your money moved to income drawdown. If you don't tell us what to do with your money within 30 days of asking us to cancel, then the income drawdown terms will apply and your cancellation won't go ahead.
- If you don't cancel within the 30 days, your income drawdown will continue as set out in the terms and conditions.

**For more information of the risks associated with all the available options, please see our 'Making sense of your retirement options' document. Please contact us if you would like a copy.**

## Q: What happens to my plan if I die?

A: If you die while you still have this pension plan (even if you have started withdrawing your pension via UFPLS or income drawdown), your nominated beneficiary (or whoever is chosen under Aviva's discretionary powers) can choose to take the value of the fund as:

- A lump sum or;
- A dependant's or nominee's flexi-access drawdown or;
- A dependant's or nominee's annuity

A flexi-access drawdown or annuity can be taken with Aviva where a suitable product is available. Where Aviva do not offer a suitable product the funds can be taken to another provider.

Where a beneficiary is not a dependant or nominee they will only be entitled to a lump sum.

If you die before 75 the lump sum or income will be tax free. If you die aged 75 or over, the lump sum or income will be taxed at the beneficiary's marginal rate of income tax. If the claim cannot be paid within 2 years of Aviva being notified of death the options available to the beneficiary may reduce or become taxable.

If you've arranged your pension under a trust, we'll pay any cash sum to the trustees.

It's important that you complete the Nomination of beneficiaries' section on your application form, so we know who you would like us to consider paying your pension benefits to if you die, although this is not binding on Aviva

## Q: Can I change my mind?

A: You can change your mind within 30 days from the later of:

- the day we tell you that the contract is up and running
- the day you receive the contract

Your plan will continue if we don't receive your cancellation notice within the 30 days.

We'll send you a cancellation notice with your contract. It will include the address to which you should send your cancellation notice. Alternatively, you can write to us at the address in the 'How to contact us' section.

If you transfer your existing pension pot to our Stakeholder Pension, you give up all rights to your pension pot in the pension scheme you are transferring from.

If you decide that you don't want this pension plan, we'll give you your money back. However, if you have made a single payment and the fund value has fallen, you'll get back your payment minus any fall in investment value in this period.

If your plan includes a transfer from another pension scheme, we may pay back less than has been transferred if investment values have fallen.

If you cancel a transfer payment, the pension scheme you're transferring from may not take your transfer back. In these circumstances, you'll need to find an alternative provider who is willing to accept it or reapply for a transfer to us.

## Q: How will I know how my plan is doing?

A: We'll send you a statement each year showing the payments to your pension plan and the current pension pot value. You can also check the current price of our investment funds by:

visiting
**www.aviva.co.uk/retirement/fund-centre/pension-funds/**

# Further information

## How to contact us

Your financial adviser will normally be your first point of contact. They'll have provided you with information that contains their contact details.

If you have any questions at any time, you can phone, email or write to us.

Call us on **08000 686 800**

**Monday to Friday 08:30am – 5:30pm**

**Saturday 08:30am – 2pm**

We may monitor calls to improve our service.

E-mail

helpdesk@aviva.co.uk

Office address

Aviva, PO Box 520, Surrey Street, Norwich, NR1 1WG

### Terms and conditions

This Key Features document gives a summary of this pension plan. You should also see the full terms and conditions. You may already have a copy or you can get a copy from your financial adviser or from us by contacting us direct.

### Law

The law of England will apply in legal disputes and your contract will be written in English. We'll always write and speak to you in English.

We are regulated by the Financial Conduct Authority whose contact details are:

The Financial Services Authority

12 Endeavour Square
London
E20 1JN

We're also regulated by the Prudential Regulation Authority:

The Prudential Regulation Authority

20 Moorgate
London
EC2R 6DA

### 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 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.

Further details of our conflicts of interest policy are available on request.

Where, despite all efforts to manage a conflict of interest, the conflict of interest cannot be prevented, we will disclose it to you before you commit to taking out this product or taking any investment action in

### Client classification

The Financial Conduct Authority has defined three categories of customer. You've been treated as a retail client, which means that you'll be provided with the highest level of protection provided by the Financial Conduct Authority rules and guidance.

### Aviva staff remuneration

Aviva staff are salaried and they receive an annual bonus based upon the overall performance of the Aviva Group.

Some members of our distribution team may also receive additional bonus, a proportion of which relates to their sales performance.

## How to complain

- If you ever need to complain, you can contact us at:

  Aviva
  PO Box 520
  Surrey Street
  Norwich
  NR1 1WG

  Telephone number: 08000 686 800
  Email: **Helpdesk@aviva.co.uk**

- If you are not satisfied with our response, you may be able to take your complaint to the Financial Ombudsman Service.

  The Financial Ombudsman Service can look at most complaints and is free to use. You do not have to accept their decision and will still have the right to take legal action. Their contact details are:

  The Financial Ombudsman Service
  Exchange Tower
  London
  E14 9SR

  Telephone: 0800 023 4567
  Email: info@financial-ombudsman.org.uk
  Website: www.financial-ombudsman.org.uk

- If you have taken a product out online with Aviva and are unhappy with the product or the service you received, you can use the European Commission's Online Dispute Resolution service to make a complaint. The purpose of this platform is to identify a suitable Alternative Dispute Resolution (ADR) provider and we expect that this will be the Financial Ombudsman Service. Please be aware that the Financial Ombudsman Service will only be able to consider your complaint after Aviva have had the opportunity to consider and resolve this.

## Solvency Financial Condition Report

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

## Compensation

If you bought this pension plan on advice from a qualified adviser, you have legal rights to compensation if at any time it's decided that you've bought a plan that wasn't suitable for your needs at that time.

The Financial Services Compensation Scheme (FSCS) provides protection to consumers by allowing them to claim compensation in the event that an authorised financial services firm (such as Aviva Life & Pensions UK Limited) is unable to meet claims made against it.

Whether you qualify for any compensation under the FSCS will depend on the type of investments you hold. This means that if your investments through Aviva Life & Pensions UK Limited are held in external funds, then you would not be eligible to make a claim for compensation under the FSCS in the limited circumstances where the external provider is unable to meet its obligations. Our fund factsheets show whether a fund is an external fund and further details can be found in 'Your Guide to Fund Factsheets'. If you are not sure about the type of funds you are invested in you can call us on 08000 686 800 or speak to your financial adviser.

Any compensation available under the FSCS will be subject to certain limits. The cover is normally 100% of the value of the claim with no upper limit. For further information, see www.fscs.org.uk or telephone 0800 678 1100 or 020 7741 4100.

## Braille, large font, audio material

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Just call **08000 686 800** or email **helpdesk@aviva.co.uk** and tell us:

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