

Update on how we manage the With-Profit Fund

Aviva Life & Pensions UK Limited

Stakeholder With-Profits Sub-Fund



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This update tells you how the With-Profit Fund has performed recently and summarises the approach we've taken to managing your investment.

Our Principles and Practices of Financial Management (PPFM) gives more detailed and technical information about how we manage the With-Profit Fund. You can download a copy from our website aviva.co.uk/ppfm, where you will also find:

- a summary of any changes to the PPFM
- our annual compliance statement
- a link to our customer friendly PPFM. This provides a step-by-step guide, with diagrams, illustrating how we manage our fund.

You can also ask your financial adviser or contact us directly for a copy of these documents.

You can call us on **0800 068 6800**

Calls may be recorded and/or monitored for our joint protection.

Or write to us at:

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1. What is a with-profit investment?

An Aviva with-profits investment at a glance

- It's a low to medium risk investment.
- It pools your money with that of other investors into the With-Profit Fund.
- It lets you invest in a wide spread of assets, including equities, property, corporate bonds, gilts, cash and cash alternatives.
- It offers the potential for higher returns than you'd get from a bank or building society average savings account.
- It has no fixed term, but you should be prepared to invest for at least 5 to 10 years.
- The value will move up and down over the short to medium term, so you may get back less than you put in.
- With-profits shares out the profits and losses of the fund to its investors. This is achieved through a system of bonuses. In deciding the bonuses we aim to smooth the return on your plan over the long term.
- It benefits from smoothing, so the value doesn't fluctuate as much as direct equity investments. We explain smoothing in Section 4.

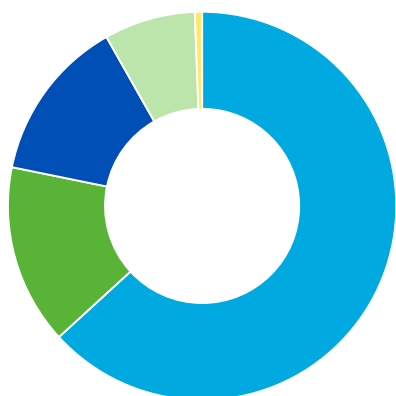
2. How does Aviva invest my money?

We invest your money into a broad range of assets called the asset mix. The fund will always hold a mixture of higher and lower risk assets to achieve its objectives.

The asset mix diagram below shows which assets the fund invests in and the weighting currently given to each.

The value of your policy depends on the mix of assets backing your policy and how each asset performs.

The diagram below shows the asset mix as at the end of December 2017. The figures in brackets show the asset mix as at the end of December 2016.



- Equities (UK & International) 63.2% (60.0%)
- Property 15.0% (17.4%)
- Corporate Bonds (UK & International) 13.6% (14.4%)
- Gilts 7.6% (6.8%)
- Cash and cash alternatives 0.6% (1.4%)

We currently hold around 75% of the fund in higher risk assets, such as **equities** and **property**. The rest is in medium and low risk investments, such as **gilts**, **corporate bonds**, **cash and cash alternatives**.

The fund may, from time to time, include investments in other Aviva group companies. However, this will not have a direct impact on the asset mix backing your policy.

What does it mean?

Equities

Equities are shares in companies listed on stock exchanges around the world. As shares can rise and fall in value very easily, equities are riskier than most other investments. However, they usually offer the greatest chance of higher returns over the long term. In our With-Profit Fund the equity part of the asset mix includes equity-type assets that are not quoted on stock exchanges, plus alternative investments such as commodities. We only invest a small proportion in alternative investments, typically less than 5%.

Property

This is investment in commercial property such as shopping centres and business offices.

Corporate bonds

Corporate bonds are issued by UK and international companies as a way for them to borrow money. The company pays interest on the loan and promises to repay the debt at a certain point in time. They are seen as riskier investments than gilts, which are loans to the UK government. This is because companies are more likely to fail to repay the loan than the UK government. However, they often offer a higher rate of return to balance out this higher risk.

Gilts

Gilts are bonds issued by the UK government as a way for them to borrow money, usually for a fixed term. The government pays interest on the loan. As they are issued by the UK government, they are generally seen as lower risk investments than bonds issued by companies (corporate bonds).

Cash and cash alternatives

Cash means a range of short-term deposits – similar to a bank/building society account. Cash alternatives are money market securities, which are interest generating investments, issued by governments, banks and other major institutions.

3. How has the fund performed?

Global economic conditions are still challenging, but our With-Profit Fund return continues to perform well over the long term.

	Returns achieved by the With-Profit Fund				
	2013	2014	2015	2016	2017
% before tax appropriate to pension plans	9.1	8.0	6.0	12.1	8.9

4. What affects how much I might get?

The amount you get back will depend on the amount you invest, plus:

- how the fund has performed during the time you have invested with us
- the way we apply the smoothing process
- the effect of any guarantees
- our charges for administration, expenses, investment management and any financial adviser commission or charges. The difference between the charges we set and the expenses we incur, contributes towards our business profit.
- the 0.25% annual deduction to put into the smoothing account so we can operate smoothing effectively
- whether we are applying a **market value reduction** at the time you cash in or retire
- any tax we pay and any future tax changes (pensions currently receive favourable tax treatment).

What does it mean?

Market Value Reduction (MVR)

This is a reduction made to ensure that customers remaining in the fund are not disadvantaged when others leave. If you move money out of the With-Profit Fund when a market value reduction is in place, it will reduce the value of your fund.

An example showing why a market value reduction is applied

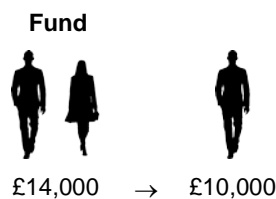
Three investors each pay £10,000 into a fund.



If investment markets fall by 20%, the fund value will fall by 20%:

$$£30,000 - £6,000 = £24,000$$

After the fall in value, one person withdraws their original £10,000 investment without a market value reduction being introduced.



This leaves the remaining two investors with £7,000 each, which is obviously not fair.

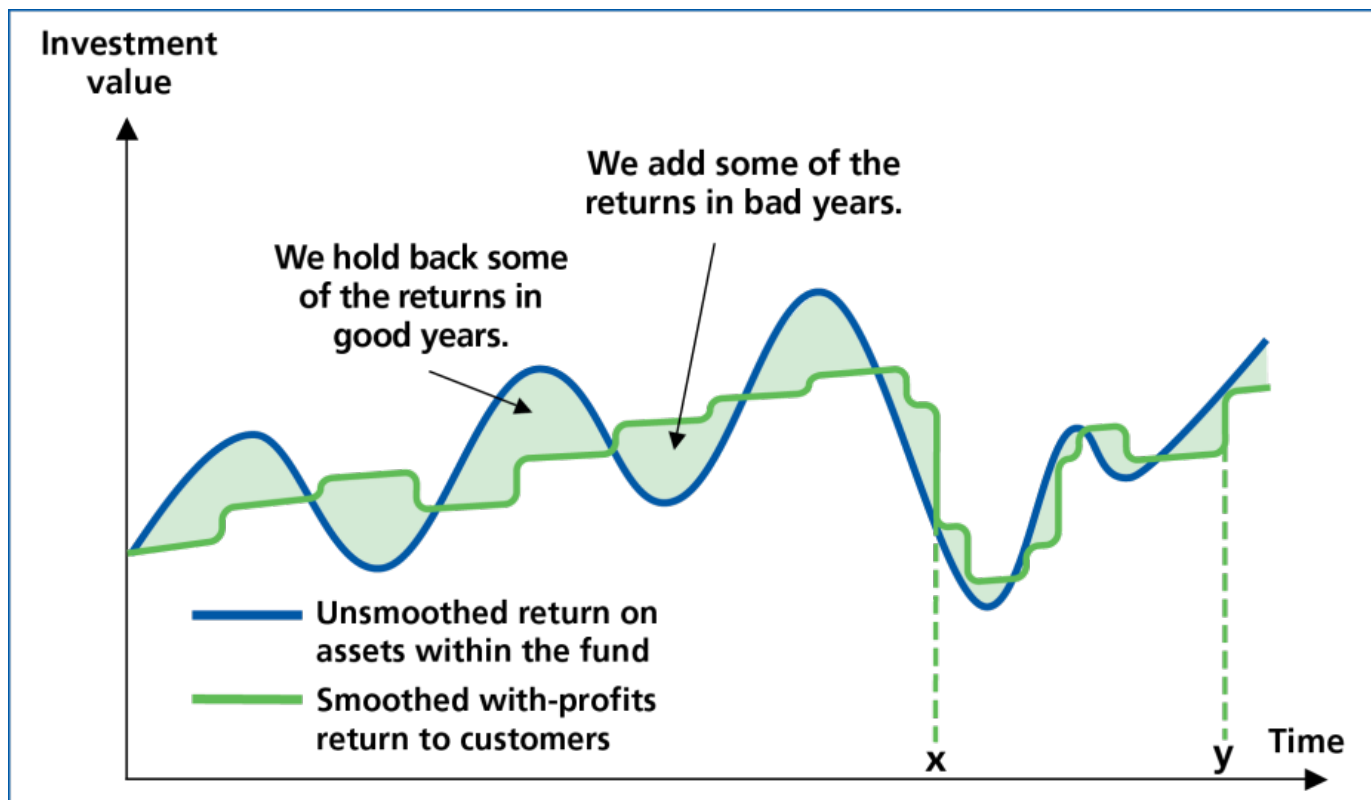
Market value reductions are a way of ensuring that customers remaining in the fund are not disadvantaged when others leave.

We constantly monitor investment conditions and the total amount of money being taken out of the fund, so we can reduce or remove the market value reductions as soon as possible. On the other hand, if markets get worse, we may need to consider increasing them.

How smoothing works

Smoothing keeps back some of the gains earned in good investment years and uses them to help pay bonuses in poor investment years. Equally, losses made in poor investment years may also reduce gains in good investment years.

In a with-profits fund, instead of simply sharing out what the fund makes – or loses – each year, the fund aims to even out some of these variations in performance (as shown by the green line in the diagram below). By contrast, the unsmoothed fund value changes each day as the value of the assets goes up and down (as shown by the blue line in the diagram).



This diagram is for illustration purposes only and shows a period of positive growth overall.

Things you need to be aware of

There may be times in poor market conditions when smoothing can't fully protect your investment. This can happen following a large or sustained fall in the stock markets or when investment returns are below the level we normally expect. In these circumstances, we will apply a market value reduction which will reduce the value of your investment, as illustrated in the diagram above between the points marked **x** and **y**.

5. What are the bonuses?

We add the returns earned by the With-Profit Fund to your investment through bonuses. Essentially, the bonuses represent your share of the profits in the fund.

There are two standard types of bonus:

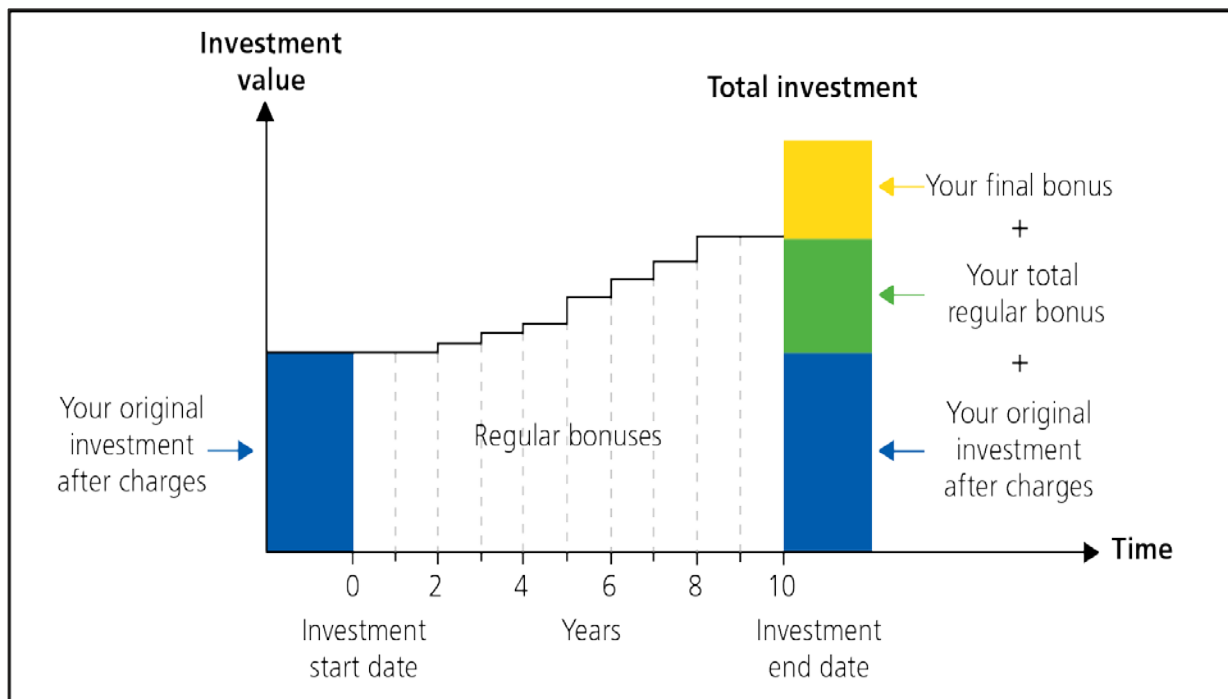
- Regular bonus
- Final bonus.

We decide the bonuses by looking at:

- How the fund has performed in the current year
- Any gains or losses we haven't shared out through smoothing from earlier years
- What we expect to earn in future years, and the impact of smoothing.

We have wide discretion in deciding bonuses and investment strategy and can't guarantee we will apply a bonus every year. However, when changing bonuses we do so in accordance with the guidelines outlined in the Principles and Practices of Financial Management, details of which can be found on page 2.

The diagram below shows how we add regular bonuses to your original investment to build up a larger sum of money. We may also add a final bonus when you withdraw your money from the fund, but it is not guaranteed and could be zero.



This graph is for illustration purposes only and shows a period of positive growth overall. 10 years is not the minimum or maximum period of investment for with-profits.

Regular bonus

Regular bonuses are designed to be sustainable and provide steady growth in the value of your investment over time.

- We confirm regular bonus rates at least once a year.
- One of the most important factors is how we think investment returns will fare in the long term. Depending on our expectations, we may adjust the regular bonus up or down.
- We add regular bonuses to your investment by increasing the unit price, which increases the value of the units.

Things you need to be aware of

- A regular bonus is not the same as interest from a bank or building society.
- It is not guaranteed that a regular bonus will be added each year.

Final bonus

Final bonus rates aim to pay the balance between the regular bonus already added and the performance of the fund over the whole period of your investment.

We aim to pay a final bonus to increase the value of your plan:

- If you die
- If you switch out of the With-Profit Fund into another Investment fund
- If you transfer your pension
- at your chosen retirement date.

Things you need to be aware of

- The final bonus is based on the year in which you invested and the point at which you leave the fund. It may vary with returns earned over the lifetime of your investment and is not guaranteed.
- If the investment return has been low over the period you invested, you may not receive a final bonus as you will have already received your share of the returns through regular bonuses.
- If a market value reduction is in place then this can reduce the effect of any final bonus and you may get back less than you invested. We will tell you if a market value reduction is applying before you take money out of the fund so you have the opportunity to change your mind.
- We use a typical plan rather than individual plans when setting final bonus rates for plans issued in the same year.

6. What are the guarantees?

If you keep your money invested in the pension With-Profit Fund until the retirement date you originally chose or your death, we will not apply a market value reduction.

However, we may apply a market value reduction at your originally selected retirement date if any of the following apply:

- You started your plan within five years of your original retirement date
- You have made any new one-off investments or increased your regular contributions (except those automatically increasing in line with average earnings) within five years of your original retirement date
- You switched into the With-Profit Fund within five years of your original retirement.

Please refer to your policy terms and conditions for further details.

We can't guarantee the amount you will get back if you move out of the With-Profit Fund before or after your originally selected retirement date.

As these guarantees are valuable, we recommend you seek financial advice before transferring or switching any benefits in the future.

7. What else do I need to know?

With-Profits Committee

Our customers are at the heart of everything we do and Aviva is fully committed to treating customers, as a group, fairly at all times.

To support this, we have a With-Profits Committee which brings independent expertise and oversight, to ensure fairness is fully considered in our with-profits decision making.

You can find out more about our With-Profits Committee at aviva.co.uk/wpcommittee

Managing the business risks the With-Profit Fund may be exposed to

There are a few factors which could have an impact on the funds. We call these factors business risks. These may change over time and may include:

- the amount of new business we sell and the terms we offer
- the cost of any guarantees we offer.

As business risks could affect the returns earned by the With-Profit Fund, we continually assess the risks to see if they:

- are acceptable to the fund
- provide an adequate return compared with the risk we take.

The inherited estate

Our With-Profit Fund is supported by an amount of money excess of the amount we expect to pay out to existing policyholders. The excess money is known as the inherited estate and we use this to provide working capital to support smoothing and capital guarantees.

The size of the inherited estate is important as it gives us:

- the flexibility to invest in a more diverse range of assets
- a cushion of additional security to protect investors when investment returns are low
- a greater capacity for smoothing the returns you receive.

The estate also provides **solvency capital** for our with-profits business, and will normally absorb any profits or losses that arise from business risks.

What does it mean?

Solvency capital

Capital that allows Aviva to demonstrate that our With-Profit Fund is solvent and able to meet its obligations even if it were to suffer losses.

Policyholder interests

We must make sure that any decisions we make on the running of the fund are fair to everyone. This means we have to balance the interests of:

- policyholders whose investments start at different times
- policyholders remaining in the fund and those leaving the fund.

We take all this into consideration in the way we run the fund.

Financial strength

For smoothing to work at its best, it's important that a with-profit fund is backed by sound financial strength. Good financial strength also means that we can invest more of the fund in equities and property. Over the long term, this should increase the overall return for policyholders.

8. What if I decide to move out of the With-Profit Fund?

You should view with-profits investments as a long-term investment. This means leaving the fund early may be the wrong option for you, especially if you have guarantees.

If you're considering leaving the fund, we'd strongly suggest that you talk to your financial adviser or contact us directly.

You can call us on the telephone number shown on your annual statement.

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