keyfacts®

AVIVA

Key features of
Select Investment Growth & Income Option

Select Investment Growth & Income Option Key Features

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 Select Investment Growth & Income Option is right for you. You should read this document carefully so that you understand what you're buying, and then keep it safe for future reference.

This Key Features document gives you the main points of your bond. Your illustration shows what you may get back.

Its aims

- To increase the value of the money you invest.
- To let you take money out of your bond if you choose.
- To let you invest your money in a range of funds to meet your investment needs.

Your commitment

- To invest at least £10,000 at the time your bond is set up.
- You can invest for as long as you like but you should see your bond as a medium to long term investment. This is normally considered to be at least five to 10 years.

Risks

- The value of your bond, and any income you take from it, can go down as well as up.
- What you get back isn't guaranteed and could be less than you invested. It may be less than illustrated if:
  - the investment performance is lower than illustrated
  - you take more money out of your bond than illustrated
  - the charges increase above those illustrated.
- If you cancel your bond within 30 days, you may get back less than you've paid in.
- The aim of lower risk funds such as the Aviva Deposit Fund is typically to provide growth at a similar level to bank and building society interest rates by investing in cash and cash alternatives. An investment in the Aviva Deposit Fund can still go down as well as up and you may not get back the amount you invested. Returns and capital values are not guaranteed. You should be aware that the charges you pay on the fund and the bond may be more than the investment return you receive.
- In certain circumstances, we may need to delay payment to you. 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 the fund you're invested in can't be easily converted 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.

  After such a delay in the cancellation of units, the unit price received will be the price applicable at the end of the deferred period.
- Distribution funds are designed to provide you with a regular income by distributing the income earned by the fund after we've taken our charges. Although paid as regular income, each payment is a withdrawal of capital from the bond. As the amount of income earned will change, payments made from the distribution funds will vary. If you make the decision to take money from any of our distribution funds, you should monitor the level of payments you receive, as you may have to pay income tax depending on your individual circumstances at the time. Please refer to our 'What about tax' section on page 4.
- If the amount of growth on the distribution funds is less than the charges, you won't get any income payments from them and the value of your bond will be reduced. Any reduction in the capital value will reduce future income payments.

Questions and answers

What is Aviva's Select Investment Growth & Income Option?

- It's an investment bond that aims to increase the value of the money you invest. It lets you take out money, if you choose, and also gives you a very small amount of life insurance cover.
- Once your bond is set up you may pay additional investments of at least £5,000 at a time into your bond subject to our terms and conditions. Additional investments may only be paid into funds that are open to new investment.
- One or two people can be covered by the bond and must be aged between 12 and 85 years old.
- You can find more information about Select Investment Growth & Income Option in the brochure which is available from your financial adviser.

How flexible is it?

- You can take money out of your bond if you choose. You can also specify which of the funds you want the money to come out of. There may be a charge if you take money out of your bond. See the section 'Can I take my money out?' for more details.
- You can cash in the bond at any time.
- You can pay more into your bond (except into Aviva's With-Profit Funds) after your initial investment by making additional investments, subject to our terms and conditions at the time. You can make additional investments of at least £5,000 at any time.
- In most circumstances, the maximum that can be invested into any Smooth Managed Fund is £1 million. If you want to invest more than this, your adviser will need to contact us.
- If you choose distribution funds, you can choose not to take the distribution as income, but instead have it reinvested into your bond. It will be added to your fund; the value will change with investment performance and be subject to the regular charges which apply to your bond. See the section 'What are the charges?'
- Apart from your investment in the Smooth Managed Fund range, you can change your choice of funds at any time. You can find further information about the funds by visiting our Fund Centre at **aviva.co.uk/retirement/fund-centre/life-funds**
- Switches in and out of any Smooth Managed Fund are limited to one switch in each calendar quarter (ie 1 January - 31 March, 1 April - 30 June, 1 July - 30 September, 1 October - 31 December).
- You can invest in up to ten funds from a wide choice of Aviva funds and an extensive range managed by external fund managers.
- The minimum investment amount for each fund is £500.

What might I get back?

- You'll get back the amount your bond is worth when you cash it in.
- The amount you get back will depend on:
  - the amount you have invested
  - how the investments have performed
  - the charges
  - any money you've already taken.
- Your illustration gives an idea of what you might get back.

Can I take my money out?

- Yes, you can make regular withdrawals or, if you invest in the distribution funds, arrange for income payments that vary. You can request an occasional withdrawal at any time. For further information please refer to the 'Select Investment Growth & Income Option' brochure
- You should note that if you're taking an income or withdrawal from the bond it is classed as a capital payment. For further information on the tax treatment of capital payments, please refer to our 'Making withdrawals less taxing' guide.
- If you choose to make regular withdrawals:
  - each payment must be at least £50 overall, and at least £20 from each fund that a withdrawal is being made from
  - each payment will be taken from all individual policies in your bond. Your bond is split into up to 250 different policies to help with tax planning. Please refer to the 'Making withdrawals less taxing guide' for more information
  - you must leave at least £100 in your bond
  - payments will go directly to your bank or building society.
- If you choose to receive income payments from the distribution funds, the amounts will vary. They'll depend on:
  - the amount you invest
  - how your investments have performed
  - the charges
  - any money you've already taken.
- If you request an occasional or one-off withdrawal from your bond:
  - each payment must be at least £100
  - you can either fully surrender individual policies (leaving you with fewer policies in your bond), or you can take a 'part surrender' from all of the individual policies (which wouldn't reduce the number of policies in your bond). As the income tax treatment of these options is quite different, you should consult your financial adviser before withdrawing money to ensure that you choose the appropriate option
  - you must leave at least £100 in your bond
  - payments will be made by cheque or BACS.
- Please remember, any withdrawals you take from your bond are taken from your capital. If you take withdrawals that are more than (or similar to), the amount of any growth on your bond then this could reduce the value of your investment.

Where is my money invested?

- We invest your money in the investment funds you choose.
- Each fund is divided into units of equal value. We use your money to buy units in your chosen funds.
- The investment funds you can choose have different levels of risk, which you should consider before investing. The funds work in different ways. Your financial adviser can help you select the funds most likely to meet your investment needs. You can find out more about the funds by visiting our Fund Centre at **aviva.co.uk/retirement/fund-centre/life-funds** and clicking on Visit the Aviva Fund Centre.

  EU regulation requires Insurance Companies to provide a Key Information Document (KID) and Underlying Investment Option Document (UIOD) to help you with your investment fund selection. The KID and UIODs for the Select Investment Growth & Income Option are accessible to you via the Fund Centre on our website.

  Note: As part of the regulation an EU fund specific risk rating was introduced which is different to Aviva's own fund risk ratings. Therefore, if you're viewing a fund factsheet and UIOD you'll notice that the risk rating could be different on these documents even though it relates to the same fund.

What happens to the bond if I die?

- The amount we'll pay depends on the funds you've chosen but we'll pay at least 100.1% of the value of the units held in the bond. Your financial adviser will be able to tell you if the funds you've chosen may entitle you to over 100.1% of the value of your fund.
- We won't take any charges from this amount if your death directly results in the bond coming to an end and we pay the life cover benefit.

- As the bond includes life insurance, it will end when the person insured dies. This could be you or another person.
- If you take out the bond on your own, we'll make the payment to your estate or, if you arrange your bond under trust, to the trustees.
- If there are two people insured, you can choose whether the payment is made after the first or second death.

  If you choose the former, we'll make the payment to the survivor.

  If you choose the latter, we'll make the payment to your estate or, if you arrange your bond under trust, to the trustees. If you want the death benefit paid on the first death, the investment amount is based on the age of the older life insured at the start of the bond (maximum age 85). If the second death is chosen, the investment amount is based on the age of the younger life insured at the start of the bond (maximum age 85).

What are the product and investment charges?

- We charge for managing your bond. These charges will reduce the value of your bond. We may increase our charges if the cost of managing your bond increases. Reasons would include changes in taxation, regulation, the law and the cost of fund management. If we do this, we'll tell you.
- Fund manager expenses may be charged by reducing the price of each unit in the funds. These expenses are connected with the buying, selling, valuing, owning and maintenance of the assets. The yearly rate of the fund manager expense charge (FMEC) is updated at least once a year. The charge depends on your choice of funds.
- Some funds may also have a performance fee.
- Your illustration shows the charges and the effect they have on your investment.
- The charges above are taken from the value of the funds.

How much will any advice cost?

- Your adviser will give you details about the cost.
- If you've asked us to pay an Initial Adviser Charge from the money you've sent to us at the time your bond was set up, this will be shown on your initial illustration.
- If you've asked us to pay an ongoing adviser charge to your financial adviser, this will be deducted from your policy as a regular withdrawal. Withdrawals of more than 5% may be subject to Income Tax, for more information refer to our 'What about tax' section.
- If you wish to change your ongoing adviser charge, you are required to enter into a new adviser charge agreement.
- If you pay an additional investment into your bond, any existing agreement to pay ongoing adviser charges will remain in effect unless we receive a revised adviser charge agreement from you. This means that where you pay an additional investment and do not complete a new adviser charge agreement, the value of ongoing adviser charge deductions under an existing agreement will remain the same where you have previously specified a monetary amount, or increase proportionately for all other existing agreements.
- Where you amend an existing adviser charge agreement relating to ongoing adviser charges, the new adviser charge agreement will apply to the total amount invested in your bond, not just the additional investment.

What about tax?

- Please remember this is only a general tax summary. Tax treatment depends on your individual circumstances and may be subject to change in future.
- This information is based on our understanding of the current laws of England and UK tax practice.
- Your bond is divided into identical policies. The minimum number is 20, the maximum is 250. The number of policies in your bond will depend on the size of your payment to us. Setting up your bond this way could help you with your tax planning.
- Your financial adviser can give you more details about your tax position.

Corporation tax

We'll pay tax on the funds your money is invested in.

Capital gains tax

You won't normally have to pay any capital gains tax.

Income tax

- When you take money from your bond you'll only have to pay some income tax on a gain (profit your investment has made) if you:
  - are a higher/additional rate income tax payer
  - become a higher/additional rate income tax payer because of a gain made under your bond
- You're allowed to withdraw up to 5% a year of the total amount you have invested in your bond with no immediate liability to any extra income tax. Any potential liability is deferred until the bond comes to an end at which point a final calculation is made to see if there is any taxable gain. Any of this annual allowance that is unused can be carried forward to future years up to a maximum of 100% of the total amount invested into your bond. If you exceed the accumulated annual allowance at any point you may be liable to pay any extra income tax in the tax year in which that policy year ends.
- If a withdrawal is made, you may lose some or all of your income related benefits. For further information on the tax treatment of withdrawals, please refer to our 'Making withdrawals less taxing' guide.
- You don't have to pay income tax on any life insurance provided from this bond.
- If your bond is set up under trust, income tax may be paid on a gain. The rate of income tax and the person assessed will vary from trust to trust.

Inheritance tax

Inheritance tax may be payable on any money paid on death unless the bond is under a suitable trust.

Can I change my mind?

- You can change your mind within 30 days from the later of:
  - the day you're advised that the contract is concluded.
  - the day you receive the contract.

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

- If you decide you don't want the bond, we'll give you back your money less any fall in the value of your investment.
- We won't refund any adviser charge you asked us to pay. We'll refund the amount you invested, less the adviser charge and any fall in the value of your investment.
- You won't make any profit from cancelling within the 30-day period. The maximum you'll get back will be the amount you originally gave us for investment.
- If you change your mind about your bond you can write to us at the address given on the next page.

How will I know how my bond is doing?

- We'll send you a statement each year showing how your bond is doing.
- You can check the current price of our investment funds by visiting our website at:
  aviva.co.uk/retirement/fund-centre/life-funds
  and clicking on Visit the Aviva Fund Centre.

How to contact us

- Remember your financial adviser will normally be your first point of contact. They'll have provided you with information that contains their contact details. Alternatively, if you don't have a financial adviser, you can visit unbiased.co.uk to find an adviser in your area. An adviser may charge a fee for this service.
- If you have any questions at any time, or you want to alter your bond, you can phone, email or write to us.

  Call us on **0800 068 6800**

  Calls may be monitored and will be recorded.

  Email us at **contactus@aviva.com**

  Write to us at
  Aviva
  P.O. Box 520
  Surrey Street
  Norwich
  NR1 3WG

Other information

How to complain

- If you ever need to complain, you can write to, phone or email us.

  Write to us at
  Aviva
  Customer Relations
  PO Box 3182
  Norwich
  NR1 3XE

  Call us on **08000 686 800**
  Email us at **contactus@aviva.com**
- If you're 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 don't 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: complaint.info@financial-ombudsman.org.uk
  Website: financial-ombudsman.org.uk

  The Financial Ombudsman Service normally can't consider your complaint until you've received a final response from us. This doesn't affect your right to take legal proceedings.

Terms and conditions

This Key Features document gives a summary of Aviva's Select Investment Growth & Income Option. You should also see the full terms and conditions. You may already have a copy or you can get one from your adviser or you can contact 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're regulated by the Financial Conduct Authority whose contact details are:

  The Financial Conduct 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

- Occasions can arise where Aviva plc group companies, or their appointed officers, will have some form of interest in business which is being transacted.
- If this happens, or the Aviva Group becomes aware that its interests, or those of its officers, conflict with your interests, we'll take all reasonable steps to manage that conflict of interest, in whatever manner is considered appropriate in the circumstance. This will be done in a way which ensures all customers are treated fairly and in accordance 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 can't be prevented, we'll disclose it to you before you commit to taking out this product or taking any investment action in relation to it.

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.

Client Classification

The Financial Conduct Authority has defined three categories of customer. You've been classed 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.

Compensation

- Qualified advisers will recommend that you buy products suitable for your needs. You've legal rights to compensation if at any time it's decided that you've bought a bond 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 wouldn't 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're 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.

  The cover under the FSCS, for investments, is normally 100% of the value of the claim with no upper limit. For further information, see fscs.org.uk or telephone 0800 678 1100 or 020 7741 4100.

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 **aviva.com/investors/regulatory-returns**

Braille, large font, audio material

You can order this document in braille, large font or audio.
Just call **08000 686 800** or email **contactus@aviva.com** and tell us:

- the format you want
- your name and address
- the code of this document, **IN88002 (01/2023)**.

Calls may be monitored and will be recorded.

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