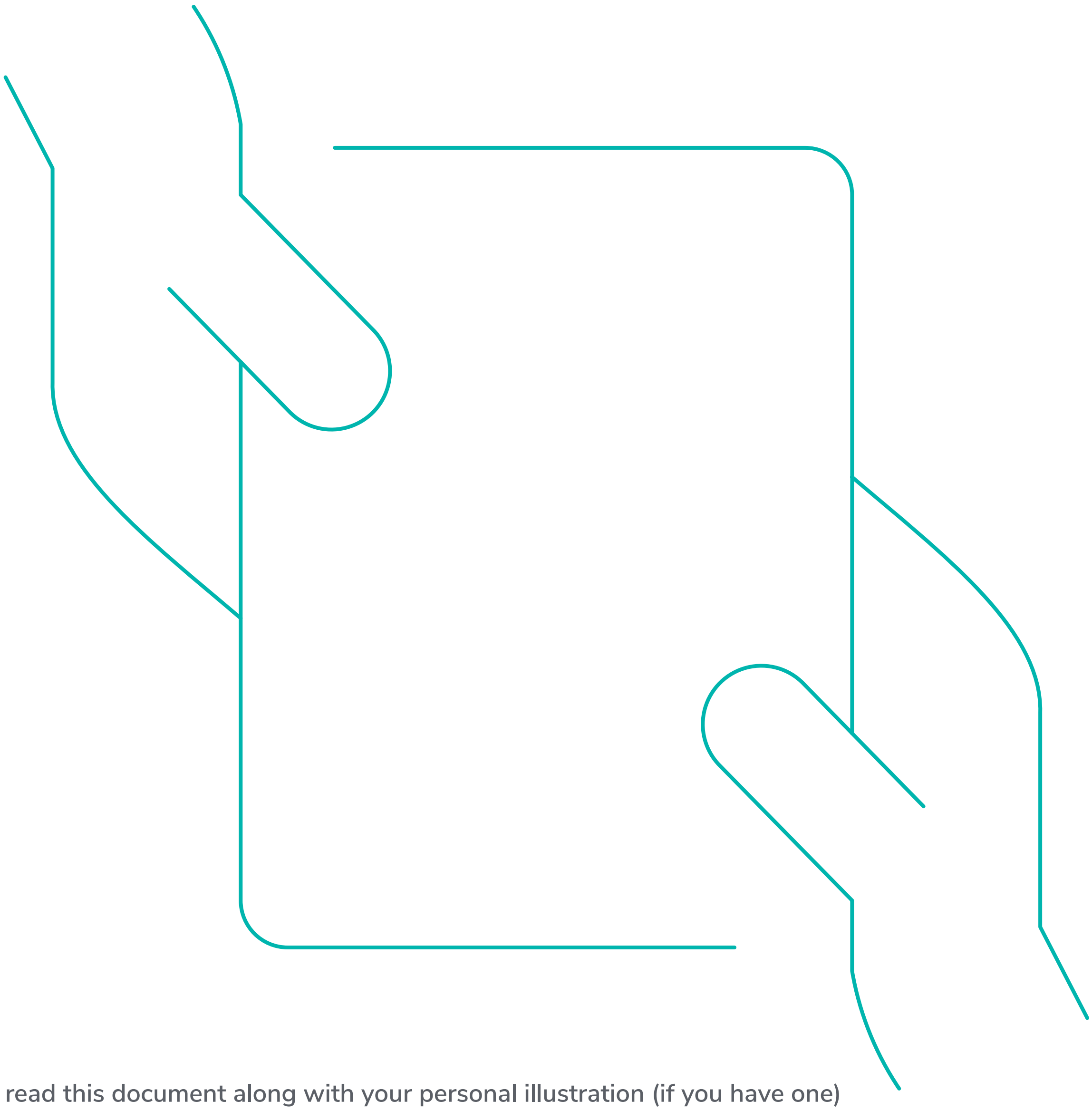
Key Features of the

Local Government Additional Voluntary Contributions (AVC) Scheme

for England & Wales



Please read this document along with your personal illustration (if you have one) before you decide to buy this plan. It's important you understand how the Local Government AVC Scheme works, the benefits and associated risks.

Contents

We would like everyone to find it easy to deal with us. Please let us know if you need information about our plans and services in a different format.

All our literature is available in audio, large print or braille versions. If you would like one of these please contact us using the details on the last page.

The Financial Conduct Authority is a financial services regulator. It requires us, Prudential, to give you this important information to help you decide whether our Local Government AVC Scheme 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.

About the Local Government AVC Scheme

The Prudential Local Government Additional Voluntary Contribution (AVC) Scheme is an arrangement which allows you to make tax-efficient additional savings on top of your existing Local Government pension scheme.

When we refer to your AVC Normal Pension Age, this is the same as your normal pension age in your Local Government Scheme as at the date you join the AVC.

It can also provide additional life cover in the event of your death.

Taking out this product will meet the demand and need of a main scheme member wishing to make additional money purchase pension provision to meet their financial requirements in retirement.

If you still have questions about the Local Government AVC after reading this booklet, please look at the 'Get in touch' section for our contact details. If you have a financial adviser, please speak to them in the first instance.

Its aims

What this plan is designed to do

- To help you save for retirement in a tax-efficient way.
- Gives you access to a range of investment options to match your attitude to risk and investment objectives.
- It can also be used to provide you with optional life cover.
- To allow your employer to reduce your salary to make payments into your pension on your behalf.

Your commitment

What we ask you to do

- To make regular and/or lump sum payments into your plan.
- To allow your pension pot to potentially grow until you take your benefits.
- To regularly review your investments to make sure you're on track for retirement.
- If you've chosen additional life cover, you must tell us about any change in your health from the time you sign the application through to the start of your plan as this could affect your cover.

Risks

What you need to be aware of

- The value of your investment can go down as well as up so you might not get back the amount you put in.
- There are different risks for different funds, please refer to your **Fund Guide** for more information.
- As the price of everyday goods and services goes up, your money won't stretch as far as the same amount would now. This is called inflation.
- If the total charges are more than any overall growth achieved, your plan will fall in value, possibly to even less than you have invested.
- If you withdraw money from our With-Profits Fund we may reduce the value by applying a Market Value Reduction. We explain this in the section 'Where are my payments invested?'.
- There may be a delay in buying, selling or switching to or from certain funds.
- If you are making payments for additional life cover, your cover will cease if you stop making payments to the Local Government AVC or if you leave the main scheme.
- If you exchange your salary for pension payments, in certain circumstances, this may affect any future state benefits you may be entitled to. This may also affect any salary related benefits, such as death benefits, redundancy, mortgage applications or statutory payments.

Other documents you should read

This document gives you key information about the Prudential Local Government Additional Voluntary Contributions (AVC) Scheme for England & Wales. If you want more detail on specific points, please read the following documents. We have highlighted when they are relevant throughout this document.

They are all available from your adviser, on our website at **pru.co.uk/localgov** or direct from us. Details on how to get in touch are on the last page.

- **Fund Guide**
  This explains your investment choices.
- **Your With-Profits Plan – a guide to how we manage the Fund**
  This provides information on how our With-Profits Fund works, and our current approach to managing it.
- **Market Value Reduction – A clear explanation**
  This explains what a Market Value Reduction is, together with information about why and when these may apply.

Questions & Answers

Is the Local Government AVC right for me?

If you're a member of the Local Government pension scheme and you want to make additional investments towards your future pension benefits, it might be right for you.

Are other options available?

You have a number of options to increase your benefits within the main Local Government scheme and you should contact the scheme administrator for more details.

If you're not sure whether the Local Government AVC is right for you, please speak to a financial adviser. If you don't have one, you can find an adviser at **pru.co.uk/find-an-adviser**

Is this a stakeholder pension?

No, the Government has set minimum requirements that companies must meet for a stakeholder pension. These cover things like payments, charges and terms and conditions. Charges for the plan may be higher than for a stakeholder pension. A stakeholder pension may meet your needs as well as this plan, and these are widely available.

How flexible is it?

You can increase, reduce or stop your payments at any time. You can restart payments whenever you wish to.

If you leave the main Local Government pension scheme and then return to it you can also restart AVC payments. Please read the section 'What if I stop making payments?' for more information about this.

You can't cancel your plan and receive a refund. Once you've paid money in, you can only access it as pension benefits – for more information please read the section 'When can I take my benefits?'.

All employees in England & Wales and Councillors in Wales

If you wish, you can continue contributing to the AVC until you retire, leave service or until the eve of your 75th birthday if earlier. If you change employer, you may need to start a new AVC plan.

Councillors in England and members of the London Assembly

You cannot contribute to the AVC. If you were in office on 1 April 2014 you were able to continue contributing to the AVC until the term of office you were serving on 1 April 2014 ended, or until you retired or reached age 75 if earlier.

England & Wales employees only

If you change local government employer and choose to combine your main scheme benefits you may also need to combine your AVC plans. This will normally result in a new AVC plan being created. The new plan, including previous transferred in and any future payments (including top-ups), will be subject to 2014 scheme rules which came into effect on 1 April 2014.

To understand more about how this would impact you then please speak to your scheme administrator for further information.

If you have a standard AVC and begin a new Salary Sacrifice Shared Cost AVC (SSSCAVC) you will normally also be able to combine your AVC plans. Please ask your employer for information on how this may impact you.

All Councillors in England & Wales

You may be able to combine your Local Government pension scheme (LGPS) memberships as a Councillor provided they are in the same local authority. In this case, you will also be able to combine your AVC plans.

This will not impact the scheme rules applying to your plan.

What other benefits can I choose?

You can use AVCs to provide optional life cover for yourself, your spouse or any dependants. A 'dependant' includes any surviving adult including spouse, civil partner and nominated partner.

The cost of the cover will increase every three years for the level of cover selected.

Employees in England & Wales whose plan commenced before 1 April 2014 and all Councillors in Wales

Your life cover will normally end at age 65. Cover will end sooner if you stop making payments, leave service/office or when you retire.

Employees in England & Wales whose plan commenced on or after 1 April 2014

Your life cover will normally end when you reach your normal pension age under the 2014 Scheme. This will be the date you reach your State Pension Age. Cover will end sooner if you stop making payments, leave service/office or when you retire.

How much can I pay into my plan?

You can pay in up to 100% of your pensionable pay (subject to other deductions made by your employer).

However, the maximum tax relief you can receive on your total payments to this AVC, the main Local Government pension scheme and any other pensions you might have is limited to 100% of your salary.

This may be further restricted if you are subject to the Money Purchase Annual Allowance, or your total contribution is greater than the Annual Allowance. For more information about this, please read the section 'What about tax?'.

If your AVC plan operates on a salary sacrifice shared cost basis, it means you agree with your employer to reduce your pay in return for exactly the same amount of AVC payments.

If you pay Salary Sacrifice Shared Cost AVC (SSSCAVC) payments, your salary sacrifice payments cannot cause your pay to fall below the National Minimum Wage/ National Living Wage. Please ask your employer for further information.

Payments are deducted from your salary and passed to Prudential to be invested in your plan or used to purchase life cover.

Can I transfer money in?

Yes, you might be able to transfer funds from other pensions into your AVC. You should get in touch with the main scheme administrator who can give you more information about this.

Your previous plan might have valuable guarantees you'd lose if you transfer your pension pot. We recommend you speak to a financial adviser before you make a decision.

Where are my payments invested?

Different funds offer different types of investment. For example, some only invest in property, others invest directly in the stock market, and others invest in a wide range of assets. Each fund has its own level of potential reward and risk. Usually, funds with more potential for growth carry more risk.

You choose which funds you would like to invest your money in, from the fund range available. You can invest in more than one fund at a time, up to a maximum of 20 and we use your money to buy units in those funds.

We may delay the buying, selling and switching to or from certain funds. These delays will only apply in certain circumstances and if this applies to you, we'll let you know. For more information, please read your **Fund Guide.**

Your financial adviser, if you have one, can give you details about the funds before you choose where to invest. You can also refer to your **Fund Guide.**

Unit-linked funds

Payments into unit-linked funds will buy units in the chosen funds. The price of each unit depends on the value of the investment in the fund and also whether more money is going into or out of the fund. We work out the value of your plan based on the total number of units you have in each fund. So, if the unit prices rise or fall, so will your plan value. Money in the various funds is invested in a wide range of shares, corporate bonds, government stocks and commercial property in the UK and abroad.

How unit-linked funds invest
Some of the Prudential funds listed in your **Fund Guide** may invest in 'underlying' funds or other investment vehicles. Have a look at a fund's objective and that will tell you where it invests – including if that's in an underlying fund or funds.

If the Prudential fund is investing in just one underlying fund then it's what's known as a 'mirror' fund, as the performance of the Prudential fund broadly aims to reflect the performance of the underlying fund it invests in. The performance of our Prudential fund, compared to what it's invested in won't be exactly the same. The differences between the underlying fund and our fund can be due to:

- additional charges,
- cash management (needed to help people to enter and leave our fund when they want),
- tax,
- timing of investments (this is known as a fund's dealing cycle, it varies between managers and can be several days).

With-Profits Funds
We work out the value of With-Profits investments differently. A With-Profits investment is one that aims to smooth some of the short term highs and lows of the fund over the period of time that you hold the plan. So, in theory you should see a steadier return year on year, rather than watching the value of your Plan fully reflect the rise and fall in investment markets.

Your payments are pooled with those of other Prudential With-Profits investors to form a fund. We invest this fund in a wide range of investments including company shares, property, Government bonds, company bonds and cash deposits.

This is not guaranteed and you must consider that the value of your investment can go down as well as up so you might get back less than you put in.

We allocate your share of the profits of the fund by adding bonuses. There are currently two types of bonus:

- **regular**, which we add throughout each year. We can change the rate of regular bonus at anytime without telling you beforehand, although once added these bonuses are guaranteed on death and at your selected retirement age,
- **final**, which we may pay when you take money out of the With-Profits Fund, although this may vary and is not guaranteed. The final bonus can be reduced or removed at any time, without warning.

You can get further information about this from **Your With-Profits Plan – a guide to how we manage the Fund.**

What's a Market Value Reduction?
If you take money out of the With-Profits Fund, we may reduce the value of your fund if the value of the underlying assets is less than the value of your plan including all bonuses. This would also apply if the scheme administrator of your plan transferred part, or all, of the scheme.

This reduction is known as a Market Value Reduction (MVR). It is designed to protect investors who are not taking their money out and its application means that you get a return based on the earnings of the With-Profits Fund over the period your payments have been invested.

We apply any MVR to your plan's value including regular and final bonuses. Please read **Your With-Profits Plan – a guide to how we manage the Fund** for more information on bonuses.

An MVR will reduce the amount payable on full or partial withdrawals, and if investment returns have been low, you may even get back less than you have invested in your plan.

We guarantee not to apply an MVR at your AVC Normal Pension Age or on any claims due to death.

Our current practice on applying an MVR
We may apply a Market Value Reduction to full or partial withdrawals, including those arising from switches or transfers, from all investments that have been running for less than five years. For investments that have been running for longer periods, we would consider applying

an MVR when a withdrawal results in the total amount paid out, including any other payments in the previous 12 months, exceeding £25,000. We would only apply an MVR to the withdrawal amount in excess of £25,000 in these circumstances. As plans approach the AVC Normal Pension Age, the size of any MVR that would apply could be expected to reduce gradually.

We reserve the right to change our current practice on Market Value Reductions at any time, without prior notice, and this would apply to existing plans and any new plans or top-ups.

Examples of reasons for a change would include significant changes in the investment market or because the number of people moving out of the fund increases substantially.

Can I change my investments?

Yes, you can switch your money between funds at any time and you can also change where you'd like any future payments to be invested. We don't currently charge you for this but if this changes in the future we'll let you know.

We may delay the buying, selling and switching to or from certain funds. These delays will only apply in certain circumstances and if this applies to you, we'll let you know. For more information, please read your **Fund Guide.**

We may apply a Market Value Reduction if you switch money out of our With-Profits Fund. For more information please read the section 'What's a Market Value Reduction?'.

What if I stop making payments?

You can stop paying or take a payment break and restart later if your circumstances change. This will reduce your future benefits.

Any life cover will cease when regular payments stop.

Please remember that we'll keep taking our charges, even if you stop your regular payments. Charges and costs may vary in the future and may be higher than they are now.

What happens if I leave service?

If you leave the Local Government, your payments will stop and your AVC will remain invested. Any charges and costs will continue to be taken until you take your benefits. If you are making any payments for additional life cover, this cover will stop when you leave.

You might be able to transfer your plan to another registered pension scheme - please read the next section for more information about this.

Where your employer has provided you with a refund of main scheme payments, your AVC account will normally also be refunded. This refund is subject to a statutory income tax deduction, currently 20% on any refund up to £20,000 and 50% on any excess. Please speak to your scheme administrator for more information.

We may apply an MVR to any monies taken out of the With-Profits Fund. Please refer to the section, 'What's a Market Value Reduction?'.

If you subsequently rejoin the main scheme you can normally restart AVC payments but you might have to start a new plan. Your scheme administrator will give you more information about this.

Can I transfer money out?

Yes you can transfer your pension pot to another registered pension scheme, or qualifying recognised overseas scheme at any time up to age 75.

You'll need to have stopped paying into your plan and not previously used any of your AVC pension pot to buy an annuity or pension from your scheme. We do not charge you for transferring to a new arrangement.

We may apply a Market Value Reduction if you transfer money out of our With-Profits Fund. For more information about this, please read the section 'What's a Market Value Reduction?'.

To find more information on this subject, we recommend you speak to a financial adviser.

What are the charges and costs?

Charges and costs are deducted for managing your plan and the underlying investments. The amount we charge depends on the funds you invest in.

Annual Management Charge

For unit-linked funds, we deduct an Annual Management Charge from the funds and this charge is calculated daily and taken monthly from your plan by cancelling units. The amount of charge we deduct depends on the funds you choose to invest in and the amount of your original investment. For more information, please read your Fund Guide.

We calculate and take the charge for With-Profits funds differently.

With-Profits Fund annual charge

For With-Profits Funds, there are various costs involved with setting up and managing your policy. We deduct a charge from the With-Profits Fund each year to cover these costs.

The charge isn't explicit so you'll not see it being taken from your policy. It's deducted from the underlying With-Profits Fund and is already taken into account when we calculate bonus rates for our With-Profits Fund. The With-Profits Fund's annual charge depends on the performance of the With-Profits Fund, in particular the investment return and our expenses. If, for example, over time investment returns are higher then we'd expect to increase the charges and if investment returns are lower we'd expect to reduce the charges.

The charge will depend on the investment returns achieved and the expenses incurred by the Fund (higher investment returns will be associated with a higher charge and lower investment returns will be associated with a lower charge). The charge is currently expected to be approximately 0.80% a year if the investment return in the With-Profits Fund is 5% a year.

More information on the operation of the With-Profits Funds is explained in **Your With-Profits Plan – a guide to how we manage the Fund.**

Further costs incurred by the funds

In addition to our charges, there may be further costs incurred, which can vary over time. Where these are applicable, they are paid for by the relevant fund and will impact on its overall performance.

For more information on these further costs, please look at the current **Fund Guide** for this product.

With-Profits guarantee charges

There is a charge to pay for all the guarantees the With-Profits Fund supports. We guarantee not to apply a Market Value Reduction (MVR) in certain circumstances, e.g. when payments are made because of death or at your AVC Normal Pension Age. Our current practice (which is not guaranteed) may include additional circumstances when an MVR is not applied. Please see the section 'What's a Market Value Reduction?' for more details. You won't see this charge on your annual statement because we take it by adjusting regular and final bonuses.

For applications received on or after 15 March 2019, the total deduction for guarantee charges over the lifetime of your plan is not currently more than 4% of any payment made from the fund. We'll review the amount of the charge from time to time. Charges may vary if, for example, the long term mix or type of assets held within the With-Profits Fund is changed.

For more information about charges, please read **Your With-Profits Plan – a guide to how we manage the Fund.**

What might I get back?

The size of your AVC pension pot will depend on many factors, including the following:

- the amount that has been paid in,
- how long you've been making payments,
- the performance of the fund(s), you've chosen
- the amount of charges,
- how long money is invested,
- the effect of inflation,
- how you choose to take your benefits,
- tax rules, and
- the level of bonuses which are added to your AVC if you are invested in the With-Profits Fund.

When can I take my benefits?

You can start taking your benefits from the age of 55, even if you're still working. You might be able to take your benefits earlier than that if you're in ill health.

The Government has confirmed its intention to increase the minimum age from which you can access your personal or occupational pension from 55 to 57 on 6 April 2028. State Pension age will increase from age 66 to age 67 for males and females between 6 April 2026 and 5 April 2028. These ages may change in future.

Under the terms of this contract, you'll need to take your benefits by age 75.

You're unable to take your AVC benefits before your main LGPS scheme benefits.

If benefits are taken any time other than your AVC Normal Pension Age or on your death, a Market Value Reduction may apply to money taken out of our With-Profits Fund.

What choices will I have when I want to take my benefits?

You've got different options to choose from when it comes to taking your benefits. These options are subject to the rules of your scheme. We'll contact you as you approach retirement to let you know which of these options we may be able to offer you.

Depending on your choices, you might need to move your pot to another pension to access some of these options or to access them when you prefer.

Flexible cash or income (also known as drawdown)
You can take out up to 25% of the money moved into your flexible cash or income plan, in cash, tax-free. You'll need to do this at the start. You can then dip into the rest as and when you like. You can also set up a regular income with this option. Any money you take after the first 25% may be subject to income tax.

A guaranteed income for life (also known as an annuity)
You can use your plan to buy an income for life. It pays you an income (a bit like a salary) and is guaranteed for life. These payments may be subject to income tax. In most cases you can take up to 25% of the money you move into your guaranteed income for life, in cash, tax-free. You'll need to do this at the start and you need to take the rest as an income.

Cash in your plan all at once
You can take your whole plan in one go, as a lump sum. Normally the first 25% is tax-free, but on the remainder, you could lose 20%, 40% or even 45% to income tax, if it pushes you into a higher tax bracket (especially if you're still earning). You'll need to plan how you provide an income for the rest of your life.

Take cash in stages
You can leave your money in your plan and take out cash lump sums whenever you need to – until it's all gone, or you decide to do something else with what's left. You decide when and how much to take out. Every time you take money from your plan, the first 25% is usually tax free and the remainder may be subject to income tax.

Take more than one option
You don't have to choose one option – you can take a combination of some or all of them over time, even if you've only got one pension pot.

Taking your AVC plan as cash tax free
Your Local Government AVC allows you to take all or part of your AVC plan as a tax free cash lump sum as long as you take it at the same time as your main scheme benefits and it does not exceed 25% of the combined value of your plan and your main scheme benefits. This must also fall within the maximum permitted by HMRC rules.

Whatever you decide to do with your pension savings – you don't have to stay with us. You should shop around and depending on the choices you make, you may find something more appropriate elsewhere, with alternative features, investment options or charges.

Any additional life cover stops at your AVC Normal Pension Age, or earlier if you leave your employer or payments into the pot are stopped.

Where can I get guidance about what to do with my pension?

General guidance and information on all aspects of pensions is available from MoneyHelper.

MoneyHelper Pensions Guidance
Money and Pensions Service
120 Holborn
London
EC1N 2TD

Telephone: **0800 011 3797**

Website: **moneyhelper.org.uk/en/pensions-and-retirement**

For people over 50, Pension Wise is also available. This Government service from MoneyHelper offers guidance to people with personal or workplace pensions on all the options available for their pension savings. You can have a free consultation online, over the phone and face to face.

Telephone: **0800 280 8880**

Website: **moneyhelper.org.uk/pensionwise**

These services are free and impartial and using them won't affect your legal rights.

What about tax?

Your AVC payments are deducted from your salary before income tax and passed to Prudential for investment. This means if you normally pay income tax you'll qualify for immediate income tax relief on your payments.

Salary Sacrifice Shared Cost AVCs

If your AVC plan operates on a salary sacrifice shared cost basis, it means you agree with your employer to reduce your pay in return for exactly the same amount of AVC payments. As a result it lowers your earnings which means you pay less income tax and National Insurance, subject to your personal circumstances. The pay you sacrifice is paid into your AVC pot by your employer.

Also, you are required to make a personal payment of £1 gross each time you save into your AVC pot. This works out to £0.80 net for a basic rate taxpayer, or £0.60 net for 40% taxpayer. This is also taken from your pay and will be paid into your pot. You will normally also make income tax, but not National Insurance savings, on this personal payment. Please note that tax rules and legislation may change in the future.

There may be some members for whom Shared Cost Salary Sacrifice AVCs are not suitable or possible. Your employer will be able to provide you with further details of how salary sacrifice works in their scheme.

For more information on shared cost salary sacrifice, please speak to your scheme administrator.

Annual Allowance

The Annual Allowance is a limit to the total amount of payments that can be paid to defined contribution pension schemes and the total amount of benefits that you can build up in defined benefit pension schemes each year, for income tax relief purposes.

Money Purchase Annual Allowance

Taking money out of your pension will sometimes lower the amount you can pay into all the pensions you may have while still benefitting from tax relief. This limit is called the Money Purchase Annual Allowance (MPAA). Your pension scheme administrator or provider will have told you if you are subject to the MPAA at the time they started to pay you.

Lifetime Allowance

The Lifetime Allowance is a limit on the amount of pension benefit that you can take from your pension schemes, whether lump sums or retirement income, and can be paid without triggering an extra tax charge.

Capital Gains Tax

You don't pay capital gains tax on your pension funds.

Income tax

Any money taken out, excluding any tax-free cash, may be subject to income tax. Lump sum benefits payable on death are not subject to income tax unless they are paid out more than two years after notification of death or where death occurred after age 75.

Inheritance tax

Lump sum benefits are not normally subject to Inheritance tax.

Tax rules can change and the impact of taxation (and any tax relief) depends on your circumstances. Before you make a decision you might want to speak to a financial adviser. They can help you understand the tax rules and how they might affect you.

For more information visit **pru.co.uk/tax** or the HMRC website at **hmrc.gov.uk.**

How will I know how the Local Government AVC is doing?

We'll send you a yearly statement, which shows how your plan is doing.

Keep track of your plan online, at a time that suits you

With your online service you can check the value of your plan, contact us securely, change personal details and view your documents.

If you're not registered, it's easy and only takes five minutes. You'll need your policy number, postcode and date of birth. Go to **pru.co.uk/registeronline** to find out more.

What happens to the Local Government AVC if I die?

If you die before you start taking your benefits, we will pay the value of your pension pot as a lump sum to your beneficiaries. The manager of your scheme will tell us who this is so please make sure you keep them up to date with your wishes.

If you have elected to pay AVCs for the purchase of life cover, the manager of your scheme will tell us who should receive the death in service lump sum and/or beneficiary pension.

If the value of all death benefits paid as a lump sum from this and any other schemes is more than the Lifetime Allowance there will normally be a special tax charge. For more information please read the section 'Lifetime Allowance' within 'What about tax?'.

What if the Local Government AVC isn't right for me?

There will not be an opportunity to cancel once the plan has started, the contract is binding and we will not return any money to you until you are ready to take your benefits.

However, you can reduce or stop your payments at any time. Please see the section 'What if I stop making payments?'.

How much will the advice cost?

If you take advice then you will agree the cost of this with your financial adviser when you start the plan.

Other information

Client category

We classify you as a 'retail client' under Financial Conduct Authority (FCA) rules. This means you'll receive the highest level of protection for complaints and compensation and receive information in a straightforward way.

Compensation

The products Prudential Assurance Company Limited (PACL) offer are covered by the Financial Services Compensation Scheme (FSCS). If we get into financial difficulties, you may be able to make a claim. The FSCS is an independent body set up by Government to provide compensation for people where their authorised financial services provider gets into financial difficulties and becomes unable, or unlikely to be able, to pay claims against it. This circumstance is referred to as being 'in default'.

Losses, which may result from poor investment performance, are not covered by the FSCS.

Where does FSCS protection apply? There is full FSCS coverage if PACL is 'in default'.

- Your pension is protected up to 100% of the value of your claim.
- Any funds you choose to hold in your pension will be included in the value of your claim in the event that PACL is declared 'in default'.
- If you hold the Prudential With-Profits fund or Deposit fund in your pension, they are protected 100% in the event of the default of PACL

All the other funds we offer, apart from those mentioned above, are unit-linked, and invest in other funds managed by non-PACL fund managers. FSCS cover does not apply if the non-PACL fund manager were to be 'in default'.

- There is no FSCS cover for unit-linked funds investing with non-PACL fund managers if that manager were to be 'in default'.
- See 'How funds invest' for further information on these types of fund (often called 'mirror' funds).

You can find out more information on the FSCS at **pru.co.uk/fscs**, or you can call us.

Information is also available from the Financial Services Compensation Scheme.

Visit their website: **fscs.org.uk**

Or write to:

**The Financial Services
Compensation Scheme,
PO Box 300,
Mitcheldean,
GL17 1DY**

Or call the FSCS:
Telephone: **0800 678 1100**

Where FSCS coverage does not apply, then other factors can come in

As explained in the 'Where does FSCS protection apply?' section, the FSCS doesn't cover every situation. For example unit-linked funds that invest in the funds of non-PACL fund managers (often called 'mirror' funds).

But, where FSCS protection does not apply, there are other factors that could help if the worst happened and a provider was 'in default'. For example, the use of custodians or depositories to provide protection for fund assets, where there is separate legal ownership of assets and legal entities that aren't liable for any losses of a fund manager. In so doing, the intention is that the underlying fund will not be liable for any losses the underlying fund management company incurs.

PACL would aim to recover any money invested in an underlying fund where the fund manager has been declared 'in default', but PACL would not be liable for any loss incurred from the default of the non-PACL fund manager.

Financial strength

Prudential meets regulatory standards for meeting its financial obligations. You can read our solvency and financial conditions reports at **pru.co.uk/about_us**, or if you contact us we can post some information to you.

Conflict of Interest

We want to make sure that we uphold our reputation for conducting business with integrity. If we become aware that our interests may conflict with yours we will take all reasonable steps to manage it in an appropriate manner.

We have drawn up a policy to deal with any conflicts of interest. If you would like to know the full details of our Conflict of Interest Policy, please contact our Customer Service Team on the contact details on the last page.

Law

The law of England and Wales applies to your contract.

Our regulators

We are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Prudential Assurance Company Limited is entered on the Financial Conduct Authority (FCA) Register, FCA Reference Number 139793. The FCA Register is a public record of all the organisations that the FCA regulates.

You can contact the FCA at:

The Financial Conduct Authority
12 Endeavour Square
London
E20 1JN

Email: **consumer.queries@fca.org.uk**

Prudential Regulation Authority details:

The Prudential Regulation Authority
Bank of England
Threadneedle St
London
EC2R 8AH

Email: **enquiries@bankofengland.co.uk**

Communicating with you

Our documents and terms and conditions, as well as all other communications, will be in English.

How to make a complaint

If you have a complaint, please get in touch with us and we will do everything we can to resolve it. You can also ask us for details of our complaints handling process. Our contact details are in the 'Get in touch' section at the back of this document.

If you're not satisfied with our response, you can take your complaint to the Financial Ombudsman Service who help settle individual disputes between consumers and businesses providing financial services:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone: **0800 023 4567** or **0300 123 9123**

Website: **financial-ombudsman.org.uk**

Help is also available from the following:

The Pensions Ombudsman deals with complaints and disputes which concern the administration and/or management of occupational and personal pension schemes.

The Pensions Ombudsman
10 South Colonnade
Canary Wharf
London
E14 4PU

Telephone: **0800 917 4487**

Email: **enquiries@pensions-ombudsman.org.uk**

Website: **pensions-ombudsman.org.uk**

You can also submit a complaint form online:
pensionsombudsman. org.uk/make-a-complaint

These services are free and using them won't affect your legal rights.

Get in touch

If you want to contact us before you buy this plan, or to increase your AVCs, you can do so online or by phone.

With your online service you can check the value of your plan, contact us securely, change personal details, view your documents and manage your AVC contributions.

If you're not registered, it's easy and only takes five minutes. You'll need your policy number, postcode and date of birth. Go to **pru.co.uk/registeronline** to find out more.

For general enquiries about an existing AVC plan, call our support team on **0345 600 0343**. Lines are open Monday – Friday, 8.30am – 6.00pm.

We might record your call for training and quality purposes. To find out more about how we use your personal data please visit **pru.co.uk/mydata**.

Write to: **Prudential, Lancing BN15 8GB**

If you are a deaf customer, who is also a British Sign Language (BSL) user, you can contact us using a Video Relay service. The service, provided by SignVideo, connects customers to fully qualified, registered NRCPD interpreters who will relay your conversation with a member of our customer service team.

pru.co.uk/contact-us/signvideo

There is no cost for using this service to call Prudential and we're available to help you Monday to Friday, 8am to 6pm.

You'll also find more information at **pru.co.uk/localgov** pru.co.uk

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