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Your With-Profits Plan – a guide to how we manage the Fund

Prudential Flexible Investment Plan (Series S)

Your Prudential With-Profits Plan is a medium to long term investment that:

- combines your money with money from other **with-profits planholders**
- invests in our **With-Profits Fund**
- gives you the advantages of a well balanced mix of investments with some **smoothing** of investment returns.

Our investment strategy aims to secure the highest total return over the time you have your Plan, consistent with a cautious approach to investing, while maintaining an acceptable level of risk to our Fund.

Throughout this document "We", "Our" or "Us" refers to Prudential.

Aims of this guide

This guide explains briefly how our **With-Profits Fund** works and our current approach to managing it. Please keep this guide in a safe place, along with your other Plan documents, as you might find it useful:

- when you get your yearly statement,
- if you get an illustration of what you might get back from your Plan,
- if you'd like to discuss your Plan with your financial adviser.

This guide applies to plans investing in the PruFund range of funds. We have listed the individual funds applicable to the plan covered by this guide, in the table on page seven.

You might need to refer to one of our similar guides if you have more than one type of with-profits plan.

Further Information

You can find more detailed, technical information about how we manage our Fund in our Principles and Practices of Financial Management (PPFM) document, which is available on our website: **pru.co.uk/ppfm**

You can find the most up-to-date version of this guide, together with a summary of notable past or upcoming changes to our Principles and Practices of Financial Management, on our website.

Glossary

We've put terms in **bold** and explained what they mean in the glossary on page six.

Applicable from April 2021

What's a with-profits plan?

It's a plan that shares in the profits of a with-profits fund.

When you take money from your investment in our **With-Profits Fund,** the difference between the value of the units withdrawn and the investment you made to buy them (less our charges) represents your share of the profits of our Fund.

We aim to grow your money invested in our **With-Profits Fund** over the medium to long term (5 to 10 years or more). The likelihood of receiving returns in line with the Expected Growth Rate will be greater the longer you remain invested.

How does our With-Profits Fund work?

We combine and invest money from all of our **planholders** in our **With-Profits Fund**. The Fund has a wide range of investment types which we generally refer to as assets.

Investment performance usually has the biggest effect on the value of your Plan. You can find more detail on the factors that might affect the value of your Plan on page four.

Why do we have a smoothing process?

Like most investment-market based investments, the value of the underlying funds change daily, sometimes increasing and sometimes decreasing. We use an established **smoothing** process that aims to reduce the impact of these movements over the short term.

The PruFund range of funds has an established **smoothing** process which uses Expected Growth Rates, and where necessary, **Unit Price Adjustments**, to deliver smoothed returns, and provide some protection from some of the extreme short-term ups and downs of direct stockmarket investment.

What's the Expected Growth Rate and how do we decide it?

The Expected Growth Rates are the annualised rates which we'll normally apply daily to the unit price of the funds. The Prudential Directors set these every three months (quarterly, when they could go up or down). They'll take into account the investment returns that they expect the assets of the funds to earn over the long term (up to 15 years). We'll publish these for each product, every three months (on the quarter dates) on our website: **pru.co.uk/egr**

Your investment will normally change in line with this growth rate on a daily basis, through the price of the units you hold (known as the unit price).

What happens when you first invest?

Every time you invest, your money will buy units in the corresponding "fixed rate" account(s) before we move it into your chosen fund(s) on the next PruFund quarter date. This is referred to as a **Holding Account** in other literature.

The quarter dates are:

- 25 February
- 25 May
- 25 August
- 25 November

or the next working day if the quarter date is a weekend or a public holiday.

When your money is in the fixed rate account and waiting for us to move it into your chosen fund on the next (or the same if applicable) PruFund quarter date, it'll grow at the Expected Growth Rate that we'll have set for the fund you've chosen. Charges to the plan will apply as normal during this period, but any **smoothing** adjustments, **Unit Price Resets**, or suspension of **smoothing** won't apply.

What's the smoothing process?

When we're talking about prices and describing the **smoothing** process, we use the terms smoothed and unsmoothed:

- The smoothed price – which we also call the unit price, increases by the Expected Growth Rate as explained above. We publish this price.
- The unsmoothed price – which we work out by dividing the value of the underlying fund by the total number of units. We don't publish this price.

How we smooth

Every day, the **smoothing** process checks the gap between the smoothed price and unsmoothed price. For this purpose, we calculate the gap using both the unsmoothed price and a five working day rolling average of the unsmoothed price. If the gap is ever equal to or more than the **Daily Smoothing Limit**, we'll adjust the smoothed price straight away, to reduce the gap to the value of the **Gap After Adjustment** for the relevant fund.

In addition, on each quarter date if there is a gap which is equal to or more than the **Quarterly Smoothing Limit**, when we compare the unsmoothed and smoothed prices for that day, we will reduce the gap by half by adjusting the smoothed price. Where necessary, we will repeat this process until the gap is less than the **Quarterly Smoothing Limit**.

Any adjustments we make to the smoothed price can be down or up, depending on whether it's above or below the unsmoothed price. This is referred to as **Unit Price Adjustments** in other literature.

Please note, the **Daily Smoothing Limit**, **Quarterly Smoothing Limit** and the **Gap After Adjustment** will vary by fund. The current values that apply to each fund can be found in the table on page seven.

The smoothed price after any adjustment we make will increase at the Expected Growth Rate for the quarter. The unsmoothed price is not published. This protects investors by avoiding speculation over possible smoothed price adjustments.

Can we reset the smoothed price?

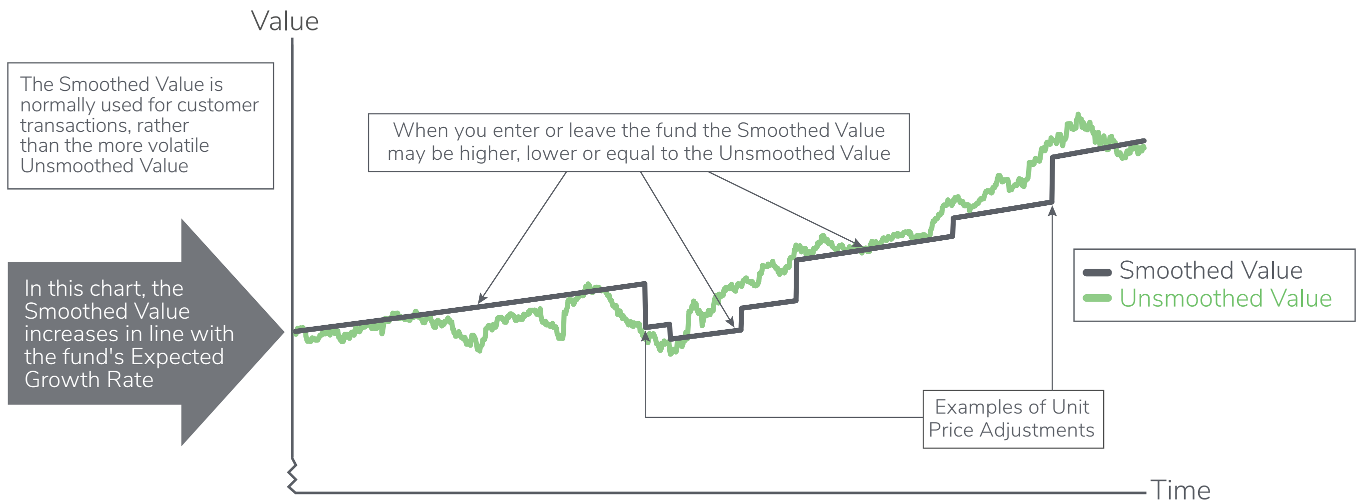
We may decide to reset the smoothed price of a PruFund fund on a particular day, to protect the **With-Profits Fund**.

If we decide to reset, the smoothed price of the affected fund would be adjusted to be the same value as the unsmoothed price on that working day. That adjusted smoothed price will then continue to grow in line with the Expected Growth Rate from the working day after this reset of the smoothed price. This is referred to as a **Unit Price Reset** in other literature.

Can we suspend smoothing?

There may be occasions where we have to suspend the **smoothing** process for a period of consecutive days, to protect our **With-Profits Fund**. When this happens the smoothed price for the affected fund(s) is set to the unsmoothed price for each day until we reinstate the **smoothing** process.

If you'd like more information, please see your Policy Provisions.



This is for illustrative purposes only – it's not representative of any particular time period or investment performance. Its only aim is to explain how smoothing works.

Is the payout guaranteed?

There is no fixed payout amount, as a result of the pricing and smoothing mechanisms used for the PruFund range of funds (see "What's the **smoothing** process?" above). The value of your investment can go down as well as up so you might get back less than you put in, for example, if investment returns on your Plan were less than the charges.

However, you could have selected a product option, which does guarantee a minimum amount you'll get back from your Plan – please see your product literature for details of these and their relevant charges, where these are available through your chosen product.

What affects the value of your Plan?

We aim to be fair to all **with-profits planholders** by balancing the interests of:

- holders of different types of plan
- **planholders** starting plans at different times
- **planholders** remaining in our Fund and those leaving our Fund
- our **shareholders**.

There are many factors that affect the amount you get back from your Plan. These include:

a) Investment performance

This usually has the biggest impact on the payout from your Plan. It depends on several things, including how much of the funds we invest in the different types of asset.

The main asset types are:

- **company shares**
- **property**
- **fixed interest securities**
- **deposits**.

We invest in a wide mix of these assets in both the UK and abroad.

Over time, the relative performance of different types of asset varies a lot. So our expert fund managers might change the asset mix with a view to:

- improving the long-term performance

or

- reducing the risk level of our Fund.

Overall, our investment approach aims to secure the highest total return, consistent with a cautious approach to investing, while maintaining an acceptable level of risk to our Fund.

b) Smoothing

Smoothing, which is explained on pages two and three, limits the immediate effect of ups and downs in investment markets on what you'll get back from your Plan.

c) Charges and costs

We aim to keep the costs of running the business as low as possible and to allocate the costs fairly across all **planholders.**

However, if our costs are higher than we expected, this might affect the value of your Plan.

The Annual Management Charge is taken by cancelling units in your Plan.

Your Key Features Document will give you more information about the charges and costs that apply to your Plan.

d) Cost of guarantees and smoothing

Our charges include an amount to pay for the guarantees and **smoothing** you get.

e) Transfers to our shareholders

Transfers are made to our shareholders, who are entitled to up to one ninth of any increase in the value of each plan's holding in the PruFund funds. These transfers are already funded from the charges taken from your Plan.

f) Tax

Any tax we have to pay on our **With-Profits Fund** will reduce what you get back from your Plan by allowing for it in the Expected Growth Rate where applicable.

We charge tax in a way that is fair across all of our Funds. Investment returns earned over the lifetime of a plan allow for the effects of tax, including an allowance for unrealised gains.

Currently, there's no UK tax payable by our Fund on assets backing pensions or ISA business, although this might change in the future.

This information is based on our understanding of current taxation, legislation and HM Revenue & Customs practice, all of which are liable to change without notice. You might need to pay tax depending on your individual circumstances. Tax rules can also change in the future.

g) Other business risks

Other risks that might affect the value of your Plan include:

- operational risks, such as changes in regulatory requirements or taxation.

We regularly review risk levels to make sure they're acceptable to our Fund.

What if you decide to move out of these funds?

Any units we cancel as a result of switches, transfers or withdrawals from the PruFund Range of Funds may be subject to a delay of up to 28 days from the date of receipt of a request to cancel units. We'll use the unit price on the final day of the delayed period as the price of the units for these purposes.

If you're considering moving out of the **With-Profits Fund** you might want to speak to your financial adviser.

What's an inherited estate?

As a long established life assurance company, our **With-Profits Fund** contains an amount of money in excess of the amount we expect to pay out to existing **planholders**. This is known as **the inherited estate**. It has built up over many years from a number of sources and it provides working capital to support current and future business.

How we use the inherited estate

This capital lets you benefit from **smoothing** and guarantees. And it gives us more flexibility to invest in a wide range of assets. We're also required by regulation to hold a substantial amount of capital in our **With-Profits Fund**. This lets us demonstrate, at all times, that our Fund is solvent and able to meet its obligations to all **planholders**. The **inherited estate** provides this **solvency capital**.

Planholders or Prudential shareholders shouldn't have any expectation of a distribution of the **inherited estate**. However in accordance with regulation, if the **inherited estate** contains surplus capital and to retain that surplus would lead to the unfair treatment of **planholders**, then we should make a distribution from the **inherited estate**.

When managing our **With-Profits Fund** we are not required to take account of any current **planholders**' interest in the prospect of a distribution from Prudential's **inherited estate** to **planholders**. We have no current intention of closing our **With-Profits Fund** to new business, but if it did close, the **inherited estate** would still be needed to support existing business.

Where can you find out more?

If you'd like more information about your investment in our **With-Profits Fund** please call us on **0800 000 000** or speak to your financial adviser. If you don't have a financial adviser and would like to know more about financial advice you can find out more information on our website: **pru.co.uk/find-an-adviser**

We put this guide together as a summary of how our **With-Profits Fund** works for the funds listed on page seven. However, because we've kept it as short as possible, we've only given you the most important information.

We need to let you know that without all details you'll not have a complete picture. If you do need a detailed technical guide to how we manage our With-Profits business, please refer to our Principles and Practices of Financial Management (PPFM). You can find this on our website: **pru.co.uk/ppfm**. If you'd prefer a printed version, please let us know.

In the event of any conflict between this guide and the PPFM, the PPFM will take precedence.

Glossary

This is a glossary to help you with the terms specifically in this guide.

company shares	an investment that represents part ownership of a company. Shares are also known as equities.
Daily Smoothing Limit	a specified limit (shown as a percentage of the smoothed price), which we may choose to vary from time to time and that may differ across the range of PruFund funds. Please see the table on page seven for the current values.
deposits	cash and other short-term investments, typically low risk loans.
fixed interest securities	loans to governments and companies that pay a predetermined rate of interest.
Gap After Adjustment	the specified gap (shown as a percentage of the unsmoothed price), between the smoothed price and the unsmoothed price immediately after the smoothed price has been adjusted as a result of the Daily Smoothing Limit being met or exceeded. We may choose to vary this percentage from time to time and it may differ across the range of PruFund funds. Please see the table on page seven for the current values.
inherited estate	amount of money built up over time in a with-profits fund, which is in excess of the amount needed to meet expected commitments to current policyholders/planholders.
planholder/with-profits planholder	a person that holds a Prudential With-Profits policy or plan.
property	an investment in commercial property such as offices, shops, and industrial premises.
Quarterly Smoothing Limit	a specified limit (shown as a percentage of the smoothed price), which we may choose to vary from time to time and that may differ across the range of PruFund funds. Please see the table on the next page for the current values.
shareholder	a person or group that owns one or more shares in Prudential companies. The owner of a share owns a small part of Prudential.
smoothing	adjusting returns for some of the extreme ups and downs of short-term investment performance to provide a more stable return.
solvency capital	funds that allow Prudential to demonstrate that our With-Profits Fund is solvent and able to meet its obligations to planholders even if it were to suffer significant losses.
Unit Price Adjustment	The Unit Price Adjustment is an adjustment that is applied if the unit price moves outside smoothing limits.
Unit Price Reset	means that the unit price (also called the smoothed price) of the affected PruFund would be adjusted to be the same value as the relevant unsmoothed price on that working day. That adjusted unit price would then continue to grow in line with the relevant Expected Growth Rate from the next working day.
With-Profits Fund	The With-Profits Fund is the fund where Prudential's with-profits business is written. With-Profits planholders can share in the profits of the With-Profits Fund through discretionary distributions.

The individual funds included in the PruFund range of funds applicable to the plan covered by this guide, and their current smoothing limits, are:

PruFund Funds	Quarterly Smoothing Limit	Daily Smoothing Limit	Gap After Adjustment (applies to Daily Smoothing Limit only)
PruFund Protected Cautious Fund	4.0%	8.0%	2.0%
PruFund Cautious Fund	4.0%	8.0%	2.0%

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