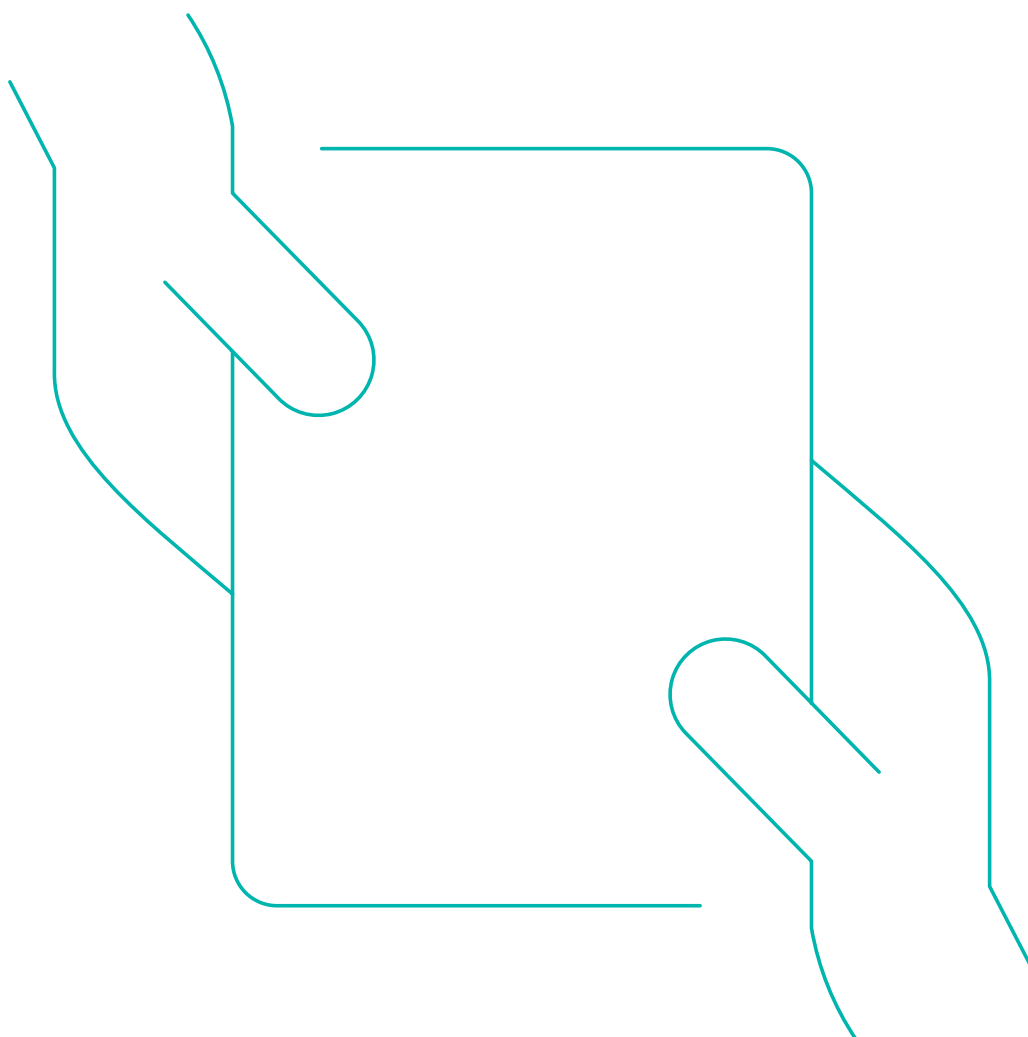


Key Features of the Prudence Bond and Prudence Managed Investment Bond (Establishment charge option) additional investment



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 Prudence Bond and Prudence Managed Investment Bond (Establishment charge option) additional investment works, the benefits and associated risks.

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We'd 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 Prudence Bond and Prudence Managed Investment Bond Top-up Investment 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 Prudence Bond and Prudence Managed Investment Bond (Establishment Charge Option) additional investment

Our Prudence Bond and Prudence Managed Investment Bond are single premium investment bonds that let you invest your money in a range of different funds.

Your bond started with a single payment. You can make additional payments at any time, make regular and partial withdrawals, or you can cash in your bond at any time.

If you still have questions about the plan 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.

If you don't have a financial adviser you can find one at pru.co.uk/find-an-adviser or unbiased.co.uk.

Its aims

What this plan is designed to do:

Our Prudence Bond and Prudence Managed Investment Bond are no longer open to new customers, but you can make an additional investment. The bonds aim to:

- grow the value of your plan over the medium to long term, so five to ten years or more.
- gives you access to a wide range of investments to match your investment objectives and attitude to investment risk.

Your commitment

What we ask you to do:

- To make any additional investments to your plan of at least £1,000.
- Together with your financial adviser, choose funds to suit your needs and attitude to risk, and keep them under regular review to make sure they are still right for you.
- Allow your plan to potentially grow for at least five to ten years or more.

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.
- If the total charges and costs are more than any overall growth achieved, your plan will fall in value, possibly to even less than you have invested.
- The level of risk and return is different depending on the funds you choose. Please refer to your **Fund Guide** for more information.
- There may be exceptional circumstances that delay the buying, switching and selling of units in any fund. Please read the section "Where are my payments invested?" for more information.
- If you withdraw money from either of our With-Profits Funds, we may reduce the value by applying a Market Value Reduction.

Other documents

This document gives you key information about the Prudence Bond and Prudence Managed Investment Bond Top-up Investment. 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 or direct from us. Our contact details are on the second last page.

- **Policy Provisions**

Gives you the full terms and conditions of the contract.

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

Provides information on how our With-Profits Fund works, and our current approach to managing it.

- **Your Investment Plan – a guide to how we manage the funds**

A guide to how we managed funds.

- **PruBond and Managed Investment Bond Fund Guide**

Provides information on funds available, including the objective of each fund and its risk profile.

- **Guide to tax on your Investment Bond Leaflet**

Provides information about tax and how it affects you.

- **Market Value Reduction – A clear explanation**

This explains what Market Value Reduction is, together with information about how and when these may be applied.

Questions & Answers

Is the Prudence Bond and Prudence Managed Investment Bond additional investment right for me?

The Prudence Bond and Prudence Managed Investment Bond additional investment is designed for you to invest in a tax-efficient way. It provides access to a wide range of investments.

You need to understand and accept the risks of investing. You shouldn't invest in our plan if you can't invest for at least five years or don't feel you understand the risks associated with investing. Remember that the level of risk you take depends on the fund options you choose.

You might not want to invest in our plan if you expect to be a higher rate taxpayer, or close to the higher rate band, when you cash in your plan. Your adviser will explain this to you, as it may result in a tax liability. There's more information on tax in the section 'What about tax?'

If you are not sure whether the Prudence Bond and Prudence Managed Investment Bond additional investment is right for you, please speak to your financial adviser.

If you don't have an adviser, you can find one at pru.co.uk/find-an-adviser or you can search for an independent financial adviser at unbiased.co.uk

How flexible is it?

You can choose where to invest your money, switch your investment or cash this plan in at any time.

This plan allows regular and partial withdrawals. Please refer to "How do I take money out of my plan?" for more information.

What happens if I move abroad?

If you move overseas and are no longer a resident in the UK for UK tax purposes, you will be unable to top up your plan unless you are a crown servant (or the spouse/civil partner of a crown servant), serving overseas.

How much can I pay into my Bond?

- The minimum additional investment payment is £1,000.
- The maximum investment into the With-Profits Fund is £500,000 per bond. This maximum includes additional investment. Any growth on your bond isn't subject to this limit, it only applies to the amount of your single payment and additional investment payments.
- In some circumstances, we may accept investments larger than £500,000 into the With-Profits Fund. If you'd like to invest more than £500,000 in the With-Profits Fund, please speak to your financial adviser.

Where are my payments invested?

Different funds invest in different types of assets 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 risk and potential for growth. Usually, funds with more potential for growth carry more risk. Remember, the performance of the funds isn't guaranteed. The value of your investment can go down as well as up so you may get back less than you put in.

You choose which funds you would like to invest your money in, from a wide range that we offer. You can invest in more than one fund at a time, up to a maximum of 10 and we use your money to buy units in those funds.

There may be exceptional circumstances that delay the buying, switching and selling of units in any fund. We wouldn't expect these delays to be longer than six months for units that invest in property or land, and one month for units that invest in other asset types. However, we can't guarantee that delays will never be longer. If a delay will apply to you, we'll let you know.

Your financial adviser will give you details about the funds, before you choose where to invest. You can also refer to our **Fund Guide**.

Our With-Profits Funds (Optimum Bonus and Optimum Return)

These funds aim to smooth some of the extreme highs and lows of the investment markets, with a lower level of risk than that associated with investing directly in these areas.

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).

Or a combination of our With-Profits Funds and Unit-Linked Funds

Combine an investment in our smoothed With-Profits Fund with a more specific investment.

For more information about the investments you can choose from, please speak to us or speak to your financial adviser. You can also read your "**PruBond and Managed Investment Bond Fund Guide**" which provides more information on the funds available. This includes the objective of each fund and its risk profile. For a copy of this guide you can visit our website pru.co.uk or call us using the details on the "Get in touch".

Allocation Rate

We work out how much is invested in your bond by multiplying the amount of your investment by the relevant allocation rate shown in the tables below. After applying the Allocation Rate your additional investment payment buys units in a fund or funds of your choice, as available, at a price set by us.

Your allocation rate depends on:

- The total amount you've invested in the bond
- Your age when you took out the bond
- The version of the bond you originally invested in

How we work out how much would be invested on your behalf

- We multiply the amount you are investing by the Allocation Rate percentage.
- The more you invest, the higher the allocation rate you will receive on your investment. For additional investments, the rate will be based on the total amount of the payments that remain invested in your plan plus the amount of the additional investment.

Total amount invested including additional investment	Allocation Rate
Less than £10,000	98.00%
From £10,000 to £19,999	100.00%
From £20,000 to £49,999	100.75%
£50,000 or more	101.75%

Age reduction

If the person being covered by the bond was over 79 when the bond was originally taken out, we will reduce this Allocation Rate depending on their age. For investors aged over 79 at the time of original investment this reduction will have the effect of reducing the Allocation Rate to below 100%. More information is shown in the Key Features Document that you'd have received when you originally took out your bond, please contact us using the details in the "Get in touch" section, if you'd like a copy of this. Please see the table below for reductions in Allocation Rates.

Reduction in Allocation Rates		
Age	Bonds taken out 20/09/99 to 02/07/00	Bonds taken out 03/07/00 to 18/05/02
80-84	No reduction	1%
85-89	No reduction	2%

If you chose to cover two people and for the life cover to pay out when the first of the two people covered dies, the rate will be based on the age of the older person. If you chose to cover two people and for the life cover to pay out when the second of the people covered dies, the rate will be based on the age of the younger person.

The allocation rate is based on the total amount of previous investments that remains invested in your bond plus the amount of the additional investment.

The Allocation Rate you'll receive is shown in your illustration.

These allocation values are the standard rates. From time to time we may increase these rates during a special offer period and reserve the right at our sole discretion to extend or withdraw such offers without notice at any time. These special offer rates are not applicable to additional investments outside the special offer period.

For most of the unit-linked funds we offer, the value of your investment is determined by the fund performance:

- if the underlying investment fund value grows we increase the price of your units

- equally, if the underlying investment fund value falls, we decrease the price of your units
- the price of units will also depend on whether more money is going into or out of the fund.

You should also read "**Your Investment Plan – a guide to how we manage the funds**". This is available on our website pru.co.uk

For the Prudential (Optimum Bonus) With-Profits Fund and the Prudential (Optimum Return) With-Profits Fund, the unit price will reflect the addition of Regular Bonus and cannot go down. However, the unit price does not show the effect of any Final Bonus or Market Value Reduction that may apply.

Your plan value depends on how much profit the fund makes and how it's shared out as bonuses. For more information about how the With-Profits Funds work, please read "**Your With-Profits Plan – a guide to how we manage the Fund**". You can also call us on **0345 640 1000** or speak to your financial adviser.

Can I change my investments?

Yes, you can switch your money between funds at any time. We don't currently charge you for this but if this changes in the future we'll let you know.

There may be restrictions when switching money between certain funds. Please see your "Potential restrictions on withdrawals" section.

If you switch money out of the **Prudential (Optimum Bonus) With-Profits Fund, the Prudential (Optimum Return) With-Profits Fund** or between these funds, we may apply a Market Value Reduction (MVR). For more information about MVRs, please see the section "What's a Market Value Reduction?".

What's a Market Value Reduction?

If you take money out of the Prudential (Optimum Bonus) With-Profits Fund or the Prudential (Optimum Return) 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 bond including all bonuses.

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 the MVR to your bond'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 get back less than you have invested in your bond. We guarantee not to apply an MVR on any payments made due to death.

Our current practice on applying an MVR

We may apply a Market Value Reduction to full or partial withdrawals, including switches, on all investments that have been running for less than five years.

For investments in the same With-Profits Fund 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.

We would also consider applying an MVR on regular withdrawals that are more than 5% of the current value of your With-Profits Fund investment, at the time the withdrawals instruction is set up, or when the withdrawal arrangement is altered. 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 bonds and any new bonds or additional investments. However, if we were to reduce the regular withdrawal limit, the new limit would apply only to regular withdrawals starting after the date the change was made, or to existing withdrawals when the amount or frequency is altered. 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.

What are the charges and costs?

We charge you for looking after your plan. These charges are already taken into account when we work out its value.

Your personal illustration shows what charges and costs you will pay. The charges and costs described below could change in the future. If this happens, we will let you know.

You can find details of our fund charges in each fund's Investment Option Document. These are available from your adviser.

<p>No Initial Charge</p>	<p>We take no initial charges from your payment. A reduction in allocation may apply for certain investors.</p>
<p>Annual Management Charge</p>	<p>Annual Management Charge Every year, we take an Annual Management Charge from each of the funds you invest in. The funds have different Annual Management Charges which are already taken into account when we work out the value of your bond. You can find information about how much we charge for each fund in your "PruBond and Managed Investment Bond Fund Guide".</p> <p>We provide a discount on the Annual Management Charge depending on the value of your investment:</p> <p>Prudential With-Profits Fund (Optimum Bonus and Optimum Return) The annual charge for the With-Profits Fund 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 would expect to increase the charges and if returns are lower, we would expect to reduce the charges. For additional investments the charge is currently expected to be approximately 1.21% a year if the investment return in the With-profits Fund is 4.5% a year (net of tax).</p>
<p>Further costs incurred by the funds</p>	<p>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.</p> <p>For more information on these further costs, please look at your illustration for this product and at your "PruBond and Managed Investment Bond Fund Guide".</p>
<p>Charges for guarantees – Prudential (Optimum Bonus) With-Profits Fund and the Prudential (Optimum Return) With-Profits Fund</p>	<p>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) when payments are made because of death. Our current MVR practice, which is not guaranteed, may include additional circumstances when an MVR is not applied. Please see "Market Value Reduction" for more details.</p> <p>We take this charge making a small adjustment to regular and final bonuses.</p> <p>The total deduction for guarantee charges over the lifetime of your bond is not currently more than 2% of any payment made from the fund. Our charges may vary in the future and may be higher than they are now. Charges may vary if, for example, the long term mix or type of assets held within the With-Profits Fund is changed.</p>
<p>Establishment Charge (Start Up Charge)</p>	<p>On the 1st, 2nd and 3rd anniversaries of the date of your additional investment, we will deduct an Establishment Charge of 1% of the value of your additional investment fund at those dates.</p>

If you cash in your bond within the first three years of an additional investment:

Early Cash-In Charge – This is a charge we deduct if you cash in all or some of your bond within the first three years from an additional investment. This charge does not apply to regular withdrawals.

The table below gives further details:

Year bond cashed in (since date of additional investment payment)	Early Cash-in charge on additional investment (% of amount cashed in)
1st year	3%
2nd year	2%
3rd year	1%

Establishment Charge Adjustment

If part of your regular withdrawal payment comes from an additional investment, within the first three years of the additional investment, we will deduct an Establishment Charge Adjustment. This charge will be 0.5% of the total value of the regular withdrawal you've taken in the previous 12 months from the additional investment. We will deduct the charge at the end of each of the first three years of your additional investment.

Our charges may vary in the future and may be higher than they are now. Further details can be found in the Policy Provisions.

Your personal illustration will show how charges and costs affect your bond.

What might I get back?

There is a projection of how much you could get back in your personal illustration. What you actually get back will depend on many factors such as:

- the amount that has been paid into the plan
- how long the payments have been invested
- the performance of the fund(s) you have invested in
- the amount of charges you've paid
- any withdrawals you've taken.

How do I take money out of my Bond?

You can take regular withdrawals or make one-off withdrawals from your bond at any time.

Regular withdrawals

You can take up to 5% of your initial investment and any additional investments as a tax-deferred withdrawal each year. Anything above this may be liable to immediate tax. There's more information on tax in the section 'What about tax?'

For regular withdrawals, you can take:

- monthly,
- every three months,
- every four months,
- every six months, or
- annually.

Within a 12-month period, the maximum regular withdrawals cannot be over 7.5% of the full value of your plan, or 7.5% of the total amount you've paid in – whichever is greater.

Any ongoing adviser charges paid from the plan will count towards both these limits, so if, for example, you've agreed an ongoing charge of 0.5% each year of the plan's value, you can only take 7% of the plan as a regular withdrawal each year.

The minimum regular withdrawal is £50, but it can be less if you choose the Regular Bonus as income option under our With-Profits Funds.

If you invest in our With-Profits Funds, you can take the Regular Bonus as income. This bonus is normally declared on our With-Profits Funds each year, usually in advance. It is calculated and added to your bond every day and is included in the price of the units in our With-Profits Funds.

One-off withdrawals

You can take a withdrawal from your bond provided you withdraw a minimum of £50 and leave at least £500 in each fund after withdrawal from that specific fund. Please remember that any withdrawal will reduce the value of your bond. If you take more money from your plan than the amount your investment has grown by, the value of your investment will be less than you've put in.

Tax on withdrawals

You may have to pay UK tax on your withdrawals. For more information, please read "What about tax?".

Potential restrictions on withdrawals

There may be circumstances that delay the buying, switching and selling of units in any fund. We would not expect these delays to be longer than six months for units that invest in property or land, and one month for units that invest in other asset types. But, we cannot guarantee that delays will never be longer. If a delay will apply to you, we'll let you know.

There's more information in the **Policy Provisions**.

Market Value Reduction

If you make a withdrawal from the **Prudential (Optimum Bonus) With-Profits Fund** or the **Prudential (Optimum Return) With-Profits Fund**, we may apply a Market Value Reduction. For more information, please read "What's a Market Value Reduction?".

What about tax?

Your plan is set up as 20 identical policies. This enables you to cash in or transfer the ownership of each policy separately, which can help you withdraw money in a tax-efficient way.

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.

Income tax

You can currently withdraw up to 5% each year of the total money paid in to the plan, without paying any immediate income tax. You can do this for 20 years or until you've withdrawn an amount equal to the amount you originally invested.

Any ongoing or one off adviser charges are included within this allowance and the 5% tax-deferred allowance rolls over to the following years if you don't use it.

However, you might have to pay income tax when:

- Your plan ends on death of the life assured, or the last life assured if more than one person is covered
- You cash in all, or part, of your plan
- You withdraw more than the 5% a year tax-deferred allowance
- You transfer ownership of the plan.

Taking money out of your plan could mean you lose some or all of your entitlement to personal allowances and certain tax credits.

Inheritance tax

Inheritance tax may be payable if you still have the bond when you die.

Special tax considerations are given to bonds written under trust – your adviser can give you more information about this.

Capital Gains Tax

You won't have to pay this on your plan.

Corporation tax

We'll pay tax on the funds you invest in. This tax is not reclaimable.

How will I know how my bond is doing?

We'll send you an annual 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 my bond if the person covered dies?

We'll pay out 101% of the bond. If you took out the bond on your life only, your bond will end on your death.

If you took out the bond on the lives of two people, at the start of your bond you chose:

- for your bond to end when one of the two people covered dies, or
- for your bond to end only when both people covered by the bond have died.

Your bond ends when the death benefit is paid.

What if the Prudence Bond and Prudence Managed Investment Bond additional investment isn't right for me?

You have 30 days from when you first receive your plan documents to cancel any additional investments. If you decide to cancel an additional investment it won't affect any existing investment you have in place.

We'll send you a cancellation notice with your plan documents and if you decide to cancel, you can return the notice or write to us with your plan reference number at:

**Prudential
Investment Plans New Business
Lancing
BN15 8GB**

If more than one person owns the plan, we'll accept cancellation by any of the owners, within the 30 day period, whether they're acting alone or jointly.

If you decide to cancel, we'll give you your money back less any fall in value and less any adviser charges we've already taken, so you may not get back the full amount you paid in.

You can also cancel before you receive your plan documents by calling us or your adviser.

After 30 days your plan becomes binding and you can't cancel it. But if you decide it's not right for you later, you can cash it in. However you might not get all your money back if the value of your plan has fallen.

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 bond is protected up to 100% of the value of your claim.
- Any funds you choose to hold in your bond 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 funds in your bond, 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 unit-linked 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.

Terms and conditions

This Key Features Document gives a summary of your plan. Full details are set out in our **Policy Provisions** booklet which is available on request using our contact details on the last page.

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 please contact our Customer Service Team, for details please see the “Get in touch” section 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**

Or visit the website: financial-ombudsman.org.uk

This service is free and using it won’t affect your legal rights.

Get in touch

If you want to contact us before you invest, you can do so in the following ways:



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.



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



Phone: **0345 640 1000** Monday to Friday 8:00am to 6:00pm (we are not open on public holidays). 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



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.

Keep in touch

It's important that we keep in touch so, if you change your address or any of your contact details, please let us know.

pru.co.uk

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