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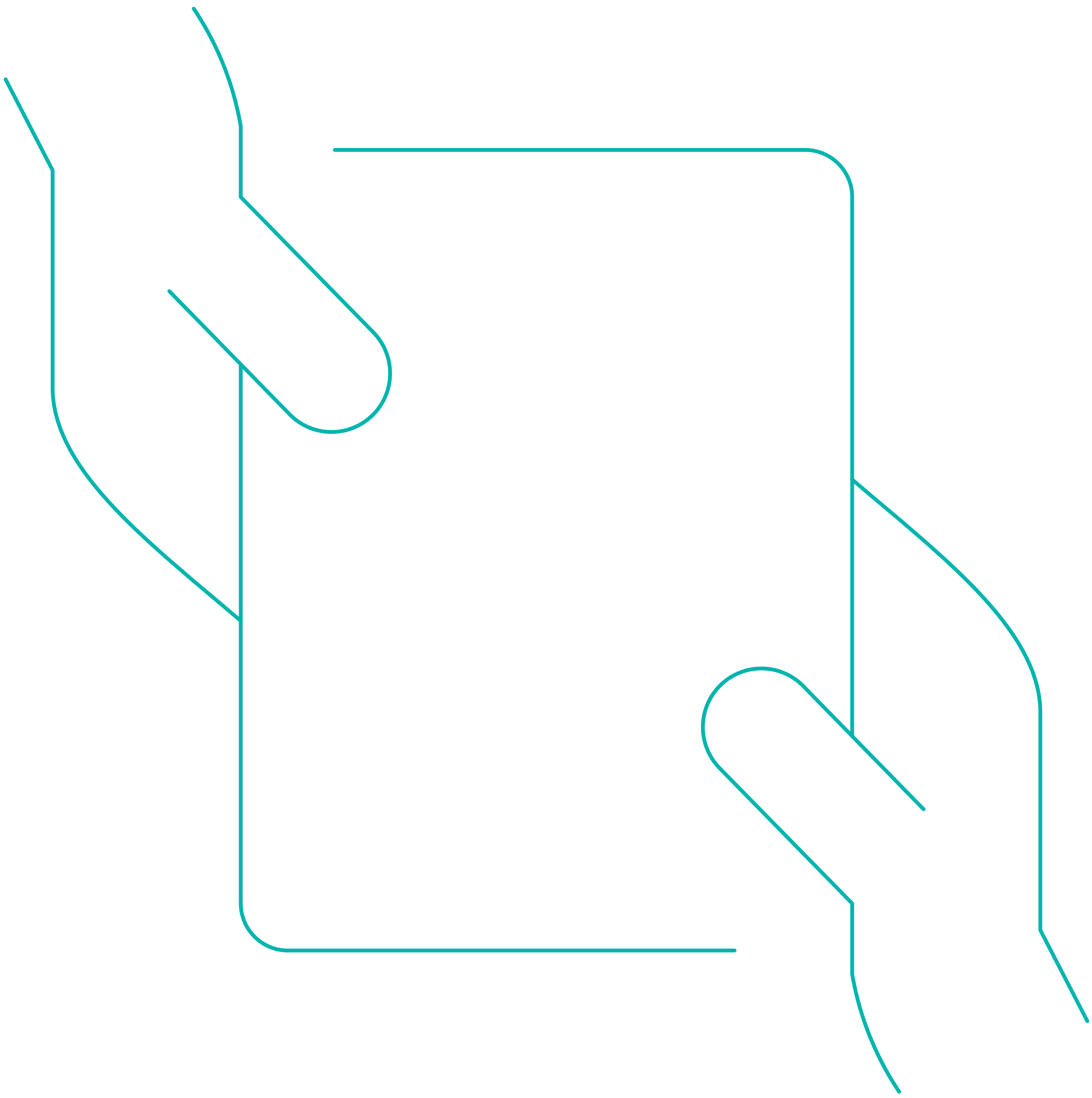
Key Features of the

# Prudential Retirement Account



Please read this document along with your personal illustration before you decide to buy this plan. It's important you understand how the Prudential Retirement Account 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 Prudential Retirement Account 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 Prudential Retirement Account

The Prudential Retirement Account is a flexible personal pension that lets you save for your retirement and take an income all from the same plan. There are a range of investment options, including self-investment, to match different attitudes to risk and your adviser will recommend the right option for you. The Retirement Account offers different ways to pay money in and take your money out, to suit your needs now and throughout your retirement.

If you still have questions about the Prudential Retirement Account 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 your retirement in a flexible and tax-efficient way.
- To give you access to a wide range of investments to match your attitude to risk and investment objectives.
- Give you flexibility with how you take your money out and the option to change this throughout your retirement.

## Your commitment

### What we ask you to do

- Make at least one contribution, or transfer in from another pension, to open your Retirement Account.
- To allow your pension pot to potentially grow until you take your pension benefits.
- To regularly review your investments to make sure you're on track for retirement.
- Keep us updated with any changes to your details or circumstances.
- Make sure we've the most recent information on who you would prefer your pension to be left to after you die.

## 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.
- Taking out too much money may leave you without enough to live on in your retirement. You need to make sure your money lasts as long as you need it to.
- 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.
- 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 and will reduce what you can buy in the future.
- By transferring to Prudential you might be giving up valuable benefits.
- You won't be guaranteed a better pension at retirement by transferring to Prudential.
- The amount of income you take from your Retirement Account could push you into a higher tax bracket.
- If you change your mind about making a pension transfer, we may not be able to return the transfer to your original pension scheme. Your adviser may also not refund their charges.

## Other documents you should read

This document gives you key information about our Retirement Account. If you want more detail on specific points, please read the following documents. We have highlighted where they are relevant throughout this document.

They're all available from your adviser, or direct from us. Details on how to get in touch are on the last page.

- **Prudential Retirement Account Terms and Conditions**
  Gives you full terms and conditions of the contract.
- **PruFund Fund Guide Prudential Retirement Account**
  Provides information about the PruFund Funds that are available for you to invest in.
- **Your With-Profits Plan – a guide to how we manage the Fund (PruFund range of funds)**
  This provides information on how our With-Profits Fund works, and our current approach to managing it.
- **Key Investment Information Document**
  The KIID is a two-page 'fact-sheet' style document which includes the key information about the funds available for you to invest in. This aims to help investors understand the nature and key risks of the fund and includes details of the funds charges, risk indicator and past performance.
- **Prospectus**
  This contains complete information about the funds you can invest in, their investment policies, their fees, investment risks, and other information that prospective investors should know before investing in these funds.

# Questions & Answers

## Is the Retirement Account right for me?

The Retirement Account might be right for you if you're looking to save for your retirement in a tax-efficient way. It's available to anyone who is a UK resident.

It's a personal pension plan with two core elements:

### 1. Pension Savings Account

Your Savings Account is where your money is usually paid in.

From age 55 (57 from 6 April 2028, unless you have a protected pension age) you can take money directly from your Savings Account. 25% of each amount taken will normally be tax-free and the remainder of each withdrawal (75%) will be subject to income tax.

### 2. Pension Income Account

From age 55 (57 from 6 April 2028, unless you have a protected pension age) you can move some or all of your money into your Income Account and withdraw money from there (also known as "drawdown").

With this option, you can usually choose to take some or all tax-free money first (usually up to 25%) and then take the taxable amount (75%) when you need it.

If you are not sure whether the Prudential Retirement Account 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 requirement 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, your employer, or a third party, can all pay in regular or one-off amounts either by bank transfer, direct debit or cheque. You can also arrange for your regular payments to increase automatically each year, either by a fixed rate or in line with the Consumer Prices Index. Money can be paid in until you're 75 or you can transfer another pension into the account until age 99.

You can change your payments at any time, subject to minimum amounts that we may set. Please call us if you would like to discuss this, our contact details can be found under the "Get in touch" section.

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

You have a variety of options to take money out of your plan from age 55 (57 from 6 April 2028, unless you have a protected pension age). These include regular or one off Cash Lump Sums, regular or one off income payments and 25% of your fund can usually be taken as a tax free lump sum. You can stop, start, increase or decrease a regular Cash Lump Sum or income payment at any time.

If your circumstances do change, please speak to a financial adviser or contact us using the details on the last page.

### 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 or increase payments to your policy unless you are a crown servant (or the spouse/civil partner of a crown servant), serving overseas.

## How much can be paid into my plan?

There's no limit to the amount that you can pay into your plan, however, there are limits on the tax relief you receive. For more information about tax relief, please read the section 'What about tax?'.

## Can I transfer money in?

Yes, if you have a pension plan with another provider, you can transfer the value of it to this plan, this includes drawdown to drawdown transfers.

You should speak to a financial adviser before you make a decision.

Your plan might have valuable guarantees you'd lose if you transfer your pension pot.

We will only accept a transfer with guarantees if your adviser has recommended you proceed.

If you want to pay in £1 million or more (either as a contribution or a transfer), we reserve the right to agree this and so your adviser may have to contact us.

## 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 fund range that we offer. You can invest in more than one fund at a time 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. Your financial adviser, if you have one, can give you details about the funds, before you choose where to invest.

We offer a range of investment options including:

- PruFund range of funds – Smoothed multi-asset funds
- Open Ended Investment Company (OEICs) – Passive and Active funds

### The PruFund range of funds

The PruFund funds have an established smoothing process which uses Expected Growth Rates, and where required, Unit Price Adjustments, to deliver a smoothed investment journey. It aims to provide you with some protection from the extreme short-term ups and downs of direct investment. However, the value of your investment can go down as well as up so you might get back less than you put in.

For the PruFund range of funds, we may decide to reset the unit price of a PruFund Fund to the unsmoothed price on a particular day, to protect the With-Profits Fund. There may also be occasions where we have to suspend the smoothing process for one or more PruFund Funds for a period of consecutive days, to protect the With-Profits Fund.

For more information about how the PruFund Funds work, please read **Your With-Profits Plan – a guide to how we manage the Fund (PruFund range of funds)**, and refer to the **Prudential Retirement Account Terms and Conditions**, which are available on request.

### Open Ended Investment Company (OEIC)

OEICs are professionally managed collective investment schemes that pool your money with other investors, structured as a company.

When you invest in an OEIC you buy shares in the OEIC. The total number of these shares changes over time as they are bought and sold. Your money is then combined with other investors' and invested in a selection of stocks, shares and other assets by the fund manager. This is known as the fund's investment portfolio.

Pooling your money with other investors gives the fund manager more buying power to make larger and more diverse investments than you could make on your own. This reduces risk by spreading the money across a number of different investments.

The value of an OEIC fund is linked to the performance of its portfolio: when the value increases, the value of your shares grow too, and the same applies if the value goes down.

For more information about your specific fund, please read the relevant **Key Investor Information Document (KIID)** and **Prospectus**. KIIDs can be found at **fundslibrary.co.uk/FundsLibrary.BrandedTools/PruConsumer/FundCentral/Account.** You will need to select documents in order to view these. The fund Prospectus can be found on the relevant fund managers website.

### Other investment options

You can also put your money in other types of external investments. For example, direct share holdings, investment trusts and other exchange traded investments. To do this you will need to enter into an agreement with a company called Stocktrade.

Your adviser will talk you through the option that suits your needs.

### The Cash Account

Your Retirement Account includes a cash account where any money not invested is held until it is withdrawn or used to pay charges. Money not yet invested may include your contributions, income generated by your investments and dividends received. The rate of interest paid on money you hold in the cash account is dependent upon the Bank of England base rate. We currently use HSBC for the cash account – we can change this at any time but will let you know if we do. You can find details of the rate of interest at **pru.co.uk/pensions-retirement/prudential-retirement-account/#paying-money-in**.

The money in your cash account will count towards your Financial Services Compensation Scheme (FSCS) limit. If you have savings with HSBC, including any money held in the cash account, that exceed the FSCS limit (up to £85,000 per person) then this may mean all your money isn't protected in the event of that bank defaulting. Please see the section on 'Compensation', for more information on the FSCS.

## 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.

With the PruFund range of funds you can only make one switch in to or out of them every three months and once you've requested this switch you can't cancel it.

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.

There may be exceptional circumstances that delay the buying, switching or selling of units. 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. We'll let you know if there's a delay that affects you.

## 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.

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.

## Can I transfer money out?

You can transfer your pension pot to another registered pension scheme at any time. We do not charge you for transferring to a new arrangement.

If you transfer money from the PruFund Funds, we may make the transfer 28 days after we receive your request and everything we need from you to make the transfer. In these circumstances the transfer value will be the value of the plan on the 28th day. This delay will never apply to transfers at your Selected Retirement Age or at age 75. Please refer to the **Terms and Conditions** for further information.

To find more information on this subject, you should speak to a Financial Adviser.

## What are the charges and costs?

Your personal illustration shows what the charges are. They may vary in the future and be higher than they are now.

### Product charge

This is an annual charge calculated as a percentage of your total Retirement Account value. 1/12th of the yearly charge is deducted each month. The product charge depends on the amount you have invested and is shown in the table below.

| Retirement Account value | Product charge |
|---|---|
| <£99,999 | 0.30% |
| £100,000 – £249,999 | 0.20% |
| £250,000 – £499,999 | 0.15% |
| £500,000 – £749,999 | 0.15% |
| £750,000 – £999,999 | 0.125% |
| £1,000,000+ | 0.10% |

The charge is taken as follows:

- If you have invested in PruFund funds, we will deduct units to the value of the charge.
- If you have invested in the Active or Passive funds or those managed by Stocktrade, the charge will be deducted from the cash account. If there isn't enough money in the cash account, we will deduct units from the funds you are invested in to the value of the charge.

### Fund charges

The fund manager applies a daily charge for the management and administration of your fund which is reflected in the unit price. The charges are detailed in your personal illustration and in the fund factsheet, which your adviser can provide.

If you invest in funds through Stocktrade, they will charge an account fee and an amount for each transaction. Your adviser will be able to give you more details on this or you can contact Stocktrade.

### Further costs

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 read the PruFund Fund Guide or the fund factsheet.

### Adviser charges

The charge you pay for advice will be set by your adviser.

We can pay your adviser using the money in your Retirement Account or you may be able to pay your adviser directly.

## What might I get back?

The size of your pension pot and the amount of income you could receive 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 age you choose to take your benefits
- how you take your benefits
- the amount of charges you've paid.

For an example of the income you could receive, please see your illustration. The amount of income you will receive is not guaranteed.

## 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.

Regardless of your age, if you have a life expectancy of less than one year due to ill health, you may be able to take your pension pot tax-free.

For more information, please contact us using the details on the last page.

The minimum age from which you can access your personal or occupational pension will increase from 55 to 57 on 6 April 2028, unless you have a protected pension age. 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.

## 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. 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.

### Making my income last

How long your income lasts depends on a number of things. How much you pay in, withdraw and how your funds perform are the main ones. There is a risk if you withdraw too much, you may not have enough left to support you and your loved ones throughout your retirement. You would then need to rely on other sources of income, such as the State Pension, to fund your lifestyle in retirement. You may also want to leave money for your loved ones, which you should factor in when working out your income.

How much you take out from your pension pot could affect which state benefits you're entitled to, or how much you get. Take a look at **gov.uk/browse/benefits** to find out more.

### You should shop around

When you're deciding what you want to do with your pension pot, you should consider all the options and their tax implications. Pension providers offer different products with different features and options, including the product terms, rates, funds or charges that might be appropriate for your individual needs and circumstances. That's why it's important you shop around. So whatever you decide to do – whether that's a guaranteed income for life (also known as an annuity), flexible cash or income (also known as drawdown) or something else, it's the right decision for you.

For some products, like annuities, shopping around will help you get the highest possible income. Yours or you partner's health and lifestyle can increase the amount of income you can get.

Different providers may use different criteria to assess yours or your partner's health and lifestyle conditions. This is known as an enhanced annuity. Prudential do not offer annuities but you may qualify for an enhanced annuity with another provider and get a higher income. That's why it is very important that you should shop around.

## 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?

### Tax relief

You'll normally receive tax relief on your contributions. For every £100 you pay into your plan, HM Revenue & Customs (HMRC) will pay in another £25. You'll get this tax relief up to the higher of £3,600 gross (including tax relief) or 100% of your earnings up to the Annual Allowance. If you earn above the basic rate you will be able to claim back the extra tax you pay through your tax return.

### 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 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.

### Lump Sum Allowances

From 6 April 2024 the lifetime allowance was replaced by two new allowances.

### The Lump Sum Allowance (LSA)

This is a limit on the amount of tax free lump sums that can be taken from pension schemes.

### Lump Sum and Death Benefit Allowance (LSDBA)

This is a limit on the amount of lump sum death benefits and serious ill health lump sums that can be paid without tax.

Where the amount exceeds either of these allowances, income tax may be payable on the excess.

### 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 normally subject to income tax unless they are over the available lump sum and death benefit allowance, paid out more than 2 years after notification of death or where death occurred after age 75.

### 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**.

Lump sum benefits are not normally subject to Inheritance tax.

## How will I know how my Retirement Account 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 the Retirement Account if I die?

If you die, we will pay any remaining value of your pension pot to your beneficiaries. If you die before age 75 this will usually be paid free of income tax. If you die after age 75 then your beneficiaries will usually have to pay income tax on the amount you leave behind.

We decide who to pay your money to and we'll take your circumstances and any stated wishes into account. Please complete an Expression of Wish form and keep it up to date. This is a common way of helping pension schemes choose who benefits from your pension after you die and means your pension doesn't normally form part of your Estate for Inheritance Tax purposes.

If you would like a non-dependant (for example, someone who isn't a spouse or child under 23) to receive your money then you must have them noted on your Expression of Wish form or you should write to us to confirm who they are.

Your beneficiaries may be able to use their share of the account to:

- Take a lump sum.
- Take drawdown payments.
- Buy an annuity.

Any nominated beneficiaries who are non-UK residents when death benefits become payable, will not be able to take drawdown payments. This is because to set up a new Retirement Account, the nominated beneficiaries need to be UK resident.

Please speak to your financial adviser for more information about this.

For more information about inheritance tax rules, please go to HMRC's website **gov.uk/inheritance-tax**

## What if the Retirement Account isn't right for me?

You are able to cancel your Retirement Account within 30 days after your initial application. This period also applies to any initial regular payments, single payments and top ups received into your Retirement Account.

You can also cancel your first move into drawdown within 30 days of moving your investments into your Pension Income Account. To do this you must return any tax-free cash and/or income that you have been paid from the relevant Pension Income Account.

If you decide to cancel a pension transfer into your Retirement Account then we'll return your money to your original provider or you may have to find an alternative provider if they don't accept the return.

If you've withdrawn a cash lump sum direct from your pension and you've received your money then we cannot cancel this.

Please note that your adviser may not refund your adviser charge and that your investments may have fallen in value, so you may get back less than you paid in.

To cancel it, please complete and return the Cancellation Notice that we send you with your plan documents, or write to us at:

**Prudential Customer Services**
**Prudential**
**Lancing**
**BN15 8GB**

Please include your plan number.

If you do not exercise your right to cancel within the 30-day statutory period, the contract will become binding and we will not return any money to you until you are ready to take your benefits.

# 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 FSCS coverage if PACL is 'in default'.**

- PACL is the operator of the Prudential Retirement Account, so if PACL defaults as operator of the personal pension plan you are protected up to £85,000.
- If you hold the Prudential PruFund funds in the Prudential Retirement Account, then they're protected up to 100% in the event of PACL being 'in default'.

**Any further FSCS cover depends on where you invest.**

- A collective fund (often called an Open Ended Investment Company or OEIC) – These funds are protected up to £85,000 per person per firm 'in default'.
- Stocks & shares investments (Stocktrade) – Fully protected up to £85,000 per person, per firm 'in default'.
- Cash Account (HSBC) – Fully protected up to £85,000 per person, per deposit group. The money in your cash account will count towards your Financial Services Compensation Scheme (FSCS) limit. If you have savings with HSBC, including any money held in the cash account, that exceed the FSCS limit then this may mean all your money isn't protected in the event of that bank defaulting.

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.

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 using our details on the last page 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 Terms and Conditions booklet which is available on request using the contact details on the last page. We will also send it to you when your plan starts.

## 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 us using our 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**

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

Help is also available from The Pensions Ombudsman who deals with complaints and disputes about the administration and 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: **pensions-ombudsman.org.uk/making-complaint**

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

# Get in touch

If you want to contact us 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 268 0488** or **+44 203 755 9358** if calling from abroad. Lines are open Monday to Friday from 8.30am to 6pm.

If you are deaf and 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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