Applicable from April 2021

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

Prudential With-Profits Pension Annuity Plans

Your 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, while maintaining an acceptable level of risk to our Fund.

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'd like to discuss your Plan with a financial adviser.

This guide applies to Prudential With-Profits Pension Annuity Plans. 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 the last page.

What's a with-profits plan?

It's a plan that shares in the profits of a with-profits fund. See "What are bonuses?" for more information.

We aim to grow your money invested in our **With-Profits Fund** over the medium to long term (5 to 10 years or more).

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.

What are bonuses?

Bonuses are the way you get your share of the profits of our Fund. Different types of plan get different bonus rates. We'll include the bonus rates relevant to your plan in your yearly statement.

There are two types of bonus:

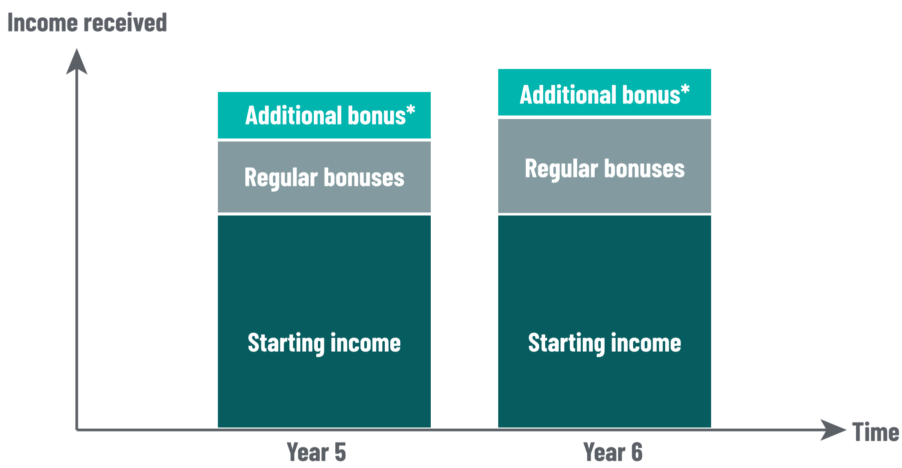
1) Regular bonus

We'll add this during the term of your Plan. We'll add this bonus yearly. We don't guarantee that we'll add a regular bonus each year, but once it is added to your Plan, it can't be removed.

2) Additional bonus

This is a bonus we expect to add to your Plan each year. The value of this bonus changes each year and if the investment return has been low over the lifetime of your Plan, an additional bonus might not be paid. Additional bonuses might be reduced or removed and are not guaranteed.

The following chart shows how we add bonuses to your Plan to reach your total income amount.



This is for illustrative purposes only. It is not representative of any particular time period or investment performance. Its only aim is to explain how we add bonuses.

* *The additional bonus is shown as being a similar value, but each year it could go down or up. We can amend additional bonuses at any time, but any additional bonus that is being paid is guaranteed until the next plan anniversary.*

Although the chart shows years five and six, the same process would apply in any two consecutive years of the plan. The chart above doesn't allow for any Anticipated Bonus Rate selected. Further information is in section b on page four.

How do we work out regular bonuses?

When we decide regular bonus rates, the main thing we consider is the return we expect our investments to earn in the future. We hold back some of this return with the aim of paying a proportion of the proceeds as additional bonuses.

Smoothing

In describing the **smoothing** process and how we work out final bonuses, we use the terms "unsmoothed" and "smoothed" when referring to plan values:

- the unsmoothed value is the value of the income secured by the investments underlying a plan, based upon our Fund's actual performance
- the smoothed value is the income secured by the unsmoothed value, after **smoothing** the peaks and troughs of our Fund's performance.

How do we work out additional bonuses?

We set additional bonus rates after considering the unsmoothed values of annuity plans, the annuity rates then available, and how we expect investments to perform in the following months. We set additional bonuses considering all business written in each year.

The unsmoothed value depends on:

- how much has been invested,
- how long it's been invested,
- how much has been paid out in the form of income,
- our Fund's investment performance while your money was invested,
- charges for guarantees,
- other charges and costs,
- taxation,
- payments made to our **shareholders**, who are entitled to 10% of any profit, with the remaining 90% going to **planholders** through the bonuses allocated,
- profits and losses from With-Profits Pension Annuity **planholders** dying sooner or living longer than expected, and
- any profits and losses arising in our Fund from other business risks. See "Other business risks" on page five for more information.

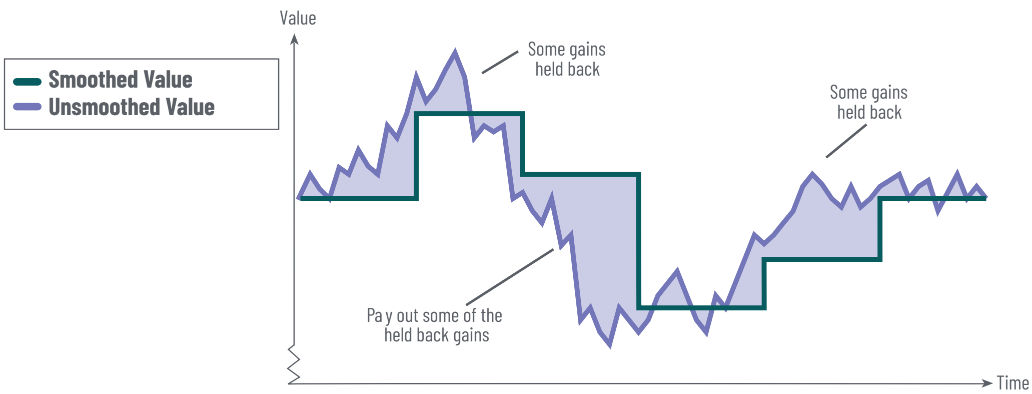
Instead of simply sharing out what our Fund makes – or loses – each year, we use a process known as **smoothing**.

What's smoothing?

We hold back some of the investment returns in good years with the aim of using this to support bonus rates in years where the investment return has been lower. It offers some protection against bad stock market conditions but it won't stop the income from your Plan going down if investment returns have been low.

The light blue line in the chart below shows the amount paid out (the smoothed value). The amount will go up or down at each bonus declaration.

For each **planholder**, the value of the income payable, (the smoothed value) will also differ from the unsmoothed value because the unsmoothed value changes each day, as the value of our Fund's assets changes.



This is not representative of any particular age or year of issue. Its only aim is to explain how smoothing works.

Are there any minimum income guarantees?

We promise that your income will never fall below a minimum guaranteed amount – regardless of future bonuses. The amount we guarantee depends on your chosen Anticipated Bonus Rate (ABR). The higher the ABR you choose, the lower your minimum income guarantee will be.

If you change your ABR, your level of minimum income guarantee will change.

Please see your Key Features Document for more information.

What affects the value of the income from your Plan?

We aim to be fair to all our **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 our bonus rates each year, which affect the amount you get back from your Plan. These include:

a) Investment performance

This usually has the biggest impact on the income from your Plan. It depends on several things, including how much of our Fund 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 performance of different types of asset varies a lot. So our expert fund managers might change the asset mix with a view to:

- improving long-term performance

or

- reducing the risk level of our Fund.

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

b) Anticipated Bonus Rate (ABR)

You might have decided to anticipate a rate of future bonus addition. This will have the effect of increasing your immediate income but reducing the potential for future increases through the addition of bonuses. If you've selected a high level of ABR, there's a significant risk that your income might go down over the longer term, subject to any minimum income guarantee applicable to your Plan.

c) Smoothing

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

Over time, the value of the income payable from our With-Profits Pension Annuity Plans will average 100% of the unsmoothed value. We intend that the difference between the smoothed and unsmoothed values of a typical plan will rarely be more than 20%.

As market values of assets change during a year, the value of our Fund is automatically affected. If this causes a difference of more than 20% between the smoothed and unsmoothed values of a high number of plans, we'll consider changing the bonus rates for all plans.

d) Charges and costs

As costs affect plan payouts, we aim to keep the costs of running the business as low as possible and also to allocate the costs fairly across all **planholders**. By a fair allocation, we mean that, broadly across groups of products, each product group meets all the direct expenses for that group, as well as an appropriate share of all other expenses, including over-heads. Your Key Features Document will give you more information about the charges and costs that apply to your Plan.

e) **Cost of guarantees and smoothing**

Our charges include an amount to pay for the guarantees and **smoothing** you get. If the eventual cost of these is more than we expected, it might affect bonus rates on all plans and, in extreme circumstances, also the mix of assets in our Fund.

f) **Transfers to our shareholders**

Payments are made to our **shareholders**, who are entitled to 10% of any profit, with the remaining 90% going to **planholders** through the bonuses allocated. This is taken into account when we set our bonuses.

g) **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 bonus rates we pay.

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 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.

h) **Other business risks**

Other risks that might affect the income from your Plan include:

- Profits and losses from plans in our **With-Profits Fund** which do not receive bonuses, such as conventional annuities, and
- Operational risks, such as changes in regulatory requirements or taxation.

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

i) **Mortality**

The annuity rates used to determine the income payable from the unsmoothed value, explained above, might also have a significant effect. In particular, changes in our assessment of how long **planholders** might live.

What if you decide to move out of our With-Profits Fund?

A With-Profits Pension Annuity Plan can't be cashed in. However, different options might be available depending on when the with-profits annuity was written:

- **With-profits annuities written on or after 1 October 2001** – can be converted to non-profit annuities at certain dates that are described in the Key Features Document you received when you started your With-Profits Pension Annuity Plan. The amount of the non-profit annuity will depend on the then current alteration basis.
- **With-profits annuities written before 15 May 2000** – can't be converted to non-profit annuities.
- **With-profits annuities written on or after 15 May 2000 but before 1 October 2001** – can be converted to non-profit annuities at certain dates following the death of either the first life or the second life if the policies are joint life policies.

If you're considering converting your annuity you might want to speak to a 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 a 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. 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 might also find our Asset Mix and Investment Returns document useful. You can find these 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
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
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 policyholder/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
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
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