keyfacts®

Key Features of the L&G Personal Pension

April 2026

This is an important document which you should keep in a safe place.

Contents

Welcome to your Key Features document

Here you'll find the information you need to know in one place. This includes the aims, commitments, risks and other key features of the L&G Personal Pension (your Pension).

This is an important document so please take the time to read it. We recommend you keep it safe for future reference.

In this booklet, we'll cover:

- How you pay in
- Investing your pension savings
- Tax information
- The charges you'll pay
- How you take money out
- Where to get help if you need it
- Other useful information

If you have any questions you can get in touch using the contact details on page 19.

This is an interactive PDF
You can use the contents list and buttons on the left to quickly navigate your way through the document.

About your Key Features document

The Financial Conduct Authority is a financial services regulator. It requires us to give you this important information to help you decide whether our Personal Pension 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.

We aim to use language that's easy to understand. Where we've had to use terms you may not be familiar with, we've given clear definitions.

When we use the words 'we', 'us' or 'our' we mean L&G (Portfolio Management Services) Limited, the administrator, unless specified otherwise. The words 'you' or 'your' refer to you, as a customer.

Throughout this document, we refer to the L&G Personal Pension as 'your Pension'.

About us

Established in 1836, L&G is one of the UK's leading financial services groups and a major global investor, with over £1.2 trillion in total assets under management as at 31 December 2025.

At a glance

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About our Personal Pension

We've created our Personal Pension to help you fund your retirement and make saving and investing as easy as possible. Putting money away to secure your financial future is important, but so is saving in a way that suits you.

Our Personal Pension is a fully online offering suitable for customers aged between 18 and 74.

You'll be able to choose from a range of investment options, including our default investment option. The default investment option is an investment which has been designed to meet the needs of most members of a pension plan.

If you don't want (or feel unable) to make your own investment decisions, your pension pot will automatically be invested in the default option.

The normal minimum pension age (NMPA) is the earliest age at which most people can start taking money from their Personal and Workplace Pensions.

Currently, it's age 55, but from 6 April 2028, the NMPA will increase to age 57. But, there are a few exceptions:

- If you have a Protected Pension Age, you may still access your pension earlier.
- Retiring due to ill health.

To join you simply need to complete the online application. There are different ways that you can join depending on where the money you're investing is coming from and what you want to do with it:

- You can make a one-off card payment into your Pension to create a pension pot for your retirement, or
- You can transfer in an existing pension to continue to build a pension pot.
- If you're at your normal minimum pension age (NMPA), you can transfer in an existing pension and take your tax-free cash with the option of taking an income. This is called drawdown.

We'll send you a personalised illustration in your annual statement. It will show how much your Pension may be worth when you retire or, if you're taking an income, when it's likely to run out.

A pension plan is designed to provide an income, lump sums, or a combination of both from your NMPA. You can take any of these options at your pension access age or any time from the NMPA.
If you're under the NMPA we'll contact you with information about the options nearer the time.

Important note

Our Personal Pension has been designed specifically for UK residents whose earnings are assessed by HM Revenue & Customs (HMRC) for tax purposes. There may be eligibility and tax implications if you aren't a UK resident for tax purposes or if any of your earnings come from outside the UK. If you aren't sure, we recommend that you seek financial advice from a tax, financial or legal adviser.

You can find a financial adviser in your local area at unbiased.co.uk. Advisers usually charge for their services.

If you're classed as a US person or are applying to open the account in violation of any applicable law or regulation, we're unable to accept your application. If you become a US person, or become prohibited from holding the account under any applicable law or regulation, you need to inform us immediately and we may need to close your account to future accruals and/or make adjustments to your account to ensure we don't breach the relevant rule(s).

As defined under Regulation S under the US Securities Act 1933, as amended, the term 'US Person' shall also include any person that is not a 'Non-United States Person' within the meaning of the United States Commodity Futures Trading Commission Regulation 4.7.

Aims, commitment and risks

Contents

Aims

- To build up a pot of money to help you save for your retirement.
- To give you flexibility and support in managing your income in retirement.
- To provide a potential income or cash sum for your loved ones if you die before them.

Your commitment

To join the Pension you will need to either:

- Pay in a one-off lump sum – the initial minimum lump sum payment is £100 and £1 thereafter.
- Transfer in a pension pot – the minimum transfer amount is £1.

Your money must remain in a Pension until at least your NMPA, other than in exceptional circumstances.

Risks

The value of your pension pot isn't guaranteed and will depend on several things.

- How much you pay in
- How well the Fund you're invested in performs
- How much is taken out in charges
- The effects of inflation
- When you choose to take your money.

It's important to note the value of your pension pot can go down as well as up, so you may get back less than you put in. If you're unsure about selecting a Fund, you may wish to consider the default investment option, which has been designed to be appropriate for most people in our Personal Pension. However, this may not align with your personal circumstances or financial goals.

The law, tax rates and any allowances may change in the future. These changes could affect the value of your savings or the age at which you're able to access your money. How tax works for you will depend on your individual circumstances.

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Important

Saving into a pension is not for everyone.

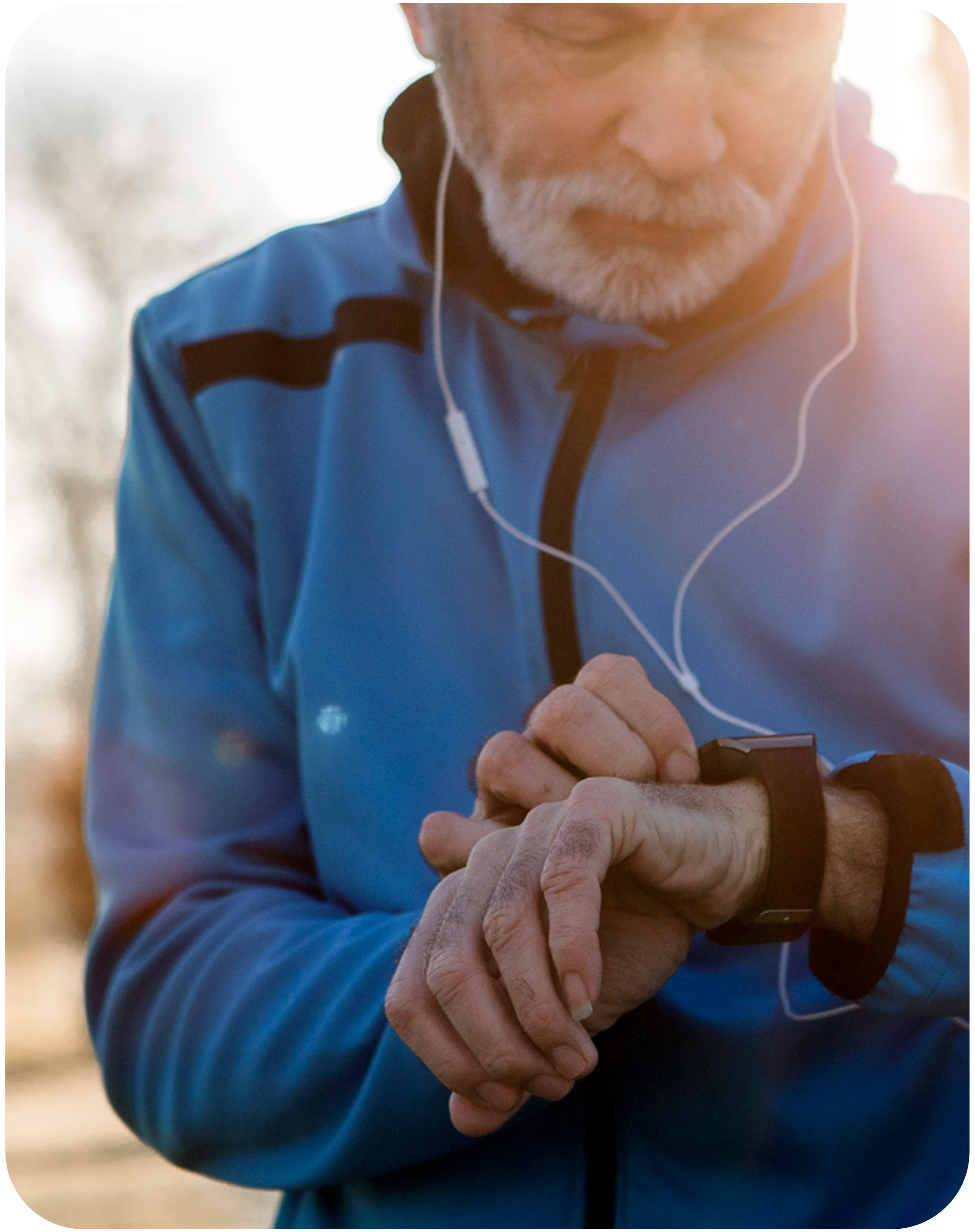
Joining the L&G Personal Pension may not be suitable for you, particularly if these savings could affect your entitlement to any means tested state benefits.

When you transfer a pension to us you could lose guaranteed benefits from your existing pension provider. You should check with them before you apply.

If you're taking an income you could run out of money if:

- you withdraw too much income too quickly
- you live longer than expected
- your investment returns do not meet your expectations.

Taking an income from your Pension could limit the amount you can contribute to pensions in future. Please see 'Will my annual allowance be affected?' on page 18 for more information.



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Charges

What are the charges?

There are lots of different types of pension charges. Alternative providers and plans may have different charges.

As you invest in one or more of our investment funds, you will pay two types of charges: the Service charge, and Fund Management Charge (FMC). These are separate charges covering different costs associated with running your plan, and the investment funds.

1. Service charge

This charge covers the cost of running your Pension. The service charge is 0.25% of the value of your Pension per annum, calculated daily and deducted monthly.

This charge is taken from any uninvested cash that's available or otherwise by selling units in the Fund you're invested in. Funds are divided up into units. The price of units can rise and fall.

The total value of your pension pot can be calculated by multiplying the number of units you hold by the price of each unit.

We show the service charge as a percentage of the value of your account over the year. For example, if the value of your savings was £5,000 throughout the year, we would charge you £12.50 over the course of the year.

2. Fund management charge (FMC)

This charge covers the cost of running the Funds and is taken by the Fund Manager. The Fund Manager is the company making the day-to-day decisions for purchasing and selling assets of the Fund.

It differs from Fund to Fund and is reflected in the value of the units of each Fund, so (unlike the service charge) it isn't taken directly from your pension pot.

For example, if you were invested in the Multi-Index 3 Fund, which has an FMC of 0.31% (as at May 2024), and your pension savings were worth £5,000 throughout the year, the Fund Manager would charge you £15.50 over the course of the year.

The FMCs are shown in the ongoing charges figure (OCF) associated with each Fund. In addition to the OCF, transaction costs may also impact Fund values. You can find the OCFs, and other expenses applicable to the Fund you choose, in the fund fact sheets **on our website**.

For drawdown customers, you can find the Fund charges for the investment pathway Funds in the '**What are my investment options?**' section on our website.

If you're saving for retirement you'll receive a personal illustration after you join. If you're applying for drawdown, you'll receive your illustration as part of the application process. This will show the charges that apply to you and how they'll affect your pension savings.

In certain circumstances we may need to change our charges, but we'll tell you before any changes happen. However, if charges are removed or varied in your favour, we may make a change without notifying you. You can find more information about this in your Terms and Conditions digital booklet.

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Questions and answers

How do I pay in to my Pension?

When completing your application, you'll have the opportunity to make a one-off lump sum payment online or transfer in a pension from another provider.

You can log into your account online to make one-off top up payments and set up regular payments. Top ups are collected by debit card and regular payments are collected by Direct Debit.

You should think carefully before choosing to opt out of a workplace pension scheme in order to invest in a Personal Pension as you could lose valuable benefits. Your employer won't be able to contribute to this Pension as it isn't suitable to meet automatic enrolment obligations.

If you're transferring in a pension from another provider to take your tax-free cash or an income, see the 'Drawdown' section on page 16 for more information.

What happens to the money I pay in?

We invest your money according to your instructions based on the options made available by us in the plan from time to time. You may invest in a Fund or you can select the default investment option.

Any money that you pay into your pension will be invested in the investment choice that you have selected. It's a good idea to look at all the investment choices available, and decide whether you want to move your money to a different option.

If you choose our default investment option, it's also important to review your pension access age regularly, as this will determine where your pension savings are invested as you approach that age.

The default investment option is a lifestyle profile, meaning that your pension savings are automatically moved into different funds as you approach your pension access age.

Your pension access age is the age from which you plan to begin taking your pension benefits. You may have chosen this date, or we may have set it for you. This is the date we use for your projections, and when we begin to tell you about your retirement options.section on our website.

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How does tax relief work?

When you make pension contributions we'll automatically claim basic rate tax relief from the government on your behalf. We'll add it to your pension savings by no later than the end of business the following working day.

How much tax relief you receive will depend on your personal circumstances. HMRC will tell us which rate to claim.

You can find out more about what this means for you at **gov.uk/income-tax-rates**

If you pay one of the higher rates of income tax...

You may be entitled to receive additional tax relief on the full amount paid in contributions. However, you'll need to claim the additional amount through your self-assessment tax return by applying direct to HMRC.

If you don't pay income tax...

Because your earnings are below the income tax threshold, we can still claim basic rate tax relief for you and add it to your pension pot.

Allowances explained

Annual allowance — **£60,000***

The total amount that can be paid into this Pension, and any others you hold, over a single tax year. You'll usually have to pay a tax charge on any contributions you make in excess of the annual allowance.

Money Purchase Annual Allowance (MPAA) — **10,000**

The total amount that can be contributed to your pension savings once you've started taking your money, dependent on the options you choose. Please see 'Will my annual allowance be affected?' on page 18 for more information.

* For the majority of people, for the 2026/27 tax year.

You can pay the equivalent of your entire annual salary each year (or up to £3,600 if that's greater) and still get tax relief but you'll need to think about the annual allowance.

If you have earnings over £200,000 a year, and £260,000 a year when total pension contributions are included, your annual allowance may reduce below £60,000 but it won't be less than £10,000.

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What are my options for accessing my pension pot?

You can take money from your Pension any time from your NMPA. However if you're certified by a medical practitioner as suffering from ill health or serious ill health you may be able to take it earlier. You can find more information about this in the Terms and Conditions digital booklet in the 'What happens if your circumstances change?' section.

We currently offer the ability for you to take a flexible income as part of this product (more detail is provided in the 'Drawdown' section on page 16), but we've also summarised all the options that are generally available here.

Important note

You don't have to limit your choice to one option or provider. You can mix and match your options for each pension pot you have. Or you could use only part of your pension pot and leave the rest to be decided on later.

You should shop around to find what's best for you. You don't have to stay with us. Different providers offer different options, features, rates of payment, qualifying criteria and charges.

Take it all in one go.

You may be able to take your pension pot in cash all in one go. You can normally take up to 25% of your pension pot as tax-free cash, subject to any allowances, but the rest will be taxed as income.

Take it in a series of cash lump sums.

You can leave your money invested and withdraw it as cash lump sums as and when you wish. You can normally take up to 25% of your pension pot as tax-free cash, subject to any allowances, but the rest will be taxed as income.

The money left invested has the chance to grow but it could go down in value too. If you choose this option, you may wish to spread your withdrawals over a number of years to manage the tax you pay.

Take a flexible income.

You can normally take up to 25% of your pension pot as tax-free cash, subject to any allowances, and leave the rest invested to provide an income and occasional lump sums if required. This is often referred to as flexi-access drawdown. You can vary, stop or suspend the amount you're taking at any time although you may be charged for doing so. All payments apart from your tax-free cash will be subject to income tax.

Leaving your money invested gives it more chance to grow but it could go down in value too. If you take out too much or your Funds don't perform as well as you'd expected, you could run out of money before you die.

Buy a guaranteed income (annuity).

You can normally take up to 25% of your pension pot as tax-free cash, subject to any allowances, and use the rest to buy a guaranteed regular income for a fixed period or for the rest of your life. This is known as an annuity.

Annuities have a number of features, for instance you can arrange for payments to continue to your dependants after your death. Smokers and those in poor health usually get better rates because of their shorter life expectancy. The income payments will be subject to tax.

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What is the Lump Sum Allowance (LSA)?

When you access your pension, you can usually take up to 25% of it as a tax-free lump sum.

Your 'Lump Sum Allowance' is the maximum amount of money you can take as tax-free lump sums from all the pensions you have. While you can still take out money over this allowance, you will need to pay income tax on it.

The Lump Sum Allowance is £268,275. It will be higher if you have any protected tax-free lump sums, or a protected lifetime allowance.

Where can I get help with my options?

Financial advice

A financial adviser will be able to help you understand your options and decide what is best for you. If you don't have a financial adviser you can find one in your area by visiting **unbiased.co.uk** and entering your postcode. An adviser may charge for their services.

Pension Wise from MoneyHelper

Pension Wise is a free and impartial government service from MoneyHelper, available from age 50, that offers you:

- Tailored guidance (online, over the telephone or face to face) to explain what options you have and help you think how to make the best of your pension savings.
- Information about the tax implications of different options.
- Tips on getting the best deal, including how to shop around.

Visit **moneyhelper.org.uk/pensionwise** for more details. If you'd prefer to speak to someone over the phone or book a face-to-face appointment you can call **0800 138 3944**.

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What about the State Pension?

You won't lose any entitlement to the State Pension if you join this Pension. This Pension is designed to give you a source of income on top of any State Pension that you're entitled to.

What will my pension pot be worth?

You can check the progress of your pension savings by logging in to your online account at any time at **legalandgeneral.com/myaccount**

What your pension pot is worth will depend on a number of factors:

- How much you've paid in.
- When you choose to access your pension savings. The longer you leave your money invested, the longer it'll have the opportunity to grow. Remember, the value can go down as well as up. It isn't guaranteed, so you may get back less than you put in.
- How the Fund your money is invested in performs.
- You'll also need to consider how much you've been charged.

Each year we'll create a pension benefit statement for you setting out what your pension pot is worth. Your statement will be available in your online account and we'll let you know when it's available to view.

Can I change my mind after I've joined?

When you buy a L&G Personal Pension you've got up to 30 days from the date your Pension is opened to cancel.

You can cancel your Pension by contacting us. We'll then sell any investments purchased in your Pension, return any tax relief claimed on your behalf to HMRC and return the value of your account. If the value of any investments purchased has fallen, you may receive back less than your original payment.

If you have set up a regular payment into your pension, we will cancel your Direct Debit instruction. If your request to cancel does not reach us before we initiate the collection of your first regular payment we will return your money to the bank account from which it was received.

Each time you transfer pension savings into this plan you will have 30 days from the date of us allocating each transfer payment to cancel and ask us to return the transfer payment to your previous scheme. This money can't be returned directly to you.

The amount that we'll return will reflect any fall in the value of your Fund that your Pension was invested in. The administrators of your previous scheme don't have to accept the transfer back. If they don't, any money that you transferred will remain in this Pension.

When you access your pension pot, once your tax-free cash has been paid you can't cancel. If the tax-free cash is paid within the first 30 days then you agree to waive your cancellation rights.

You also have 30 days to cancel your first withdrawal (either regular or occasional) that you may choose to take. If you do this, you must pay back the amount you have received in full and this will be reinvested in your chosen Fund.

You can stop taking withdrawals at any time, but only the income taken within the first 30 days can be repaid to us. If you ask to stop taking regular income after the first 30 days, you would keep any income you've taken.

What happens if I die before I access all of my pension savings?

You're invited to make a nomination of beneficiary when you apply for your Pension. The options available to your beneficiary and any successor beneficiary will be described to them at the time they claim.

Please note that these options change from time to time and are dependent on current legislation. Some options may depend on the value of your pension pot. If any of the people you nominate are under 18, we might pay their share into a trust fund for their benefit once they turn 18.

You can find more details about what this means for you and your individual circumstances in your Terms and Conditions digital booklet.

We will use our discretion when we pay any lump sum death benefit. Any lump sum paid as a result of your death would be subject to a check against your available Lump Sum and Death Benefit Allowance (LSDBA).

Important note

Please ensure you keep your beneficiary details up-to-date as your circumstances change.

You can do this by sending us a secure message through your online account, or by phoning us on **0345 678 0020** (call charges will vary and we may record and monitor calls). Our helpline is open between 9am and 5pm, Monday to Friday.

We will always use your details to guide our decision, but we aren't bound by it.

Lump Sum and Death Benefit Allowance (LSDBA)

There may be a tax charge if the lump sum exceeds your LSDBA, and you were under age 75 at the time of your death. Your 'Lump Sum and Death Benefit Allowance' (LSDBA) is the total amount of tax-free money you can take across all the pensions you have as a:

- tax-free lump sum
- tax-free serious ill-health lump sum, paid out before you turn 75, or
- tax-free lump sum death benefit, paid out if you pass away before you turn 75.

The LSDBA is £1,073,100. It will be higher if you have any protected tax-free lump sums, or a protected lifetime allowance. Income tax will need to be paid on any funds paid above the LSDBA, by whoever receives the payment.

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Drawdown

How does drawdown work?

Drawdown is a flexible way to access your pension at any time from your NMPA. After taking your tax-free cash, you invest the remainder of your pension to access when you want. You enjoy flexibility over how and when you withdraw the remaining money.

You're responsible for managing your money through your retirement, so should feel comfortable with doing this.

Leaving your money invested gives it more chance to grow but it could go down in value too. If you take out too much or your Funds don't perform as well as you'd expected, you could run out of money before you die.

If you're looking to transfer only part of your pension into drawdown, this is not something we currently offer so this product may not be suitable for you.

How does tax-free cash work?

If you haven't already accessed your pension, you can normally take up to 25% of your pension pot as tax-free cash, subject to any allowances.

If you don't take the full 25% when you set up your plan, our product doesn't currently allow you to take the tax-free allowance later. The remaining pot will be taxable when you choose to take it. Other providers may let you access your tax-free cash in stages.

The amount of tax-free cash you receive will be based on the actual value of the pension we receive from your current provider.

For up to date information on tax rates and allowances you can go to **gov.uk**

What are investment pathways?

Investment pathways are a way for you to select the Funds that you are investing in when you are in drawdown. You choose one of four objectives for what you would like to do with your money within five years and the objective you choose will be linked to an investment solution.

You can find more information on the investment pathway Funds in the '**What are my investment options?**' section on our website.

What are my options for income?

You can choose to set up a regular income where payments are made every month. Or, you may want to dip in on an occasional basis.

The minimum amount you can withdraw is £1.

Can I make changes to my income choices?

Yes, you can log into your account and make changes to your income at any point. If you are making a change within five working days of the payment date, then it won't take effect until:

- **Regular payments** – the following payment.
- **Occasional payment** – five working days after the change.

Can I choose the date for my regular income to be paid?

Yes, we'll set it up on the date you choose. When your payment is due to be made on a weekend, or bank holiday we'll pay it on the working day before.

Can I change my investment pathway objectives?

Yes, if you'd like to change your objectives, please contact us using the details on page 19.

How much does drawdown cost?

There is no charge for you to withdraw money from your Pension. The charges applicable to your Pension are explained in the 'Charges' section on page 8.

Do I have to move all my pension pot into drawdown?

Yes, we can only accept full pension transfers into drawdown. Other providers may be able to move part of your Pension into drawdown.

Can I still make pension contributions?

You will not be able to make additional contributions. Other providers may be able to offer you this facility. You could open a new Personal Pension in order to make additional contributions.

How will my income withdrawals be taxed?

Any withdrawals after you've taken your tax-free cash will be taxed according to your current tax code.

What tax code will be used?

Your first withdrawal will normally be taxed using the Emergency tax code. For future withdrawals HMRC will normally provide us with an appropriate tax code to use.

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What kind of bank account can my withdrawals be paid into?

A UK bank or building society account in your name, subject to them being able to receive the payments. This can be a joint account.

We will undertake an electronic check to ensure the bank account is in your name and it may be necessary that we ask you to provide us a copy of a bank statement to evidence this.

How do I change the bank account my withdrawals are paid into?

You can change your bank account by contacting us.

When should I review my investments and income?

You should regularly review the amount you are withdrawing; if you withdraw too much you could run out of money. If your circumstances or your financial plans change you may wish to review your chosen investment pathway.

Will my annual allowance be affected?

Your annual allowance is the limit on how much money can be paid into your pension in any one tax year while still benefiting from tax relief. Flexibly accessing your pension benefits reduces the limit to £10,000 a year from that point onwards. This is known as the Money Purchase Annual Allowance (MPAA).

If you haven't flexibly accessed any of your existing pension benefits your first income payment from this plan will trigger the MPAA. We'll confirm this to you in writing.

You can take your tax-free cash payment, and/or purchase a guaranteed income (annuity) for life without triggering the Money Purchase Annual Allowance.

If you have flexibly accessed any of your existing pension benefits then you will have already triggered the MPAA. Your pension provider will have confirmed this in writing. You need to tell us about this, and the date it applied from, no later than 91 days after you join the plan.

Stakeholder Pensions

Stakeholder pensions are generally available and these may also be suitable for your needs as a Personal Pension. If you would like information on them please speak to a financial adviser.

Important

Saving into a pension is not for everyone.

Joining the L&G Personal Pension may not be suitable for you, particularly if these savings could affect your entitlement to any means tested state benefits.

When you transfer a pension to us you could lose guaranteed benefits from your existing pension provider. You should check with them before you apply.

Finding out more

Contact us

We hope you find this document useful. If you'd like to contact us regarding any aspect of your L&G Personal Pension, you can do so by sending a secure message through your online account at **legalandgeneral.com/myaccount**

Or you can:

- Call us on **0345 678 0020** (call charges will vary and we may record and monitor calls).

  Our helpline is open between 9am and 5pm, Monday to Friday.

- Or write to us at:

  L&G
Four Central Square
Cardiff
CF10 1FS

Important note

The personal information collected from you will be shared with fraud prevention agencies to prevent fraud and money laundering and to verify your identity. If fraud is detected, you could be refused certain services, finance, or employment.

Further details of how your information will be used by us and these fraud prevention agencies, and your data protection rights, can be found online at **legalandgeneral.com/cifas**

Guidance and advice

Pension Wise is a free and impartial government-backed service for those aged 50 or over.

They can offer guidance to help you make an informed decision.

If you call us on **0345 935 0100**, we can book a Pension Wise appointment for you. Lines are open Monday to Friday, 9am to 5pm. Call charges will vary. We may record and monitor calls.

You can also contact them directly if you'd like to book your own appointment. Their details are:

Phone: **0800 100 166**

Visit: **moneyhelper.org.uk/nudge-public**

We can give you information on how your Pension works and on our own products but we can't give you financial advice.

If you're unsure if this Pension is right for you, we recommend you speak to a financial adviser. You can find a financial adviser in your local area at **unbiased.co.uk**. Advisers usually charge for their services.

The Terms and Conditions digital booklet will give you further information about your Pension.

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Helpful information

Our regulators

We are authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 146786. You can check this on the Financial Services Register by visiting the Financial Conduct Authority's website: **fca.org.uk/register**, or by contacting the Financial Conduct Authority on **0800 111 6768**.

The Financial Services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme (FSCS). The FSCS is designed to pay customers compensation if they lose money because a firm is unable to pay them what they owe for any reason.

If you have invested your pension pot in any of our Funds and the Fund provider was to fail, you may be entitled to compensation under the FSCS if you have suffered a loss as a result.

Your ability to claim from the scheme and the amount you may be entitled to will depend on whether you are a UK resident, the specific circumstances of your claim and how your pension is invested.

Different limits apply for some of the types of investment you might hold within your Personal Pension. For example, shares are not covered by the FSCS. If you choose to invest in any single company share within your Personal Pension and that company fails, you would not receive any compensation.

However, unit trusts are covered by the FSCS. Therefore, if the unit trust manager was unable to meet its obligations and you have a loss as a result, you may be entitled to compensation. Under current limits, this would mean that you might be able to claim compensation for up to £85,000 for any loss incurred.

Our Personal Pension holds money in the Royal Bank of Scotland, which is covered by the FSCS. Therefore, if the bank were to fail, and you suffer a loss as a result, you may be entitled to compensation. Under current limits, this would mean that you might be able to claim compensation of up to £85,000 for any loss incurred.

Investor protection legislation and regulation may change in future. If you are resident outside of the UK, you should speak to a financial adviser for clarification of your eligibility.

You can find out more about the FSCS (including amounts and eligibility to claim) on its website at **fscs.org.uk** or by calling **0800 678 1100**.

Making a complaint

If you wish to complain about any aspect of the service you have received from us, or if you would like us to send you a copy of our internal complaint handling procedure, please contact us using the contact details on page 19.

Complaints regarding our administration that we cannot resolve can be referred to:

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

Phone **0800 917 4487**

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

Visit **pensions-ombudsman.org.uk**

Sales-related complaints that we can't resolve can be referred to:

The Financial Ombudsman Service
Exchange Tower
London E14 9SR

Phone **0800 023 4567**

Email **complaint.info@financial-ombudsman.org.uk**

Visit **financial-ombudsman.org.uk**

Making a complaint to the Pensions or Financial Ombudsman will not prejudice your right to take legal proceedings.

Conflicts of interest

We provide a wide range of services to many different customers. Sometimes circumstances may arise where our duties to customers differ from what is best for us or for another customer. This is a conflict of interest.

We take our responsibility to identify and manage conflicts of interest fairly between us and our customers, or between two or more different customers very seriously. To ensure we treat customers consistently and fairly, we have a policy on how to identify and manage these conflicts. Further details of our conflict of interest policy are available on request, using the contact details on page 19.

Customer categories

The financial services regulator requires us to put our customers into groups so that we can treat them according to their level of knowledge about investments. These groups are:

- Retail clients
- Professional clients
- Eligible counterparties.

We treat all customers who invest in our pensions as retail clients. This gives you the greatest level of protection under the regulations and makes sure you get full information about any products you buy.

If you know a lot about pensions, maybe because you work in the industry, you can be treated as a professional client or eligible counterparty under the regulations. This won't affect the way we deal with you, but it may affect your ability to refer complaints to the Financial Ombudsman Service or to make a claim under the Financial Services Compensation Scheme.

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Law and language

The information that we've included in this digital booklet is based on our understanding of current law relating to pensions in the UK.

The contract is governed by the laws of England and Wales. If you live in Scotland you can bring legal proceedings in either the Scottish or English courts. If you live in Northern Ireland you can bring legal proceedings in Northern Irish or English Courts.

The Terms and Conditions and all communications are only available in English. All communications from us will normally be by electronic format.

This digital booklet is a guide to the key features of this product. You'll find full details of your Pension in the Terms and Conditions digital booklet.

All information is correct at the time of writing.

Valuing Funds

For details on how Funds are valued, please contact the Fund Manager for the Fund you're invested in. You can find their contact details on the fund fact sheet.

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For a copy of this or any item of our literature in larger print, Braille or audio format, you can call us on **0345 678 0020**. Call charges will vary and we may record and monitor calls.

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