keyfacts®

To be used with Group Personal Pension schemes that comply with Automatic Enrolment regulations.

# **Key features of the** New Generation Personal Pension/ Group Personal Pension

# Key features of the New Generation Personal Pension/Group Personal Pension

**The Financial Conduct Authority is a financial services regulator. It requires us, Aviva Life & Pensions UK Limited, to give you this important information to help you to decide whether our New Generation Personal Pension/Group Personal Pension is right for you. You should read this document carefully so that you understand what you're buying, and then keep it safe for future reference.**

## Statement of demands and needs

**A New Generation Personal Pension/Group Personal Pension is a great way to save for your life after work. It meets your demands and needs for a pension, as the government has required your employer to enrol you into a pension scheme as you meet the eligibility requirements. This means you'll have a pot of money to help support you when you retire. Your employer sets up your New Generation Personal Pension/Group Personal Pension and arranges for your regular payments to go directly from your salary to your pension, meaning you don't have to do anything. With money going in every month, you'll gradually build up your pot over your working life.**

**Please read this document with the enclosed illustration. Where relevant information is contained in other documents these will be signposted at the appropriate point. You need to be comfortable that you understand the benefits and risks of this plan before deciding whether to invest. The purpose of this document is to help you to make an informed decision. However, we recommend that you seek professional financial advice before you make any decisions about this plan.**

**This document is aimed at someone taking out a new plan.**

- You'll read references to 'us' or 'we'. This means Aviva Life & Pensions UK Limited, the provider of your plan.

## What is the New Generation Personal Pension/Group Personal Pension?

The New Generation Personal Pension/Group Personal Pension is a group personal pension scheme. The scheme is a collection of individual personal pension plans arranged by an employer for their employees. It's designed on a group basis so that it's easier to administer. Each individual plan is a long-term investment plan designed to help an employee invest for their retirement.

## How does the New Generation Personal Pension/Group Personal Pension work?

- It's a plan to help you save for your retirement.
- It can accept contributions from you and your employer.
- It's portable, so you can take it with you and carry on making contributions even if you leave your current employer.
- Through this plan you can invest in one or a number of different types of assets which tend to fall into four main categories: Shares, Property, Money Market and Fixed Interest. **Please see the investment brochure/pension guide for further information**.
- It's a unit-linked plan. We divide each fund into units and your contributions will buy units in the funds you choose. The price of the unit depends on the value of the investment fund.
- We work out the value of your plan based on the total number of units you have in each fund. As the unit price goes up and down, so will your plan value. If you've been given access to and decide to invest in a with-profits fund of the Aviva Life & Pensions UK Limited FP With-Profits Sub-Fund, the value of your plan depends on the unit price and, if leaving the fund, the application of any final bonus or market value reductions.

## Is this plan right for me?

- This plan might be right for you if:
  - you want to invest for your retirement
  - you're aged over 16 and under 75
  - you can afford the contributions due
  - you're prepared to keep your funds invested until you're eligible to take benefits
  - you've considered any other pension plans that your employer may offer
- If you haven't been able to save much and can't afford to save much as you approach retirement, you should consider seeking financial advice before starting a pension plan. The pension income you receive in retirement could affect your entitlement to means-tested state benefits.

## Giving you more information

This document gives you a summary of information to help you decide if you want to join the New Generation Personal Pension/Group Personal Pension.

You should also read and keep safe:

- the information you've received about automatic enrolment.
- the investment/fund literature. This includes the 'How contributions are invested' and 'Choosing your own investments' brochures or 'A guide to your pension' brochure.
- the illustration that shows how much you may get in the future.

You should contact us if you haven't received any of the above.

After we've invested contributions into your plan, we'll refer you to the investment brochure/pension guide. This gives details of the available investment funds should you wish to make your own investment choices. If you need a copy beforehand, please contact us.

**If you'd like further information about the New Generation Personal Pension/Group Personal Pension, please see the Terms and Conditions (this may be your 'Policy Conditions' or 'Policy booklet').**

## Its aims

- To build up a sum of money in a tax-efficient way to provide pension benefits.
- To provide benefits on your death to your dependants and beneficiaries.
- To provide you with retirement benefits in accordance with the scheme rules.

## Your commitment

- For you to make regular contributions to your plan.
- Your employer may also contribute into your plan. This may be dependent on you paying a minimum level of contribution.
- To understand that funds remain invested until you decide to take your benefits from your minimum pension age. The minimum pension age is currently

age 55. From 6 April 2028 this will be age 57 unless you have a protected pension age. To find out more visit **aviva.co.uk/nmpa**. Under this plan, you must decide before your 75th birthday on the type of benefits you wish to take.

- To tell us if you stop being eligible for tax relief on your contributions. For example, if all your pension contributions in a tax year are greater than your earnings for that tax year.
- You'll pay any contribution required to ensure that total contributions to your plan are at least equal to the minimum levels required under automatic enrolment regulations.
- To review your plan regularly to ensure your investment fund(s) still meet your needs.
- To tell us if you've flexibly accessed your money purchase pension savings.

## Risks

We can't guarantee what your plan will be worth in the future. The value of investments in your plan can go down as well as up and you may get back less than the amount paid in.

The level of benefits you could get at retirement may be less than shown in an illustration. This could happen for a number of reasons. For example, if:

- you and/or your employer reduced or stopped contributing to your plan, even if contributions are subsequently restarted
- investment performance has been lower than assumed
- charges have been higher than assumed
- you choose to take your benefits before your selected retirement date
- the rates used to calculate your benefits may provide a lower pension income than those assumed in the illustration. This might be because:
  - interest rates when you retire are lower than illustrated (only relevant where an annuity is selected), or
  - life expectancy when you retire is greater than that assumed in the illustration
- tax rules change. The tax information provided here is based on our interpretation of current legislation, which is subject to change and individual circumstances.

The investment solution into which contributions are automatically invested may not be suitable for you. **Please see the investment brochure/pension guide for more information.**

The investment funds available to you carry different levels of risk and invest in different types of investments, including stocks and shares. The value of some funds will go up and down more than others. Some of the funds in which you can invest may carry additional risks because of the types of asset they hold. **Please see the investment brochure/pension guide for more information.**

If you've been given access to and decide to invest in the with-profits fund, it's important you read our **'With-Profits Summary'** for the Aviva Life & Pensions UK Limited FP With-Profits Sub-Fund before deciding to invest. This summary can be found at **aviva.co.uk/ppfm/#fp-with-profits**. It explains the main points about with-profits, our current approach to managing the FP With-Profits Sub-Fund, including bonuses and in what circumstances market value reductions may apply, and the factors that can influence the value of your plan.

Inflation will reduce the spending power of your pension benefits.

## Questions and answers

### Is this a stakeholder pension?

No. A stakeholder pension has to meet minimum standards set by the Government for contribution levels, costs and terms and conditions. As the total annual charges on some funds may be higher than the Government standards, this isn't a stakeholder pension. **For more information on our charges, please see** 'what are the charges on my plan' on page 7.

### Can I opt out of the scheme and cancel this plan?

Yes, after joining you have the right to opt out of your employer's pension scheme and receive a refund of contributions as set out below.

You can't signal your intention to opt out before you've joined the scheme.

You'll have received a notice from either your employer or Aviva that tells you how to opt out, and who you should notify. If in doubt, you can call us on **0345 602 9221** to request an opt-out form.

You only have one month after joining the scheme in which you can opt out. The notice you'll have received will also include the dates between which you can opt out.

If you opt out within this period, we'll refund all regular contributions we've received to your employer. Your employer will refund to you any contributions you've paid.

If you don't opt out within this period, your plan will continue as set out in these Key Features and the Terms and Conditions (this may be your 'Policy Conditions' or 'Policy booklet'). Any contributions received won't be refunded.

If a lump sum payment - either a single contribution or a transfer of benefits from another scheme - has been paid in and you opt out within your opt-out period, we'll refund the amount received less any fall in value that has occurred before we receive the earlier of:

- confirmation of your opt-out from your employer, or
- your written notice that you wish to cancel the lump sum payment.

This means you may get back less than you invested.

To avoid any delay that may occur if your employer doesn't tell us promptly that you've opted out and to help reduce the risk of your investment falling in value, write to us at **Aviva, PO Box 1550, Salisbury SP1 2TW** to cancel the lump sum payment at the same time you decide to opt out. **You'll still need to send your opt-out notice as notified by your employer or Aviva**. We'll return the lump sum payment to whoever paid it to us. Note: if the lump sum payment is a transfer, the transferring scheme may not accept it back. You'd either have to leave the transfer payment with Aviva or transfer to another provider.

If you opt out during the opt-out period, any lump sums paid into your plan will also be refunded. Please note you may not get back all of your lump sum (see the following section).

## Can I change my mind if I pay in a transfer of benefits from another pension scheme?

Yes. You have 30 days in which to change your mind, beginning from the date that you receive our confirmation that the transfer payment has been invested.

You must notify us in writing at **Aviva, PO Box 1550,** Salisbury SP1 2TW, within the 30 day period if you wish to cancel the transfer payment.

If you cancel within 30 days, we'll refund the amount received less any fall in value that has occurred before we received your written cancellation instruction. This means less may be returned than was invested. We'll return the transfer payment to whoever paid it to us. Note: the transferring scheme may not accept it back or reinstate your benefits in their scheme. Your options then would be to transfer to another provider who is willing to accept it or reapply for a transfer to Aviva.

If you don't cancel within this period, the payment will remain invested in accordance with the terms of your plan and won't be refunded.

## How can I contribute to my plan?

- Contributions can be either:
  - a fixed amount, or
  - a fixed percentage of your earnings so your contributions increase automatically in line with your earnings.
- Please speak to your employer if you're unsure about contribution levels.
- Your employer will deduct your contributions from your earnings and send them directly to us. There may be a delay before contributions are paid from your employer to us. For example, your employer may wait until the end of your opt-out period before paying contributions to us, in case a refund of contributions is required.
- Contributions will be invested when we receive them from your employer, in accordance with the Terms and Conditions (this may be your 'Policy Conditions' or 'Policy booklet').
- You can pay in lump sums (subject to minimum amounts). Please contact us for details of these amounts.

**Please see the Terms and Conditions (this may be your 'Policy Conditions' or 'Policy booklet') for more details about contributions into your plan.**

## Can I stop or change contributions?

Yes, you can stop or change contributions at any time. However, you should note that:

- fewer and/or reduced contributions will reduce the fund available at retirement
- as long as the plan stays invested, charges will be taken from it. If the plan has not been in force for long or its value is small, the ongoing charges may significantly reduce the future value of the fund and there's a possibility that the value will reduce to zero
- if you reduce contributions to below the minimum levels required under automatic enrolment regulations, and you remain in employment, your employer will re-enrol you into the scheme approximately every three years
- any employer's contributions may automatically stop if you stop or reduce contributions.

## Can I restart contributions?

Yes, you can start contributing to the plan again at any time, provided you're still eligible to do so.

If you're considering stopping, changing or restarting contributions, please request an illustration from us.

## Can I transfer other pension plans into the New Generation Personal Pension/Group Personal Pension?

Yes. However, transferring pensions may not be the right choice for everyone. It can be a complex decision and you need to consider and compare the features, charges, fund ranges and any valuable benefits that could be lost. You should discuss your options with a financial adviser before making a decision. If you don't have one, you can find one at **unbiased.co.uk**. You may be charged for their services.

In some cases you must take independent financial advice before you can transfer your benefits for which a fee will be charged. It's important to consider if your previous arrangement or any alternative new arrangement offers any valuable guarantees that this plan can't match.

It isn't possible to transfer any pension credit from a divorce or dissolution of a civil partnership into this plan.

## Are there any risks specific to making a transfer payment?

Transferring pensions isn't right for everyone. It can be a complex decision and you need to consider and compare the features, fund ranges, any valuable benefits that may be lost and any tax implications.

We don't charge to accept a pension transfer, but there may be a charge from your existing pension provider if you transfer your pension from them.

When you make a transfer payment there'll be a period when you're not invested – this is known as 'out of market exposure'. This period lasts for as long as it takes for your previous pension provider to transfer the cash value of your pension to us. This means you may miss out on any potential growth while the transfer is taking place.

Once a transfer payment has been made, you won't have any rights to benefits under your previous pension arrangement. You may be giving up:

- a guaranteed pension income or one that is linked to your earnings when you left the company;
- guaranteed annuity rates, which could provide you with a higher level of income than may be offered on the open market. (A guaranteed annuity rate (GAR) was written into some pension policies when they were set up. It sets the rate at which your pension pot will be converted into annuity income, which is then payable for the rest of your lifetime. A GAR could provide a higher income than is offered by today's annuity rates. This is classed as a safeguarded benefit);
- increases in the value of your pension before and after you retire;
- scheme benefits which your dependants would receive if you die before or after you retire;
- any loyalty bonuses;
- possible entitlement to additional bonuses if you're currently invested in with-profits. You may also have a market value reduction applied when you leave the with-profits fund which would reduce the value of your fund;
- protected tax-free lump sum rights that may be higher than could be provided under this plan. You should speak to a financial adviser if this affects you;
- possible entitlement to take benefits from your previous pension arrangement earlier than your minimum pension age. This is currently age 55. From 6 April 2028 this will be age 57 unless you have a protected pension age. To find out more visit **aviva.co.uk/nmpa**.

The charges applied to your previous arrangement may be lower than the charges applied to this plan.

There could be a reduction applied to the value of your previous arrangement when transferring your benefits.

The benefits you receive from this plan could be less than those you would've received from your previous arrangement. In particular, if you're close to retirement you have less potential to achieve sufficient growth for this plan to provide greater benefits.

Some occupational pension schemes have to provide guaranteed benefits which replace a member's Additional State Pension (also known as the State Second Pension). These benefits are known as 'contracting-out' benefits and relate to periods of service prior to 6 April 2016. Any replacement benefits under this plan aren't guaranteed. Like the rest of the benefits from your plan, they'll depend on the way that the plan performs, and on the form of benefits you choose.

If you transfer into this plan from a defined benefit pension scheme or other pension scheme that offers guaranteed benefits, your replacement benefits under this plan aren't guaranteed.

If you're considering a transfer, we recommend that you contact a financial adviser. **If you don't have a financial adviser, you can find one at unbiased.co.uk. You'll be charged for this advice.** In some cases, you must take independent financial advice before you can transfer your benefits. The transferring scheme will tell you if this applies to you.

## Where can I invest my contributions?

When you join the pension scheme, contributions received by us will be paid into the investment solution chosen by your employer. This investment solution will be used to invest all contributions made to your plan. The investment solution may include an investment programme designed to manage your investments. Please be aware that as your investments are switched to different funds within a programme, the charges and the risk profile may change. There's no guarantee that any programme will prove beneficial to the pension fund.

**Please see the investment brochure/pension guide and the Terms and Conditions (this may be your 'Policy Conditions' or 'Policy booklet') for more information**.

Once the first contribution collected by your employer has been invested by us you can, if you wish, make your own investment choice. You can then change your choice of investment funds at any time. This is usually free of charge. **Please see the investment brochure/pension guide for more details about the investment options available to you.**

## Can I switch between investment funds?

Yes. We currently don't charge you for switching to new funds. We'll tell you if this changes.

In some circumstances we may delay the 'cashing in' or 'switching' of units for up to one month, or for funds invested in property, for up to six months (and in some cases longer) while the property is sold. We may extend these periods:

- to match any period of delay, postponement, closure or suspension imposed by the fund managers
- if, due to exceptional circumstances, we believe it's in the best interests of all investors in the fund.

We won't do this on your selected retirement date or on death.

**For more information please see the Terms and Conditions (this may be your 'Policy Conditions' or 'Policy booklet').**

## What are the charges on my plan?

### What charges does Aviva take?

We take an annual management charge (AMC) out of your plan value over the lifetime of your plan. Charges are taken from your pension to pay for the costs of setting up the plan, ongoing administration and investment management. It may be higher for some investment funds than others. **Please see the investment brochure/pension guide for details of the AMC for each fund.**

For certain investment funds additional charges are payable. These are charged to cover expenses such as fees to auditors, trustees and valuers. These charges will change over time and are taken into account before the fund is priced. **For the latest charges please ask us, using the contact details on page 11**.

You'll receive an illustration which shows the effect charges and expenses have on reducing the value of your plan, based on the investment solution chosen by your employer, contribution levels and other information shown within it.

If you transfer a previous pension arrangement into this plan, the AMC for that transfer amount may be higher or lower than that payable on other contributions for each fund. **Please see your transfer illustration for more information.**

Some investment funds have higher charges than others. **Please see the investment brochure/pension guide for details of the AMC for each fund.**

**Please see the Terms and Conditions (this may be your 'Policy Conditions' or 'Policy booklet') for details on how charges can change.**

### Does Aviva pay remuneration to an adviser?

We may pay your employer's financial adviser for arranging this plan.

### How are Aviva staff remunerated?

Aviva staff are salaried and they receive an annual bonus based upon the overall performance of the Aviva Group. Some members of our distribution team may also receive an additional bonus, a proportion of which relates to their sales performance.

## What benefits are available to me?

This section explains what benefits are available and when. We'll contact you approximately six months before your selected retirement date to give you more details.

### When can I take my pension benefits?

We set up your plan to provide benefits from your selected retirement date, which you choose at the start. You can change your selected retirement date at any time before you take your pension benefits. If you don't make a choice, your selected retirement date will be your 65th birthday.

You can start taking your benefits from the minimum pension age. You can start taking your benefits even if you're still working. Please note the Government is changing the minimum pension age from 55 to 57 from 6 April 2028. However, depending on your circumstances you may be able to access your pension pot earlier such as when you have a protected pension age (to find out more visit **aviva.co.uk/nmpa**) or are unable to work due to ill health or incapacity.

The latest age at which you can take your benefits under this plan is currently 75. Legislation allows you to delay taking your benefits until after age 75, with no upper age limit. If you wish to do this, you'll need to transfer your plan to another pension provider before your 75th birthday.

We'll write to you nearer your selected retirement date to confirm your options.

**How much will I get?**

When you're ready to take your pension benefits, the amount you get will depend on your plan value, the type of pension income you take and, if applicable, the annuity rates offered by the provider of your pension income at that time.

Please see the illustration for an idea of what you might get. If you haven't received an illustration, please contact us.

We'll send you statements each year to show how your plan is performing and the amount you may receive when you retire.

You can also ask us for an up-to-date statement at any time.

**How can I take my pension benefits?**

You'll have a fund that you can use to provide pension benefits. There are currently several options available and when you take your pension benefits you should speak to your financial adviser for help in determining which options are most suitable for you. This is important as 'shopping around' could help you obtain a higher income. The options are set out below. You can choose more than one option:

**A – Annuity**

You can normally take up to 25% of your plan as a tax-free lump sum and use the remaining amount to purchase an annuity, an insurance plan that will give you a guaranteed income for life, subject to tax. Please see the 'What about tax' section (on page 10) for further details. Alternatively, you can use all of your plan to purchase an annuity and not take a tax-free lump sum.

When buying a product to supply your retirement income, you don't have to use the company where you built up your pension. You can choose another provider. Shopping around is particularly important when buying an annuity (a guaranteed income for life), as it could make a big difference to what you'll get, and once it's set up it can't be changed.

The amount of the annuity payable will depend upon a number of factors, such as the value of your plan, the type of annuity purchased, the provider selected, your age and your health.

Your illustration shows the potential annuity you might get when you reach your selected retirement date.

Once an annuity has been purchased you can't change your mind.

**B – Lump sum**

When you take your benefits your pension scheme may allow you to cash in your pension pot and take it all (or in part) as a lump sum. 25% of the lump sum is tax-free and the balance will be taxed as income.

The provider of your scheme will tell you if this option is available. Find out how much tax you'll pay when you withdraw a lump sum with our **tax calculator**. You'll trigger the Money Purchase Annual Allowance if you take a withdrawal or a lump sum which is taxable - your provider will tell you if this applies to you, and what it would mean for you.

There's no minimum amount that you can take as a lump sum.

If further contributions are to be paid into your plan or another money purchase pension scheme, your annual allowance will reduce. Please see the 'What about tax?' section for further details.

**C – Income Drawdown (also known as Flexi-Access Drawdown)**

This option allows you to take income directly from your pension fund while leaving the remaining fund invested.

You can normally take up to 25% of your plan as a tax-free lump sum and designate the remaining amount for Income Drawdown. Any subsequent withdrawals are taxed as income. Please see the 'What about tax?' section for more details.

You can use all or part of your plan to move into Income Drawdown. We'll start an Income Drawdown pot within your Group Personal Pension. There's no minimum amount you have to move into Income Drawdown. Anything that doesn't go into Income Drawdown will remain in your pension pot.

You can take income from your Income Drawdown pot as and when you need it and/or regular income on a monthly, quarterly, half-yearly or yearly basis. Regular and single withdrawals will be taken proportionally across all investments in the drawdown pot.

In certain circumstances, we may need to delay transfers and payments (including tax-free cash and income payments). This could be as a result of adverse market conditions or where it leads to the unfair treatment of other investors. The delay may be up to one month – or, if the fund is fully or partly invested in property, up to six months or longer.

Choosing your investments for your Income Drawdown pot is an important decision. There's no default investment choice that applies to your Income Drawdown pot so you should review your existing investments as you move them into Income Drawdown and regularly thereafter. The funds in your Income Drawdown pot will need to mirror the funds in your existing investments unless you choose from the Investment Pathways range of funds for your Income Drawdown pot. You should feel confident about making your own investment decisions, or take financial advice.

Your annual allowance for any money purchase pension contributions will reduce if you take any income from your Income Drawdown pot in addition to your tax-free lump sum. Please see the 'What about tax?' section for more details.

You can start Income Drawdown using your plan or alternatively transfer your plan to another pension provider who offers this. It's important to shop around as it could help you obtain better terms.

It's not possible to transfer other Income Drawdown pots that you may have with other pension providers to this plan.

If you're invested in a with-profits fund or the Secure Growth Fund, you'll need to switch out completely before applying for Income Drawdown. You won't be allowed to invest in these funds in the future.

**Income Drawdown – Key risks**

The value of your plan that remains invested can go down as well as up and isn't guaranteed. You could get back less than has been invested.

Your future pension income from your Income Drawdown pot isn't guaranteed as the pot value depends on any income taken, investment performance and charges. Your pot can run out.

If you take all or a significant amount of your pension savings from your Income Drawdown pot and have no other provisions, this may reduce your ability to provide a sustainable income or provide for dependants in the future.

There's no guarantee you'll get more income compared to the purchase of a guaranteed income through an annuity.

**With-profits and Secure Growth Funds**

If you're invested in a with-profits fund or the Secure Growth Fund, you'll need to switch out completely before applying for Income Drawdown. You won't be allowed to invest in these funds in the future.

We'll add any additional bonus earned before the switch, but we may also apply a market value reduction.

You'll lose your with-profits and Secure Growth Fund guarantees when you switch out of with-profits.

**Income Drawdown – Charges**

The charges covered in the 'What are the charges on my plan?' section cover your plan and Income Drawdown pot. If both pots are used, the charges will be taken proportionately across them.

We don't currently make a charge for Income Drawdown. If this is to change, we'll let you know.

**Income Drawdown – Can I change my mind about starting Income Drawdown payments?**

You can't change your mind about taking a tax-free lump sum or moving funds into Income Drawdown. You have 30 days in which to change your mind about the first payment you take from your Income Drawdown pot.

If you wish to cancel, please get in touch with us using the contact details on page 11.

If you decide to cancel you'll have to return any income payment(s) to us within 30 days of your notification of your wish to cancel. Returned payments will be invested in the same fund(s) from which they were taken. You'll receive the price(s) on the date of reinvestment.

If you no longer wish to have an Income Drawdown pot with us, you can transfer it to another pension provider at any time. Alternatively, at any time you can use your pot to buy an annuity. The annuity income you're able to buy may be lower than what would've been available to you before entering income drawdown.

**D – Transfer**

You can transfer your plan to another registered pension scheme Other registered pension schemes may allow additional options.

## Information available to you

**For information on the risks associated with all the available options, please see our 'Making sense of your retirement options' document.**

Pension Wise from MoneyHelper is a free, government-backed service offering clear, impartial and specialist guidance on your retirement options. If you're aged 50 or over, this service is available to you. Visit **moneyhelper.org.uk/pensionwise** or call **0800 138 3944** for full details of the service.

A financial adviser will be able to make personal recommendations for you based on your own circumstances and financial objectives. If you don't have a financial adviser, go to **unbiased.co.uk**, or we can put you in touch with one. A financial adviser may charge you for their services.

## What else do I need to know?

### What will happen if I leave my current employer?

If you leave your current employer, you can keep your pension plan with Aviva. However, the range of funds available to you and the fund charges may be different. If you do leave, we'll write to provide further information.

Employer contributions will stop.

### Can I transfer the value of my plan to another pension scheme?

Before you start taking your benefits, you can transfer the value of your plan to another registered pension scheme, including any new employer's scheme, or to a Qualifying Recognised Overseas Pension scheme (QROP). (An overseas pension scheme is a qualifying recognised overseas pension scheme (QROPS) if it satisfies certain HMRC requirements. These include that a QROPS must be a regulated pension scheme in its 'home' country, and provide benefits similar to UK schemes. A transfer of a UK pension to an overseas scheme which isn't a QROPS is an unauthorised payment. Such payments wouldn't normally be permitted by the rules of the UK pension scheme and would be subject to HMRC tax charges.).

You can ask us for a transfer value quotation. This will give you examples of how much you could transfer to another plan depending on when you transfer.

If you do transfer to another plan, you can't continue to have contributions made into this plan.

If you're considering a pensions transfer you should speak to a financial adviser.

### What happens to my plan if I die?

If you die before you take all your pension benefits, then your remaining pension benefits can be paid as a lump sum.

The lump sum will be paid to your family members or any other parties we select, at our discretion, in accordance with the scheme rules.

You can nominate who you'd like us to consider making the payment to by completing a nomination form. We'll consider the nomination but aren't bound by it.

If you've set up a trust for your plan, we'll pay the lump sum to the trustees of that trust, who are then responsible for paying the trust's beneficiaries.

**Please see the plan's Terms and Conditions (this may be your 'Policy Conditions' or 'Policy booklet') for more details.**

## What about tax?

Here is some information based on our interpretation of current tax legislation. Your tax treatment depends on your main place of residence as advised to us by HM Revenue & Customs (HMRC) and your other individual circumstances.

### Tax relief on your contributions

As you normally get tax relief from the government on pension contributions you pay into your plan, investing into a pension can be the most efficient way of saving for your retirement.

For example, if you're a basic rate taxpayer, for every £4 paid in, an extra £1 will be added. So if you pay in £100, HMRC will pay in another £25 as long as your total gross contributions in a tax year aren't more than the higher of your UK taxable earnings, or £3,600 in that year.

Here's how it works:

- You can currently save 100% of your income into a pension to get tax relief.
- If you earn £3,600 or less, the maximum you can contribute is £3,600. This includes the government's top-up, so your personal contribution should be no higher than £2,880.

If you pay more than basic rate tax, you may be able to claim further tax relief through your self-assessment form or coding. See the 'How to contact us' section of this document and ask for **'A guide to claiming tax relief which you aren't given automatically'.** Or you can access this online at **library.aviva.com/mpen15c.pdf**

If you transfer money from another pension plan into this one then you won't get any tax relief on the transfer value as this money will already have benefited from tax relief.

If your employer operates a 'salary sacrifice' (also known as 'salary exchange') arrangement then you'll receive tax benefits in a different way. (A salary exchange scheme is an arrangement between you and your employer in which you agree to a reduction in your salary or bonus, in return for a benefit, such as a pension contribution from your employer which matches the salary/bonus you exchanged.). Please contact your employer for further information.

More information on tax relief is here: **gov.uk/tax-on-your-private-pension**

### Annual Allowance and Money Purchase Annual Allowance

HMRC puts a limit on the total amount that can be paid into all your pension arrangements each year before a tax charge is payable. This is the Annual Allowance. Anything paid in above the Annual Allowance may incur a tax charge.

The Annual Allowance may be reduced if you earn more than the 'threshold income'. This is known as the Tapered Annual Allowance. Please speak to a financial adviser if you believe you may be affected.

A reduced annual allowance, known as the Money Purchase Annual Allowance (MPAA) will apply to you if you flexibly access your pension savings. If MPAA applies, you'll have been informed of this by the provider of your arrangements.

Transfer payments don't count towards your Annual Allowance.

More information on the Annual Allowance and MPAA is here: **gov.uk/tax-on-your-private-pension**

### Lump Sum Allowance and Lump Sum & Death Benefit Allowance

HMRC places limits on the amount of tax-free benefits that can be taken from pension schemes. The limits apply to benefits during your lifetime and on death. Income tax is payable on benefits taken above these amounts.

For tax year 2024/25 the standard Lump Sum Allowance is £268,275 and the standard Lump Sum and Death Benefit Allowance is £1,073,100. Your remaining allowances reduce each time you take benefits. Your personal allowances may be higher than the standard amounts if you've been granted one or more of the types of protections by HMRC.

You can find more information on these allowances at: **gov.uk/tax-on-your-private-pension**. If they're likely to affect you, we recommend you get financial advice.

### Tax-free lump sums and payments

You can normally take up to 25% of your plan as a tax-free lump sum, taking what's left as taxable income. You can choose from a guaranteed income for life (known as an annuity), income drawdown payments, or individual lump sums.

Annuity payments, income payments and lump sums are taxed based on your highest income tax rate. If we don't know your tax code, an emergency tax code may be applied, meaning you may pay too much, or not enough tax on these payments. You'll need to reclaim overpaid tax.

### What are the tax implications while my money is invested?

You won't pay any personal tax on the growth of your fund, as long as your money stays invested. It can then grow free of UK income and capital gains tax.

Some investment returns may be received by the fund with tax credits or after tax deductions which can't be re-claimed.

Any investments the fund holds in overseas assets will be subject to the tax rules applicable to that country.

### What about tax when I die?

If you die before age 75, there won't normally be any tax to pay. However, if the value of tax-free benefits taken from your pension plan(s) during your lifetime and on death is more than the Lump Sum & Death Benefit Allowance (see above), the beneficiary may pay income tax on the excess.

The beneficiary may also pay income tax if the lump sum death benefit is paid out more than two years after your death.

If you die on or after age 75, the payment of a lump sum will be subject to a tax charge. The amount of the charge will either be:

- based on the beneficiary's income tax rate after the payment is added to their other earnings, or
- 45% if paid to a trust or your personal representatives. The beneficiary of a trust may claim the 45% tax charge paid on the lump sum death benefit as a deduction against their own income tax. A financial adviser can provide further information.

In some circumstances, the value of your benefits may also form part of your estate for Inheritance Tax purposes.

We strongly recommend you seek financial advice if you think you're affected by tax charges.

## Other information

### How to contact us

Remember, your employer will normally be your first point of contact.

If you have any questions, you can:

- Call us on **0345 602 9221** at the following times: **Monday to Friday between 8.30am and 6pm.**

  We may record calls to improve our service.

  Calls may be charged and these charges will vary. please speak to your network provider.
- Email us at **ngp.questions@dgaviva.com**
- Write to us at **Aviva, PO Box 1550, Salisbury SP1 2TW, United Kingdom**

### How to complain

If you've taken a product out with Aviva and are unhappy with the product or the service you received, you can contact us using the details in the 'How to contact us' section.

We aim to resolve your complaint quickly. If we can resolve your complaint within three working days following the day we receive it, we'll write and confirm this to you, along with your rights to refer your complaint to the Financial Ombudsman Service (FOS).

If your complaint isn't resolved within three working days of receiving your complaint:

- Your complaint will be acknowledged promptly.
- A dedicated complaint expert will be assigned to review your complaint.
- A thorough and impartial investigation will be carried out.
- You'll be kept updated of the progress.
- Everything will be done to resolve things as quickly as possible.

- A written response will be sent to you within eight weeks of receiving your complaint, this will inform you of the results of the investigation or explain why this isn't possible.

Where your concerns are unable to be resolved or haven't been resolved within eight weeks, you may be able to ask the FOS to carry out an independent review. Whilst firms are bound by their decision you aren't. Contacting the FOS won't affect your legal rights. You can contact them on **0800 023 4567** or visit their website at **financial-ombudsman.org.uk**, where you'll find further information.

### Solvency Financial Condition Report

Every year we publish a Solvency and Financial Condition report which provides information about our performance, governance, risk profile, solvency and capital management. This report is available for you to read on our website at **aviva.com/investors/regulatory-returns**

### Compensation

This plan is covered by the Financial Services Compensation Scheme (FSCS). This means that if we're unable to pay claims/benefits because of financial difficulties, you'd be able to make a claim. You're covered for 100% of the claim, without any upper limit. If your investments through us are held by an external fund manager, then you wouldn't be eligible to make a claim for compensation under the FSCS in the limited circumstances where the external fund manager is unable to pay claims/benefits because of financial difficulties. For further information, please see **fscs.org.uk** or phone **0800 678 1100** or **020 7741 4100**.

### Potential conflicts of interest

There may be times when Aviva Plc group companies or our appointed officers have some form of interest in the business being transacted. If this happens or when we become aware that our interests, or those of our officers, conflict with your interests, we'll take all reasonable steps to manage that conflict of interest. We'll do this in a way that treats all customers fairly and in line with proper standards of business.

Further details of our conflicts of interest policy are available on request. Where, despite all efforts to manage a conflict of interest, the conflict of interest can't be prevented, we'll disclose it to you before you commit to taking out this product or taking any investment action in relation to it.

### Client categorisation

We categorise each investment customer as a 'retail client'. This gives you the highest level of protection available under the Financial Conduct Authority (FCA)'s Conduct of Business Rules. If you'd otherwise be categorised under FCA Rules as a 'professional client' or an 'eligible counterparty', then you may not have access to the Financial Services Compensation Scheme or Financial Ombudsman Service. Please contact your financial adviser if you require further details.

### Terms and Conditions

The Terms and Conditions (this may be your 'Policy Conditions' or 'Policy booklet') sets out the main points about the New Generation Personal Pension/Group Personal Pension. It doesn't include all the definitions, exclusions, terms and conditions.

If you'd like a copy of the full Terms and Conditions, please ask us.

We have the right to change some of the Terms and Conditions. We'll write and explain if this happens.

Tax information is based on our current understanding of tax legislation.

### Law and language

Aviva proposes to choose the law of England, and, by entering into this contract you agree that the law of England applies. Your contract will be in English and we'll always write and speak to you in English.

### Financial advisers

Where you've received information or advice from a financial adviser they'll provide you with information regarding their identity, the capacity in which they're acting and their address for future communications

### Financial Services registered details

Aviva Life & Pensions UK Limited is a company limited by shares. It's authorised by the Prudential Regulation Authority and is regulated by the Financial Conduct Authority and the Prudential Regulation Authority and is entered on the Financial Services register, number 185896, **register.fca.org.uk**

## Need this in a different format?

Please get in touch if you'd prefer this key features **(NG08055)** in large print, braille, or as audio.

## How to contact us

**0345 602 9221**

**ngp.questions@dgaviva.com**

**Aviva Life & Pensions UK Limited.**

Registered in England No. 3253947. Aviva, Wellington Row, York YO90 1WR.
Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm reference number 185896.

**Call 0345 602 9221 – calls may be recorded.**

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