



Investment Account

Product guide



Your guide to the Investment Account

The Investment Account from Aviva is available through My Money. This guide explains what it is and how it works.

For full information about the Investment Account, please read the 'Key features' document and 'Terms and conditions'.

What is My Money?

My Money is an online service chosen by your employer to help you save in the way that best suits you. It offers you a range of options including a pension, ISAs and an investment account.



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What is an Investment Account?

An Investment Account is an account that lets you invest in a wide range of funds, shares and other investments. As there are no tax benefits there is no limit to the amount you can invest. You can make regular payments via your payroll or by a personal direct debit. You can make single payments at any time.

The value of an Investment Account isn't guaranteed. The value can go down as well as up and you could get back less than has been paid in. Some investments carry a higher level of risk than others and may be subject to sudden and large falls in value; you could get nothing back.

The chart below explains a few general facts about an Investment Account so that you can start to see whether it might suit your needs.

Typically used for	Additional savings opportunity perhaps where the ISA allowance has already been used*
Where can money be invested?	Funds, shares and other investments
Can money be withdrawn without notice?	✓**
Tax-free withdrawals?	i
Tax-free interest?	✗
Tax-free investment income?	✗
Free of Capital Gains Tax?	✗

i There could be a Capital Gains Tax (CGT) liability when you sell investments, depending on your personal circumstances. See page 7 for CGT and other tax details.

Note – Tax rules may change and depend on your financial circumstances.

* For further information on ISA allowances, please refer to the Stocks & Shares ISA product guide library.aviva.com/ngs250b.pdf and the Cash ISA product guide library.aviva.com/ngs200b.pdf

** Please see page 8 section "How can I access my investments?" for more information.

How can I pay into the Investment Account?

To apply for an Investment Account you must be a UK tax resident and a British Citizen over the age of 18. You can pay into the Investment Account either through your employer's payroll or through your own bank or building society account or both. You can make regular and/or single payments as you wish. The minimum regular payment is £25 a month or £250 a year and the minimum single payment is £250.

Cash account

You'll automatically have a cash account set up as part of your Investment Account through your online account.

All investments are bought and sold through this account. It's used to pay all money into and out of your Investment Account: payments you make will be paid into it, some charges will be deducted from it and if you want to make a withdrawal, the money will be paid out from here. Please see the 'Investment Account Fees and charges' brochure for further information.

It's possible to hold money in the cash account if you don't want to invest immediately. We don't pay interest on the cash account and the value will fall as charges are still deducted.

Fees and charges

Charges are taken for running the account and fund management. Charges reduce the potential for growth.

For details of the fees and charges relating to this product please refer to the Investment Account Fees and charges brochure.

What can I invest in?

You can choose from a range of investments from the types listed here. You can also find more information about these different types of investment through your online account.

The value of investments can fall as well as rise and isn't guaranteed which means you could get back less than you invest.

If you'd like help in choosing investments which are suitable for you, you should speak to a financial adviser. If you don't have a financial adviser, you can find one at **unbiased.co.uk**. You may need to pay for this advice.

The Investment Account from Aviva may also give you access to:

- **Fund supermarket** – This offers you access to more than 900 investment funds from a number of fund management companies. There is a range of investments for you to choose from with different risk ratings. Typically, investments are divided into four main investment types:

- money market;
- fixed interest;
- property; and
- company shares.

Different charges apply to each fund. Please note that the investments aren't governed by Aviva.

For more information about the risks of the funds in the Fund supermarket, please see the fund factsheets and key investor information held on your online account.

- **Alternative investment option** – The Alternative investment option offers you the ability to invest directly in a number of different types of investments, such as stocks and shares listed on a recognised stock exchange. If a company that you have invested in chooses to pay dividends to its shareholders, you'll receive any dividends (dividends are a share of a company's profits given to its shareholders) paid. Please note that these investments aren't governed by Aviva.

Some investments carry a higher level of risks than others, and may be subject to sudden and large falls in value; you could get nothing back at all.

The costs may be disproportionate to the value of the Investment Account. If you deal excessively, or your portfolio value is relatively small, then the value of your Investment Account may be eroded.

You'll incur additional charges which will impact the performance of the account. Please see your fees and charges brochure for more information. We recommend you speak to a financial adviser if you're considering these types of investments.

If you don't have a financial adviser you can find one at **unbiased.co.uk**. You may need to pay for this advice.

Buying, selling or changing investments

Your online account gives you the flexibility to manage the investments in your Investment account. You can buy new investments, sell your current investments, or make changes to your existing investments. You can also set up and amend regular payments.

Please note that investing is for the medium to long term, with an investment horizon of at least five years.

Buy investments

You can buy investments from the cash available in your cash account.

Sell investments

You can sell any of your current investments and either leave the proceeds as cash in your cash account or use the proceeds to buy different investments.

Change investments

You can sell any of your current investments and buy new funds or investments with the proceeds. Aviva doesn't specifically charge for a switch transaction but could do so in the future as explained in the 'Investment Account Terms and conditions'.

If you're investing in stocks and shares, please note that the London Stock Exchange is open for trading Monday to Friday from 8am to 4.30pm. You'll be able to buy and sell shares during these times; remember that share prices usually fluctuate in value throughout the day. Our online trading service provides 'real-time trading'.

There could be a delay in switching some funds and limits on the number of switches. For full details please see the 'Investment Account Terms and conditions'.

Can I transfer other investments into my Investment Account?

If you have investments with another provider (other than Aviva) you may be able to transfer them into an Investment Account with us, so you can see and manage your investments in one place.

Many investments in your existing account can be simply transferred, without having to sell them. You don't incur the costs of selling and buying, or face the risk of being 'out of the market' whilst your investments are being transferred. 'Out of the market' refers to a period of time during which your savings, and therefore you, will not benefit from any potential increases in fund prices or suffer any potential losses should fund prices fall.

You should check with your current provider to see if you'll be charged for transferring.

There is no guarantee that if you transfer your investments to Aviva they'll be worth more than if you'd stayed with your current provider. If you're unsure about the suitability of this account you should speak to your financial adviser. If you don't have a financial adviser you can find one at unbiased.co.uk. You may need to pay for this advice.

How do I transfer my investments?

Transferring your investments is simple. You can complete an application form and we'll tell you whether we can accept your investments. Then we'll approach your current provider for you. Please contact us for the application form using the contact details on page 12 of this guide.

To transfer your investments you will need the following details:

- Name and address of the company your investments are currently with
- Your account or client reference number
- Details of the investments you want to transfer (you should be able to find these on your statement)

How can I access my investments?

You can make withdrawals of £100 or more from the cash account of your Investment Account at any time. But you must keep a minimum balance of £250 in your Investment Account at all times if you want it to remain open.

If you have sufficient money in the cash account within your Investment Account you can make the withdrawal immediately. If you don't, you'll need to sell some investments to fund the withdrawal. This could mean there is an additional delay while the money is credited to your cash account.

We'll pay any withdrawals to your nominated bank or building society account as soon as possible. Normally the money will reach your account in three to five working days. If you need your money sooner than that, we may be able to make the payment on the same day. If you wish to make a withdrawal, please call **0345 604 9915**.

There are no limits on the number of withdrawals you can make.

What happens when I open an Investment Account?

The following documents will be sent to your online Document library for future reference:

- Investment Account Key features
- Terms and conditions
- Fees and charges brochure

Keeping track of your Investment Account

Your online account allows you to easily track and manage your Investment Account online at any time. You can:

- Work out how much you want to invest
- View the value of your Investment Account and review your transactions
- Switch your investments or redirect future payments
- Set up or change payments from your salary
- Add or change your own Direct Debit payments
- View your statements and other important documents
- View and update your address or contact details

Your online account also offers a Retirement Forecaster which helps you to:

- See a forecast of what your investments could be worth in the future
- Track the performance of your account

Regular statements

You can view your Investment Account details through your online account at any time.

We'll also send you statements every quarter, which will show you the value of your Investment Account and a summary of your investments. If you need a valuation at any other time you can get this through your online account.

Will I have to pay tax?

From 6 April 2016 HMRC introduced a Dividend Allowance. Any dividends you receive on your Investment Account will be subject to this allowance. For more information on how this works, please visit gov.uk/government/publications/dividend-allowance-factsheet.

If you're a taxpayer, you'll be required to pay income tax on the dividends paid on your investments if the total exceeds your annual dividend allowance. We'll also send you a consolidated tax certificate after the end of each tax year. You'll need this to complete your self-assessment tax return for this purpose.

You may have to pay Capital Gains Tax (CGT) on any increase in the value of your investment between the time you purchase an investment and when you sell it within your Investment Account. However, each tax year you can make up to a certain amount of capital gains without being liable for CGT. For full details on CGT, please visit gov.uk/capital-gains-tax. Tax rules may change.

If you think you may be affected by CGT you should speak to a financial adviser. If you don't have a financial adviser you can find one at unbiased.co.uk. An adviser may charge for their services.

Every quarter we'll send you a statement showing the value of your Investment Account and a summary of your sales and purchases. You can use this to help calculate whether you need to pay any tax. If you need a valuation at any other time you can get this through your online account.

Need some help?

If you're unsure of any of the details provided in this guide, please contact the Aviva Customer Services team:



Call

0345 604 9915

Monday to Friday between 8am and 5.30pm. Please note Aviva may record calls to improve service. Calls may be charged and these charges may vary, please speak to your network provider.



Email

mymoney@aviva.com



Write to

**Aviva, PO Box 2282,
Salisbury SP2 2HY**

Need financial advice?

Please note that we can't provide any financial advice. If you're unsure if an Investment Account is suitable for you, please seek financial advice. If you don't have a financial adviser you can find one at **unbiased.co.uk**. You may need to pay for this advice.

Need this in a different format?

Please get in touch if you'd prefer this product guide (**MM35001**) in large print, braille, or as audio.

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