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 Transplan 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.

Statement of demands and needs

A New Generation Transplan is a great way to save for your life after work. It meets your demands and needs for a pension, so you’ll have a pot of money to help support you when you retire. The trustees of your occupational pension scheme sets up your New Generation Transplan and arranges for your transfer payment to go directly to your pension, meaning you don’t have to do anything.

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 continue 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.
Key Features of the New Generation Transplan

● You will read references to ‘us’ or ‘we’. This means Aviva Life & Pensions UK Limited, the provider of your plan.

What is the New Generation Transplan?
● The New Generation Transplan is a plan specifically designed to accept transfers from the trustees of your previous defined contribution occupational pension scheme who wish to ‘buy-out’ your benefits. It allows the trustees of your scheme to transfer your benefits into an individual pension plan in your name without your consent, after a suitable notice period.

How does the New Generation Transplan work?
● 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 your investment/fund literature for further information.

● Before the trustees can transfer your benefits under the scheme to the New Generation Transplan, they must give you notice. You can then choose for your benefits to be transferred to an arrangement of your choice, whether your own personal pension or a stakeholder pension plan, another buy-out plan or your new employer’s scheme (if this applies).

● If you do nothing, the trustees will transfer your benefits into this plan once the notice period has ended.

● It is a unit-linked plan. We divide each fund into units and the transfer value buys 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 have been given access to and decide to invest in 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.

Should you consider this plan?
● You should consider this plan if:
  − you want to invest for your retirement
  − you are aged 16 or over
  − you are under age 75
  − you are prepared to keep your funds invested until you are eligible to take benefits
  − you have considered any other pension plans that the trustees may offer

  − you have considered other plans that may accept your transferred benefit

Helping you decide
● This document gives you a summary of information about the New Generation Transplan.

● You should also read and keep safe:
  − the investment/fund literature
  − the Terms and Conditions
  − the With-Profits Summary

● If you would like further information about the New Generation Transplan, please see the Terms and Conditions.

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.

Your commitment
● To understand that a transfer has been made into this plan from your previous scheme.

● To understand that funds remain invested until you decide to take your benefits. You cannot normally take these benefits before age 55. Under this plan, you must decide before your 75th birthday on the type of benefits you wish to take.

● To review your plan regularly to ensure your investment fund(s) still meet your needs.

● To tell us if you have flexibly accessed your money purchase pension savings.

● To understand the risks shown in the ‘Risks’ section.

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 transfer amount paid in.

● Once the transfer payment has been made, you won’t have any rights to benefits under your previous scheme. You cannot go back to the previous scheme and 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;
  − 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 benefits;
- tax-free cash sum rights that may be protected at a higher level than could be provided under this plan;
- possible entitlement to take benefits from your previous pension arrangement earlier than age 55.

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:
- 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 statement
- 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 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. Please see the investment/fund literature for more information.

Some of the funds in which you can invest may carry additional risks because of the types of asset they hold. For instance, the value of funds that invest overseas may fall and rise due to changes in exchange rates, funds that invest in emerging markets may not be regulated as strictly and it may be harder to sell these assets, there may be a delay in accessing your money if you invest in property. There are other risks which could affect the performance of the funds that you invest in. Please see the investment/fund literature for more information.

If you have been given access to and decide to invest in the Aviva Life & Pensions UK Limited FP With-Profits Sub-Fund, there are different risks that may affect the value of your plan. Please read our ‘With-Profits Summary’ at https://library.aviva.com/cfpfpmp.mp for more information about the risks involved.

- Inflation will reduce the spending power of your pension benefits.
- If you have any doubt whether this plan is appropriate for your needs, you should contact a financial adviser. If you don’t have a financial adviser, you can find one at www.unbiased.co.uk. In some cases, you must take independent financial advice before you can transfer your benefits. You will be charged for this advice.

Questions and answers

1 Can I change my mind?
- You have no legal right to cancel the plan if you change your mind. However, once we have set up your plan, you can transfer the plan value to another pension company.

2 What do I need to know about payments into my plan?
- The plan is designed to receive a single transfer payment representing defined contribution benefits from an occupational pension scheme. The plan cannot normally accept transfer payments representing defined benefits. You cannot make regular or other single payments into the plan.

Can I transfer other pension plans into the New Generation Transplan?
- No, you cannot transfer other pension plans into the New Generation Transplan.

3 Where can I invest my payment?
- You can choose the investment funds you would like your payment invested in, although initially the trustees will make this choice for you and this will be detailed on your schedule. These funds will be used to invest all payments made to your plan. Please see the investment/fund literature for more details.

- You may also select a lifestyle investment programme. This is designed to switch your existing investments gradually into lower risk funds as you get closer to your selected retirement date. As the investments are moved to different funds, the annual management charge may change as well. Please see your investment/fund literature for more details.

- You may be able to select a lifetime investment programme, if available. This is designed to manage your investments for the life of your plan. Please see the investment/fund literature for more details.

- There are no guarantees that either of these programmes will prove beneficial to the pension fund.
When can I take my pension benefits?

- You can start taking your benefits from your 55th birthday. You can start taking your benefits even if you are still working.
- If you have a protected pension age, or retire early because of ill health, you will normally be able to take your benefits before your 55th birthday.
- 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 will need to transfer your plan to another pension provider before your 75th birthday.
- We will write to you nearer your selected retirement date to confirm your options. If you are over 50 you can access free impartial guidance on your retirement options from Pension Wise at www.pensionwise.gov.uk or 0800 138 3944.

How much will I get?

- When you are 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.
- We’ll send you statements each year to show how your plan is performing and the amount you may receive when you retire. You should also read your illustration.
- You can also ask us for an up-to-date statement at any time.

How can I take my pension benefits?

- You will have a fund that you can use to provide pension benefits. There are currently several options available and you can choose which one is 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.
- If further contributions are to be paid into another money purchase pension scheme, your annual allowance will reduce if you take any income in addition to your tax-free cash sum. This will be explained in more detail when you are given your pension benefit options. You can find out more about the annual allowance on the HMRC website at www.gov.uk/tax-on-your-private-pension.

A – Annuity

- You can normally take up to 25% of your plan as a tax-free cash 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 for further details.
- Alternatively, you can use all of your plan to purchase an annuity and not take any tax free cash.
- An annuity does not have to be purchased from us. It is important to shop around as you may be able to secure a higher income.

5 What benefits are available to me?

This section explains what benefits are available and when. We will 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. The trustees of your previous scheme choose this at the start of your plan. 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.

4 What are the charges on my plan?

What charges do Aviva take?

- We take an annual management charge (AMC) out of your plan value over the lifetime of your plan. We take the AMC to cover the costs of setting up the plan, ongoing administration and fund management.
- 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 7.
- Some investment funds have higher charges than others. Please see the investment/fund literature for details of the AMC for each fund.

Do Aviva pay remuneration to an adviser?

- We may pay remuneration to the trustees’ 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 additional bonus, a proportion of which relates to their sales performance.

Can I switch between investment funds?

- Yes. We currently don’t charge you for switching to new funds. We will 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 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 is 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.

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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 cannot change your mind.

**B – Lump sum**

- You have the option to take all or part of your plan as a lump sum.
- Under this option, 25% of the lump sum you take will be paid to you tax-free, with the balance subject to tax. Please see the ‘What about tax?’ section for further details.
- There is no minimum amount that you can take as a lump sum.

**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 cash 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 will start an Income Drawdown pot within your New Generation Transplan. There is no minimum amount you have to move into Income Drawdown.
- Anything that does not go into Income Drawdown will remain in your accumulation pot.
- You can take income from your Income Drawdown pot on an ‘as and when you need it’ basis and/or regular income on a monthly, quarterly, half-yearly or yearly basis, provided there is enough money in the pot. Regular and ‘as and when you need it’ income will be taken proportionally across all investments in the drawdown pot.
- In certain circumstances, we may need to delay transfers, switching of funds 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 for most funds or up to six months for funds fully or partly invested in property. In exceptional circumstances, this period can be extended. We’ll let you know if and why we need to delay transfers, switching of funds or payments.
- Your investments in the Income Drawdown pot will mirror your investments in the accumulation pot. These must be the same investments. It is not possible to tailor them to different investments. If you switch funds, the change will apply to your whole plan (both Income Drawdown funds and any accumulation funds you may have).

- If you are invested in the with-profits or the Secure Growth Fund you will need to switch out completely before applying for Income Drawdown. You will not be allowed to invest in these funds in the future.
- You can start Income Drawdown using your plan or alternatively transfer your plan to another pension provider who offers this. It is important to shop around as it could help you obtain better terms.
- It is not possible to transfer other Income Drawdown pots that you may have with other pension providers to this plan.

**Income Drawdown – Key risks**

- The value of your plan that remains invested can go down as well as up and is not guaranteed. You could get back less than has been invested.
- Your future pension income from your Income Drawdown pot is not 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 is no guarantee you will get more income compared to the purchase of a guaranteed income through an annuity.

**With-profits and Secure Growth Funds**

If you are invested in with-profits or the Secure Growth Fund you need to read the information below carefully and understand what this means for you.

- You are not able to invest any of your Income Drawdown pot or accumulation pot in our with-profits funds or Secure Growth Fund.
- If you’re currently invested in with-profits or the Secure Growth Fund you will need to switch your money to another fund at the time you move into Income Drawdown.
- We’ll add any additional bonus earned before the switch, but we may also apply a market value reduction.
- You will lose your with-profits and Secure Growth Fund guarantees when you switch out of these funds.

**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 do not currently charge for moving you into Income Drawdown. If this is to change, we will let you know.
Key Features of the New Generation Transplan

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

- Yes. You have 30 days in which you can cancel your option to start Income Drawdown payments. Your cancellation period starts when you receive confirmation from us that your Income Drawdown pot has started. If you wish to cancel, you must notify us in writing at Aviva, PO Box 1550, Salisbury, SP1 2TW.
- You can’t cancel your decision to take tax-free cash from your plan, or your designation of funds into the Income Drawdown pot.
- If you decide to cancel you will 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 will 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 are able to buy may be lower than would have 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 offer different 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.

Your retirement choices are some of the most important decisions you’ll ever need to make. We recommend you get guidance or advice to help you decide what to do with your pension savings.

- Pension Wise is a government service offering free and impartial guidance on options at retirement to Over 50s. This tailored guidance is available online, over the phone or face to face. Go to www.pensionwise.gov.uk or call 0800 138 3944.
- You can access free impartial guidance from independent organisations, such as the Pensions Advisory Service (TPAS) and Citizens Advice.
- The Money Advice Service publishes a free print guide. ‘Your pension – it’s time to choose’, which is available on its website www.moneyadviceservice.org.uk.
- 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 www.unbiased.co.uk, or we can put you in touch with one. A financial adviser may charge you for their services.

6 What else do I need to know?

Can I transfer the value of my New Generation Transplan to another pension scheme?

- 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 at no cost from us before you start taking your benefits. In some cases you must take independent financial advice before transferring your benefits. We will provide more information if this applies.
- 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.

What happens to my plan if I die?

- If you die before you take all your pension benefits, then your full 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 would like us to consider making the payment to by completing a nomination form. We will take the nomination into consideration, but are not bound by it.
- If you have set up a trust for your plan, we will 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 for more details.

7 What about tax?

This is a registered pension scheme and must follow HM Revenue and Customs (HMRC) rules on contributions and benefits. If these are not followed, you could end up paying more tax than you planned to. The following information is based on our interpretation of current tax legislation. Your tax treatment depends on your main place of residence as advised to us by HMRC and your other individual circumstances. The tax treatment may be subject to change in the future.

How will contributions into my plan be affected by tax?

- As the transfer payment received into your plan is from another registered pension scheme, it will already have benefited from tax relief. You will therefore receive no further tax relief under this plan. The transfer payment forms part of your plan value and therefore when you take your pension benefits it will count towards your lifetime allowance. Please see ‘How will my pension income be taxed?’ below for further details.
What are the tax implications while my money is invested?

● You will not incur a personal tax liability on any fund growth as long as it remains invested.
● Your fund will 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 a fund holds in overseas assets will be subject to the tax rules applicable to that country.

Lifetime allowance

● HMRC puts a limit, called the lifetime allowance, on the total amount that can be taken from pension schemes before a tax charge is payable. The standard lifetime allowance is £1,073,100 for the tax year 2020/21. Your lifetime allowance reduces each time you take benefits.
● If, when you take benefits, or at age 75 if earlier, the value of benefits being taken exceeds your remaining lifetime allowance, then the excess will be subject to a tax charge, known as the lifetime allowance charge.
● Your personal lifetime allowance may be higher than the standard lifetime allowance if you have been granted one or more types of protection by HMRC. You can find out more about the lifetime allowance on the HMRC website at www.gov.uk/tax-on-your-private-pension. If you think you might be affected then we strongly recommend that you seek individual tax advice. For more information about tax, please speak to a financial adviser.

How will my pension income be taxed?

● You can normally take a tax-free cash sum of up to 25% of your plan value.
● You may take the remainder as a taxable annuity/income. If you take part of your pension fund as a tax-free cash sum, you will get a smaller annuity/income.
● If you take all of your pension fund as a lump sum, you will not be entitled to any annuity/income.
● The taxable part of any lump sum and/or any pension you receive will be taxed through the PAYE system as pension income.
● The amount of tax you have to pay will depend on your income tax rate at the time the lump sum and/or pension income is paid.
● When you first start receiving an income, we may have to apply an emergency tax code as we won’t know your overall income. It may mean you pay too little or too much tax. If you pay too little, you will have to pay the difference. If you pay too much, you will have to reclaim it.

What about tax when I die?

On death before age 75

● The payment of a lump sum will not normally incur any tax liability, although tax charges may apply if, when you die, the value of all lump sums paid from your pension plan(s) is more than the lifetime allowance (see above).
● In some circumstances, the value of your benefits may also form part of your estate for inheritance tax purposes.

On death after age 75

● 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:
  – at the recipient’s marginal income tax rate (if paid directly to a dependant or beneficiary), 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.

Other information

How to contact us

● If you have any questions, you can:
  Call us on 0345 602 9221 at the following times: Monday to Friday between 8am and 6pm. We may record calls to improve our service. Calls may be charged and these charges will vary. If in doubt, please speak to your network provider.
  Email us at ngp.questions@daviva.com
  Write to us at Aviva, PO Box 1550, Salisbury SP1 2TW, United Kingdom

How to complain

● To make a complaint, please contact our Customer Relations Manager using details in the ‘How to contact us’ section above.

● To see our procedures for dealing with complaints, please ask for our complaints leaflet.

● If you are not satisfied with our response, you can contact the Financial Ombudsman Service using the details below:

  Financial Ombudsman Service (FOS)
  Exchange Tower
  Harbour Exchange Square
  London E14 9SR

  0800 023 4567 or 0300 123 9123
  www.financial-ombudsman.org.uk
  complaint.info@financial-ombudsman.org.uk

● Making a complaint won’t affect your legal rights.
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 https://www.aviva.com/investor-relations/institutional-investors/regulatory-returns/

Compensation
This plan is covered by the Financial Services Compensation Scheme (FSCS). This means that if we are unable to pay claims/benefits because of financial difficulties, you would be able to make a claim. You are covered for 100% of the claim, without any upper limit. If your investments through us are held by an external fund manager, then you would not 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 www.fscs.org.uk or telephone 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 cannot be prevented, we will 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 would 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
● This document sets out the main points about the New Generation Transplan. It doesn’t include all the definitions, exclusions, terms and conditions.
● If you would 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
This plan is governed by the law of England and will apply unless your plan documents or Terms and Conditions show otherwise. Your plan documents, Terms and Conditions and all other communications will be in English.

Financial advisers
Where you have received information or advice from a financial adviser they will provide you with information regarding their identity, the capacity in which they are acting and their address for future communications.

Financial Services registered details
Aviva Life & Pensions UK Limited is a company limited by shares. It is 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. http://register.fca.org.uk
This document is available in other formats.
If you would like a braille, large print or audio version of this document, please contact us on 0345 602 9221.