

For customers

Key features of Aegon Retirement Choices

keyfacts®

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The Financial Conduct Authority (FCA) is a financial services regulator. Scottish Equitable plc is regulated by the FCA in carrying out insurance business and is part of Aegon UK. The FCA requires us, Aegon, to give you this important information to help you to decide whether Aegon Retirement Choices 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. We do not offer personal recommendations.

Aegon Retirement Choices (ARC)

ARC's an online solution that lets you manage your savings and take an income as you need it.

How does it work?

We use cutting-edge technology to host a variety of products in one place. We call these products 'wrappers'. They're essentially savings vehicles that have different tax treatments, contribution limits and allowable investments. In this document you can find the key features of the product wrappers we offer:

- Self-invested Personal Pension (SIPP);
- Individual Savings Account (ISA) – stocks and shares, and
- General Investment Account (GIA).

Each product wrapper comes with its own cash facility into which we'll pay all your contributions before they're invested. All references to 'cash facility' are to the cash facility within a product wrapper. We'll also pay out any withdrawals, charges and fees from here. We'll keep 0.25% of your contributions in your cash facility but you're responsible for making sure there's enough money to cover any payments. If your balance falls below 0.15% we'll automatically top it up to 0.25% by selling some of your investments.

We'll calculate interest on the cash in your cash facility daily. Then we'll credit the full amount of this interest to your cash facility monthly (we don't keep any). You can find the current **interest rate** on our website.

If you choose to invest in income-generating funds, any income from those investments will remain in the cash facility, unless you tell us otherwise. You, or your adviser, will be able to change the investment income choice online. You could choose to reinvest any income in to the investment, or receive a consolidated natural income monthly payment. Natural income is only available for ISAs and GIAs, you wouldn't be able to choose this option with our ARC SIPP.

When you take your pension benefits as drawdown, you'll have a separate cash facility to manage payment of your pension income.

Throughout this document, we talk about automatic enrolment. This is relevant if you're being offered ARC through your employer. Automatic enrolment has been introduced by the government to encourage more employees to save for their future. Employers have to:

- automatically enrol all eligible employees into a pension scheme, and
- make contributions into your pension (providing you meet certain criteria).

Not all employees will be automatically enrolled. It depends which category of worker you fall into:

- eligible;
- non-eligible, and
- entitled.

If you're not being automatically enrolled into a pension scheme you can still opt in or ask to join. Contact your employer to find out where you fit in or visit www.gov.uk/workplace-pensions

Please take some time to read this document to make sure you understand what our product wrappers are and how they work. Keep it safe with your other ARC documents.

You should read this with the **terms and conditions**, **ARC Insured Funds Policy** (where applicable), the *Key Investor Information Documents* or fund factsheets which can be found on the **investment list** and our charges information – take a look at either our **Charges guide** or, if you're in a company pension, our **Charges information** for your company pension.

This document refers to our product wrapper terms as at April 2018.

Risks

Like all product wrappers, our wrappers are exposed to risks. You need to know about the following risks:

Product risks	GIA	Stocks & Shares ISA	SIPP
The value of your investment and any returns will depend on the performance of the underlying investments you've chosen. You can invest in a range of investment funds, which have different levels and types of risk. You should read the Key Investor Information Documents or fund factsheets for your investments. You'll find these in our investment list or ask your financial adviser. Please make sure you're fully aware of these risks before you invest.	✓	✓	✓
If you withdraw money from your investment, you may not get back the full amount you invested. Investments with minimum dealing amounts, or other restrictions, may mean you're unable to make withdrawals.	✓	✓	✓
If we're forced to sell investments to meet any charges or other payments due, this will affect the value of your investment.	✓	✓	✓
Cancellation and opting out	GIA	Stocks & Shares ISA	SIPP
If you cancel in relation to a single contribution or transfer, you may get back less than you invested.	✓	✓	✓
If you cancel in relation to a transfer from another provider, they may refuse to accept the return of the transfer. You'll need to discuss this with your adviser if this happens.	✓	✓	✓
Inflation	GIA	Stocks & Shares ISA	SIPP
The value of the money you invest and what you can buy with it will fall, unless the performance of the product meets or exceeds the rate of inflation.	✓	✓	✓
Newly launched funds	GIA	Stocks & Shares ISA	SIPP
If the total amount invested into the new fund by initial investors is lower than expected, the charges and expenses may be higher, which may impact on growth.	✓	✓	✓

Aegon Retirement Choices cash facility

We need the cash facility to maintain a 0.25% minimum balance. However, this may not be enough to cover all charges. You should consider how these charges can be met over the long-term.

If there's insufficient money in the cash facility to meet any charges, there will be a delay in the charge being taken while we sell investments to enable the charges to be paid.

If the balance of your cash facility falls below 0.15% we'll automatically top it up by selling some of your investments to keep the 0.25% minimum balance. This may be from an investment that you wouldn't choose to disinvest from. There may be some circumstances where this doesn't apply. Take a look at either our Charges guide or, if you're in a company pension, our Charges information for your company pension.

If there's not enough money in the cash facility to meet any withdrawal instructions, there might be a delay in receiving money while we sell some investments. We'll make payments when there's enough money in the cash facility.

If there's not enough money in the GIA cash facility, you might incur a tax liability if we sell investments as described above.

Charges

ARC has a clear, transparent and flexible charging structure – so you'll know exactly what you're paying for.

It has three main charges:

- ARC charges – these are to cover the cost of investing using ARC;
- Investment charges – these are applied by the investment managers and will vary depending on the investment, and
- Adviser charges – these are to cover the cost of the advice you've received, and you'll agree them with your financial adviser.

You can find full details of our charges in our **Charges guide** or, if you're in a company pension, our **Charges information**. To find details of the charges that apply to you, see your personal illustration or talk to your financial adviser. Charges might vary in the future.

If you change your financial adviser your charges might change. Your new financial adviser will be able to give you an illustration to show the effect of this.

It's important you understand how future changes, such as changing your financial adviser or employer, could affect your charges. Please read the **Terms and conditions** that are available on our website for full information.

Our Self-invested Personal Pension (SIPP)

Provided by Scottish Equitable plc

Its aim

To build up a sum of money, in a tax-efficient way, that can give you flexibility as you grow your savings or as you take an income in retirement, subject to HM Revenue & Customs (HMRC) regulations.

Your commitment

- To make contributions and/or request a transfer to your SIPP. If you don't maintain your contributions at the level shown in your illustration, the value of your plan may be lower than shown in your illustration.
- To maintain a minimum balance of 0.25% of your fund value in your cash facility and make sure there's enough money in it to cover all your charges and income withdrawals.
- To keep at least £1,000 in your SIPP to keep it active.
- To regularly review your SIPP with your financial adviser. This will let you check that you're on track to achieve your goals.
- To tell us if your circumstances change. For example, if you're no longer resident in the UK or you no longer have UK earnings.

Questions and answers

What's a SIPP?

A SIPP is a pension plan that provides a tax-efficient way of saving for your retirement. It gives you access to a wide range of investments not normally available through standard pension plans, such as funds, bonds and equities.

This isn't a stakeholder plan but a stakeholder plan may meet your needs as well as this plan and is generally available.

How can I open a SIPP?

Your SIPP can be opened on your behalf by a financial adviser, your employer through our secure website, or as part of our upgrade programme. You may be automatically enrolled into our SIPP or have the chance to opt in. Your employer will let you know if this is the case.

You can also open the SIPP yourself through online self-serve if you have access to 'gate three'. You can find out more about **gating** on our website. However, income drawdown pension is only available through a financial adviser.

How much can be paid into my plan each tax year?

You can make single and regular contributions and transfer funds in from another registered pension scheme. The minimum and maximum limits are:

	Min.	Max.	Payment method
Single/regular contributions	£1 a month	No maximum*	Cheque, Direct Debit, BACS/Telegraphic transfer, CHAPS
Transfers from another pension plan	£250	No maximum	Cheque, BACS/Telegraphic transfer, CHAPS

If you've been automatically enrolled or opt in, there are minimum amounts which have been set by the government. However, if you don't contribute to your plan, your employer doesn't have to either. The web page www.gov.uk/workplace-pensions tells you more about this. If you don't opt out of auto-enrolment, minimum contribution rates apply to the total of employer and employee contributions that must be paid, with a separate minimum employer rate that your employer must pay. If your employer pays less than the minimum total contribution, you must pay the balance (you may receive tax relief on your contributions) to bring it up to this minimum.

*There's no maximum limit on how much can be paid into your plan, although there are limits on the amount of contributions that are eligible for tax relief. See the **What about tax?** section for more information about this and the annual allowance limit. For tax and limits visit www.hmrc.gov.uk

Where are my contributions invested?

If you're automatically enrolled or opt in, or join through your employer, a default investment strategy is in place when you join. You'll find details of this in your illustration. You don't have to stay invested in this.

A maximum of 40 investments can be held in your SIPP at one time and you can access a wide range of investments including funds, bonds and equities, so you can build an investment portfolio to suit your financial goals.

You can switch between investments as many times as you want. Switch instructions can only be given online. We'll place the instruction with the fund manager to buy your new funds when we get confirmation of all the sale prices from fund managers for all of the sale transactions. However, be aware that if you switch from an income investment, any income received by the investment since the last payment will be reinvested in the new investment rather than paid out.

You and your adviser should ensure you're invested in investments that aim to meet your financial goals and level of risk. Over time investments can drift and become either too conservative or too risky to meet your original goals.

With ARC your personal financial adviser can instruct a rebalance of your investments on a quarterly or yearly basis and we don't charge you for this. The aim of rebalancing is to move investments back in line with your original investment allocation.

You can find more information about the investment choices available to you on our fund factsheets and the relevant Key Investor Information Document(s) which can be found in our **investment list**, or speak to an adviser. Please also see our **Risks** section in this document.

When can I start taking benefits?

You can start taking benefits from your SIPP from the age of 55 (subject to legislative changes). You may be able to take benefits from your account earlier than this if you're in ill health or have a protected low pension age that continues to apply under your SIPP.

How will I know how my SIPP is doing?

We'll send you statements at least once a year or quarterly depending on your product. You can also check online to see how your SIPP is doing.

Can I change my contributions or take a break?

You can stop or take a break from paying contributions at any time and leave your fund invested. However, you're responsible for keeping a minimum fund value of £1,000 in your SIPP and 0.25% of the total value of your SIPP in your cash facility. If your employer contributes to your plan, the amount they pay might depend on how much you contribute. Any break is likely to reduce your future pension. If you're thinking of taking a contribution break, speak to your financial adviser or employer to find out more.

If you're automatically enrolled or opt in, you can take a break from paying contributions or reduce your contributions to below the minimum level set by the government. But, if you do this you'll be ceasing to be considered to be auto-enrolled in the qualifying scheme. You might not be able to rejoin at a time that suits you.

If you're automatically enrolled or opt in, and you decide to opt out or reduce your contributions to below the minimum level (including stopping contributions completely), your employer will automatically re-enrol you into the scheme. If you're eligible to be automatically re-enrolled, your employer will normally re-enrol you at their next automatic re-enrolment date. Please speak to your employer for details of the next re-enrolment date.

Can I transfer into or out of a SIPP?

Yes, you can transfer funds in from another registered pension plan, we'll also consider requests to transfer in from a recognised overseas pension scheme.

You can also transfer your funds out of your SIPP to another registered pension scheme, or to a qualifying recognised overseas pension scheme and we won't charge you. But you might be charged by the other provider. The manager of the investments that you have in your SIPP may also charge you for the sale or re-registration of those investments.

If you transfer to a qualifying recognised overseas pension scheme you may in certain circumstances be subject to an overseas transfer tax charge. See 'What about tax?' section on this page for more information about this tax charge.

If you're not closing your SIPP you need to keep a minimum balance of £1,000 in it to keep it open. You should speak to your financial adviser before making any transfer decisions.

What about tax?

You, and any third party (excluding employers), pay contributions net of basic rate income tax and we collect the tax relief from HMRC. Basic rate tax relief is currently 20%. So, if you're a basic rate taxpayer contributing £80 a month from your net pay, £100 will automatically be invested in your plan – that's an additional £20 at no extra cost to you.

If you pay tax at higher than basic rate, you can claim the extra relief from HMRC on your yearly tax return, or by approaching your tax office to adjust your tax code. The tax treatment depends on your individual circumstances and may be subject to change in future.

The value of any tax relief depends on your individual circumstances. There are maximum amounts that can benefit from tax relief: £3,600 or your relevant UK earnings for that tax year, whichever is greater. Any contributions above this will not benefit from tax relief. In addition, there will be a tax charge if all contributions, including employer contributions, to all your pensions are greater than your annual allowance.

Employer contributions (including any contributions that are made through salary sacrifice) are paid to us gross of tax and no tax relief is claimed by us on these contributions.

Growth in the value of your SIPP is free from capital gains tax. Certain types of income distributions paid to the plan are free from income tax. UK dividends and interest distributions are paid gross. There's no further tax to pay on these.

Unless you have enhanced protection when you take benefits if your pensions savings are more than your lifetime allowance, you'll have to pay tax on the excess. This doesn't include any state retirement pension, state pension credit or dependant's pension you may be entitled to.

The lifetime allowance is the limit set by the government on the value of benefits you can take from all registered pension schemes that you're a member of, before tax charges apply. For more information on the annual and lifetime allowance limits, visit www.hmrc.gov.uk/tax-on-your-private-pension

Certain transfers to and from a qualifying recognised overseas pension scheme will be subject to an overseas transfer tax charge unless one of the exemptions specified under legislation applies. For more information on when the overseas transfer tax charge applies and the exemptions from that charge, visit [here](#).

This information is based on our understanding of current legislation, taxation law and HMRC practice, which may change.

What choices will I have when I want to take my pension benefits?

Pension benefits can be received as:

- a tax-free lump sum together with a drawdown pension or an annuity. This is normally up to 25% of the value of the benefits you're taking at the time, but may be more or less than this depending on your circumstances and also subject to any lifetime allowance restrictions;
- a drawdown pension;
- an annuity;
- a cash lump sum known as an uncrystallised funds pension lump sum, or
- a combination of the above.

What's a drawdown pension?

A drawdown pension allows you to take income from your pension while it's still invested. Before you can take a drawdown pension through your ARC SIPP, you need to have a minimum SIPP plan value of £20,000.

Flexi-access drawdown

Flexi-access drawdown lets you take as much income from your drawdown pension fund as you like, as and when you need it. Your savings remain invested. This gives them the potential to grow, but your savings may go down as well as up in value, and may run out completely. But you need to keep at least £1,000 in your plan to keep it open. Any drawdown income paid to you will be taxed at your marginal rate of income tax.

If you take any income withdrawals from a flexi-access drawdown, you'll be subject to the money purchase annual allowance (MPAA) rules. More information on this is provided in the 'Money purchase annual allowance' section opposite.

What's an annuity?

You can buy an annuity on the open market with the money invested in your SIPP, but you don't have to. You should speak to your financial adviser before making any decisions.

What if I do nothing?

Your savings will remain invested until you decide how you want to take your pension benefits.

What's an uncrystallised funds pension lump sum (UFPLS)?

An UFPLS is a payment, as a lump sum, of part or all of the uncrystallised part of your SIPP. You can request an UFPLS at any time once you have reached the age that you can take your pension benefits. Normally 25% of the UFPLS is paid free of tax, with the rest being taxed at your marginal rate of income tax. If you are under 75, you must have some lifetime allowance left to be able to take an UFPLS. If you are 75 or over, a check is still carried out against your available lifetime allowance, even though benefits will have been tested at age 75. You should speak to your adviser for further details about the conditions that apply for taking an UFPLS.

Money purchase annual allowance

If the value of pension savings made by or for you to registered pension schemes in the current tax year is more than the annual allowance, a tax charge will apply to any excess (unless you have unused allowance you can carry forward). For the current tax year, your annual allowance will be £40,000 unless you're a high earner (broadly, your income including the value of pension contributions is more than £150,000). If you're a high earner, your annual allowance will be an amount between £10,000 and £40,000, depending on your income amount.

Whatever your annual allowance level, the amount that can be paid by or for you into money purchase arrangements (like this one) without a tax charge arising may be restricted to the money purchase annual allowance, which from 6 April 2017 is £4,000. The restriction applies if you had a flexible drawdown plan at any time before 6 April 2015. It also applies if you take (or have already taken) certain types of pension benefit, including an uncrystallised funds pension lump sum or income from a flexi-access drawdown plan.

Special rules apply in the year that the money purchase annual allowance provisions first apply to you. Please speak to your financial adviser for more information.

How much might I get when I want to take my pension benefits?

Your illustration gives a projection of what your fund might be worth at your selected retirement age. But the final value of your plan depends on:

- the amount paid in;
- how long contributions are made for;
- investment performance, which may go down as well as up, and
- charges.

If the SIPP is my employer's scheme, what happens if it closes or I leave the company?

Your **terms and conditions** won't be affected, and you'll still be able to see your SIPP details and make payments online using your existing log-in details. Your charging structure won't change.

What happens to this plan when I die?

If your SIPP is written under a valid trust, we'll pay a lump sum to the trustees. If there isn't a valid trust in place, we'll decide who to pay death benefits to – taking into account your circumstances when you die and anyone you've told us you'd like the money to go to.

If we decide to pay someone nominated by you, we might offer them the following options from their share of your fund:

- a flexi-access drawdown pension in their own name;
- an annuity, or
- a lump sum.

If you have an existing Aegon pension that has been (is being) transferred to ARC by Aegon, any Death benefit nomination you've made for your existing pension won't carry over to your new SIPP. You'll need to complete a new **Death benefit nomination** form.

If we decide to pay someone who wasn't nominated by you, depending on your circumstances when you die, we may only be able to offer a lump sum.

Any payment we make to a trust or a charity nominated by you, will be paid as a lump sum.

What tax is payable on death benefits

The tax payable on any benefits paid from your SIPP on your death is generally dependent on whether you die before reaching age 75 or after reaching age 75.

Death before age 75

As a general rule, whether benefits are paid from uncrystallised funds or drawdown funds on your death, payments to the beneficiaries will be tax free. Any lifetime allowance charge due must be paid by the person receiving the lump sum.

Death at or after age 75

As a general rule, whether benefits are paid from uncrystallised funds or drawdown funds on your death, payments to the beneficiaries will be subject to a tax charge.

Exceptions to the above may apply in certain circumstances. For more information about tax on pension death benefits, visit www.gov.uk/tax-on-pension-death-benefits

The information in this section is based on our understanding of current law and regulations which may change.

Our Individual Savings Account (ISA)

Provided by Aegon Investment Solutions

The ISA product wrapper is a stocks and shares ISA.

Its aim

To provide an account where you can build up tax-free savings. You can find out more about our **ISA** on our website.

Your commitment

- To make contributions within the annual limits set by the government or a transfer from another ISA or both. The value of your plan may be less than illustrated if you don't maintain your contributions.
- To tell us if your circumstances change. For example, if you're no longer resident in the UK.
- To maintain a minimum balance of 0.25% of your fund value in your cash facility and make sure there's enough money in it to cover all your charges and income withdrawals.
- To keep at least £1,000 in your ISA to keep it active.
- To regularly review your ISA with your financial adviser. This will let you check that you're on track to achieve your goals.

Questions and answers

What's an ISA?

An ISA is an account where you can build up tax-free savings. The ISA is a stocks and shares ISA – it gives you access to a wide range of investments. Any gains on your investments are free of capital gains tax and personal income tax.

How can I open an ISA?

Your ISA can be opened on your behalf by a financial adviser or through your employer using our secure website.

You can also open the ISA yourself through online self-serve if you have access to 'gate two'. You can find out more about gating on our website.

How much can be paid into my ISA each tax year?

You can make lump sum and regular contributions, and transfer funds in from another ISA.

	Lump sum minimum	Lump sum maximum	Regular minimum	Regular maximum	Transfer Minimum
Stocks and shares ISA	£1 initial. No minimum top-up	£20,000 (HMRC limit for 2019/20)	£20 a month (£240 a year)	Approximately £1,666 a month (based on HMRC limit for 2019/20) across all ISAs	£250

You can invest up to a maximum amount in ISAs each tax year. This amount is set by HMRC. A transfer in to your Aegon stocks and shares ISA from a previous tax year doesn't count towards the maximum amounts for the current tax year. For more information on ISA limits visit www.hmrc.gov.uk/isa

Where are my contributions invested?

- We'll put your contributions in your cash facility held on deposit. We'll then invest these according to your instructions after charges have been taken. If we don't receive an investment instruction, the money will stay in the cash facility. We'll pay any interest on cash in the cash facility pending investment.
- You can hold a maximum of 40 investments in your stocks and shares ISA, and you can invest in various investment types, including:
 - unit trusts;
 - Open Ended Investment Companies (OEICs);
 - stocks and shares, and
 - investment trusts.

You and your adviser will choose the investments that aim to meet your financial goals and level of risk. Over time, investments can drift and become either too conservative or too risky to meet your original goals. With ARC you can rebalance your investments through your financial adviser quarterly or yearly and we don't charge you for this. The aim of rebalancing is to move investments back in line with your original objectives.

You can find more information about the investment choices available to you on our website at www.aegon.co.uk/about/funds_promise. You can also find fund information in our factsheets and in the relevant Key Investor Information Document(s), which can be found in our **investment list**, or speak to an adviser. Please also see the **Risks** section in this document.

Can I change the investments I'm invested in?

Yes. This is known as switching. Switch instructions can only be given online. We'll place the instruction with the fund manager to buy your new funds when we get confirmation of all the sale prices from fund managers for all of the sale transactions. If you switch from an investment where you're receiving income, any income received by the investment since the last payment will be reinvested in the new investment rather than paid out.

Can I change my contributions or take a break?

Yes. You can change regular contributions at any time. You can stop or take a break from paying contributions whenever you like, leaving your fund invested, as long as you keep a minimum of £1,000 in your ISA.

Stopping or decreasing your regular contributions could reduce the total savings available when you take benefits. Please refer to the contributions section of the terms and conditions for further information. The value of your investment may fall as well as rise and any returns will depend on the performance of the underlying investments. You may get back less than you originally invested.

You should speak to your intermediary to find out more if you're thinking of taking a contribution break.

Can I transfer my ISA?

Yes. We'll accept transfers in from, and out to, an ISA with another recognised provider (within HMRC limits), and we won't charge you for this. However, the other provider may charge, or may not accept such transfers. You may also be charged for re-registering your investments in the name of a new provider.

You won't benefit from any potential returns on cash transfers whilst a transfer is pending.

There are no limits on a transfer into a stocks and shares, cash, or innovative finance ISA, apart from the transfer of an ISA taken out in the current tax year. Where there is a transfer of a current year ISA, you must transfer the whole of the current year ISA to the receiving ISA. In addition, the annual HMRC contribution limits will still apply to contributions to the ISA in the current tax year.

Can I withdraw money from this ISA?

Yes. You can make single or regular withdrawals at any time.

You can withdraw a single payment from your ISA – the minimum single amount you can take is £100. To keep your ISA open you must keep a balance of at least £1,000 in it.

You can withdraw all your money at any time and close your ISA if you want to. There's no charge for doing this.

You can withdraw a regular amount of money. The minimum amount is £25 a month. The maximum you can regularly withdraw is 10% of the total value of your ISA each year. We can pay this monthly, quarterly or yearly.

The flexible ISA subscription rules introduced on 6 April 2016 don't apply to this ISA. This means if you make a withdrawal from this ISA you won't be able to replace it without it counting against your annual subscription limit. But if you have any unused allowance for the current tax year, you can still make more contributions to your ISA.

This ISA is not a lifetime ISA. Withdrawals from a lifetime ISA may be subject to a government charge.

What about tax?

Income or capital gains tax isn't payable on the stocks and shares ISA. The taxation affecting your ISA depends on legislation at that time. Legislation can and does change.

Dividend distributions within a stocks and shares ISA are paid net of a non-reclaimable tax credit. There's no more tax to pay on any dividends you receive.

This is based on our understanding of current taxation law and HMRC practice, which may change. The benefit of any tax treatment will depend on individual circumstances. For more information on tax and ISAs, visit [hmrc.gov.uk/isa](https://www.hmrc.gov.uk/isa)

What happens if I change my financial adviser?

If you change your financial adviser, the charges that apply to your stocks and shares ISA may change. Your new financial adviser will be able to provide you with a new illustration to show the effect this will have.

What happens if my employer's scheme closes or I leave the company?

Your terms and conditions won't be affected, and you'll still be able to see your product wrapper details and make payments online using your existing log-in details. Your charging structure won't change.

How will I know how my ISA is doing?

We'll send you statements and you can also check online to see how your ISA is doing.

What happens when I die?

When you die, your ISA will remain tax exempt subject to the provisions of the ISA Regulations. This means that from the date of your death investments held in your ISA will be exempt from income tax and capital gains tax until the earliest of:

- the completion of the administration of your estate;
- the third anniversary of the date of your death, and
- the closure of your ISA by making a full withdrawal.

On notification of your death, we will continue to hold your investments in your ISA together with any cash held in the cash facility of your ISA. Once we have received evidence of the appointment of your legal personal representatives in a form acceptable to us (this will usually be an original death certificate and a certified copy of the grant of representation or certificate of confirmation) we will recognise the legal personal representatives of your estate as the persons entitled to provide us with instructions in relation to the ISA.

Our General Investment Account (GIA)

Provided by Aegon Investment Solutions

Its aim

To provide you with an account where you can invest directly in a wide range of assets, with the option to make withdrawals. Please see the **Can I withdraw money?** section for more information.

Your commitment

- To give us your initial investments with your application.
- To maintain a minimum balance of 0.25% of your fund value in your cash facility and make sure there's enough money in it to cover all your charges and income withdrawals.
- To keep at least £1,000 in your GIA to keep it active.
- To regularly review your GIA with your financial adviser. This will let you check that you're on track to achieve your goals.
- To make contributions within the minimum amounts. The value of your plan may be less than illustrated if you don't maintain your contributions.

Questions and answers

What is a GIA?

Our GIA is a product wrapper incorporating a general purpose investment account and a cash facility. You can invest single and/or regular payments. Our GIA allows you to hold a wide variety of investments, with access to a broad range of underlying assets. Our GIA can be taken out by more than one person.

How can I open a GIA?

Your GIA can be opened online by a financial adviser through our secure website.

You can also open the GIA yourself through online self-serve if you have access to 'gate two'. You can find out more about **gating** on our website.

You can open as many accounts as you like for different savings purposes.

How much can be paid into my GIA each tax year?

The following limits apply:

Type of investment	Minimum amount	Maximum amount
Initial investment amount	£1,200*	No maximum
Regular investment amount	£100 a month or £1,200 a year	No maximum
Additional lump sum investment	No minimum	No maximum
Transfer	£250	No maximum

*Some assets might have their own minimum investment amount. For details of the minimum investment amounts, speak to your financial adviser.

Where are my contributions invested?

We'll put your contributions directly into your cash facility. We'll then invest them according to your instructions.

You can hold a maximum of 40 investments in your GIA, and you can invest in various investment types, including:

- cash;
- unit trusts;
- OEICs;
- stocks and shares;
- investment trusts, and
- discretionary managed funds.

You and your adviser will choose the investments that aim to meet your financial goals and level of risk. Over time investments can drift and become either too conservative or too risky to meet your original goals. With ARC you can rebalance your investments through your financial adviser quarterly or yearly and we don't charge you for this. The aim of rebalancing is to move investments back in line with your original objectives.

You can find more information about your investment choices on our website at www.aegon.co.uk/about-aegon/funds-promise. You can also find fund information in our factsheets and in the relevant Key Investor Information Document(s) which can be found on our investment list or speak to an adviser. Please also see the **Risks** section in this document.

You can set up a regular investment instruction for certain types of investment. Some transactions might need your signed approval.

Can I change the investments I'm invested in?

Yes. This is known as switching. Switch instructions can only be given online. We'll place the instruction with the fund manager to buy your new funds when we get confirmation of all the sale prices from fund managers for all of the sale transactions. If you switch from an investment where you're receiving income, any income received by the investment since the last payment will be reinvested in the new investment rather than paid out.

Can I change my contributions or take a break?

You can change or stop regular contributions at any time within the minimum amounts. Any contribution break is likely to reduce your savings total.

Can I transfer my GIA(s)?

Yes. We'll accept transfers in and out and we won't charge you for this. However, the other provider may charge or may not accept such transfers. You may also be charged for re-registering your investments in the name of a new provider.

You won't benefit from any potential returns on cash transfers whilst a transfer is pending.

Can I withdraw money?

Yes. You can make full, single and regular withdrawals at any time. They'll be taken from your cash facility.

The minimum single withdrawal amount is £100 and a minimum of £1,000 has to stay in the GIA at all times. The minimum regular withdrawal amount is £25 a month and the maximum is 10% of the GIA investment value each year.

You can take withdrawals as a fixed amount or as a percentage, either monthly, quarterly or yearly. If the regular withdrawal is a fixed amount, you can set it to automatically increase each year if you want.

You need to know that if any investments are sold to make a withdrawal, you might be liable for capital gains tax. It's important you speak to your financial adviser to talk over how this could affect you.

Following your withdrawal instruction, investments will be sold where necessary and the proceeds put into your cash facility.

What about tax?

Your tax position will depend on your personal circumstances. Investments held in your GIA might be subject to income, capital gains and inheritance tax. If you sell or switch your investments this may give rise to a capital gains tax liability. Tax will be taken at the basic rate from any accrued interest held in your cash facility. We'll pay this to HMRC – you might have an additional tax liability depending on your marginal rate of tax.

You'll receive a yearly tax statement from us at the end of the tax year that tells you any dividends or interest received and any associated tax credits. You should use this information to calculate whether you have any additional tax to pay.

For more information on tax and how it affects you personally, you might want to speak to your financial adviser.

How will I know how my GIA is doing?

We'll send you statements and you can also check online to see how your GIA is doing.

What happens when I die?

On notification of your death, if you are the only holder of the GIA, we'll continue to hold your investments in your GIA together with any cash held in the cash facility of your GIA. Once we've received evidence of the appointment of your legal personal representatives in a form acceptable to us (this will usually be an original death certificate and a certified copy of the grant of representation or certificate of confirmation) we will recognise the legal personal representatives of your estate as the persons entitled to provide us with instructions in relation to the GIA, and we'll make payment to them.

Where the GIA has multiple holders and we're told about the death of one of the holders, the GIA will automatically pass to the surviving holders.

Where your GIA is through a product with another provider, that product will determine what happens on death. Your other provider will advise us what action to take in the event of your death.

Other information

How to complain

We hope you never have to complain, but if you do, the first step is to write to us at the address in this document.

If you're not satisfied with our response, you can then raise the issue with:

Financial Ombudsman Service

Exchange Tower
London
E14 9SR

Phone: 0800 023 4567

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

Website: www.financial-ombudsman.org.uk

The Pensions Ombudsman

10 South Colonnade
Canary Wharf
E14 4PU

Phone: 0800 917 4487

Email: enquiries@pensions-ombudsman.org.uk

Website: www.pensions-ombudsman.org.uk

If you'd like a copy of our complaints procedure, please contact us.

Terms and conditions

This document gives you the key features of ARC's SIPP, ISA and GIA product wrappers. It doesn't include all the definitions, exclusions and terms and conditions. You can find full details in your **terms and conditions**. If you need another copy of these, please contact us.

We have the right to make changes to the terms and conditions in certain circumstances. If this happens, we'll write to you and explain the changes.

Benefits we may give to your adviser

To help your adviser give you an improved service, we may provide them with marketing and promotional support, technical services and training, seminars, travel and accommodation expenses. We may also provide them with gifts and hospitality. Typically the value of this support is less than £100 per year, but can be more where for example additional training is required. If you want to find out more you can ask your adviser, or Aegon, to provide specific details of any benefits provided.

How we pay our employees

We pay our employees a base salary, and dependent on their role, a yearly bonus. The bonus paid is based on meeting a number of targets set at the beginning of the year. These include the level of profit the company makes from new and existing business. It is also dependent on non-financial targets, such as the quality of service we provide.

Sharing your personal information

If you have an Aegon Retirement Choices (ARC) product wrapper set up through your employer, your Scheme Adviser may ask us to provide them with some information about you and your wrapper. This is the information given to us to set up and administer your product wrapper(s) with Aegon, together with a list of the investments you hold under your product wrapper(s) and their value. We'll only do this where:

- we have an agreement with the Scheme Adviser to do this;
- the Scheme Adviser is providing additional service(s) that may be of benefit to you in relation to your product wrapper(s) with Aegon, and
- you haven't opted out of this.

Some examples of these additional services include:

- overall scheme design;
- tailored pension planning for you for example by reference to your age, contributions, fund value, selected retirement date;
- advice to you on pension areas which may be relevant to you such as the lifetime allowance or the annual allowance;
- communications to you by the Scheme Adviser about your product wrapper with Aegon, and
- bespoke financial services such as retirement seminars based on your age, contribution level, guidance and investment reviews, to make sure you are still on target to meet your retirement goals.

The Scheme Adviser is the person who advises your employer. Employer is the person (including a company or other legal entity) that employs you and who gives you initial access to your ARC product wrapper. This includes any subsequent person who employs you and who offers you access to the service we provide to you and your adviser to manage your investments in your product wrappers. This will continue if you leave this employer unless you tell us otherwise.

You can tell us any time if you don't want us to do this by using the contact details in the **How to contact us** section.

Cancellation

Can I change my mind?

Yes, you have 30 days from the date you receive your plan documents to cancel. We'll tell you if a different cancellation period applies to you.

If your wrapper isn't taken out through an employer, this will be the later of:

- two days (excluding Sundays) after we send out the contract note, or
- the date you receive your confirmation of application.

If you've taken out your wrapper through your employer (unless you have opt out rights as detailed below) we'll normally treat the documents as being received by you after we've added your confirmation of application to your document library. You'll be sent an email to let you know it's there and the 30 days will start from receipt of this email.

If you start to take retirement income from your SIPP, and a SIPP drawdown wrapper is created, cancellation rights will apply. You'll have 30 days from the date you receive your Benefit crystallisation event statement to cancel. If you do cancel you'll need to return any payment(s) already made to you.

Opt-out rights for pensions through employers

If you're automatically enrolled into your SIPP or choose to opt in, you'll have one month to opt out this replaces your cancellation rights. You'll be told about your opt-out period by your employer. If you're an 'entitled worker' and decide to join, you still have the right to cancel your SIPP and won't have the right to opt out.

Regular payments

Only the first regular contribution that you've made will have cancellation rights. If you choose to cancel, we'll return all regular contributions, to where they came from. If you decide to increase the level of payment in the future you'll not have a right to cancel that payment but you can reduce or stop future payments at any time.

Single payments

Only a single payment used to open a product wrapper will have cancellation rights. We'll return this payment to where it came from. Any single contributions made to an existing wrapper won't be returned under the cancellation rules.

Transfer payments

If you decide to cancel a transfer payment we'll return the money to the transferring scheme. If the scheme don't agree to accept the money back, and you still want to cancel, you'll need to arrange for another pension provider to accept the payment.

What will we pay back?

When we receive your cancellation instruction, we'll sell any investments you've bought and return any money to you. The amount to be repaid will depend on what action has been taken in respect of your product wrapper at the time you cancel. These can't be specific due to the wide range of options available to you. Any amounts deducted on cancellation will be restricted to the following deductions made during the cancellation period:

- our own costs;
- costs incurred in relation to your investment choices;
- adviser charges, and
- costs incurred for any transactions you make.

The amount returned on cancellation will always be less any adviser charges that have left your cash facility when we receive the cancellation request. These can't be refunded to you.

If you start trading within the cancellation period you'll be liable for any charges due to us and any charges levied by third parties such as investment managers or stockbrokers.

The maximum amount we can repay is 100% of your original investment. If the value of your investment has fallen before we receive your instruction to cancel you may get back less than you invested.

If you cancel after buying investments that aren't easily convertible to cash, we might have to delay returning your money to you. And this could be a significant delay. We won't refund any charges you incur during the buying and selling process if you cancel.

If you don't cancel your product wrapper it will continue.

How do I cancel?

For all cancellations, we need to receive a signed letter instructing us that you'd like to cancel at the following address:

Platform Client Services
Aegon
Edinburgh Park
Edinburgh
EH12 9SE

This letter should include:

- your name;
- your investor number, and
- the date at the top of your confirmation of application that refers to the application you want to cancel.

Client categorisation

There are various categories of client set out in the financial regulations. If you buy this product, we'll treat you as a 'retail client'. Being a retail client gives you the greatest level of protection under the regulations and ensures you get full information about any products you buy.

If, under the regulations, you are a professional client or eligible counterparty, we will still treat you as a retail client although this would not necessarily mean that you would be eligible to refer any complaints to the Financial Ombudsman Service or to make a claim under the Financial Services Compensation Scheme.

Conflicts of interest

Aegon maintains a Conflicts of interest policy in accordance with all Financial Conduct Authority (FCA) Conduct of Business rules, to ensure we manage the risk of damage to customer interests. A conflict of interest may arise where an action taken by us could be seen to compromise or conflict with the best interests of our advisers, intermediaries and customers.

If we identified a conflict of interest that we could not manage appropriately then we would decline to accept this business to ensure the fair treatment of our customers. We're completely transparent about where conflicts of interest can arise and our policy to deal with them. Please read our conflicts of interest policy at aegon.co.uk/content/conflicts-of-interest-policy.pdf

Communication

Our contract with you is in English and all future communication about it will be in English.

Financial Services Compensation Scheme

If you are a retail client, your plan with us is covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if we can't meet our obligations (for example, if we were to become insolvent or unable to meet the claims against us). This depends on the type of business and the circumstances of the claim.

If HSBC (the bank where your cash facility money will be held) becomes insolvent, you could lose some or all of your money held in the cash facility.

The maximum amount of claim is 100% of the value of the SIPP per person per firm. This amount is currently uncapped. Deposits and investments are also covered. Full details are available in our guide **Investor protection through Aegon Retirement Choices and One Retirement**. You can also find more information about compensation arrangements from the Financial Services Compensation Scheme by calling them on 0207 741 4100 or visiting www.fscs.org.uk.

An investment held within the self-invested part of the SIPP has access to a wide range of assets. Some of these are available from external sources. If the provider of an underlying investment can't meet its liabilities, then the type, structure and owner of an investment are all relevant in considering the level of compensation.

Law

You must live in the UK to get a new SIPP on ARC. It'll be set up and governed by the law of the part of the UK where you live when it starts.

Solvency Financial Condition Report

The Scottish Equitable plc Solvency Financial Condition Report (SFCR) is available on our website at aegon.co.uk/documents/aegon-uk-sfcr.pdf

How to contact us

If you've any questions about your plan at any time you should contact your financial adviser in the first instance. You can also phone us, write to us or email us.

Platform Client Services
Aegon
Edinburgh Park
Edinburgh
EH12 9SE

Call us on: 0345 680 1234, Monday to Friday,
9am to 5pm
Email: clientservices@arc.aegon.co.uk

We might record and monitor calls for security reasons, to help improve our service and to resolve any complaints.

If you'd like a large print, Braille or audio CD version of this leaflet, please call 03456 10 00 10.

