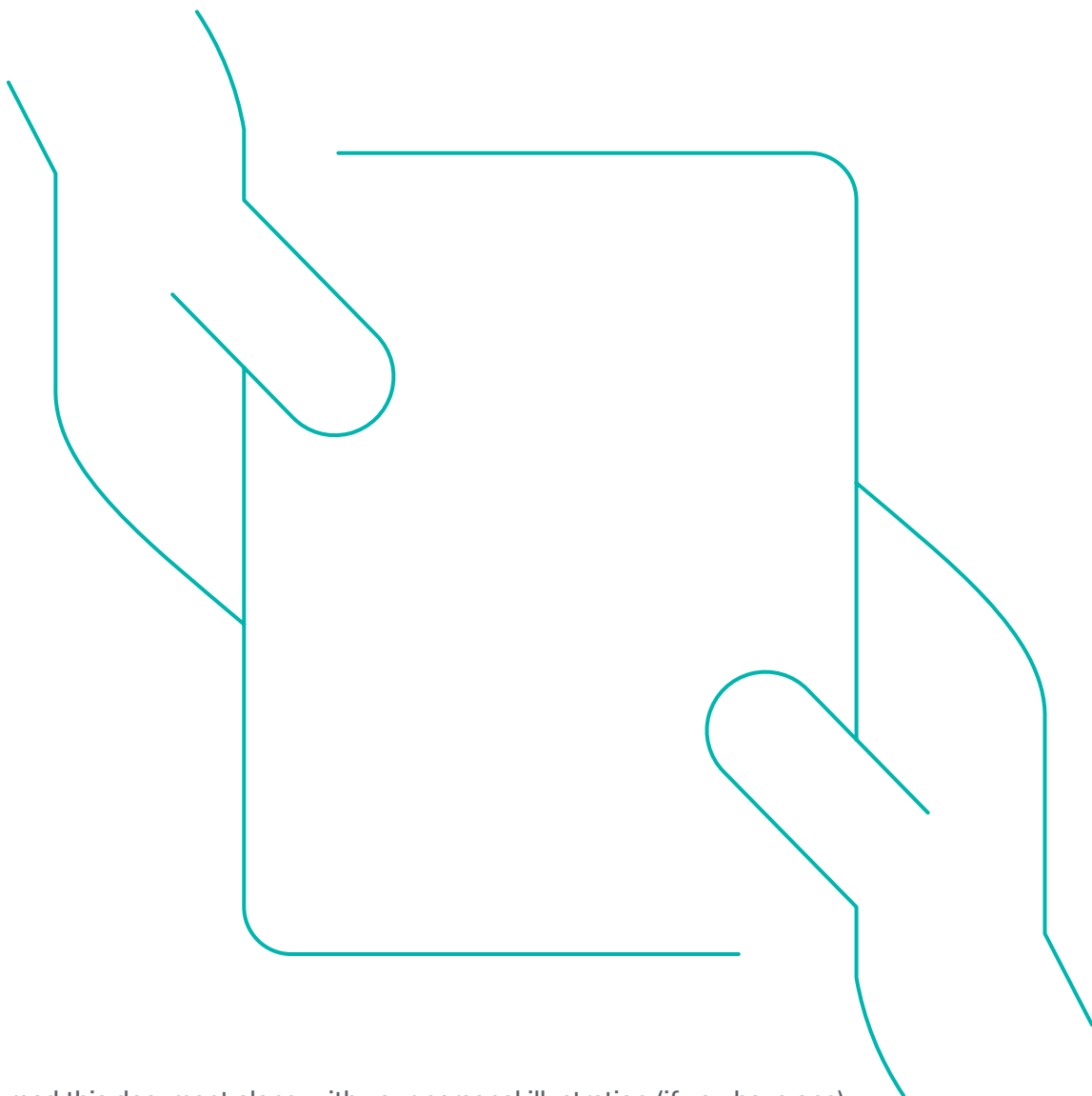


Key Features of The Prudential Investment Bond – additional investment



Please read this document along with your personal illustration (if you have one) before you decide to top-up this plan. It's important you understand how additional investments to the Prudential Investment Bond work, the benefits and associated risks.

Contents

About the Prudential Investment Bond	3	Example illustration for a Prudential Investment Bond – Lump Sum Investment	11
Its aims	3	Your Prudential Investment Bond summary	11
Your commitment	3	Where will my payments be invested?	11
Risks	3	What might I get back?	11
Other documents you should read	4	What are the charges and costs?	12
Questions & Answers	5	How much will charges and costs affect my investment?	13
Is an additional investment into the Prudential Investment Bond right for me?	5	What are the deductions for?	13
How flexible is it?	5	Example illustration for a Prudential Investment Bond – Regular Savings	14
How much can I pay into my bond?	5	Your Prudential Investment Bond summary	14
Where are my payments invested?	5	Where will my payment be invested?	14
What are the charges and costs?	6	What might I get back?	14
What might I get back?	8	What are the charges and costs?	15
How do I take money out of my bond?	8	How much will charges and costs affect my investment?	16
What about tax?	9	What are the deductions for?	16
How will I know how my Prudential Investment Bond is doing?	9	Other information	17
What happens to the Prudential Investment Bond if the person covered dies?	10	Get in touch	19
What if the Prudential Investment Bond isn't right for me?	10		

We would like everyone to find it easy to deal with us. Please let us know if you need information about our plans and services in a different format.

All our literature is available in audio, large print or braille versions. If you would like one of these please contact us using the details on the last page.

The Financial Conduct Authority is a financial services regulator. It requires us, Prudential, to give you this important information to help you decide whether our Prudential Investment Bond 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.

About the Prudential Investment Bond

The Prudential Investment Bond enables you to invest in the Prudential With-Profits Plan with the potential for growth. It allows you to take tax-efficient withdrawals, while providing an element of life cover. If you still have questions about the plan after reading this booklet, please look at the 'Get in touch' section for our contact details. If you have a financial adviser, please speak to them in the first instance.

Its aims

What this plan is designed to do

- To grow the value of your bond over the medium to long term, so 5 to 10 years or more.
- To allow you to take tax-efficient withdrawals
- Provide a small amount of death benefit.
- To help reduce your inheritance tax liability if you choose to place your plan in trust.

Your commitment

What we ask you to do

- To make any additional investments to your bond in line with our minimum requirement. For more information about this please see "How much can I pay into my bond?"
- Regularly review your plan to make sure it continues to meet your needs and attitudes to risk. You may wish to speak to a financial adviser.
- Allow your plan to potentially grow for at least 5 to 10 years or more.

Risks

What you need to be aware of

- The value of your investment can go down as well as up so you might not get back the amount you put in.
- If the total charges and costs are more than any overall growth achieved, your plan will fall in value, possibly to even less than you have invested.
- The value of your bond will reduce if you continue to make withdrawals from your investment.

Other documents you should read

If you want more information, please also read the following documents. We have highlighted when they are relevant throughout this document. They're all available from us. Details on how to get in touch are on the last page.

- **The Terms and Conditions**

Gives you the full terms and conditions of the contract.

- **Your With-Profits Plan – a guide to how we manage the Fund**

This provides information on how our With-Profits Fund works, and our current approach to managing it.

- **Market Value Reduction – A clear explanation**

This explains what a Market Value Reduction is, together with information about how and when these may be applied.

Questions & Answers

Is an additional investment into the Prudential Investment Bond right for me?

The Prudential Investment Bond is designed for you to invest in a tax-efficient way either on your own or jointly with someone else. You (at least one of you for a joint life bond) must be under age 80 when you start regular payments.

You need to understand and accept the risks of investing. You shouldn't invest in our bond if you can't invest for at least five years or don't feel you understand the risks associated with investing.

If you are not sure whether an additional investment to the Prudential Investment Bond is right for you, please speak to a financial adviser.

How flexible is it?

There are several ways to save. You can make additional payments to your existing bond, which can be either single or regular. Alternatively, you can stop or reduce regular payments or take a payment break.

If you move overseas and are no longer a resident in the UK for UK tax purposes, you will be unable to top up your bond unless you are a crown servant (or the spouse/civil partner of a crown servant), serving overseas.

Reducing regular payments

If you save a regular amount you can reduce your payments as long as you continue to save a minimum amount. The minimum amount is currently £50 a month. This may change in the future.

Payment breaks

You can take a payment break or stop regular payments at any time. You can restart your regular payments at any time, subject to certain conditions. Please remember that if you make regular payments and then break or stop these payments, this could restrict the growth potential of your bond.

If you started your bond with regular payments but after 10 years you're no longer making the payments and your bond is then worth less than £1,000, we may close your bond and pay you its value.

How much can I pay into my bond?

Monthly payments

You can increase your monthly payment, subject to a minimum increase of £20 a month.

You can start to make regular monthly payments, subject to a minimum of £50 a month. You (at least one of you for a joint life bond) must be under age 80 if you start regular payments.

Single payments

You can invest one or more single payments to your bond, regardless of whether your payments have previously been single or regular, subject to a minimum of £300 each time.

For more information please read your **Terms and Conditions**.

Where are my payments invested?

With-Profits Funds

A With-Profits investment is one that aims to smooth some of the short term highs and lows of the fund over the period of time that you hold the bond. So, in theory you should see a steadier return year on year, rather than watching the value of your bond fully reflect the rise and fall in investment markets. Your payments are pooled with those of other Prudential With-Profits investors to form a fund.

We invest this fund in a wide range of investments including company shares, property, Government bonds, company bonds and cash deposits. This is not guaranteed and you must consider that the value of your investment can go down as well as up so you might get back less than you put in.

Bonuses

We allocate your share of the profits of the fund by adding bonuses. There are currently two types of bonus:

- **regular**, which are added throughout each year. We can change the rate of regular bonus at any time without prior notice.
- **final**, which may be paid when you take money out of your bond. Final bonus may vary and is not guaranteed.

Please refer to your illustration, which shows how much you could receive based on example investment growth rates and investment periods.

You can get further information about this from **Your With-Profits Plan – a guide to how we manage the Fund**.

What's a Market Value Reduction?

If you take money out of the With-Profits Fund, we may reduce the value of your fund if the value of the underlying assets is less than the value of your bond including all bonuses. This reduction is known as a Market Value Reduction (MVR). It is designed to protect investors who are not taking their money out and its application means that you get a return based on the earnings of the With-Profits Fund over the period your payments have been invested. We apply any MVR to your bond's value including regular and final bonuses. Please read **Your With-Profits Plan – a guide to how we manage the Fund** for more information on bonuses. An MVR will reduce the value of your bond and if investment returns have been low, you may even get back less than you have invested in your bond.

We guarantee not to apply an MVR in certain circumstances for example, when payment is made because of death, terminal illness and on certain regular withdrawals.

Our current practice on applying an MVR

We may apply a Market Value Reduction to any full or partial withdrawals.

We reserve the right to change our current practice on Market Value Reductions at any time, without prior notice, and this would apply to existing bonds and any new bonds or additional investments. Examples of reasons for a change would include significant changes in the investment market or because the number of people moving out of the fund increases substantially.

For more information on our current practice, and on when we may apply an MVR please see **Market Value Reduction – a clear explanation**.

Allocation rate

This is the percentage we apply to your payment before deducting the setup and administration charges and investing the balance.

When you add a payment, whether regular or single to your account, the allocation rate applicable to this increase will be 103%. This allocation rate will apply to the new payment initially, then if the total premiums paid then exceed £49,999 the allocation rate will increase to 104%, otherwise it will remain at 103%.

In the case of a regular premium additional investment, the allocation rate applicable to this additional investment will be 103%. Your existing regular premiums will continue to receive their current allocation rate which may be less than 103%.

An allocation rate of more than 100% will have the effect of reducing the setup and administration charges. Please note that the allocation rates are not guaranteed to remain at this level in future.

What are the charges and costs?

We charge you for looking after your bond. These charges are already taken into account when we work out its value.

Your personal illustration shows what charges and costs you will pay. The charges and costs described below could change in the future. If this happens, we will let you know.

With-Profits annual charge

For With-Profits Funds, there are various costs involved with setting up and managing your policy. We deduct a charge from the With-Profits Fund each year to cover these costs.

The charge isn't explicit so you'll not see it being taken from your policy. It's deducted from the underlying With-Profits Fund and is already taken into account when we calculate bonus rates for our With-Profits Fund. The With-Profits Fund's annual charge depends on the performance of the With-Profits Fund, in particular the investment return and our expenses. If, for example, over time investment returns are higher than we'd expect to increase the charges and if investment returns are lower we'd expect to reduce the charges. The charge will depend on the investment returns achieved and the expenses incurred by the Fund (higher investment returns will be associated with a higher charge and lower investment returns will be associated with a lower charge). More information on the operation of the With-Profits Funds is explained in **Your With-Profits Plan – a guide to how we manage the Fund**.

Further costs incurred by the funds

In addition to our charges, there may be further costs incurred, which can vary over time. Where these are applicable, they are paid for by the relevant fund and will impact on its overall performance.

For more information on these charges and further costs please look at your personalised illustration for this product.

With-Profits charge for guarantees

There's a charge to pay for all the guarantees the With-Profits Fund supports and we take this charge by adjusting regular and final bonuses each year. We guarantee not to apply a Market Value Reduction (MVR) in certain circumstances for example, when payment is made because of death, terminal illness and on certain regular withdrawals.

The total deduction for guarantee charges over the lifetime of your bond is not currently more than 2% of any payment made from the fund. We'll review the amount of the charge from time to time. Charges may vary if, for example, the long term mix or type of assets held within the With-Profits Fund is changed.

For more information about bonuses and charges, please read **Your With-Profits Plan – a guide to how we manage the Fund**.

Setup and administration charge

We deduct an initial charge of 6% from each of your single and regular payments. We have explained earlier that the allocation rate may effectively reduce this charge in "Where are my payments invested?"

Early Cash-In charge

This may apply if you cash in all or part of any single payment within five years of its investment. The charge is a percentage of the value of the units cashed in. You can find details of these amounts in the following table. Each single payment starts a new separate five-year term and if more than one single payment is cashed-in at the same time, a different early cash-in charge could apply to each:

- a) For bonds taken out on or after 29 April 2000 if any single payment is cashed in within five years of its investment. Each single payment starts a new separate five year term and if more than one single payment is cashed in at the same time a different early cash-in charge could apply to each.
- b) For bonds taken out before 29 April 2000 if any single payment is cashed in during a five year period starting when the first single payment was invested. If more than one single payment is cashed in at the same time, within this period, the same early cash-in charge will apply to each.

If you fully cash-in your bond and an early cash-in charge applies we'll deduct it from the amount we pay out to you. If you take a one-off withdrawal, we'll cash in enough units to provide both the amount of the one-off withdrawal and the early cash-in charge. The early cash-in charge applies only to withdrawals taken from single payment investments. The charge doesn't apply to regular withdrawals, death or terminal illness payments or any withdrawals taken from regular payment investments.

The table below shows the early cash-in charge:

Length of time since investment of a single payment (whether initial or additional investment)	% deduction of the value of units cashed in
Less than 1 year	5
At least 1 but less than 2 years	4
At least 2 but less than 3 years	3
At least 3 but less than 4 years	2
At least 4 but less than 5 years	1
5 years and over	0

Withdrawal charge

If you've paid in less than £3,000, we apply a charge of up to £180 when you cash in your bond or on the 10th anniversary of the bond if this is earlier.

If you cash in your bond after making regular payments for only a few months you may not get anything back.

What might I get back?

There is a projection of how much you could get back in your personal illustration. What you actually get back will depend on many factors such as:

- the amount that has been paid into your bond;
- how long each of these amounts have been invested;
- any bonuses we've added to your bond;
- the amount and timing of our charges, including any early cash-in or withdrawal charges we may apply;
- any withdrawals you've taken;
- any MVR that we may apply to the value of your bond

Please see your illustration, which shows how much you could receive based on example investment growth rates and investment periods.

How do I take money out of my bond?

There are two ways to take your money without fully cashing in your bond. You can:

- take regular withdrawals
- take a one-off withdrawal

Any withdrawal will reduce the value of your bond and it might end up being worth less than you've invested. This will mean you might not be able to continue to take withdrawals at the level you'd like or even at all.

Regular withdrawals

If you've invested at least £6,500 (after deducting any one-off withdrawals already taken) you can then take regular withdrawals.

Once you've invested this amount, you may need to wait for a set period of time before you start to take your regular withdrawals – this is called the deferment period. The deferment period depends on your allocation rate, how frequently you would like to receive these withdrawals and your tax-paying status.

Each regular withdrawal must be at least £50.

The more regular withdrawals you take, the more likely you are to reduce the value of your investment.

The maximum total regular withdrawal you can take each year currently cannot exceed 7.5% of the total amount you have invested, after deducting any one-off withdrawals already taken. However, by taking 5% or less each year you will reduce the impact on the growth potential of your bond, and under current legislation, defer tax payments. For more information see "What about tax?" section.

You can't receive regular withdrawals from your bond while you're paying in regular savings.

When you start receiving regular withdrawals from the bond, we may apply a Market Value Reduction (MVR) to any of the withdrawals if they are above certain limits. This would reduce the value of each unit cashed in to provide the withdrawals. We would therefore have to cash in more of your units than if there were no MVR and the remaining value of your bond would then be lower. For further information please see the “Where are my payments invested?” section.

One-off withdrawals

You can make one-off withdrawals from your bond whether you've invested single payments or you save regular amounts, provided:

- you withdraw at least £200 and,
- you leave a minimum balance of at least £1,000 in your bond.

We may apply a MVR and/or an early cash-in charge, which would reduce the value of each unit cashed in. To provide the withdrawal you've requested we'd therefore have to cash-in more of your units than if there were no MVR/early cash-in charge and the remaining value of your bond would then be lower.

Cashing in your bond

You can cash in your plan whenever you like, but please remember that it's designed to be a medium to long term investment, so 5 to 10 years or more.

It is important you understand all your options and the impact of any changes you make. We always recommend you speak to a financial adviser before making any changes to your investment.

What about tax?

Income and capital gains tax

Prudential pays tax on income and capital gains earned within the With-Profits Fund. The tax paid within the fund will affect the overall return you receive. HM Revenue & Customs (HMRC) views this as equivalent to you having paid capital gains tax and basic rate income tax on the benefits from your bond. However, the tax paid by Prudential is not reclaimable by any individual. You may have additional tax liability when a benefit is taken from the bond at a rate up to the difference between the higher/additional rate and basic rate of income tax.

Depending on your tax situation, you may have to pay income tax on any profit when you cash in the bond, or take one-off withdrawals or regular withdrawals that exceed an allowance of 5% each year of the total amount invested. There is a maximum total allowance of 100% of each amount invested. Any unused 5% allowances can be carried forward to future years.

If the bond is paid out on death any tax liability is similar to that on fully cashing it in. There is no tax liability if the bond is closed on account of terminal illness.

Impact on other entitlements

Any entitlement to Personal Allowance and certain tax credits may be adversely affected.

Further information about the taxation of the bond is in “**A Guide To Tax On Your Investment Bond**”, which is available on request. If you'd like a copy please contact us using the details stated on our “**Get in touch**” section.

Inheritance Tax

If you have a joint life bond and you're not married or civil partners when the first person dies, there could then be an inheritance tax liability. If you're concerned about this, you should discuss it further with your legal advisor.

This is based on our current understanding of current tax legislation and HMRC practice, both of which may change without notice. The impact of taxation depends on individual circumstances.

Tax rules can change and the impact of taxation (and any tax relief) depends on your circumstances.

Before you make a decision you might want to speak to a financial adviser. They can help you understand the tax rules and how they might affect you.

For more information visit pru.co.uk/tax or the HMRC website at hmrc.gov.uk.

How will I know how my Prudential Investment Bond is doing?

We'll send you a yearly statement which shows how your bond is doing.

Keep track of your bond online, at a time that suits you

With your online service you can check the value of your bond, contact us securely, change personal details and view your documents. If you're not registered, it's easy and only takes five minutes. You'll need your policy number, postcode and date of birth. Go to pru.co.uk/registeronline to find out more.

What happens to the Prudential Investment Bond if the person covered dies?

We pay out at least 101% of the value of your bond on death or if payment is as the result of terminal illness.

A terminal illness is one where death is expected within 12 months of diagnosis and Prudential accepts the diagnosis.

If you have a single life bond, we pay out when you die or are diagnosed as terminally ill.

If you have a joint life bond, ownership of the bond passes wholly to the survivor when the first person dies. We pay out when the second person dies or is diagnosed as terminally ill.

Once we've paid the lump sum, the bond will then end.

The bond can be placed in a trust with the proceeds being paid to the trustees. For more details you should seek legal advice.

We don't apply a Market Value Reduction to any amount paid on death or terminal illness.

What if the Prudential Investment Bond isn't right for me?

When your application has been accepted, we'll send you a Cancellation Notice. If you wish to use your right to cancel your additional investment you should complete and return the Cancellation Notice or write to us at:

**Prudential
Lancing
BN15 8GB**

If you decide to cancel, within 30 days you'll get all of your additional investment back.

For cancellations within the 30 day cancellation period only, where a policy is held in joint names, we will accept cancellation by any one of the policyholders, whether acting alone or jointly on behalf of all policyholders.

If you decide to cancel your investment at any time after the 30-day cancellation period has ended, you may not get all your money back. What you get back will depend on the performance of the investments and our charges.

Example illustration for a Prudential Investment Bond – Lump Sum Investment

Please read these illustrations if you are thinking about investing a lump sum or regular savings into an existing Prudential Investment Bond.

The purpose of this illustration is to show you what you might get back if you were to invest an additional £5000 into your bond, making certain assumptions. Please read this illustration together with the remainder of this Key Features Document and keep it in a safe place.

Your Prudential Investment Bond summary

Additional single payment	£5,000
Anticipated term	10 years
Death benefit	The greater of the total regular and/or lump sums saved less any withdrawals, and 101% on the bond value.

Where will my payments be invested?

We will invest your payment in the Prudential With-Profits Fund.

What might I get back?

If your single payment (before deducting any charges and costs) grows at the rates below you will get the following amounts back if you cash in this payment at the end of the anticipated term shown opposite:

1.5% a year	£4,880
4.5% a year	£6,010
7.5% a year	£7,990

Please note: The figures are only examples and are not guaranteed – they are not minimum or maximum amounts. What you get back depends on how your investment grows, on the tax treatment of the investment and on the charges applied to your bond.

- You could get more or less than the examples shown and it may be less than the amount paid in.
- Projections are calculated using a middle growth rate which we believe realistically reflects the investment potential of our products and funds. For this illustration, we are also required by our regulator to provide additional projections using assumed growth rates of 3% either side of this middle rate. In some circumstances, yearly growth rates have been limited as required by our regulator, to 1.5% (lower rate), 4.5% (middle rate) and 7.5% (higher rate). Please note that charges and costs may vary by provider.
- Do not forget that inflation would reduce what you could buy in the future with the amounts shown.
- You can keep your money invested in your bond for as long as you wish, there is no fixed term.
- This is based on our current understanding of current tax legislation and HM Revenue & Customs practice, both of which may change without notice. The impact of taxation depends on individual circumstances.

What are the charges and costs?

The charges cover the cost of life cover, expenses, charges, any surrender penalties, implicit costs or charges for any guarantees and other adjustments. We take charges out of the bond in every year.

The actual charges depend on the performance of the With-Profits Fund and may vary in the future and be higher than they are now. Prudential reserves the right to vary charges at any time.

This table shows how they are expected to apply at different stages during the bond, using an assumed growth rate of 4.5% each year before deducting charges.

Further Costs

There are other costs which aren't covered by the above charges. These can include, for example, maintenance costs for property investments and costs associated with investing in infrastructure, such as utilities, transport and renewable energy. These can vary over time.

For further information on charges and costs, see your personalised illustration.

We apply an allocation rate to your payment then deduct the initial charge of 6%. In this illustration the appropriate allocation rate is 103%.

How much will charges and costs affect my investment?

The following table shows what you could get back if you cash-in your additional payment. Each row shows what the effects of the charges and costs are on this payment and what the cash-in value might be each year. Please note the deductions include any Early Cash-In Charge applicable in that particular year. The last two columns assume the additional payment (before deducting any charges and costs) grows at 4.5% every year and the figures shown are not guaranteed. Warning: If you cash in during the early years, the value could be less than you've paid in.

At end of year	Total paid into date	Total actual deductions to date	Effect of deductions to date	What you might get back
1	£5,000	£474	£474	£4,750
2	£5,000	£533	£555	£4,900
3	£5,000	£595	£642	£5,060
4	£5,000	£661	£736	£5,220
5	£5,000	£729	£838	£5,390
10	£5,000	£1,360	£1,740	£6,010

What are the deductions for?

- The deductions include expenses (including the cost of life cover), charges, any cash-in penalties, implicit costs or charges for any guarantees and other adjustments. The last line of the previous table shows that the effect of total deductions could amount to £1,740 over 10 years.
- The deductions will have the effect of reducing your investment growth. This is called the "Reduction in Yield" and can be a useful means of comparing charges and costs of different products.
- Putting it another way, this would have the same effect as:
 - Investment growth at the end of year 3 reducing from 4.5% to 0.4%, this is a reduction of 4.1% a year.
 - Investment growth at the end of year 5 reducing from 4.5% to 1.5%, this is a reduction of 3.0% a year.
 - Investment growth at the end of year 10 reducing from 4.5% to 1.9%, this is a reduction of 2.6% a year.

Example illustration for a Prudential Investment Bond – Regular Savings

Please read these illustrations if you are thinking about investing a lump sum or regular savings into an existing Prudential Investment Bond.

The purpose of this illustration is to show you what you might get back if you were to invest an additional £50 a month into your bond, making certain assumptions. Please read this illustration together with the remainder of this Key Features Document and keep it in a safe place.

Your Prudential Investment Bond summary

Additional regular premium	£50 a month
Anticipated term	10 years
Death benefit	The greater of the total regular and/or lump sums saved less any withdrawals, and 101% on the bond value.

Where will my payment be invested?

We will invest your payments in the Prudential With-Profits Fund.

What might I get back?

If your additional regular payments (before deducting any charges and costs) grow at the rates below you will get the following amounts back if you cash in these payments at the end of the anticipated term shown opposite:

1.5% a year	£5,770
4.5% a year	£6,450
7.5% a year	£7,490

Please note: The figures are only examples and are not guaranteed – they are not minimum or maximum amounts. What you get back depends on how your investment grows, on the tax treatment of the investment and on the charges applied to your bond.

- You could get more or less than the examples shown and it may be less than the amount paid in.
- Projections are calculated using a middle growth rate which we believe realistically reflects the investment potential of our products and funds. For this illustration, we are also required by our regulator to provide additional projections using assumed growth rates of 3% either side of this middle rate. In some circumstances, yearly growth rates have been limited as required by our regulator, to 1.5% (lower rate), 4.5% (middle rate) and 7.5% (higher rate). Please note that charges and costs may vary by provider.
- As the price of everyday goods and services goes up, your money won't stretch as far as the same amount would now. This is called inflation. Inflation would reduce what you could buy in the future with the amounts shown.
- You can keep your money invested in your bond for as long as you wish, there is no fixed term
- This is based on our current understanding of current tax legislation and HM Revenue & Customs practice, both of which may change without notice. The impact of taxation depends on individual circumstances.

What are the charges and costs?

The charges cover the cost of life cover, expenses, charges, any surrender penalties, implicit costs or charges for any guarantees and other adjustments. We take charges out of the bond in every year.

The actual charges depend on the performance of the With-Profits Fund and may vary in the future and be higher than they are now. Prudential reserves the right to vary charges at any time.

This table shows how they are expected to apply at different stages during the bond, using an assumed growth rate of 4.5% each year before deducting charges.

Further Costs

There are other costs which aren't covered by the above charges. These can include, for example, maintenance costs for property investments and costs associated with investing in infrastructure, such as utilities, transport and renewable energy. These can vary over time.

For further information on charges and costs, see your personalised illustration.

We apply an allocation rate to your payment then deduct the initial charge of 6%. In this illustration the appropriate allocation rate is 103%.

How much will charges and costs affect my investment?

The following table shows what you could get back if you cash-in your additional regular payments. Each row shows what the effects of the charges and costs are on these payments and what the cash-in value might be each year. Please note the deductions include any Withdrawal Charge applicable in that particular year. The last two columns assume the additional regular investment (before deducting any charges and costs) grows at 4.5% every year and the figures shown are not guaranteed.

Warning: If you cash in during the early years, the value could be less than you've paid in.

At end of year	Total paid into date	Total actual deductions to date	Effect of deductions to date	What you might get back
1	£600	£27	£27	£587
2	£1,200	£69	£70	£1,180
3	£1,800	£127	£131	£1,790
4	£2,400	£200	£210	£2,410
5	£3,000	£289	£309	£3,050
10	£6,000	£943	£1,090	£6,450

What are the deductions for?

- The deductions include expenses (including the cost of life cover), charges, any cash-in penalties, implicit costs or charges for any guarantees and other adjustments. The last line of the previous table shows that the effect of total deductions could amount to £1,090 over 10 years.
- The deductions will have the effect of reducing your investment growth. This is called the “Reduction in Yield” and can be a useful means of comparing charges and costs of different products.
- Putting it another way, this would have the same effect as:
 - Investment growth at the end of year 5 reducing from 4.5% to 0.7%, this is a reduction of 3.8% a year.
 - Investment growth at the end of year 10 reducing from 4.5% to 1.4%, this is a reduction of 3.1% a year.
 - Investment growth at the end of year 20** reducing from 4.5% to 2.7%, this is a reduction of 1.8% a year.

Please note that the illustration is based on the assumption that you have at least £3,000 already invested in a Prudential Investment Bond. If you have less than £3,000 invested surrender penalties would include a Withdrawal Charge described in the “What are the charges and costs?” section.

** Payments made for 10 years only.

Other information

Client category

We classify you as a 'retail client' under Financial Conduct Authority (FCA) rules. This means you'll receive the highest level of protection for complaints and compensation and receive information in a straightforward way.

Compensation

The products Prudential Assurance Company Limited (PACL) offer are covered by the Financial Services Compensation Scheme (FSCS). If we get into financial difficulties, you may be able to make a claim. The FSCS is an independent body set up by Government to provide compensation for people where their authorised financial services provider gets into financial difficulties and becomes unable, or unlikely to be able, to pay claims against it. This circumstance is referred to as being 'in default'.

Losses, which may result from poor investment performance, are not covered by the FSCS.

Where does FSCS protection apply?

There is full FSCS coverage if PAACL is 'in default'.

- Your bond is protected up to 100% of the value of your claim.
- The Prudential With-Profits fund is protected 100% in the event of the default of PAACL.

You can find out more information on the FSCS at pru.co.uk/fscs, or you can call us.

Information is also available from the Financial Services Compensation Scheme.

Visit their website: fscs.org.uk

Or write to:

The Financial Services Compensation Scheme
PO Box 300
Mitcheldean
GL17 1DY

Or call the FSCS: Telephone: **0800 678 1100**

Financial strength

Prudential meets regulatory standards for meeting its financial obligations. You can read our solvency and financial conditions reports at pru.co.uk/about_us, or if you contact us we can post some information to you.

Terms and conditions

This Key Features Document gives a summary of your plan. Full details are set out in our **Terms and Conditions** which is available on request using the contact details on the last page.

Conflict of interest

We want to make sure that we uphold our reputation for conducting business with integrity. If we become aware that our interests may conflict with yours we will take all reasonable steps to manage it in an appropriate manner.

We have drawn up a policy to deal with any conflicts of interest. If you would like to know the full details, please contact us using our details on the last page.

Law

The law of England and Wales applies to your Prudential Investment Bond.

Our regulators

We are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Prudential Assurance Company Limited is entered on the Financial Conduct Authority (FCA) Register, FCA Reference Number 139793. The FCA Register is a public record of all the organisations that the FCA regulates.

You can contact the FCA at:

The Financial Conduct Authority
12 Endeavour Square
London
E20 1JN

Email: consumer.queries@fca.org.uk

Prudential Regulation Authority details:

The Prudential Regulation Authority
Bank of England
Threadneedle St
London
EC2R 8AH

Email: enquiries@bankofengland.co.uk

Communicating with you

Our documents and terms and conditions, as well as all other communications, will be in English.

How to make a complaint

If you have a complaint, please get in touch with us and we will do everything we can to resolve it. You can also ask us for details of our complaints handling process. Our contact details are in the 'Get in touch' section at the back of this document.

If you're not satisfied with our response, you can take your complaint to the Financial Ombudsman Service who help settle individual disputes between consumers and businesses providing financial services:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone: **0800 023 4567** or **0300 123 9123**

Or visit the website: financial-ombudsman.org.uk

Using this service won't affect your legal rights.

Get in touch

If you want to contact us you can do so in the following ways:



With your online service you can check the value of your plan, contact us securely, change personal details and view your documents. If you're not registered, it's easy and only takes five minutes. You'll need your policy number, postcode and date of birth. Go to pru.co.uk/registeronline to find out more.



Write to: **Prudential Lancing BN15 8GB UK**



Phone: **0345 640 2000** Monday to Friday 8am-6pm (we are not open on public holidays. We might record your call for training and quality purposes. To find out more about how we use your personal data, please visit pru.co.uk/mydata



If you're a deaf customer, who is also a British Sign Language (BSL) user, you can contact us using a Video Relay service. The service, provided by SignVideo, connects customers to fully qualified, registered NRCPD interpreters who will relay your conversation with a member of our customer service team.

pru.co.uk/contact-us/signvideo

There is no cost for using this service to call Prudential and we're available to help you Monday to Friday, 8am to 6pm.

Keep in touch

It's important that we keep in touch so, if you change your address or any of your contact details, please let us know.

pru.co.uk

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