Important information

keyfacts®

Key Features of Top-Ups to the Prudential Investment Bond

PRUDENTIAL

Contents

If you would like a Braille, large print or audio version of this Key Features, please contact us at:

Prudential
Lancing
BN15 8GB

About this booklet

- This booklet is the Key Features for top-up investments if you have an existing Prudential Investment Bond.
- If you are deciding whether to top-up a current Prudential Investment Bond this booklet contains information to help you decide if this option is right for you.
- Please read it, and keep it in a safe place. Please also read the enclosed "Your With-Profits Plan – a guide to how we manage the Fund".
- This Key Features document gives only a summary of top ups to the Prudential Investment Bond and should be read in conjunction with your illustration.

If you still have questions about our Prudential Investment Bond after reading this booklet, call us on **0845 7100 000** or speak to you Financial Adviser.

The Financial Services Authority

The Financial Services Authority is the independent financial services regulator. It requires us, Prudential, to give you this important information to help your decide whether our Prudential Investment Bond is right for you. You should read this information carefully so that you understand what you are buying and then keep it safely for future reference.

About your Prudential Investment Bond

- The Prudential Investment Bond is designed to be held if you are saving over the medium to long term (5 years or more). It is an investment plan that invests in the Prudential With-Profits Fund and also provides minimal life and terminal illness cover. The value of your bond will depend on how much profit the With-Profits Fund makes and how we decide to distribute it. Profits are distributed to bond holders in the form of bonuses.
- The maximum amount you can invest is £500,000.
- The bond has no fixed term. You can invest for as long as you wish.

Its aim

- It aims to give you medium to long-term capital growth on your investment.

Your investment

- You invest one or more single payments and/or regular amounts.
- You can make additional payments at any time. These are called top-ups.
- If you make a single payment you should wait at least five years before you fully or partly cash in your bond. If you're a non-taxpayer you should wait at least 10 years after a single payment before fully or partly cashing-in your bond.
- If you make regular payments only, you should make the payments for at least 5 years and wait at least 10 years before you take any money out 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.

Risks

Risk factor	Where you can find more information
The value of the investments that make up your bond can go down as well as up. The value can even fall below the amount you invested. The value of your bond can also change depending on: – How much you withdraw from your plan. – When you choose to cash in your plan.	We explain this in "Where do you invest my money?" on page 6. We explain this in "Can I withdraw money from bond?" on page 7. We explain this in "When can I cash-in my bond?" on page 7.
Tax rules may change.	We explain this in "Do I pay tax on my bond?" on page 10.
If the total charges taken from your plan are more than any overall growth achieved, your plan will fall in value, possibly to even less than you have invested.	We explain this in "What are the charges"? on page 13.

Questions and Answers

Your Top-Ups to the Prudential Investment Bond Plan

How can I pay into my bond?

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.

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.

Monthly payments

You can 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 when you start regular payments. You can increase your monthly payment, subject to a minimum increase of £20 a month.

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. For more information please read your Terms and Conditions.

Payment breaks

You can also take a payment break or stop regular payments at any time. We'll continue to add bonuses to your bond. You can restart your regular payments at any time, subject to certain conditions. Please be aware that if you make regular payments and then break or stop these payments, this could restrict the growth potential of your bond.

Where do you invest my money?

We'll invest your money in the Prudential With-Profits Fund. A with-profits fund is a pooled investment where all of the contributing policyholders share in the profits through the distribution of bonuses. They also share the cost of the investment management charges and other maintenance expenses. This type of fund holds a wide range of higher and lower risk investments including company shares, property, government bonds, company bonds and deposits which helps to spread investment risk. This means that with-profits can offer a balanced investment opportunity.

In addition, the profits from the fund are "smoothed" over time. One year the investments may do very well, but the next could see a fall in value. Rather than simply sharing what the fund makes or loses each year a with-profits fund, through the addition of bonuses, aims to smooth the fluctuations in performance over the time you hold your bond. Please see "Your With-Profits plan – a guide to how we manage the Fund" if you would like more information about smoothing.

Allocation rate

Allocation rate – is the percentage we apply to your payment before deducting the Setup and Administration charges and investing the balance. If you are adding a payment, whether regular or single, to your existing bond the allocation rate will depend on the total amount you have invested so far, including the new payments. This allocation rate will apply to the new payment, but does not affect payments previously made. For further details about Allocation Rates, please speak to your adviser or refer to "Your Guide to the Prudential Investment Bond".

The table below shows the current allocation rates:

The total amount you have invested	Allocation rate
Up to £5,999	100%
£6,000 to £9,999	101%
£10,000 to £19,999	102%
£20,000 to £49,999	103%
£50,000 to £500,000	104%

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.

Can I withdraw money from my bond?

There are two ways to access your money without cashing in your bond in full:

- Take regular withdrawals
- Take a one-off withdrawal

Regular withdrawals

If you've invested a single payment you can then take regular withdrawals. However, you must first have invested at least £6,500 into the bond (after deducting any one-off withdrawals already taken).

Once you've invested this amount, you must 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. For further details about deferment periods, please speak to your adviser or refer to "Your Guide to the Prudential Investment Bond".

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 "Do I pay tax on by bond?" on page 10.

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 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 Market Value Reduction and the remaining value of your bond would then be lower. For further information please see "What's a Market Value Reduction?" on page 8.

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 Market Value Reduction 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 Market Value Reduction/Early Cash-In Charge and the remaining value of your bond would then be lower.

When can I cash-in my bond?

The bond has no fixed term however it is designed to be a medium to long term investment. You may incur an Early Cash-In charge or Withdrawal charge when you cash in. A Market Value Reduction may be applied when you cash-in your bond. Details can be found in 'What are the charges?' and "What's a Market Value Reduction?" on page 8.

If you want to receive regular withdrawals or partly or fully cash in your bond, please contact our Customer Services Team on **0845 7100 000**. We'll then send you a form to complete and return.

What might I get back?

You'll get back the value of your bond when you decide to fully cash it in. There's no guaranteed amount. The amount you'll get will depend on:

- 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 Market Value Reduction that we may apply to the value of your bond.

Bonuses

Bonuses are the way we allocate to you your share of the profits of the With-Profits Fund. There are two types:

- 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.

The annual rate of bonus applied to your bond will depend on the value of your bond. For example, bonds with a value below £6,000 will receive a lower level of bonus.

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

What's a Market Value Reduction?

If you take money out of the With-Profits Fund, we may adjust the value of your bond if the value of the underlying assets is less than the value of your bond including all bonuses. This adjustment is known as a Market Value Reduction (MVR).

Its application means you get a return based on the earnings of the With-Profits Fund over the period your payments have been invested and it's designed to protect investors who are not taking their money out.

We apply the MVR to your bond 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 amount payable on full withdrawals and reduce the remaining value of your bond on partial or regular withdrawals. If investment returns are very poor, you may get back less than you have invested in your bond.

We guarantee not to apply an MVR on any claims due on death or terminal illness or to regular automatic withdrawals below a certain limit.

Our current practice on applying an MVR

We may apply an MVR, to full or partial withdrawals, on all investments that have been running for less than five years. For investments that have been running for longer periods, we would consider the application of an MVR on any withdrawal that results in the total amount paid out, including any other payments in the previous 12 months, exceeding £25,000. We would only apply the MVR to the withdrawal amount in excess of £25,000 in these circumstances.

We may also apply an MVR to regular automatic withdrawals over a certain limit. Currently this limit is 5% (or a higher amount up to a maximum of 7.5% for withdrawals commencing before 05/09/2002) of your bond value including Regular, but not Final Bonuses, at the time withdrawals commence.

If regular automatic withdrawals exceed this limit, then the whole withdrawal is treated as a partial withdrawal and an MVR could apply, as described above.

We reserve the right to change our current practice on Market Value Reductions without prior notice at any time. This would apply to existing bonds and any new bonds or top-ups. However, if we were to reduce the regular automatic withdrawal limit, the new limit would apply only to regular withdrawals starting after the date the change was made, or to existing withdrawals when the amount or frequency is altered. Examples of reasons for a change to current practice would include significant changes in the investment market or because the number of people moving out of the With-Profits Fund increases substantially.

What happens to my bond if I die or become terminally ill?

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 are the charges?

We make charges for managing your bond and the underlying investments. Further details can be found in "Your Guide to your Prudential Investment Bond" enclosed in your pack. Please note that our charges may vary in the future and may be higher than they are now.

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 do you invest my money?"

With-Profits Fund charge

The With-Profits Fund's management 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 we'd expect to increase the charge, and if investment returns are lower we'd expect to reduce the charge. We deduct this charge through the bonus mechanism.

With-Profits Guarantee charge

There's a charge to pay for all the guarantees the With-Profits Fund supports. We guarantee not to apply a Market Value Reduction in certain circumstances, for example, when payment is made because of death, terminal illness and on certain regular withdrawals. Our current practice (which is not guaranteed) may include additional circumstances when an MVR is not applied. Please see "What's a Market Value Reduction?" for more details.

You won't see this charge on your annual statement because we take it by adjusting regular and final bonuses.

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

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 top-up)	% 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	Nil

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 tenth 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. For further details please refer to your Guide to your Prudential Investment Bond.

Do I pay tax on my bond?

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 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.

Inheritance Tax

If you have a joint life bond and you're not husband and wife 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.

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 call us on **0845 640 2000** or visit our website **www.pru.co.uk**.

How will I know how my bond is doing?

We'll send you a yearly statement. For an up-to-date value, you can call us on **0845 640 1000** between 8.00am and 6.00pm, Monday to Friday.

What happens if I move overseas?

Please note Prudential is not able to accept new monies from customers living overseas. If you move abroad and are no longer a resident of the UK this will impact on your ability to top up this product.

Can I change my mind?

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
Customer Relations Unit
Lancing
BN15 8GB

If you decide to cancel, within 30 days you'll get all your money 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.

› Illustrations

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

› Example illustration for a Prudential Investment Bond – Lump Sum Investment

Please read this illustration if you are thinking about investing a single payment into an existing Prudential Investment Bond.

This is an illustration of what you might get back if you were to invest a lump sum payment into a Prudential Investment Bond. The amounts shown are not guaranteed. 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

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 payments in the Prudential With-Profits Fund.

What might I get back?

If investments grow at the rates shown below you may get the following amounts back after the anticipated term of 10 years:

4% a year	£5,750
6% a year	£6,870
8% a year	£8,330

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 back more or less than this.
- All firms use the same rates of growth for projections, but their charges vary.
- 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.

What are the charges?

- The charges cover the cost of life cover, any commissions, 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.
- The table on the next page shows how they are expected to apply at different stages during the bond, using a growth rate of 6% a year.
- We apply an allocation rate to your payment then deduct the initial charge of 6%. In this illustration the appropriate allocation rate is 100%. This means that we will deduct 6% from your single payment.
- The table opposite shows any Early Cash-In Charge, as described on page 9, that might apply to your bond.

At end of year	% deduction from your fund value each year	% deduction from your fund value if you cashed in
1	1.8	4.0
2	1.8	3.0
3	1.9	2.0
4	1.9	1.0
5	1.9	0.0
10	2.0	0.0

How much will charges and expenses affect my investment?

The following table shows what you could get back based on the charges shown in the above table. Each row shows what the cash-in value might be each year therefore the deductions include any Early Cash-In Charge applicable in that particular year. The last two columns assume that investments grow at 6% a year.

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	£611	£611	£4,680
2	£5,000	£659	£696	£4,920
3	£5,000	£711	£789	£5,160
4	£5,000	£767	£893	£5,410
5	£5,000	£827	£1,000	£5,680
10	£5,000	£1,470	£2,070	£6,870

What are the deductions for?

The deductions include the cost of life cover, any commissions, expenses, charges, any surrender 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 £2,070 over 10 years.

Putting it another way, this would have the same effect as bringing the investment growth used from 6% a year down to:

1.1%	Over 3 years
2.6%	Over 5 years
3.2%	Over 10 years

Example illustration for Prudential Investment Bond – Regular Savings

Please read this illustration if you are thinking about investing regular savings into an existing Prudential Investment Bond

This is an illustration of what you might get back if you were to invest regular payments into a Prudential Investment Bond. The amounts shown are not guaranteed. 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

Regular payments	£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 payments be invested?

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

What might I get back?

If investments grow at the rates shown below you may get the following amounts back after the anticipated term of 10 years:

4% a year	£6,200
6% a year	£6,840
8% a year	£7,560

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 back more or less than this.
- All firms use the same rates of growth for projections, but their charges vary.
- 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.

What are the charges?

- The charges cover the cost of life cover, any commissions, 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.
- The table shows how they are expected to apply at different stages during the bond, using a growth rate of 6% a year.
- We apply an allocation rate to your payment then deduct the initial charge of 6%. In this illustration the appropriate allocation rate is 100%. This means that we will deduct 6% from your payment.
- This table opposite shows and Withdrawal Charge as described on page 9, that might apply to your bond.

At end of year	% deduction from your fund value each year	£ deduction from your fund value if you cashed in
1	1.9	144
2	1.9	108
3	1.9	72
4	1.9	36
5	1.9	0
10	1.6	0

How much will charges and expenses affect my investment?

The following table shows what you could get back based on the charges shown in the above table. Each row shows what the cash-in value might be each year therefore the deductions include any Withdrawal Charge applicable in that particular year. The last two columns assume that investments grow at 6% a year.

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	£188	£188	£431
2	£1,200	£201	£212	£1,060
3	£1,800	£230	£254	£1,710
4	£2,400	£276	£315	£2,390
5	£3,000	£339	£397	£3,090
10	£6,000	£1,040	£1,310	£6,840

What are the deductions for?

The deductions include the cost of life cover, any commissions, expenses, charges, any surrender 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 £1,310 over 10 years.

Putting it another way, this would have the same effect as bringing the investment growth used from 6% a year down to:

1.2%	Over 5 years
2.6%	Over 10 years
4.0%	Over 20 years*

* Payments made for 10 years only

Other information

How to contact us

If you have a financial adviser, please continue to use them as your first point of contact.

If you don't have a financial adviser, you can call our Customer Service Centre on **0845 640 2000**. The opening hours are 8am to 6pm Monday to Friday. Calls may be monitored or recorded for quality and security purposes.

You can also contact us by:

Post: **Prudential**
Lancing
BN15 8GB

Via our website: www.pru.co.uk

How to make a complaint

If your complaint is advice related please contact your financial adviser.

If we do anything that you're unhappy about, we'll always try to put it right if we can.

To do this we need to know exactly what the problem is. So please write to us with all the details of what has happened. Please send your complaint to:

Prudential
Customer Relations Unit
Lancing
BN15 8GB

Copies of our complaint handling procedures are available from this address.

If you'd rather phone, you can call us on **0845 640 2000**. To make sure we have an accurate record of what you tell us, we may monitor or record your call.

We hope that we will be able to handle your complaint in a way that satisfies you. But if we can't, you can speak to the independent Financial Services Ombudsman Bureau. You can contact the Service at:

The Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London E14 9SR

Telephone: 08000 234 567

This is a free service. Using this won't affect your right to take legal action.

How we'll communicate with you

We'll communicate with you in English by post, by phone or by email.

Your client category and why it matters

We are required to categorise our clients based on their involvement in and familiarity with financial services. This helps to make sure we send the right information to the right people. For example, information for an individual customer should assume less knowledge than information for a financial services company.

You are categorised as a "retail client". This means that we make sure the information we give you is clear, balanced and indicates any relevant risks. Your category does not affect your right to lodge a complaint with the Financial Services Ombudsman Bureau.

If you have any questions about your client category, please call our Customer Services Team on **0800 000 000**.

Conflict of interest

We want to make sure that we uphold our reputation for conducting business with integrity. That's why we have a policy to deal with any conflicts of interest.

If you'd like to know the full details of our Conflict of Interest Policy, please contact our Customer Services Team on **0800 000 000**.

Tax

The information in this booklet is based on our understanding as at May 2011 of current taxation, legislation and HM Revenue & Customs practice. All of these are liable to change without notice. The impact of taxation and any tax relief depends on individual circumstances.

Law

The law of England and Wales will decide any dispute.

Terms and conditions

This Key Features summarises our Prudential Investment Bond and should be read in conjunction with your illustration. It doesn't include all the definitions, exclusions, terms and conditions, some of which may change in the future. If they do change we will write to you and tell you how any changes may affect you. We'll normally do this when we send you your annual statement.

You can find our full terms and conditions in the Policy Provisions which is contained within you illustration pack.

Compensation

Prudential policyholders are protected by the Financial Services Compensation Scheme (FSCS) against the insolvency of The Prudential Assurance Company ltd. As such, the policyholder may be entitled to help from the FSCS, if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

For more information, contact:

The Financial Services Compensation Scheme
7th floor, Lloyds Chambers
Portsoken Street
London
E1 8BN

Telephone: 0800 678 1100 or 0207 741 4100

www.fscs.org.uk

FSA Registration

Prudential Assurance Company Limited is entered on the Financial Services Authority (FSA) Register, FSA Reference Number 139793. The FSA Register is a public record of all the organisations that the FSA regulates.

You can contact the FSA at:

The Financial Services Authority
25 The North Colonnade
Canary Wharf
London
E14 5HS

Telephone: 020 7066 1000

PRUDENTIAL

www.pru.co.uk

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