Important information

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Key Features of the TUC Stakeholder Pension Plan

TUC

PRUDENTIAL

Contents

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

Prudential, Stirling FK9 4UE

About this booklet

- This booklet is the Key Features for the TUC Stakeholder Pension Plan.
- If you are thinking about whether the TUC Stakeholder Pension Plan may be right for you, this booklet, together with the enclosed example illustrations, will help you make that decision.
- Please read it, and keep it in a safe place. Please also read the Policy Document and A Guide to Fund Options.
- If you still have questions about the TUC Stakeholder Pension Plan after reading this booklet, please call us on **0845 070 6666**. If you have a financial adviser, please contact them in the first instance.

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 you decide whether the TUC Stakeholder Pension Plan 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 the TUC Stakeholder Pension Plan

The TUC Stakeholder Pension Plan gives you the chance to save for your retirement in a tax-efficient way. It gives you a range of options to help you do this. You can:

- make regular or one-off payments
- choose where to invest your money from a fund range that we offer.

Your employer can contribute to your plan too. And if they agree, your payments can be taken directly from your salary. You can also make one-off or regular payments by direct debit.

You can start making payments from age 16, if you are employed. If you are not employed you can start making payments from age 18, unless we agree an earlier age.

Its aim

- To help you save for your retirement in a tax-efficient way.

Your commitment

- To make at least one payment into your plan.
- To allow the money in your plan to grow until you take your pension benefits.

Risks

Risk factor	Where you can find more information
The value of the investments that make up your plan can go down as well as up. The value can even fall below the amount you invested.	We explain this in "Where do you invest my money?" on page 8.
There are different risks for different funds.	We explain this in "Where do you invest my money?" on page 8. You can find information about each fund in "A Guide to Fund Options".
If you start your plan with a single payment and then cancel it within 30 days, you may get back less money than you paid in.	We explain this in "What if I want to cancel my plan?" on page 13.
Tax rules may change in the future.	We explain this in "What are the tax advantages of investing in a Stakeholder Pension Plan?" on page 10.
Inflation will reduce what you can buy in the future.	

Questions and Answers
The TUC Stakeholder Pension Plan

How much can I pay into the TUC Stakeholder Pension Plan?

There is no limit to the amount that you can pay into the TUC Stakeholder Pension Plan.

However, there are limits on the tax relief you receive. For more information about tax relief, please read "What are the tax advantages of investing money in a Stakeholder Pension Plan?" on page 10.

You can change your regular payments or stop them at any time. If your employer is deducting payments from your earnings, you should tell them of any changes you want to make. If you stop making payments any life cover will stop. Please remember any changes you make could impact your future benefits.

The minimum payment to the plan is £10 whether you and/or your employer are making a regular or one-off payment.

The government's Pension Credit guarantees a minimum income if you're on a low income. If you have little or no other retirement provision, the income you receive when you take the benefits from this plan could reduce the amount you receive as a Pension Credit.

Where do you invest my money?

You choose which funds you would like to invest your money in, from a fund range that we offer. We use your money to buy units in those funds.

Different funds offer different types of investment. Some only invest in property, others invest in a wide range of assets, and others invest directly in the stockmarket. Each fund has its own level of potential growth and risk.

The performance of the funds isn't guaranteed. The value of your units can go down as well as up. If they do, you could have less money in your plan than you paid in.

For information about the funds you can choose from, please read "A Guide to Fund Options".

Can I switch my money between funds?

You can switch your money between funds at any time. We currently don't charge you for this. If this changes in the future we will let you know.

Can I take money out of my plan?

You can't withdraw money from your plan. It can only be used to provide you with pension or death benefits.

Can I transfer my plan?

You can transfer the money in your plan to another pension arrangement at any time before you start taking your pension benefits. We won't charge you for this.

Transferring funds between pension providers is an important decision, so we recommend that you speak to a financial adviser first.

What happens if I move abroad?

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 your ability to top up this product.

Can I transfer money from another pension plan into this one?

If you have a pension plan with another provider, you can transfer the value of it to this plan.

If the pension plan you are transferring money from allows you to take more than 25% of its value as tax-free cash when you take your benefits, you may lose this entitlement when you make your transfer.

Transferring funds between pension plans is an important decision, so we recommend that you speak to a financial adviser first.

What are the tax advantages of investing in the TUC Stakeholder Pension Plan?

Tax Relief

You'll normally receive tax relief on your contributions. For every £100 you pay into your plan, HM Revenue & Customs (HMRC) will pay in another £25.
You'll get this tax relief on up to the higher of £3,600 or 100% of your earnings up to a maximum of the Annual Allowance. If you pay income tax above the basic rate you'll be able to claim back the extra tax you pay through your tax return.

Annual Allowance

The government limits the amount that can be contributed every year before incurring tax penalties. This is called the 'Annual Allowance'. The level of Annual Allowance is currently £50,000. If you exceed the Annual Allowance, a tax charge of up to 50% of the excess amount will be payable.

However, any unused allowance from 'pension input periods' ending in the previous 3 tax years, may be carried forward to increase your Annual Allowance for the current year (provided you have used the current annual allowance first and you were a member of a registered pension plan).

Your Annual Allowance includes:

- any contributions you, your employer or anyone else makes to all your money purchase pension plans
- any increase in the value of benefits under your main scheme and any other salary related pension schemes, also known as Final Salary, Defined Benefit or Career Average schemes. Please speak to your main scheme administrator if you require further information.

Together, these are known as your 'pension inputs'. Your pension inputs are assessed against the Annual Allowance for the tax year in which the 'pension input period' ends. For information on your pension input period please contact your main scheme administrator.

If you are affected by this limit you may wish to contact a Financial Adviser, for which you may be charged.

Lifetime Allowance

If the value across all your pension funds exceeds the Lifetime Allowance at the time you take your benefits, a tax penalty will be payable on the excess amount. The limit for 2011/12 is £1.8 million and with effect from 6 April 2012 will reduce to £1.5 million.

For those with savings up to £1.8 million the government has introduced protection, which you will need to apply for by 5 April 2012. If you are affected by this limit you may wish to contact a Financial Adviser, for which you may be charged.

Capital Gains Tax

You don't pay capital gains tax on your pension funds.

Income Tax

Any pension income will be taxed as earned income.

This information is based on our understanding of current taxation, legislation and HM Revenue & Customs practice, as at February 2011. These tax rules could change in the future without notice.

The impact of taxation and any tax relief depends on your individual circumstances. For more information about tax, please go to HMRC's website: **hmrc.gov.uk/rates**.

What are the charges?

We make charges for managing your plan and your investments. The amount we charge depends on the funds you invest in.

The government currently caps charges for stakeholder pensions at 1.5% of your fund value. Our current maximum charge is 0.85%.

We calculate our charges daily. We take them monthly from your plan, by cancelling units.

Please remember that we'll keep taking our charges, even if you stop your regular payments. Our charges may vary in the future and may be higher than they are now. Further details can be found in the Policy Document.

For more information about our charges, please read "A Guide to Fund Options".

The charges per year shown are calculated as a percentage of the value of your investment in the fund. These are the charges we take for administering your plan and investments. For all funds (except the Prudential With-Profits Fund and Deposit Fund) additional expenses are incurred in the administration of the fund, such as custodian charges, regulatory fees and registrar fees. While we do not currently charge for these additional expenses we reserve the right to do so in future.

Can I use my plan to contract out of the State Second Pension?

If you're employed, you can normally use your plan to contract out of the State Second Pension.

When you contract out, HMRC sends us some of the National Insurance contributions made by you and your employer. We add this money to your plan.

Contracting out reduces your State Second Pension benefit. There is also no guarantee that the benefits you get from contracting out will match the benefits you would have received if you had kept paying into the State Second Pension.

Contracting out is an important decision that should be reviewed regularly, so we recommend that you speak to a financial adviser.

Please note the Government has confirmed that contracting out for this type of pension arrangement will cease with effect from 6 April 2012. If you have contracted out before then, at this date you will be automatically contracted back in.

How will I know how my plan is doing?

We send you an annual statement, which shows how your plan is doing.

You can also get an up-to-date valuation of your plan by logging into our website at pru-pensions.co.uk. We'll give you your login details with your Welcome Pack.

Alternatively, you can e-mail us at tucstakeholder@prudential-pensions.co.uk. Or you can phone the TUC Stakeholder Customer Service Centre on **0845 070 6666** and a member of our team will give you an up-to-date valuation.

What if I want to cancel my plan?

You have 30 days from the date you receive your plan documents to cancel your plan. This is called a cooling-off period.

To cancel it, please complete and return the Cancellation Notice that we send you with your plan documents, or write to us at:

Prudential Customer Services
Prudential
Stirling FK9 4UE

Please include your reference number.

Once we receive your cancellation instruction, we'll normally give you all your money back. However, if you start your plan with a one-off payment, we will value your units on the date we receive your cancellation instruction. If the value of your units has fallen, you will get back less than you paid in.

If you do not exercise your right to cancel within the 30 day statutory period, the contract will become binding. We will not return any money to you except in the form of a benefit payable in accordance with the rules.

Questions and Answers
Taking benefits from your plan

When can I start taking my benefits?

The government currently allows people to start taking their benefits from the age of 55, even if you are still working. You may be able to start taking your benefits earlier if you're in ill health. Under the terms of this contract you are currently required to take your benefits by age 75.

How do I turn the value of my pension fund into benefits?

The value of your pension plan includes money you've invested, less charges plus any growth. This value is known as your pension fund. You can use your pension fund to buy an income known as an annuity. In return for some or all of the money invested in your plan, you'll be paid a regular income for the rest of your life.

You don't have to buy your annuity from the same provider you invested your pension fund with.

There are also other options that may be available to you. For information about all your options, please speak to a financial adviser.

How much will my income be?

The TUC Stakeholder Pension Plan doesn't pay you an income. You use your pension fund to buy an annuity, which will pay you an income. The size of your pension fund will depend on many factors such as:

- the amount that has been paid into the plan
- how long you have been making payments
- the performance of the fund(s) you have invested in
- the age you choose to take benefits
- the amount of charges you've paid.

The size of your income will depend on many factors such as:

- the size of your pension fund
- the type of annuity you buy
- your age when you buy your annuity
- the annuity rate at the time you take your benefits.

For an example of the income you could receive, please see the illustrations starting on page 17.

Can I take any of the money invested in my pension plan as a lump sum?

You can usually take up to 25% of your pension fund as a tax-free lump sum when you buy your annuity. Under the terms of the current contract you will need to do this by your 75th birthday.

These tax rules could change in the future without notice.

What happens if I die before I take my benefits?

If you die before you start taking your benefits, we'll pay the value of your pension fund as a lump sum, or as an income, or as a mixture of both.

The rules however require us, as the Scheme Administrator, to decide who will receive the lump sum death benefit. We have discretion to choose, rather than you because if you control the benefit it may be liable to inheritance tax. As we choose who to pay the benefit to the payment will usually be free of inheritance tax. We will take your circumstances and any stated wishes into account before we decide who receives the lump sum. You can let us know your wishes by completing a "nomination of beneficiaries" form.

For more information about inheritance tax rules, please go to HMRC's website: **hmrc.gov.uk/rates**

What other benefits can I choose?

If your employer is making regular payments you can take out life cover which will increase the amount your plan pays out if you die before you start taking a pension.

There are no limits on the amount of life cover that you can have. However, the amount you pay towards life cover and the lump sum paid out on death are subject to the Annual Allowance and Lifetime Allowance rules.

When you apply for life cover, you'll have to answer some questions about your health, and we may also contact your doctor for a report. If we ask you to have a medical examination, we'll pay for it. The cost of any life cover you choose will be deducted from the payments made to your plan by your employer. This cost will normally increase each year as you get older. This may have the effect of reducing the payments made towards your retirement benefits.

You should regularly review payments into your plan. If your employer's regular payments into the plan stop or are suspended, your life cover will end. If regular payments are reduced, your life cover may also have to be reduced.

› Illustrations

The tables on the following pages show the benefits that might be received at the age of 65 if investments grow at the rates shown. These illustrations assume investment into a unit-linked fund of the TUC Prudential Stakeholder Plan, with a 1% a year charge on the value of the fund.

They are not minimum or maximum amounts. What you receive will depend on how your investment grows. Your pension income also depends on how your investments grow and the annuity rates available at the time you retire.

A personalised illustration is available on request.

You should be aware that inflation will reduce what you can buy in the future. Many financial services companies provide standard illustrations assuming your investment grows at 5%, 7% or 9% each year. Our illustrations include information on what you might get back from your investment on this basis. Some of the funds within our range are expected to return less than 7% each year, the standard mid rate return used in our illustrations. Our charges may vary in the future and may be higher than they are now. Further details can be found in the Policy Document.

The pension illustrations on the following pages assume:

- Your pension is paid monthly from the date you decide to take your benefits
- Payment of your pension will be guaranteed for a minimum of five years even if you die after your chosen pension date and before the end of five years
- Your pension will increase each year in line with the Retail Prices Index
- Contributions remain level throughout the pension plan.

Illustrations for a male and female with the amounts shown:

1. aged 20 with a date of birth of 01/09/1991, making monthly payments of £50 (including tax relief) over 45 years, and retiring at age 65

Don't forget that inflation will reduce what you can buy in the future.

* On the lower rate the assumed growth rate is negative. Essentially this means that the annuity payments will increase at less than the rate of inflation so the income level would decrease in real terms from year to year. This would reduce what you could buy with your income. However, as the illustrated annuity payments are linked to RPI, the income payments provided will not suffer any reduction in real terms.

	Male aged 20			Female aged 20		
Assumed annual investment growth until the pension starts	5%	7%	9%	5%	7%	9%
Assumed annual investment growth once the pension starts*	–0.60%	0.40%	1.40%	–0.60%	0.40%	1.40%
Your final fund value could be	£73,100	£129,000	£235,000	£73,100	£129,000	£235,000
Which could give you an annual pension of	£2,630	£5,320	£11,000	£2,330	£4,780	£10,000
Or a tax-free cash sum of and	£18,200	£32,200	£58,700	£18,200	£32,200	£58,700
A reduced annual pension of	£1,710	£3,990	£8,450	£1,750	£3,590	£7,520

The effect of charges

The information on the previous page relates to and should be read in conjunction with the illustration shown on this page.

During the early years your transfer value may be less than you paid in. The fourth column shows how much your plan would be reduced by, at the end of the years shown, after all deductions and commission have been made. The last two columns assume that investments will grow at 7% a year.

1. **Male or female aged 20 with a date of birth of 01/09/1991, making monthly payments of £50 (including tax relief) over 45 years, and retiring at age 65**

At the end of year	Total paid in to date	Total actual deductions to date	Effect of deductions to date	What your transfer value might be
1	£600	£3	£3	£619
2	£1,200	£13	£13	£1,270
3	£1,800	£30	£31	£1,960
4	£2,400	£54	£58	£2,700
5	£3,000	£87	£94	£3,480
10	£6,000	£384	£467	£8,130
15	£9,000	£961	£1,300	£14,300
20	£12,000	£1,910	£2,910	£22,600
25	£15,000	£3,360	£5,730	£33,600
30	£18,000	£5,470	£10,400	£48,300
35	£21,000	£8,470	£18,000	£67,900
40	£24,000	£12,600	£30,100	£94,100
At retirement	**£27,000**	**£18,400**	**£48,800**	**£129,000**

A personalised illustration is available on request.

Illustrations for a male and female with the amounts shown:

2. aged 30 with a date of birth of 01/09/1981, making monthly payments of £100 (including tax relief) over 35 years, and retiring at age 65

Don't forget that inflation will reduce what you can buy in the future.

* On the lower rate the assumed growth rate is negative. Essentially this means that the annuity payments will increase at less than the rate of inflation so the income level would decrease in real terms from year to year. This would reduce what you could buy with your income. However, as the illustrated annuity payments are linked to RPI, the income payments provided will not suffer any reduction in real terms.

	Male aged 30			Female aged 30		
Assumed annual investment growth until the pension starts	5%	7%	9%	5%	7%	9%
Assumed annual investment growth once the pension starts*	–0.60%	0.40%	1.40%	–0.60%	0.40%	1.40%
Your final fund value could be	£89,300	£135,000	£211,000	£89,300	£135,000	£211,000
Which could give you an annual pension of	£3,240	£4,930	£9,960	£2,870	£5,080	£9,070
Or a tax-free cash sum of and	£22,300	£33,900	£52,800	£22,300	£33,900	£52,800
A reduced annual pension of	£2,430	£4,120	£7,470	£2,150	£3,810	£6,800

The effect of charges

The information on the previous page relates to and should be read in conjunction with the illustration shown on this page.

During the early years your transfer value may be less than you paid in. The fourth column shows how much your plan would be reduced by, at the end of the years shown, after all deductions and commission have been made. The last two columns assume that investments will grow at 7% a year.

2. Male or female aged 30 with a date of birth of 01/09/1981, making monthly payments of £100 (including tax relief) over 35 years, and retiring at age 65

At the end of year	Total paid in to date	Total actual deductions to date	Effect of deductions to date	What your transfer value might be
1	£1,200	£6	£6	£1,230
2	£2,400	£26	£27	£2,540
3	£3,600	£61	£63	£3,930
4	£4,800	£109	£116	£5,410
5	£6,000	£174	£189	£6,970
10	£12,000	£769	£934	£16,200
15	£18,000	£1,920	£2,610	£28,600
20	£24,000	£3,820	£5,830	£45,200
25	£30,000	£6,720	£11,400	£67,200
30	£36,000	£10,900	£20,900	£96,600
At retirement	**£42,000**	**£16,900**	**£36,100**	**£135,000**

A personalised illustration is available on request.

Illustrations for a male and female with the amounts shown:

3. aged 40 with a date of birth of 01/09/1971, making monthly payments of £250 (including tax relief) over 25 years, and retiring at age 65

Don't forget that inflation will reduce what you can buy in the future.

* On the lower rate the assumed growth rate is negative. Essentially this means that the annuity payments will increase at less than the rate of inflation so the income level would decrease in real terms from year to year. This would reduce what you could buy with your income. However, as the illustrated annuity payments are linked to RPI, the income payments provided will not suffer any reduction in real terms.

	Male aged 40			Female aged 40		
Assumed annual investment growth until the pension starts	5%	7%	9%	5%	7%	9%
Assumed annual investment growth once the pension starts*	–0.60%	0.40%	1.40%	–0.60%	0.40%	1.40%
Your final fund value could be	£126,000	£168,000	£225,000	£126,000	£168,000	£225,000
Which could give you an annual pension of	£4,660	£7,070	£10,700	£4,120	£6,340	£9,770
Or a tax-free cash sum of and	£31,600	£42,000	£56,400	£31,600	£42,000	£56,400
A reduced annual pension of	£3,500	£5,300	£8,060	£3,090	£4,760	£7,320

The effect of charges

The information on the previous page relates to and should be read in conjunction with the illustration shown on this page.

During the early years your transfer value may be less than you paid in. The fourth column shows how much your plan would be reduced by, at the end of the years shown, after all deductions and commission have been made. The last two columns assume that investments will grow at 7% a year.

3. Male or female aged 40 with a date of birth of 01/09/1971, making monthly payments of £250 (including tax relief) over 25 years, and retiring at age 65

At the end of year	Total paid in to date	Total actual deductions to date	Effect of deductions to date	What your transfer value might be
1	£3,000	£17	£17	£3,090
2	£6,000	£67	£68	£6,370
3	£9,000	£152	£158	£9,840
4	£12,000	£274	£292	£13,500
5	£15,000	£436	£474	£17,400
10	£30,000	£1,920	£2,330	£40,600
15	£45,000	£4,800	£6,540	£71,600
20	£60,000	£9,560	£14,500	£113,000
At retirement	**£75,000**	**£16,800**	**£28,700**	**£168,000**

A personalised illustration is available on request.

Illustrations for a male and female with the amounts shown:

4. aged 50 with a date of birth of 01/09/1961, making monthly payments of £300 (including tax relief) over 15 years, and retiring at age 65

Don't forget that inflation will reduce what you can buy in the future.

* On the lower rate the assumed growth rate is negative. Essentially this means that the annuity payments will increase at less than the rate of inflation so the income level would decrease in real terms from year to year. This would reduce what you could buy with your income. However, as the illustrated annuity payments are linked to RPI, the income payments provided will not suffer any reduction in real terms.

	Male aged 50			Female aged 50		
Assumed annual investment growth until the pension starts	5%	7%	9%	5%	7%	9%
Assumed annual investment growth once the pension starts*	–0.60%	0.40%	1.40%	–0.60%	0.40%	1.40%
Your final fund value could be	£73,300	£86,000	£101,000	£73,300	£86,000	£101,000
Which could give you an annual pension of	£2,740	£3,670	£4,890	£2,420	£3,280	£4,430
Or a tax-free cash sum of and	£18,300	£21,500	£25,200	£18,300	£21,500	£25,200
A reduced annual pension of	£2,060	£2,750	£3,660	£1,810	£2,460	£3,320

The effect of charges

The information on the previous page relates to and should be read in conjunction with the illustration shown on this page.

During the early years your transfer value may be less than you paid in. The fourth column shows how much your plan would be reduced by, at the end of the years shown, after all deductions and commission have been made. The last two columns assume that investments will grow at 7% a year.

4. Male or female aged 50 with a date of birth of 01/09/1961, making monthly payments of £300 (including tax relief) over 15 years, and retiring at age 65

At the end of year	Total paid in to date	Total actual deductions to date	Effect of deductions to date	What your transfer value might be
1	£3,600	£20	£20	£3,710
2	£7,200	£80	£80	£7,640
3	£10,800	£180	£190	£11,800
4	£14,400	£320	£350	£16,200
5	£18,000	£520	£560	£20,900
10	£36,000	£2,300	£2,800	£48,800
At retirement	**£54,000**	**£5,770**	**£7,850**	**£86,000**

A personalised illustration is available on request.

What are the deductions for?

The deductions include expenses, charges, profit and other adjustments. The last line in each of the four tables above detailing the effect of charges, shows that over the full term to your retirement date, the effect of the total deductions could amount to:

1. aged 20 with a date of birth of 01/09/1991, making monthly payments of £50 (including tax relief) over 45 years, and retiring at age 65: £48,800
2. aged 30 with a date of birth of 01/09/1981, making monthly payments of £100 (including tax relief) over 35 years, and retiring at age 65: £36,100
3. aged 40 with a date of birth of 01/09/1971, making monthly payments of £250 (including tax relief) over 25 years, and retiring at age 65: £28,700
4. aged 50 with a date of birth of 01/09/1961, making monthly payments of £300 (including tax relief) over 15 years, and retiring at age 65: £7,850.

Putting it another way, this would have the same effect as bringing the investment growth used from 7% a year down to 5.9%.

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 TUC Stakeholder Customer Service Centre on **0845 070 6666**. The opening hours are 8:30am to 6pm Monday to Friday. Calls may be monitored or recorded for quality and security purposes.

You can also contact us by:

Fax: **0845 075 0400**

Email: **tucstakeholder@prudential-pensions.co.uk**

Post: **Prudential**
TUC Stakeholder Customer Service Centre
Stirling
FK9 4UE

Or 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
Stirling FK9 4UE

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

If you'd rather phone, you can call us on 0845 070 6666. To make sure we have an accurate record of what you tell us, we may monitor or record your call.

We hope that we'll be able to handle your complaint in a way that satisfies you. But if we can't, you can speak to one of the following organisations:

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

Telephone: 08000 234 567

The Pensions Ombudsman
11 Belgrave Road
London
SW1V 1RB

Telephone: 020 7630 2200

The Pensions Advisory Service (TPAS)
11 Belgrave Road
London
SW1V 1RB

Telephone: 0845 601 2923

The Pensions Advisory Service is an independent, government funded body that gives free advice to members of the public about pensions.

These are free services. Using them won't affect your right to take legal action. We can help you find the appropriate organisation to handle your complaint.

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

The Financial Services Authority (FSA) is the independent financial services regulator. It asks companies to categorise their 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're categorised as a "retail client". This means you get the highest level of protection by getting the clearest explanation of what you're buying and more detail about the risks. This means the information we send you is clear, balanced and indicates any relevant risks. Your category does not affect your right to lodge a complaint with the Financial Ombudsman Service.

If you have any questions about your client category, or think your category should be different, please call our Customer Service 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 drawn up a policy to deal with any conflicts of interest.

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

Terms and conditions

When you take out your plan, you become a member of the TUC Stakeholder Pension Scheme.

This Key Features summarises the TUC Stakeholder Pension Plan. It doesn't include all the definitions, exclusions, terms and conditions. You can find our full terms and conditions in the Policy Document.

Law

The law and courts of England and Wales will decide any dispute.

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

Compensation

We're covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the Scheme if we can not meet our obligations. This depends on the type of business and the circumstances of the claim. For more information, please contact:

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

Telephone: 0207 741 4100

www.fscs.org.uk

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www.pru.co.uk

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