

Key Features of the

# NHS Additional Voluntary Contributions (AVC) Scheme

for England & Wales

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We'd 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 NHS AVC Scheme 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 NHS AVC Scheme

The Prudential NHS AVC Scheme is an arrangement which lets you make tax-efficient additional savings on top of your existing NHS Pension scheme.

Taking out this product will meet the demand and need of a main scheme member wishing to make additional money purchase pension provision to meet their financial requirements in retirement. If you still have questions about the NHS AVC 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.

When we refer to your AVC Normal Pension Age, this is the same as your normal pension age in your NHS scheme as at the date you join the AVC.

- For members who were in the 1995 Section on joining the AVC, this will be age 60\*
- For members who were in the 2008 Section on joining the AVC, this will be age 65\*
- For members who were in the 2015 Scheme on joining the AVC this will be your State Pension Age or age 65 if higher. Please note that if your State Pension Age changes your normal pension age for AVC purposes will also change.

\* Your AVC Normal Pension Age will not change if your State Pension Age or normal pension age in the main NHS scheme changes.

## Its aims

### What this plan is designed to do

- To help you save for your retirement in a flexible and tax-efficient way
- Gives you access to a wide range of investments to match your attitude to risk and investment objectives.
- It can also be used to provide you with optional life cover.

## Your commitment

### What we ask you to do

- To make regular and/or lump sum payments into your plan.
- To leave your money invested until you are ready to take your pension benefits.
- You need to choose investments to suit your needs and keep them under regular review.
- If you've chosen additional life cover, you must tell us about any change in your health from the time you sign the application through to the start of your plan as this could affect your cover.

## 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
- There are different risks for different funds, please refer to your **Fund Guide** for more information.
- 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 and will reduce what you can buy in the future.
- If the total charges are more than any overall growth achieved, your plan will fall in value, possibly to even less than you have invested.
- If you withdraw money from the With-Profits Fund we may reduce the value by applying a Market Value Reduction. We explain this in the section 'Where are my payments invested?'
- There may be exceptional circumstances that delay the buying, switching and selling of units in any fund. Please read the section "Where are my payments invested?" for more information.
- If you are making payments for additional life cover, your cover will stop if you leave the NHS AVC.

## Other documents you should read

This document gives you key information about the NHS AVC Scheme. If you want more detail on specific points, please read the following documents. We have highlighted when they are relevant throughout this document.

They are all available from your adviser, on our website at [pru.co.uk/nhs](https://pru.co.uk/nhs) or direct from us. Our contact details are on the last page.

- **The Fund Guide**

This explains your investment choices.

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

Provides more 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 why and when these may be applied.

# Questions & Answers

## Is the NHS AVC right for me?

If you're a member of a main scheme pension and you want to make additional investments towards your future pension benefits, it might be right for you.

You have a number of options to increase your benefits within the NHS scheme. You should contact your main scheme administrator for more details. You may wish to speak to a financial adviser before deciding if you want to go ahead with any option open to you. If you don't have one, you can find an adviser at [pru.co.uk/find-an-adviser](http://pru.co.uk/find-an-adviser).

## Is this a stakeholder pension?

No, the Government has set minimum requirements that companies must meet for a stakeholder pension. These cover things like payments, charges and terms and conditions. Charges for the plan may be higher than for a stakeholder pension. A stakeholder pension may meet your needs as well as this plan, and these are widely available.

## How flexible is it?

You can increase, reduce or stop your payments at any time. You can re-start payments whenever you wish to. If you leave the main NHS scheme and then return to it you can also start making payments into your AVC again.

You can't cancel your plan and receive a refund. Once you've paid money in, you can only access it as pension benefits – for more information please read the section 'When can I take my benefits?'

## Can I use my AVC to provide optional Life Cover?

You can use AVCs to fund additional life cover for yourself, your spouse and/or dependants.

The cost of this cover increases every three years for the level of cover selected. Your cover will end when you reach your normal pension age or when you stop making payments.

When we refer to a "dependant" this now extends to any surviving adult including spouse, civil partner and nominated partner.

## How much can I pay into the NHS AVC?

There's no limit to the amount that you can pay into your AVC plan. Your total payments to this AVC, the main NHS Pension Scheme, including top-up options, and any other pension arrangement is subject to maximum tax relief on your payments of up to 100% of your salary.

Payments are deducted from your salary and passed to Prudential to be invested into your plan or used to purchase life cover.

You're also able to make lump sum payments by cheque. You will need to complete an application form to accompany the cheque payment.

You'll also need to reclaim any tax relief you are due by contacting HMRC.

There are limits on the tax relief you receive. For more information about tax relief, please read the section 'What about tax?'

## Can I transfer money in?

You can only transfer another AVC or FSAVC scheme into your NHS AVC. This normally needs to be done within the first 12 months of joining pensionable employment with the NHS. You'll need to discuss this with your scheme administrator.

Your previous plan might have valuable guarantees you'd lose if you transfer your pension pot. You should speak to a financial adviser before you make a decision.

## Where are my payments invested?

You choose which funds you would like to invest your money in, from the fund range available. Our unit-linked funds are divided into units of equal value and we use the value of the units to work out how much your plan is worth at any time.

Different funds offer different types of investment. For example, some only invest in property, others invest directly in the stock market, and others invest in a wide range of assets. Each fund has its own level of potential reward and risk. Usually, funds with more potential for growth carry more risk.

The performance of the funds isn't guaranteed. The value of your investment can go down as well as up and may even fall below the amount you invested – what you get back is not guaranteed.

There may be exceptional circumstances that delay the buying, switching and selling of units or investments in any fund. We'd not expect these delays to be longer than six months for funds that invest in property or land, and one month for funds that invest in other asset types.

We cannot guarantee that delays will never be longer. If a delay will apply to you, we'll let you know.

For information about the Funds you can choose from, please read your **Fund Guide** and "**Your With-Profits Plan – a guide to how we manage the Fund**".

### **Unit-linked funds**

Payments into unit-linked funds will buy units in the chosen funds. The price of each unit depends on the value of the investment in the fund and also whether more money is going into or out of the fund. We work out the value of your plan based on the total number of units you have in each fund. So, if the unit prices rise or fall, so will your plan value. Money in the various funds is invested in a wide range of shares, corporate bonds, government stocks and commercial property in the UK and abroad.

### **How unit-linked funds invest**

Some of the Prudential funds listed in your **Fund Guide** may invest in 'underlying' funds or other investment vehicles. Have a look at a fund's objective and that will tell you where it invests – including if that's in an underlying fund or funds.

If the Prudential fund is investing in just one underlying fund then it's what's known as a 'mirror' fund, as the performance of the Prudential fund broadly aims to reflect the performance of the underlying fund it invests in. The performance of our Prudential fund, compared to what it's invested in won't be exactly the same. The differences between the underlying fund and our fund can be due to:

- additional charges,
- cash management (needed to help people to enter and leave our fund when they want),
- tax,

- timing of investments (this is known as a fund's dealing cycle, it varies between managers and can be several days).

### **With-Profits Funds**

We work out the value of With-Profits investments differently. 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 plan. So, in theory you should see a steadier return year on year, rather than watching the value of your Plan 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.

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

- regular, which we add throughout each year. We can change the rate of regular bonus at anytime without telling you beforehand, although once added these bonuses are guaranteed on death and at your selected retirement age,
- final, which we may pay when you take money out of the With-Profits Fund, although this may vary and is not guaranteed. The final bonus can be reduced or removed at any time, without warning.

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 adjust the value of your fund if the value of the underlying assets is less than the value of your plan including all bonuses. This would also apply if the scheme administrator of your plan transferred part, or all, of the scheme. This adjustment 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 plan'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 plan and, if investment returns have been low, you may even get back less than you have invested in your plan. We guarantee not to apply an MVR at your AVC Normal Pension Age or on any claims due to death.

### **Our current practice on applying an MVR**

We may apply a Market Value Reduction to full or partial withdrawals, including those arising from switches or transfers, from all investments that have been running for less than five years.

For investments that have been running for longer periods, we would consider applying an MVR when a withdrawal results in the total amount paid out, including any other payments in the previous 12 months, exceeding £25,000.

We would only apply an MVR to the withdrawal amount in excess of £25,000 in these circumstances. As plans approach the AVC Normal Pension Age, the size of any MVR that would apply could be expected to reduce gradually.

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 plans and any new plans or top ups.

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.

## **Can I change my investments?**

Yes, you can switch your money between funds at any time and you can also change where you'd like any future payments to be invested. We don't currently charge you for this but if this changes in the future we'll let you know.

We may apply a Market Value Reduction if you switch money out of our With-Profits Fund. For more information please read the section "Where are my payments invested?"

## **What if I stop making payments?**

You can stop paying or take a payment break and restart later if your circumstances change. This will reduce your future benefits.

Please remember that we'll keep taking our charges, even if you stop your regular payments. Charges and costs may vary in the future and may be higher than they are now.

### **What happens if I leave?**

If you leave the NHS Pension Scheme your payments will stop and your AVC plan will remain invested (you can restart payments after a career break when you rejoin the main scheme). If you are making payments for additional life cover, your cover will stop when you leave.

Any charges and costs will also continue to be taken until you take your benefits.

Alternatively, you may transfer your AVC plan to another Registered Pension Scheme as long as you apply to do so before your 75th birthday.

Where your employer has provided with a refund of main scheme payments, your AVC account will normally also be refunded. This refund is subject to a statutory tax deduction, currently 20% on any refund up to £20,000 and 50% on any excess.

We may apply an MVR to any monies taken out of the With-Profits Fund.

For more information please read the section "What's a Market Value Reduction?" and also refer to our leaflet '**Market Value Reduction A clear explanation**'.

## **Can I transfer money out?**

You can normally transfer your AVC to another registered pension scheme or qualifying recognised overseas scheme at any time up to age 75. Please speak to your scheme administrator for more information.

We won't charge you for this but a Market Value Reduction may apply if you transfer money out of the With-Profits Fund. You might like to speak to a financial adviser before deciding to transfer.

## What are the charges and costs?

Charges and costs are deducted for managing your plan and the underlying investments. The amount we charge depends on the funds you invest in.

Please remember that we'll keep taking our charges, even if you stop your payments. Charges and costs may vary in the future and may be higher than they are now. More information on the charges and costs mentioned here can be found in your **Fund Guide**.

### Annual Management Charge

Charges are taken from your AVC by making deductions of units from your fund if you are invested in a unit-linked fund. Charges are taken in a different way if you are invested in our With-Profits Fund.

For most funds we calculate the charge daily and take it monthly from your plan by cancelling units. We calculate the charge for the With-Profits Fund differently.

### With-Profits Fund 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).

The charge is currently expected to be approximately 0.80% a year if the investment return in the With-Profits Fund is 5% a year (gross of tax).

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 further costs, please look at the current **Fund Guide** for this product.

### With-Profits charge for guarantees

There is a charge to pay for all the guarantees the With-Profits Fund supports. We guarantee not to apply a Market Value Reduction (MVR) in certain circumstances, e.g. when payments are made because of death or at your AVC Normal Pension Age. Our current practice (which is not guaranteed) may include additional circumstances when an MVR is not applied. Please read the section "What's a Market Value Reduction?" for more details and also refer to our leaflet '**Market Value Reduction A clear explanation**'.

You won't see this charge on your annual statement because we take it by adjusting regular and final bonuses. We've reviewed our With-Profits guarantee charge provisions from 15 March 2019:

For applications received on or after 15 March 2019, the total deduction for the guarantee charge over the lifetime of your plan is not currently more than 4% of any payment from the fund.

- For applications received before 15 March 2019, the total deduction for the guarantee charge over the lifetime of your plan is not currently more than 2% of any payment from the fund.

We'll review the amount of our With-Profits guarantee charge from time to time. The above 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 charges, please read "**Your With-Profits Plan – a guide to how we manage the Fund**".



## What might I get back?

The size of your AVC fund final benefits will depend on many factors, including the following:

- the amount that has been paid in
- how long you've been making payments
- the performance of the fund(s) you've chosen
- the amount of charges
- how long money is invested
- the effect of inflation
- how you choose to take your benefits
- tax rules
- the level of bonuses which are added to your AVC if you are invested in the With-Profits Fund.

## When can I take my benefits?

You can start taking your benefits from the age of 55, even if you're still working. You might be able to take your benefits earlier than that if you're in ill health.

The minimum age from which you can access your personal or occupational pension is expected to increase from 55 to 57 in 2028, and remain at 10 years below the State Pension age. State Pension age will increase from age 66 to age 67 for males and females between 6 April 2026 and 5 April 2028. These ages may change in future.

If money is taken out of the With-Profits fund at any time other than your AVC Normal Pension Age or on your death, the amount payable may be reduced to reflect the value of the underlying assets at that time. This is known as a Market Value Reduction (MVR).

## What choices will I have when I take my benefits?

You've got different options to choose from when it comes to taking your benefits. These options are subject to the rules of your plan. We'll contact you as you approach retirement to let you know which of these options we may be able to offer you.

Depending on your choices, you might need to move your pot to another pension to access some of these options or to access them when you prefer.

### **Flexible cash or income (also known as drawdown)**

You can take out up to 25% of the money moved into your flexible cash or income plan, in cash, tax-free. You'll need to do this at the start. You can then dip into the rest as and when you like. You can also set up a regular income with this option. Any money you take after the first 25% may be subject to income tax.

### **A guaranteed income for life (also known as an annuity)**

You can use your plan to buy an income for life. It pays you an income (a bit like a salary) and is guaranteed for life. These payments may be subject to income tax. In most cases you can take up to 25% of the money you move into your guaranteed income for life, in cash, tax-free. You'll need to do this at the start and you need to take the rest as an income.

### **Cash in your plan all at once**

You can take your whole plan in one go, as a lump sum. Normally the first 25% is tax-free, but on the remainder, you could lose 20%, 40% or even 45% to income tax, if it pushes you into a higher tax bracket (especially if you're still earning). You'll need to plan how you provide an income for the rest of your life.

### **Take cash in stages**

You can leave your money in your plan and take out cash lump sums whenever you need to – until it's all gone, or you decide to do something else with what's left. You decide when and how much to take out. Every time you take money from your plan, the first 25% is usually tax free and the remainder may be subject to income tax.

### Take more than one option

You don't have to choose one option – you can take a combination of some or all of them over time, even if you've only got one pension pot.

Whatever you decide to do with your pension savings – you don't have to stay with us. You should shop around and depending on the choices you make, you may find something more appropriate elsewhere, with alternative features, investment options or charges.

For information about all your options, please speak to a financial adviser.

### Where can I get guidance about what to do with my pension?

General guidance on all aspects of pensions is available from The Money Advice Service.

Telephone: **0800 138 7777**

Website: [moneyadvice.service.org.uk](http://moneyadvice.service.org.uk)

For people over 50, Pension Wise is also available. This Government service offers guidance to people with personal pensions on all the options available for their pension savings. You can have a free consultation online, over the phone and face to face.

Telephone: **0800 280 8880**

Website: [pensionwise.gov.uk](http://pensionwise.gov.uk).

If you have general requests for information or guidance concerning your pension arrangements contact:

#### **The Pensions Advisory Service (TPAS)**

**120 Holborn**

**London**

**EC1N 2TD**

Telephone: **0800 011 3797**

Website: [pensionsadvisoryservice.org.uk](http://pensionsadvisoryservice.org.uk)

### What about tax?

Regular AVC payments are deducted from your salary before tax and passed to Prudential for investment. This means if you normally pay tax you'll qualify for immediate tax relief on your payments.

If you make a lump sum payment by cheque you will need to reclaim any tax relief you are due by contacting HMRC.

#### **Annual Allowance**

The Government limits the amount that can be contributed every year before paying tax. This is called your Annual Allowance. The Annual Allowance is a limit to the total amount of contributions that you can pay to defined contribution pension schemes and the total amount of benefits that you can build up in defined benefit pension schemes each year.

#### **Money Purchase Annual Allowance**

Taking money out of your pension will sometimes lower the amount you can pay into all the pensions you may have while still benefitting from tax relief. This limit is called the Money Purchase Annual Allowance (MPAA). Your pension scheme administrator or provider will have told you if you are subject to the MPAA at the time they started to pay you.

#### **Lifetime Allowance**

The Lifetime Allowance is a limit on the amount of pension benefit that can be drawn from pension schemes, whether lump sums or retirement income, and can be paid without triggering an extra tax charge.

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](http://pru.co.uk/tax) or the HMRC website at [hmrc.gov.uk](http://hmrc.gov.uk)

## How will I know how the NHS AVC is doing?

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

You can call us using the contact details at the back of this document for a valuation. You can check your fund online at [pru.co.uk/nhs](http://pru.co.uk/nhs)

## What happens to the Prudential NHS AVC if I die?

If you die before taking your benefits, and on instruction of your scheme administrator, we will pay the value of your AVC pot as a lump sum.

This will normally be paid into your spouse, civil partner or nominated partner, or in the absence of these, to your personal representatives.

If you don't want any death benefits to be paid in this way, please contact your scheme administrator/NHS Pensions.

The payment will usually be free of inheritance tax. If the value of all death benefits paid as a lump sum from this and any other scheme is more than the Lifetime Allowance, there will normally be a tax charge.

## What if the NHS AVC is not right for me?

There will not be an opportunity to cancel once the plan has started, the contract is binding and we will not return any money to you until you are ready to take your benefits.

However, you can reduce or stop your payments at any time. Please read the section "What if I stop making payments?".

## How much will the advice cost?

If you take advice then you will agree the cost of this with your financial adviser when you start the plan.

# 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 PACL is 'in default'.**

- Your pension is protected up to 100% of the value of your claim.
- Any funds you choose to hold in your pension will be included in the value of your claim in the event that PACL is declared 'in default'.
- If you hold the Prudential With-Profits fund or Deposit fund in your pension, they are protected 100% in the event of the default of PACL.

**All the other funds we offer, apart from those mentioned above, are unit-linked, and invest in other funds managed by non-PACL fund managers. FSCS cover does not apply if the non-PACL fund manager were to be 'in default'.**

- There is no FSCS cover for unit-linked funds investing with non-PACL fund managers if that manager were to be 'in default'.
- See 'How funds invest' for further information on these types of fund (often called 'mirror' funds).

You can find out more information on the FSCS at [pru.co.uk/fscs](http://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](http://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**

### Where FSCS coverage does not apply, then other factors can come in

As explained in the 'Where does FSCS protection apply?' section, the FSCS doesn't cover every situation. For example unit-linked funds that invest in the funds of non-PACL fund managers (often called 'mirror' funds).

But, where FSCS protection does not apply, there are other factors that could help if the worst happened and a provider was 'in default'. For example, the use of custodians or depositories to provide protection for fund assets, where there is separate legal ownership of assets and legal entities that aren't liable for any losses of a fund manager. In so doing, the intention is that the underlying fund will not be liable for any losses the underlying fund management company incurs.

PACL would aim to recover any money invested in an underlying fund where the fund manager has been declared 'in default', but PACL would not be liable for any loss incurred from the default of the non-PACL fund manager.

Prudential meets EU standards for meeting its financial obligations. You can read our solvency and financial conditions reports at [pru.co.uk/about\\_us](http://pru.co.uk/about_us), or if you contact us we can post some information to you.

## Financial Strength

Prudential meets EU standards for meeting its financial obligations. You can read our solvency and financial conditions reports at [pru.co.uk/about\\_us](http://pru.co.uk/about_us), or if you contact us we can post some information to you.

## 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 of our Conflict of Interest Policy, please contact our Customer Service Team on the contact details on the back page.

## Law

The law of England and Wales applies to your contract.

## 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](mailto: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](mailto: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 on the last page 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](http://financial-ombudsman.org.uk)**

Help is also available from The Pensions Ombudsman who deals with complaints and disputes about the administration and management of occupational and personal pension schemes.

**The Pensions Ombudsman**  
10 South Colonnade  
Canary Wharf  
London  
E14 4PU

Telephone: **0800 917 4487**

Email: [enquiries@pensions-ombudsman.org.uk](mailto:enquiries@pensions-ombudsman.org.uk)

Website: [pensions-ombudsman.org.uk](http://pensions-ombudsman.org.uk)

You can also submit a complaint form online:  
**[pensions-ombudsman.org.uk/making-complaint](http://pensions-ombudsman.org.uk/making-complaint)**

These services are free and using them won't affect your legal rights.

# Get in touch

For information about AVCs, or to apply, go to:



[pru.co.uk/nhs](https://pru.co.uk/nhs)



For general enquiries about an existing AVC plan, call our support team on **0345 600 0343**. Lines are open Monday - Friday, 8.30am - 6.00pm.

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](https://pru.co.uk/mydata)

For anything else, like changing your personal details, managing AVC contributions or contacting us by secure message, go to [pru.co.uk/online](https://pru.co.uk/online) and register for our online service.



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



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](https://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.



[pru.co.uk](https://pru.co.uk)

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