



PRUDENTIAL



Key Features of the Prudential Retirement Account

Please read this document along with your personal illustration (if you have one) before you decide to buy this plan. It's important you understand how the Prudential Retirement Account works, the benefits and associated risks.

Welcome

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

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

The Financial Conduct Authority is a financial services regulator. It requires us, Prudential, to give you this important information to help you decide whether our Prudential Retirement Account is right for you. You should read this document carefully so that you understand what you are buying, then keep it safe for future reference.

About the Prudential Retirement Account

This is a flexible personal pension that offers you a wide range of investment options. It allows you to make contributions, invest, and transfer money in from other pensions including those already in drawdown. It lets you withdraw lump sums and/or income from the normal minimum pension age. Employers and third parties can also make contributions into this pension.

Its aims

What this plan is designed to do

- To help you save and invest for your retirement in a tax-efficient way.
- To offer you a range of investment options designed for the medium to long term (5 to 10 years or more).
- To give you flexibility as to how you take your pension benefits.
- To provide an income and/or lump sum for your beneficiary, or beneficiaries, after your death, if any funds remain.

Your commitment

What we ask you to do

- Make at least one contribution, or transfer in from another pension to enable you to open your Retirement Account.
- Regularly review your investment choices to make sure they are meeting your needs.
- Update us with changes to your details and circumstances, so we can properly administer your Retirement Account and keep you up to date with important information.
- Make sure we have the most recent information on who you would prefer your pension to be passed on to should you die.

If you invest in a pension, your money will usually have to remain invested until you reach normal minimum pension age, currently 55 and 57 from 2028.

Risks

What you need to be aware of

- The value of your plan can go down as well up and may even fall below the amount you invested – what you get back is not guaranteed.
- If the total charges taken from your Retirement Account are more than any investment growth, your account will fall in value.
- Investment returns may be lower than illustrated.
- Charges will reduce the value of your Retirement Account and they may increase in the future.
- Inflation will affect the buying power of the money you get back.
- If you decide to exercise your cancellation rights and your investments have fallen in value, the amount returned may be less than the amount paid in. Also, any adviser charges paid may not be refunded.
- If you change your mind about making a pension transfer, you may not be able to return the transfer to your original provider.
- Tax rules may change in the future. For more information please read the section "What about tax?".
- Withdrawals can exhaust your Retirement Account. You need to make sure your money lasts for as long as you intend.
- There may be a delay in the buying, switching or selling of any investment. You will be told if this applies.
- If you choose to purchase an annuity in the future, annuity rates may be lower than they are now.
- The money in your cash account will count towards your Financial Services Compensation Scheme (FSCS) limit with the bank we use. If you have savings with that bank, including in the cash account, that exceed the FSCS limit then this will result in not all of your money being protected by the FSCS in the event of that bank defaulting.

Other documents

This document gives you key information about the Prudential Retirement Account. 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 Financial Adviser or direct from us. Our contact details are on the last page.

- **The Terms and Conditions**
Gives you the full terms and conditions of the contract.
- **Your With-Profits Plan - A guide to how we manage the PruFund range of funds**
This provides information on how our With-Profits Fund works, and our current approach to managing it, and applies to plans accessing the PruFund range of funds.
- **Tax Information leaflet**
This provides an overview of the tax rules and regulations which may affect you.
- **Taking your Pension Benefits**
This gives information on the options available when you want to take money out of your account.
- **Guarantees available on PruFund investments**
This explains how the guarantees work.
- **Fund Guide**
This explains your investment choices.

Questions & Answers

What is the Prudential Retirement Account?

It is a personal pension plan with two core elements:



Pension Savings Account

- Contributions and transfers are paid in and invested here.
- From age 55, cash lump sums (Uncrystallised Funds Pension Lump Sums) or ("UFPLS") can be withdrawn from here.

Pension Income Account

- Investments from your Pension Savings Account are moved here to access drawdown and tax-free cash.
- You can usually take up to 25% of the amount tax-free, then take as little or as much of the balance as you require as taxed income.
- Transfers in from other drawdown plans are paid in and invested here.

Who can take out this pension?

It's available to anyone who is a UK resident.

It can be opened up on behalf of children under 18.

Money can be paid in until you are 75. You can transfer another pension into this Retirement Account both before and beyond this age.

How are contributions paid in?

You, your employer, or a third party, can all pay in regular or one-off amounts. We accept bank transfers, direct debit payments and cheques.

Regular contributions can be increased, decreased, stopped and re-started at any time. Decreasing or stopping these contributions will reduce the future value of your Retirement Account.

How much can I pay in?

Regular contributions can be increased automatically every year if you ask us to do this. Contributions can be increased by a fixed rate or by linking to the Consumer Prices Index.

If you're making an application to pay in over £1 million, your adviser will need to contact us.

The government has set limits on how much you can pay into your pension annually and the amount of benefits you can build up in your pension over your lifetime before facing a tax charge. Further details and the current limits can be found in our tax information leaflet which you can find on www.pru.co.uk/retirement-account.

Can I transfer in money from another pension?

Yes. Transferring pensions is an important decision as you may be giving up rights with your existing pension scheme. You should speak to your financial adviser.

Where can I invest my money?

You have many investment choices for both your Pension Savings Account and your Pension Income Account:

- An extensive range of investment funds from many fund managers including Prudential.
- Prudential's PruFund range of funds which invest in Prudential's With-Profits Fund and offer optional income and capital guarantees on selected funds for an additional charge. Please read **Guarantees available on PruFund investments** for more information.
- Other types of investment, for example direct share holdings, investment trusts and other exchange traded investments are available. You will need to enter into an agreement with a company we have chosen called Stocktrade, a stockbroker authorised and regulated by the Financial Conduct Authority (Financial Services Register ref no: 116115). Stocktrade buy and sell these different investments on your behalf on an execution-only basis. This means you make all decisions on which investments should be purchased or sold.

You should be aware that Prudential's PruFund Range of Funds works differently to other funds. It has an established smoothing process which uses Expected Growth Rates, and where required, Unit Price Adjustments, to deliver a smoothed investment journey. It aims to provide you with some protection from the extreme short-term ups and downs of direct investment. In certain circumstances we might need to suspend the smoothing process for more than one day (called Suspension of Smoothing) or reset the unit price to the unsmoothed unit price for one day (called a Unit Price Reset). This could happen for one or more of the PruFund funds.

You'll find information about the funds available in the PruFund **Fund Guide**, and relevant Key Investor Information Documents and on our website at www.pru.co.uk/retirement-account.

Where we mention 'external funds' in this document, we mean investments other than the funds offered by Prudential.

There may be exceptional circumstances that delay the buying, switching or selling of units.

We would not expect these delays to be longer than six months for units that invest in property or land and one month for units that invest in other asset types. But we cannot guarantee that delays will never be longer.

Not all investments are unitised, but the same principles will apply.

You will be told if a delay will apply to you. There's more about this in the **Terms & Conditions**.

What is the cash account?

There is a cash account where any money not invested elsewhere in your Retirement Account is held. The cash account is also used to receive contributions, make withdrawals and pay charges.

The cash account is part of the scheme bank account which is held by the trustees on your behalf. The scheme account is held with HSBC. We can change this at any time but if we do we will let you know.

You will receive any interest which we receive on money you hold in the cash account for as long as you hold your Retirement Account. The amount of interest paid may vary.

The cash account also holds any income generated by your investments. Income generated by interest and dividend distributing funds is not automatically reinvested.

Further information about the cash account can be found in your **Terms and Conditions**.

Can I change my investments?

You can have as many investments as you choose and you can move money between them.

You can only make one switch into or out of a PruFund Fund every three months and once you've requested this switch you can't cancel it.

There is a 28-day waiting period for switches out of the PruFund Range of Funds which are made using the unit price at the end of the waiting period. There are exceptions to this and there may also be a waiting period on certain withdrawals. You'll find more information about these in the PruFund **Fund Guide**.

This is in addition to any other transaction delays highlighted in the section 'Where can I invest my money?'

What are the charges?

Your personal illustration shows what charges you will pay. The charges described below may vary in the future and be higher than they are now.

There are different types or levels of charges that may be deducted from your Prudential Retirement Account.

Monthly charges are taken on your 'charge date', usually the same date in the month that your Retirement Account was opened.

Product charge

This is an annual charge calculated as a percentage of your total Retirement Account value and we deduct 1/12th of the yearly charge each month on the charge date*. We apply a discount to your product charge which varies according to the value of your Retirement Account. The yearly Product Charge before any discounts is 0.45% and the impact of the discounts are shown in the table below.

The charge is taken as follows:

- For the part of your Retirement Account held in PruFunds, we deduct units to the value of the charge.
- For holdings in the cash account, external funds and those managed by Stocktrade, the charge will be deducted first from the cash account, and if there isn't enough money there, by cashing in units and assets proportionately across external funds. If there are insufficient external funds, we will use Stocktrade holdings, using any cash held first.

Retirement Account value	Product charge after discount
<£25,000	0.45%
£25,000 – £49,999	0.45%
£50,000 – £99,999	0.45%
£100,000 – £249,999	0.40%
£250,000 – £499,999	0.35%
£500,000 – £749,999	0.30%
£750,000 – £999,999	0.275%
£1,000,000+	0.25%

* Your Retirement Account may have more than one Pension Savings and/or Pension Income Account. The product charge is applied to each of these as described above, but all will receive a discount based on the aggregate value of the Retirement Account.

PruFund Guarantee charge

This is a percentage rate agreed at the start of your guarantee, which is applied to the value of the guarantee units held, and is taken by monthly deduction from those guarantee units.

Investment charge

This is a daily charge by the fund manager for the management and administration of your fund. The impact of this charge is detailed in your personal illustration as Total Yearly Charge and quoted as a percentage in the Key Investor Information Documents (KIIDs) for external funds where they are described as 'ongoing charges'. They are described as Annual Management Charges for PruFunds in the PruFund **Fund Guide** where further details can be found. For all fund types, the charge is calculated daily and reflected in the unit price.

Stocktrade charges

Dealing on recognised stock exchange trades is by separate agreement with Stocktrade who will charge on a per trade and custody basis. You can find more information on the Stocktrade charges online at www.pru.co.uk/retirement-account.

Adviser charges

You agree the fees for any advice you receive with your adviser. You can pay your adviser directly, and/or ask us to pay adviser charges from your Retirement Account.

The charge is taken from the cash account, not unit deallocation.

What might I get back?

The value of your pension will depend on the following factors:

- How much has been invested.
- How long your money has been invested.
- Any withdrawals you've made.
- How your investments have performed.
- Any charges on your investments.

Your personal illustration includes an estimate of how much you may get back. Once your Retirement Account is set up, we will tell you at least once a year how it is performing. You can ask us for an update whenever you like.

You can find out how your investments are performing:

- by registering for a MyPru log-in at www.pru.co.uk to check your account online.
- by reading your annual statement.
- by phoning us and asking for a valuation on 0345 268 0488. Lines are open Monday to Friday from 8.30am to 6pm.
- asking your adviser for information to make sure your investments are performing as you expect.

Can I transfer my Retirement Account to another pension provider?

Yes, you're allowed to do this at any time. You should regularly review your pension arrangements to make sure they are still the most suitable for your circumstances.

What about tax?

We've produced a leaflet, **Tax Information**, which tells you what you need to know about the tax treatment of your Retirement Account. You can find this on www.pru.co.uk/retirement-account.

Regular and one-off payments will be eligible for tax relief, provided you have not exceeded the limits which HMRC sets on the amount of tax relief you can claim each year. Transfer payments and employer payments are not eligible for tax relief for you.

Taking money out of your account could move you into a higher tax band, so you could pay tax at a higher rate than usual.

Death benefits paid if you die before 75 are usually paid tax-free, but if you die after 75, the recipient pays tax on them as if this were part of their income.

We've based this information on our understanding of current law and HM Revenue and Customs practice. Your individual circumstances and future changes in law and tax practice could affect the amount you pay. For more information please visit www.pru.co.uk/tax or visit the HMRC website at www.hmrc.gov.uk

You should speak to your adviser to find out how your circumstances and your choices may affect the amount of tax you pay.

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

You can take your pension benefits from the normal minimum pension age. There are circumstances when you may be able to take your money out before this, these are covered in the Taking Your Pension Benefits leaflet. You can find this on www.pru.co.uk/retirement-account.

There are three ways to use your Retirement Account to take benefits. You can use some or all of your savings to:

- Take cash lump sums (known as Uncrystallised Funds Pension Lump Sums or UFPLS) on a regular or one-off basis from your Pension Savings Account.
- Take drawdown payments, where your money stays invested and you take as much or as little income as you need (if you're in capped drawdown, there's a maximum amount you can take that is set by the government) from your Pension Income Account.
- Purchase an annuity with some or all of the value of your Retirement Account.

You can also take a combination of the above.

Each time you take a cash lump sum, move money into drawdown, or buy an annuity, you can usually take out 25% of the money tax-free.

If you prefer, you can instruct us to move money into drawdown on a regular basis. This is called phased drawdown.

Our leaflets, **Taking Your Pension Benefits** and **Tax Information**, will give you more details about tax and examples of how you may take money out. You can find these on www.pru.co.uk/retirement-account.

You do not need to take drawdown or UFPLS with Prudential. You should shop around and compare the product features offered by different providers, such as their charges and investment options, to make sure you get the right product. If you are purchasing an annuity, you should shop around to find the most suitable product for your circumstances which may result in you getting a higher income.

Is it a stakeholder pension?

No. Stakeholder pensions are widely available and may meet your needs just as well as the Retirement Account.

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

General guidance on all aspects of pensions is available from the Money Advice Service www.moneyadviceservice.org.uk
Telephone: 0300 500 5000

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. Find out more at www.pensionwise.gov.uk Telephone: 0300 330 1001.

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

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

Telephone: 0800 011 3797

Website: www.pensionsadvisoryservice.org.uk

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

What happens to my Retirement Account if I die?

We will use the remaining value of your Retirement Account to provide benefits for your 'beneficiaries'.

We decide which beneficiaries to pay out to, but we ask you to help us make the decision by completing an 'Expression of Wish' form and keeping it up to date. Our decision is based on your circumstances when you die, but it helps us decide if we know what you would have liked to happen.

This is a common way of selecting beneficiaries in personal pension schemes. As the scheme picks the beneficiaries your pension does not normally form part of your estate for inheritance purposes.

Your beneficiaries can use their share of the account to:

- Take a lump sum.
- Take drawdown payments.
- Buy an annuity.

Please note that if you would like a non-dependant (for example, someone who isn't a spouse or child under 23) to have the option of taking drawdown payments or an annuity, then you must normally have them noted on your expression of wish form.

The Taking Benefits leaflet has more detail on passing pensions on to beneficiaries. This can be found on www.pru.co.uk/retirement-account.

What if the Prudential Retirement Account isn't right for me?

You have 30 days from when you receive notification from us that we have accepted/invested your first regular contribution, or each single contribution, or transfer value to change your mind about setting up the Retirement Account. We will notify you when we receive these.

The same cancellation rights will apply to any future applications to pay money in to your Retirement Account.

To cancel the above within 30 days, please contact us. Our full contact details are on the last page.

If you cancel a payment in, you may not be able to get the adviser charges back, so what is returned may be the amount invested after adviser charges are deducted. (Your adviser will let you know if the charges will be returned or not).

If investments have fallen in value, you'll get back less than you've paid in.

For the PruFund Funds, we will return the full amount invested, less adviser charges where applicable.

If you cancel a pension transfer, we have to return the funds to your original pension scheme, if it is accepted, or to an alternative provider. You may not be able to get the adviser charges back, so what is returned may be the amount after charges are deducted. (Your adviser will let you know if charges will be returned or not)

If you cancel a payment or a pension transfer, the value returned will exclude any UFPLS payment made to you from that investment.

If you don't cancel within 30 days, we can only return money to you as pension benefits.

If you request a cash lump sum (UFPLS) and you have already received the funds, then this can't be cancelled.

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.

Financial strength

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

Compensation

If we get into financial difficulties which may affect our ability to pay your claim, you may be eligible to receive compensation under the Financial Services Compensation Scheme (FSCS).

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 widely referred to as being 'in default'.

It is important for you to be aware that you may not always be able to make a claim under the FSCS, and there are also limitations in the amount of compensation you may receive.

Any compensation available will depend on your eligibility, the type of financial product or service involved, the investment funds selected (if applicable) and the circumstances of the claim.

You can find out more information on the FSCS and examples of limits in the scope of FSCS cover for your plan at www.pru.co.uk/about_us/fscs, or you can call us.

Information is also available from the Financial Services Compensation Scheme.

Visit their website: www.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**

Terms and conditions

This key features document gives a summary of your plan. Full details are set out in our **Terms and Conditions** booklet which is available on request using our contact information on the last page, and will also be sent to you when your plan starts.

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 using the contact details on the last page.

Law

The law of England and Wales applies to this 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

Telephone: 0800 111 6768 or 0300 500 8082

Email: consumer.queries@fca.org.uk

Prudential Regulation Authority details:

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

Telephone: 020 7601 4878

Email: enquiries@bankofengland.co.uk

Communicating with you

Our plan documents and terms and conditions are in English and all our other communications with you 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 'How to contact us' section at the back of this document.

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

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone: 0800 023 4567 or 0300 123 9123

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

Help is also available from the following:

The Pensions Ombudsman deals with complaints and disputes which concern the administration and/or 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

Website: www.pensions-ombudsman.org.uk

You can also submit a complaint form online: **www.pensions-ombudsman.org.uk/our-service/make-a-complaint/**

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

How to contact us

If you want to contact us before you invest you can contact us in the following ways:



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



Phone: PruChoice Customer Services on **0345 268 0488** or **+44 203 755 9358** if calling from abroad.
Lines are open Monday to Friday from 8.30am to 6pm.



Online, including secure messages: register for MyPru at **www.pru.co.uk**



If you are 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.

www.pru.co.uk/contact-us/signvideo

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

Keep in touch

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



PRUDENTIAL

www.pru.co.uk

"Prudential" is a trading name of The Prudential Assurance Company Limited, which is registered in England and Wales. This name is also used by other companies within the Prudential Group. Registered office at Laurence Pountney Hill, London EC4R 0HH. Registered number 15454. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.