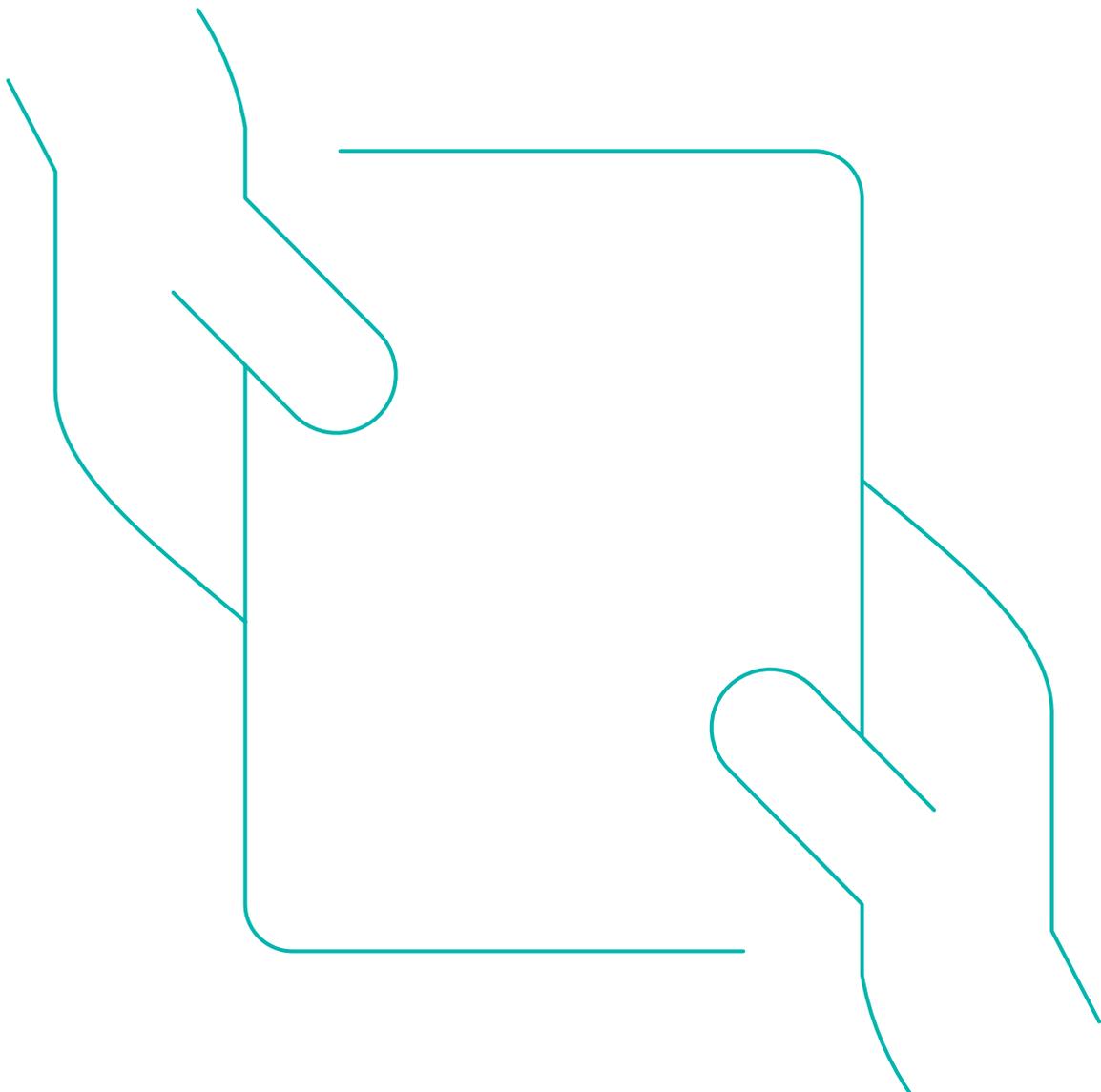


Key Features of the Prudential Savings Account – Top Up Investment



Please read this document along with your personal illustration (if you have one) before you decide to top-up this plan. It's important you understand how Prudential Savings Account – Top Up Investment works, the benefits and associated risks.

Contents

About the Prudential Savings Account	3	What might I get back?	7
Its aims	3	What are the charges and costs?	8
Your commitment	3	What happens to my account if I die or become terminally ill?	8
Risks	3	Will I have to pay tax on my account?	9
Other documents you should consider reading	4	What happens if I move overseas?	9
Questions & Answers	5	Can I change my mind?	9
How can I pay into my Account?	5	How will I know how my Prudential Savings Account is doing?	9
Where do you invest my money?	5		
Can I withdraw money from my Account?	6	Other information	10
What's a Market Value Reduction?	7	Get in touch	12

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'd like one of these please get in touch 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 Savings Account is right for you. You should read this document carefully so that you understand what you are buying, and then keep it safe for future reference.

About the Prudential Savings Account

The Prudential Savings Account is designed to provide capital growth on your investment over the medium to long term, so five to 10 years or more.

Its aims

What this plan is designed to do

Our Prudential Savings Account aims to give you potential capital growth on your investment and offers the option of taking regular or one off withdrawals.

Your commitment

What we ask you to do

You invest an additional single payment and/or regular amounts.

If you make a single payment, the account is designed for you to usually wait for at least five years before you fully or partly cash in your Account.

If you make regular payments only, the account is designed for you to make these for normally at least five years and normally wait at least ten years before you take any money out of your Account.

The maximum amount you can invest is £500,000.

Risks

What you need to be aware of

The value of your investment can go down as well as up so you might get back less than you put in. What you get back isn't guaranteed.

If you make a top-up and then cancel it after 30 days, you may get back less money than you paid in.

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

If the total charges and costs are more than any overall growth achieved, your plan will fall in value, possibly to even less than you have invested.

If your plan invests in our With-Profits Fund and you take money out of that fund, we may reduce its value by applying a Market Value Reduction (MVR). For more information please see "What's a Market Value Reduction?".

Please bear in mind 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.

Other documents you should consider reading

This document gives you key information about the Prudential Savings Account – Top Up Investment. If you want more detail on specific points, please read the following documents. We have highlighted when this is relevant throughout this document.

This is available from your 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 Fund**

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

Questions & Answers

How can I pay into my Account?

There are several ways to save. You can make additional payments – either single or regular, stop or reduce regular payments, or take a savings break.

Single payments

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

Monthly payments

You can increase regular monthly payments, subject to a minimum increase of £20 a month. You (at least one of you for a joint life account) must be under age 80 when you start regular payments. You can start your regular monthly payments, if previously you'd only made single payments, subject to a minimum £50 a month.

Reducing regular payments

You can also take a payment break or stop regular payments at any time.

We'll continue to add bonuses to your account. You can restart your regular payments at any time, subject to certain conditions. If you make regular payments and then break or stop these payments, this could restrict the growth potential of your Account.

You can cash in your account at any time or take one-off withdrawals.

If you've made a single payment, you might be able to take regular withdrawals. Please see "Can I withdraw money from my account?" for more information.

Please be aware that this product isn't available to new investors, it's only for additional investment into an existing account.

Where do you invest my money?

Your money, after applying the allocation rate and deducting the initial charge, will be invested in the Prudential With-Profits Fund.

A With-Profits investment is one that aims to smooth the return on your money over the period of time you hold the account. So, you should see a steadier return year on year, rather than watching the value of your account fully reflect the rise and fall in the fund's underlying assets.

Your payments are pooled with those of other Prudential investors to form a fund. We invest this fund in a wide range of investments including company shares, property, government bonds, company bonds and deposits.

Bonuses are the way we allocate your share of the Fund's profits to you. There are two types:

- Regular, which may be added throughout each year. We can change the rate of regular bonus at any time without prior notice.
- Final, which may be paid when you take money out of your account. Final bonus may vary and isn't guaranteed.

Allocation rate – is the percentage we apply to your payment before deducting the initial charge and investing the balance.

When you add a regular or single payment to your account the allocation rate applicable to this increase will be 103%. This allocation rate will apply to the new payment only. Your existing regular premiums will continue to receive their current allocation rate which may be less than 103%. For more information about allocation rates, please speak to your financial adviser.

We apply the allocation rate to your payment and then deduct the initial charge of 6% (please see “What are the charges and costs?”) and invest the balance in the Prudential With-Profits Fund. If the allocation rate is more than 100%, this'll have the effect of reducing the initial charge we deduct from your payment before it's invested.

The allocation rates aren't guaranteed for any future payments, whether regular or single, that you may make. If this changes in the future we'll let you know.

Can I withdraw money from my Account?

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

- taking regular withdrawals
- taking a one-off withdrawal.

If you've invested a single payment, you can choose to take regular withdrawals from the account.

- Each regular withdrawal must currently be at least £50.
- Depending on your tax situation, you may have to pay Income Tax on any profit when you cash in the Account, or take one-off withdrawals or regular withdrawals that exceed an allowance of 5% each year of the total amount invested. There's a maximum total allowance of 100% of each amount invested. Any unused 5% allowances can be carried forward to future years. If the account is paid out on death any tax liability is similar to that on fully cashing it in. There's no tax liability if the account is closed due to of terminal illness.
- You're unable to receive regular withdrawals from your account at the same time as you are paying in regular savings.

- When you start receiving regular withdrawals from the account, we may apply a Market Value Reduction to any of the withdrawals. This would reduce the value of each unit cashed in to provide the withdrawals. We'd therefore have to cash in more of your units than if there were no Market Value Reduction and the remaining value of your account would then be lower.
- Any withdrawal taken will reduce the value of your account. If the withdrawals are more than any overall growth achieved there's a risk that the value of your account will be reduced below the level of original capital invested.

If you take a one-off withdrawal

You can withdraw money from your Account whether you've invested single payments or you save regular amounts, provided:

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

We may apply a Market Value Reduction, which would reduce the value of each unit cashed in. To provide the withdrawal you've requested we'd therefore have to cash in more of your units than if there were no Market Value Reduction and the remaining value of your account would then be lower.

If you want to receive regular withdrawals or partly or fully cash in your account, please call our Customer Services Office on **0345 640 2000**. We'll send you a form to complete and return.

If you fully cash in your account and pay a regular monthly amount you must also cancel your direct debit with your bank or building society at least seven business days before your next payment date. We'll send you a cheque within four business days of the date we sell the units in your account.

What's a Market Value Reduction?

If you take money out of the With-Profits Fund, we may make an adjustment to your account value if the value of the underlying assets is less than the value of your account including all bonuses.

This adjustment is known as a Market Value Reduction (MVR). It's designed to protect investors who aren't taking their money out and its application means that you get a fair share of the With-Profits Fund in which your payments are invested. We apply the MVR to your account value including Regular and Final Bonuses. We don't apply a MVR on any claims due on death or terminal illness.

Our current practice of applying a MVR is as follows:

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

The impact of a MVR will be to reduce the amount payable on a full withdrawal.

We may also apply a MVR to regular automatic withdrawals over a certain limit. Currently this limit is 5%, or a higher amount up to a maximum of 7.5% for withdrawals commencing before 05/09/2002, of your account value including regular, but not final bonuses at the time withdrawals commence. If regular automatic withdrawals exceed this limit, then the whole withdrawal is treated as a partial withdrawal as described above.

We reserve the right to change our practice at any time, in particular in light of a significant move in the investment market, or in the event of a significant increase in the level of withdrawals taken by our policyholders.

Any change we make to our practice would be applied without prior notice and would apply to existing accounts as well as any top-ups. However, if we were to reduce the regular automatic withdrawal limit, the new limit would apply only to regular withdrawals starting after the date the change was made or to existing withdrawals when the amount or frequency is altered.

What might I get back?

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

The amount you'll get will depend on:

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

What are the charges and costs?

We deduct the following charges from your account to cover the costs of administration, investment management and marketing.

Initial Charge

We deduct 6% from each of your single and regular payments. We've explained earlier how the allocation rate may effectively reduce this charge. Please see "**Where do you invest my money?**".

Annual Charge

There's an annual charge that'll be deducted from your account each year. This'll be deducted through the bonus mechanism so you'll not see it on any yearly statement.

Charges on With-Profits business depend on the performance of the With-Profits Fund and, in particular, the investment returns achieved and expenses incurred. For example, if over time investment returns are higher then we would expect to increase the charge, and if investment funds are lower we would expect to reduce the charge. The current charge is provided in your personalised illustration.

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're paid for by the relevant fund and will impact on its overall performance.

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

Charge for Guarantees

There's a charge to pay for all the guarantees the With-Profits Fund supports. We guarantee not to apply a Market Value Reduction (MVR) when payments are made because of death. Please see "What's a Market Value Reduction?" for more information.

You won't see this charge on your annual statement because we take it by making a small adjustment to regular and final bonuses.

The total deduction for guarantee charges over the lifetime of your plan is not currently more than 2% of any payment made from the fund. We'll review the amount of the charge from time to time.

Charges may vary if, for example, the long term mix or type of assets held within the With-Profits Fund is changed.

Withdrawal Charge

If you've paid in less than £3,000, we make a charge of up to £180 from your fund when you cash in your account or on the 10th anniversary of the account if this is earlier. If your account was started using maturity money from a Prudential policy, this withdrawal charge will be up to £90 and will be made if you've paid in less than £1,500.

Charges and costs may vary in the future and they may be higher than they are now.

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

We pay out at least 101% of the value of your account on death or if you ask us to pay out because of terminal illness.

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

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

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

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

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

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

Will I have to pay tax on my account?

This section only gives a general tax summary. Individual tax situations may be different and could change in the future.

Capital Gains Tax

We'll pay tax on the capital gains in our funds.

Income tax

You can currently withdraw up to 5% each year of your investment for up to 20 years without any immediate tax liability. This allowance rolls over to the following year if it's not used. However there may be income tax to pay when:

- your account ends on death,
- you cash in all or part of your Account,
- you withdraw more than the 5% a year tax deferred allowance from your account, or
- you transfer the ownership of your account.

Gains from your account may mean that you lose some or all of your entitlement to income tax allowances or certain tax credits.

Inheritance Tax

Inheritance tax may be payable if you still have the account when you die.

Special tax considerations are given to accounts written under trust. Please ask your financial adviser for more information.

For more details about tax and how it affects you, please speak to your financial adviser. Further information is also available in our "**Guide to tax on your investment**" leaflet, which you can request by calling **0345 640 2000** or visiting **pru.co.uk**

For more information on tax please visit **pru.co.uk/tax**

This is based on our current understanding of current tax legislation and HM Revenue & Customs practice, both of which may change without notice. The impact of taxation (and any tax relief) depends on individual circumstances.

What happens if I move overseas?

Please note we're unable to accept new monies from customers living overseas. If you move abroad and are no longer a resident of the UK this'll impact on your ability to top up this product.

Can I change my mind?

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

**Prudential
Lancing
BN15 8GB**

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

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

If you decide to cancel your investment at any time after the 30 day cancellation period has ended you may not get all of your money back. What you get back will depend on the performance of the investments and our charges, the value of your plan can go down as well as up so you may get back less than you put in.

How will I know how my Prudential Savings Account is doing?

We'll send you a statement every year.

You can also call us on **0345 640 2000** for an up-to-date valuation of your Account. 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**.

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 bond is protected up to 100% of the value of your claim.
- When you hold a Prudential With-Profits fund in your bond, it's protected 100% in the event of the default of PACL.

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

Information is also available from the Financial Services Compensation Scheme.

Visit their website: fscs.org.uk

Or write to:

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

Or call the FSCS: Telephone: 0800 678 1100

Financial strength

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

Terms and conditions

This Key Features Document gives a summary of your plan. Full details are set out in our terms and conditions which are 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'll take all reasonable steps to manage it in an appropriate manner.

We've drawn up a policy to deal with any conflicts of interest. If you'd like to know the full details of our Conflict of Interest Policy, please contact our Customer Service Team using the contact details on the back 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'll do everything we can to resolve it. You can also ask us for details of our complaints handling process. Our contact details are in the "Get in touch" section at the back of this document.

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

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone: 0800 023 4567 or 0300 123 9123

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

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

Get in touch

If you want to get in touch before you top-up you can write or phone:



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



Call: 0345 640 2000 Monday to Friday 8am to 6pm (we're not open on public holidays). We might record your call for training and quality purposes. To find out more about how we use your personal data please see our Data Privacy Notice at pru.co.uk/mydata.



If you're a deaf customer, who's also a British Sign Language (BSL) user, you can get in touch using a video relay service. The service, provided by SignVideo, connects customers to fully qualified, registered NRCPD interpreters who'll relay your conversation with a member of our customer service team.

pru.co.uk/contact-us/signvideo

There's no cost for using this service to call us and we're here to help you Monday to Friday, 8am to 6pm.

Keep in touch

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

pru.co.uk

"Prudential" is a trading name of The Prudential Assurance Company Limited which is registered in England and Wales. Registered Office at 10 Fenchurch Avenue, London EC3M 5AG. Registered number 15454. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.