Key Features of the Group Personal Pension 2000 Plan

This is an important document which you should keep in a safe place.

Welcome to your Key Features Document

It explains all the important information you need to know in one place, including the aims, commitments, risks and other key features of the plan. It's an important document so please take the time to read it.

Here are some of the things you'll find inside:

- How you and your employer pay in
- Investing your pension savings
- Tax information
- The charges you'll pay
- Your options when you want to take your money
- Helpful links and organisations

If you have any questions, you can get in touch using the contact details in 'Further information'.

Your Key Features Document

The Financial Conduct Authority is a financial services regulator. It requires us, ReAssure, to give you this important information to help you to decide whether our Group Personal Pension 2000 Plan 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.

We aim to use language that's easy to understand. Where we've had to use terms that you may not be familiar with we've given clear definitions. The terms will be **highlighted in bold like this** and an explanation of their meaning can be found in the 'Terms explained' section at the end of this document.

Throughout this document, we refer to the Group Personal Pension 2000 Plan as 'the plan'.

At a glance

About the Group Personal Pension 2000 Plan

Saving into a pension is a simple, low-cost and tax-efficient way to save towards your future. Your plan is automatically set up for you by your employer and the idea is to build up a pot of money in your name called your pension pot.

The pension plan is designed to provide an income, cash lump sums, or a combination of both from age 55 or at a later date you choose. A plan retirement date will be automatically set by your employer at first, but once you've joined you can change it at any time.

You can take your pension plan with you if you change jobs. You may also be able to transfer in pension savings you have in other registered pension schemes.

Important note

The plan has been designed specifically for UK residents whose earnings are assessed by HM Revenue & Customs (HMRC) for tax and National Insurance purposes. There may be eligibility and tax implications if you aren't a UK resident or if any of your earnings come from outside the UK. If you aren't sure, we recommend that you seek financial advice. You can find a financial adviser in your local area at **MoneyHelper.org.uk/choosing-a-financial-adviser**.

Aims, commitment and risks

Its aims

- To build up a pot of money to provide you with an income, cash lump sums or a combination of both at any time from age 55. You don't have to stop working to take your money.
- To provide a potential income or cash sum for your spouse, registered civil partner or your financial dependants if you die before them.

Your commitment

To join the pension plan you and/or your employer will usually need to:

- Pay in a regular amount – your employer will let you know what this is, or
- Pay in a one-off lump sum – your employer will let you know what the minimum amount is, or
- Pay in a transfer from another registered pension scheme you've built up with another provider.
- Your money must remain invested in a pension plan until age 55.

Risks

The value of your pension pot isn't guaranteed and will depend on several things:

- How much you and your employer pay in
- How well the funds you are invested in perform
- How much is taken out in charges
- The effects of inflation
- How and when you choose to take your money.

The value of your pension savings can go down as well as up. Your pension savings will be invested in one or more **investment funds**. To find out more about what you need to think about when you're investing, please see your fund information which you can view at **www.reassure.co.uk/funds**.

The law, tax rates and any allowances may change in the future. These changes could affect the value of your savings, how much you can pay in, or the age at which you're able to access your money. How tax works for you will depend on your individual circumstances.

If you have Enhanced Protection or any form of Fixed Protection, any money paid into this plan will mean that you lose your protection and your benefits will be subject to the standard lifetime allowance.

Additional risks if you are invested in With Profits

One of the investment options available to you is a With Profits option. There's more information about With Profits in 'A Guide to How the LG With Profit Fund is managed', which is available at **www.reassure.co.uk/funds**. If you choose to invest in With Profits, you should be aware of the following risks:

- What you receive from With Profits investments will depend on future bonus rates which can change.

- We may reduce the amount we pay if you take money out of your pension pot early, transfer or move your pension pot out of With Profits to another investment option. This is called a Market Value Reduction.

If you're still unsure about investing in With Profits you should speak to a financial adviser.

Questions and answers

How do I pay in to my plan?

Your employer will take regular contributions from your salary and pass them on to us, along with any additional amount that they're paying in for you.

You can also make one-off lump sum contributions to your pension pot at any time from your employer's payroll if they allow this, or directly to us by cheque.

If you've been auto enrolled into your plan, your contributions may increase over time. Your enrolment communications will have explained when this will happen and what the changes will mean for you. You can speak to your employer if you would like more information on this.

What is salary sacrifice?

Your employer may offer you the option of paying by 'salary sacrifice' (sometimes called salary exchange). If your employer offers salary sacrifice, you can choose to give up part of your salary in return for an increased pension contribution from your employer. This means that your contribution is taken from your pay before tax, so you benefit from tax relief straight away, and you save National Insurance too.

If your earnings are below the starting rate for income tax you will not benefit from the tax relief that a taxpayer would receive if you use salary sacrifice.

If your employer offers salary sacrifice, they will contact you with more information. This document assumes you are making regular contributions from your salary without using salary sacrifice.

How does tax relief work?

We'll automatically claim basic rate tax relief from the Government on your behalf, and we'll add it to your pension savings. We'll do this on any contributions you make personally, whether it's a regular contribution or a one-off.

If you make regular contributions from your salary, your take-home pay will be reduced. It won't normally reduce by the full amount that you're contributing. This is because the basic rate income tax that you would normally pay if you took your money as salary would be added to your pension contribution.

If you pay one of the higher rates of income tax, you're entitled to receive the full amount as tax relief, but you will need to claim the additional amount through your annual tax return by applying direct to HMRC. If you don't pay income tax because your earnings are below the income tax threshold, we can still claim basic rate tax relief for you and add it to your **pension pot**.

You can pay the equivalent of your entire annual salary each year (or up to £3,600 if that's greater) and still get tax relief but you'll need to think about the annual allowance. For most people this is £40,000. If you pay more than that into this and any other pension plans you hold over a tax year, you'll usually have to pay a charge on the excess. The money your employer pays in counts towards your allowance too.

If you have earnings over £200,000 a year, and £240,000 a year when total pension contributions are included, your annual allowance may reduce below £40,000 but it won't be less than £4,000.

When you decide to access your pension savings your annual allowance will be reduced to £4,000 if you make any taxable withdrawals from your plan. You can find out more about this under ‘Can I still pay in to my plan after accessing my pension savings?’.

For more information on the annual allowance, you can visit **www.reassure.co.uk/annual-allowance**.

Can I change the amount I pay in?

You can increase or decrease your regular contributions, but you may have to meet a minimum amount. Your employer may also restrict the number of times you can do this in a year.

You can stop paying in completely but you will need to think about the following:

- our charges could mean that your pension savings are worth less than you have paid in, particularly if you stop contributing during the first few years after joining
- your employer may stop paying in too.

If you’ve been auto enrolled and you decrease or stop paying, your employer must automatically re-enrol you to the minimum amount every three years if you’re still eligible, although you can opt out again if you wish.

What happens to the money I pay in?

The money that you and your employer pay in builds up your **pension pot**. We invest your money in one or more of our **investment funds**.

If you are not comfortable making decisions about investing, you should refer to a Financial Adviser.

If you’ve been auto enrolled and you haven’t made a fund selection, your money will automatically be invested in the **default investment option** for your plan. The **default investment option** is considered suitable for most people, but it may not reflect your personal circumstances or goals. So it’s a good idea to look at the other investment choices and decide whether you want to move your money to a different option.

You can find out more about investing and your fund choices at www.reassure.co.uk/funds.

You’ll be able to move your money into the fund (or funds) of your choice once we have received your first contribution. Please note that if you move your pension pot out of With Profits, a Market Value Adjustment may apply. For more information about this, please see ‘Additional risks if you are invested in With Profits’ .

You should regularly check that you’re invested in the right place, in line with your future plans. It’s really important to do this more regularly as you get closer to accessing your pension savings.

You will not have to pay any capital gains tax or income tax on any investment growth. However, we cannot reclaim the tax paid on dividends from UK companies.

Can I transfer other policies into my plan?

- You can transfer other pension policies you hold with other providers into this plan, but it must be a pension you have not yet used to provide pension benefits.
- There is no limit to the number of policies you can transfer into this plan.

Types of Pension that you cannot transfer into this plan

- **Defined benefit (also known as final salary).**
  - This kind of pension provides a guaranteed income, which is based on your salary. This is a valuable benefit which would be lost if you transfer into this plan. Because of this we've decided not to allow transfers from this type of pension into a Group Personal Pension 2000 Plan.
- **Guaranteed Minimum Pension (GMP)**
  - This is a kind of defined benefit pension built up by contracting-out of the state additional pension in an employer's pension scheme. A GMP provides a guaranteed income amount at age 65 for a man and age 60 for a woman. This is a valuable benefit which would be lost if you transfer into a Group Personal Pension 2000 Plan. Because of this we've decided not to allow transfers from this type of pension into a Group Personal Pension 2000 Plan.
- **Other situations where we won't accept transfer include**
  - These include a pension credit awarded under a pension sharing order, any pension that's got an earmarking order on it and any pension that a bankruptcy trustee has an interest in. There may be other reasons that we can't accept a transfer, if these apply to your transfer we'll let you know.

Pensions we will transfer into a Group Personal Pension 2000 Plan if certain conditions are met

- **Pensions with a Guaranteed Annuity Rate (GAR)**
  - A GAR provides an annuity at a set rate when you retire. This is a valuable benefit which will be lost if you transfer into this plan.
- **You may have to receive advice before transferring a policy with a GAR**
  - If the value of your policy is over £30,000 you'll need to provide proof that you've received advice from a regulated Financial Adviser before you're able to transfer into this plan. For more information on GAR please visit www.reassure.co.uk/pensions/safeguarded-benefits

Find out more

You can find out more about investing and your fund choices at **www.reassure.co.uk/funds**.

You may switch funds at any time. The first 20 switches each year are free and after that, we currently charge £10 for each switch.

What are the charges?

If you invest in one or more of our investment funds, you will pay two types of charges:

1. **Annual management charge (AMC)**

   This charge covers the cost of running your plan, and the cost of administering any investment fund that is managed by ReAssure.

   The AMC is something we agreed with your employer. We work out the charge and take it from your fund daily by cashing in units.

2. **External funds AMC**

   This is an additional charge which is only applied if you choose to invest in a fund that is not managed by ReAssure. This AMC varies from fund to fund. It covers the cost of running the fund and is only applied to the amount of your pension pot that is invested in that particular fund. To find out which investment funds this AMC applies to and what the charges are, please see the fund factsheets which you can view at **www.reassure.co.uk/funds**.

   As an example, if the total Annual Management Charge for your plan was 0.50% and the value of your pension pot was £5,000 throughout the year, we would charge you £25.00 over the course of the year.

   If you've been auto enrolled into your plan, there is a maximum charge that can be applied to the default investment option. ReAssure will never charge more than this.

   If you choose to invest in a fund that is not managed by ReAssure you will pay the external funds AMC as described above.

For With Profits, additional deductions may be required, for example to cover the cost of guarantees and options, and these will be taken into account when we decide the level of bonuses.

Please refer to the enclosed illustration for further details of the charges that apply and how they can affect the value of your policy.

What are my options for accessing my pension pot?

You can take money from your **pension pot** at any time after age 55 regardless of whether or not you've stopped working. But you should think very carefully before proceeding or your money could run out sooner than you think. Reaching the age of 55 is not a deadline to act. Leaving your money invested will give it more time to grow but it could go down in value too.

- **Take it all in one go**

  You can take your pension pot in cash all in one go. A quarter of it will usually be tax-free but the rest will be taxed as earned income.

- **Take it in a series of cash lump sums**

  You can leave your money invested and withdraw it as cash lump sums as and when you wish. The first quarter of each amount you take will be tax-free but the rest will be taxed as earned income. The money left invested has the chance to grow but it could go down in value too. If you choose this option, you may wish to spread your withdrawals over a number of years to minimise the tax you pay.

- **Get a guaranteed income**

  You can take up to a quarter of your **pension pot** as tax-free cash and use the rest to buy a guaranteed regular income. This is known as an **annuity**. **Annuities** have a number of features, for instance you can arrange for payments to continue to your dependants after your death. Smokers and those in poor health usually get better rates because of their shorter life expectancy. The income payments will be taxed as earned income.

Important note: You don't have to limit your choice to one option or provider. You can mix and match your options for each pension pot you have. Or you could use only part of your pension pot and leave the rest to be decided on later. You should shop around to find what's best for you. You don't have to stay with us. Different providers offer different options, features, rates of payment, qualifying criteria and charges.

Where can I get help with these options?

There are a lot of different options available to you when you're considering taking your pension benefits, and some options may be more appropriate for you than others depending on your personal circumstances.

It's important you shop around to see how you can make the most of your money.
You can find out more about the different options available to you, and about shopping around at www.moneyhelper.org.uk, or by calling 0800 138 7777.
MoneyHelper is a free and impartial service set up by the government to help you improve your finances, keep track and plan ahead.

If you're aged 50 or over, we recommend you use the government's free, impartial guidance service, called Pension Wise from MoneyHelper, or get personalised financial advice, before making any decision about which option is most suitable for your personal circumstances. You can make an appointment with one of Pension Wise's specialists at www.moneyhelper.org.uk/pensionwise, by calling them direct on 0800 138 3944 or we can book an appointment for you. We will ask you whether you have taken Pension Wise guidance or regulated financial advice before we proceed with any request from you to take your pension savings.

If you require advice you should contact a Financial Adviser. You can find an Adviser in your area at **MoneyHelper.org.uk/choosing-a-financial-adviser**. You may have to pay for this advice.

Please call us if you're interested in either of these services and don't have access to the internet.

What about the State pension?

You won't lose any entitlement to the State pension if you join your employer's pension plan. The plan is designed to give you an income, cash lump sums or a combination of both on top of any State pension that you're entitled to.

If you decide to opt out of the plan, you should consider if the State pension will be enough for you to live on when you retire.

Can I still pay in to my plan after accessing my pension pot?

Yes, you can continue to make contributions and receive tax relief on them, up to your 75th birthday. Once you reach age 75, you won't be able to make any more contributions to this plan.

Once you have accessed your **pension pot**, the total contributions you can make over a tax year may be limited to £4,000 depending on how you accessed your money. This limit is called the money purchase annual allowance. It applies to any money you and your employer contribute to this plan, and any other pension plans you may have. It will apply from the point that you access your **pension pot**. We'll tell you if it affects you.

Important note: You'll need to tell all other pension plans where you're still building up benefits about this within 91 days of our notification. If the money purchase annual allowance already applies to you, you need to tell us about this, and the date it applied from, no later than 91 days after you join the plan.

Will I pay any extra tax when I access my pension pot?

You'll only pay extra tax if the total value of all your pension savings is more than the Lifetime Allowance (LTA).

This means that if the total value of your pension savings is greater than the LTA you'll pay a tax charge of up to 55% on anything over this amount. Your LTA may be higher than the standard if you have one or more of the LTA protections.

You can find out more about the LTA at **www.reassure.co.uk/lifetime-allowance**.

What will my pension pot be worth?

What your **pension pot** will be worth when you want to start accessing it will depend on a number of factors:

- How much you and your employer have paid in.
- When you choose to access your pension savings. The longer you leave your money invested, the longer it will have the opportunity to grow. Remember, the value can go down as well as up.
- How the **investment fund** or funds that your money is invested in perform.
- You'll also need to consider how much you have been charged.

Each year we'll create a statement for you setting out how much has been paid in and what your **pension pot** is worth.

After I've joined, can I change my mind?

Yes. After you have joined the plan, we'll send you a letter containing details of what you will need to do if you decide to cancel and ask for any money back that you have paid. The letter includes a 'cancellation notice' and if you decide to cancel, you will need to complete this notice and post back to us within 30 days of receiving it.

Can I change my mind if I've made a transfer or one-off payment?

Yes, if you've made a one-off payment on joining or on a transfer. After we've accepted your application we'll send you a notice of your right to cancel. If you change your mind, you'll have to complete and return the cancellation notice to us at the address shown within 30 days after you receive it.

If I cancel, what happens to the money in my pension pot?

This depends on how the money was paid in:

- **Regular payments**

  If you've made a regular payment from your salary, it will be returned to you in full. Any contribution made by your employer will be returned to them. If you contributed to your pension pot through salary sacrifice any money paid in will be returned to your employer. If this applies to you, please speak to your employer about what will happen next.

- **One-off payments**

  If you joined by paying in a one-off amount, it will be returned to you. If you've paid in a one-off amount through bonus sacrifice it will be returned to your employer. However, the amount we return will reflect any fall in the value of the investment fund or funds that your pension pot was invested in.

- **Transfer payments**

  If you have transferred money from another pension scheme to this plan, we will do everything we can to return this amount to your previous scheme.

  Each time you transfer pension savings into your employer's plan, you will have 30 days from the date of us allocating each transfer payment to cancel and ask us to return this transfer payment to your previous plan. This money cannot be returned directly to you. The amount that we'll return will reflect any fall in the value of the investment fund or funds that your pension pot was invested in.

  Please bear in mind that the administrators of your previous plan don't have to accept the transfer back. If they don't, you'll have to find another provider or any money that you transferred will remain in this plan.

When we return any money to you or your employer, we'll also return any charges that have been taken.

Important note: If you don't cancel within 30 days your money must remain invested in your pension pot until you take your benefits.

If you've been auto enrolled, you can opt out within one month of joining. You'll get your money back and be treated as if you had never joined the plan. If you don't opt out within one month of joining, you can stop contributing at any time. If you do this, both your contributions and any made by your employer up to that point will remain invested in your **pension pot** until you take your benefits.

What happens if I die before I access my pension savings?

We'll normally pay the value of your policy as a lump sum. We'll decide who to pay the lump sum to taking into account your personal circumstances when you die, and whether you've nominated anyone to receive the lump sum. If you've put your plan in trust, we'll pay the lump sum to the trustees.

Alternatively, if there's no trust and you're survived by a dependant, they'll have the option of converting the policy value into an income for the rest of their life.

If you're under age 75 when you die:

- We'll pay the death benefits tax-free as long as we're in a position to pay them within two years of being notified of your death.
- The value of the death benefits must be tested against your LTA. Your personal representatives are responsible for working out if there is a lifetime allowance charge.
- If a lifetime allowance charge is due, the beneficiary who received the lump sum or income will have to pay the charge.

If you're aged 75 or over when you die:

- All death benefits are taxable. We'll deduct tax before we make the payment. The final amount of tax due will depend on who ultimately receives the benefit.
- The LTA doesn't apply.

What about stakeholder pensions?

If you haven't been auto enrolled, stakeholder pensions are also available. A stakeholder pension may be at least as suitable for your needs as the Group Personal Pension 2000 Plan. If you would like further information you should speak to a financial adviser.

You should be aware that your employer may choose to only pay money into a Group Personal Pension 2000 Plan.

Key Features – Further information

This section aims to give you more information about ReAssure and the plan, in addition to the Questions and Answers section.

About ReAssure

ReAssure Ltd is part of the Phoenix Group

Our permitted business is the undertaking of ordinary long-term assurance business in the United Kingdom, namely life assurance, pensions, income protection and annuities.

You can check this on The Financial Services Register by visiting the FCA's website **register.fca.org.uk**.

About our service

- We'll only communicate with you in English. The law of England will apply to any disagreements about the policy.
- We are not authorised to provide advice or make personal recommendations. We can only provide you with factual information. This means that you make your own decision and tell us what you want us to do after reading the information we send to you.
- If you take out a product without receiving advice, you're responsible for determining if the product is suitable for you. You may not be able to refer a complaint to the Financial Ombudsman Service if you later find this product is not suitable for you.

Compensation

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our responsibilities. The FSCS currently covers 100% of the total claim. You can get more information about compensation arrangements from the FSCS by visiting **www.fscs.org.uk**.

Tax

You can find more information about tax and pensions in the Pensions Tax manual at **www.gov.uk/hmrc-internal-manuals/pensions-tax-manual**.

Valuing investment funds

We value **investment funds** frequently to enable us to treat all policyholders fairly. For more information please see our 'Guide to Unit Linked Funds', which is available on our website.

Potential Conflicts of Interest

ReAssure is committed to upholding market integrity and fostering a culture that ensures the fair treatment of our retail customers. As part of this ReAssure identifies any instances where there could be a conflict between our interests and those of our customers or between the interests of different customers.

ReAssure will always try to ensure there is no detriment to our customers. In the very unlikely event the conflict cannot be prevented, we will disclose it before you commit to taking this product.

If you'd like further details on our conflict of interest policy, please contact us.

Questions and complaints

If you have any questions or need more information about your policy, or if you want to make a complaint, you can contact us using the details below.

In writing:

ReAssure
Customer Services Department,
Windsor House,
Telford Centre,
Telford,
Shropshire, TF3 4NB

By phone:

0800 073 1777

We have a complaints procedure, and you can ask us for a copy of this.

If you are not happy with how we deal with your complaint, you can then complain to:

The Financial Ombudsman Service
Exchange Tower
London E14 9SR.

You can also contact them by phone:

0800 023 4567

If you contact the Financial Ombudsman Service, or make a complaint, it will not affect your right to take legal action.

Terms explained

Annuity

An annuity is a product that provides you with an income when you come to take your money from your pension pot.

You can use the value of your pension pot to buy an annuity from an annuity provider. You will then receive an income for the rest of your life, or for a fixed term. How much income you'll get depends on a number of things including how much your pension pot is worth and the annuity rate at the time you come to buy one.

Don't forget that you can buy an annuity from whichever provider you choose and it pays to shop around for the right deal for you.

Default Investment Option

The default investment option is an investment which has been designed to meet the needs of most members of a pension plan. Initially, your pension pot will automatically be invested in the default option but you can move it later if you wish.

Your employer will be able to tell you what this is for your plan.

Investment Fund

Your pension pot can be invested in one or more investment funds. Investment funds are controlled by a fund manager and invest in a range of different things with the aim of helping your money grow or preserving its value. You can find out more about investment funds by going to **www.reassure.co.uk/funds**.

Pension Pot

Your pension pot is the value of the total amount of money that you have in your plan. From age 55 you can access your pension pot and use the money you've built up over the years to provide an income, cash lump sums or a combination of both.

Units

Investment funds are divided up into units. When you invest in a fund, your money is used to buy units in it. The price of units can rise and fall. The total value of your pension pot can be calculated by multiplying the number of units you hold by the price of each unit.

These Key Features (EP715 version 3.0) are a guide to the product. They are based on ReAssure's understanding of the Law of England and HMRC practice as at March 2022. Full details are contained in the policy document, which is the legally binding contract between you and ReAssure.