

THE PERSONAL PENSION

CHARGES

Charges as at 1 July 2023.

Applicable to contracts issued from 6 April 2006

CHARGES

Our charges

Charge	Amount	Payment Frequency	More Information
Annual charge	0.5% of the value of your policy, up to £195	Payable on each anniversary.	Waived if the fund value is £100,000 or more at the point at which the fee is due. See Note 2.
Annual fund management charge	% of fund depending on the fund(s) chosen	1/365th of the appropriate Annual fund management charge is deducted daily and allowed for in the unit price.	Some funds may be subject to fund expenses, which can vary frequently, and are in addition to the Annual fund management charge. They are deducted from the underlying fund on a daily basis and are reflected in the unit price. Please see the Individual Pension Plan fund list at phoenixwealth.co.uk/literature for more information.

Additional Drawdown/withdrawal charges

Charge	Amount	Payment Frequency	More information
Capped drawdown charge	0.5% of the value of your policy, up to £195	Payable when you start Capped drawdown and on each anniversary of that date.	See Note 1 and 2
Capped drawdown charge – subsequent tranche	£0	A one-off charge payable if we need to set up an additional Capped drawdown tranche. (e.g. on transfer in of funds already in Capped drawdown).	See Note 1
Flexi-access drawdown charge (including Drip feed drawdown)	0.5% of the value of your policy, up to £195	Payable when you start Flexi-access drawdown and on each anniversary of that date.	See Note 1, 2 and 3
Flexi-access drawdown charge (including Drip feed drawdown) – for customers in Flexible drawdown prior to 6 April 2015	0.5% of the value of your policy, up to £195	Payable on each anniversary of the date you entered Flexible drawdown. (There is no charge to convert to Flexi-access drawdown).	See Note 1, 2 and 3
Lump sum withdrawal charge	£0	A charge taken when part or all of the pension fund is taken by an Uncrystallised Funds Pension Lump Sum (UFPLS).	See Note 2, 3 and 4

INFORMATION YOU NEED TO KNOW

We will deduct all charges, other than fund management charges, by cancelling units in the funds you hold. This will reduce the value of your policy.

All charges expressed as a monetary amount (including the £100,000 waiver qualifying amount) may be increased annually in line with the Average Weekly Earnings Index (or other suitable index), normally on 1 July.

We reserve the right to amend our charges and will notify investors accordingly. If changes to our charges are proposed, for any reason other than stated above, we will write to you no less than 30 days before implementation with our reasons.

You can refer to your **The Personal Pension policy provisions** to find information on the product details and terms.

We do not charge for transfers out, however if you transfer, you might incur a charge from the receiving scheme.

This document is subject to and should be read with **The Personal Pension policy provisions**. If you have any questions, please contact your financial adviser.

1. Drawdown charge

Money can be placed into drawdown pension in stages or you may make a future transfer of funds already in drawdown pension. The annual drawdown charge covers all amounts in drawdown pension.

If you convert from Capped drawdown to Flexi-access drawdown, the Flexi-access drawdown charge is payable at conversion and on each anniversary of that date.

Ad-hoc drawdown payments are currently free of charge. However, we reserve the right to levy a charge in the future. Our position may change if for example our costs increase. If it is proposed that we impose a charge for ad-hoc income payments we will write to you about the charge and the reasons for it at least 30 days before the charges are made.

If you use up your drawdown pot, we'll no longer take these charges from your policy, unless you move more money into that pot.

2. Multiple charges

If you're subject to both the annual and drawdown charges, we've capped the maximum amount you'll pay at £265.

This charge cap limit will increase each year in line with the Average Weekly Earnings Index, but we will never charge you more than 0.5% of the value of your pension pot.

This cap doesn't apply to investment related charges; the annual fund management charge and annual fund expenses. These are separate charges that apply to your

chosen investments.

The flexi-access and capped drawdown charges will only apply when you have funds in your drawdown pot, and will only be taken from that pot.

3. Drip feed drawdown

Should you take funds via drip feed drawdown this will incur the annual flexi-access drawdown charge, payable annually from the date drip feed starts.

However, if you already have a flexi-access drawdown element the charge is payable on the anniversary of the date flexi-access (or flexible) drawdown first started. The charge is payable throughout the drip feed period.

The flexi-access drawdown charge will be taken from the drawdown fund, if there is sufficient value, after any taxable income has been paid. If, during drip feed, there is insufficient value to take the charge from the drawdown fund (for example, where the full income amount consisting of both the tax-free and taxed element is taken, and there was no drawdown fund previously) then the charge is taken from the uncrystallised funds.

If drip feed stops leaving no flexi-access drawdown funds, then the annual flexi-access drawdown charge stops. If drip feed stops leaving some flexi-access drawdown funds, then the flexi-access drawdown charge continues to be deducted annually from the drawdown fund.

Please refer to the **Pension benefits guide** for further information on taking drawdown benefits.

ADVISER PAYMENTS

Adviser charges

You can agree with your financial adviser the best way to pay for their advice and services you receive.

You can do this either:

- directly, in which case you need to speak to your financial adviser about the options available to you
- through the money you invest in your policy. If you choose this option, then the following table shows the type of adviser charges you can agree to pay. Under this option, we act only as the facilitator of these charges by deducting them from your policy to pay your financial adviser. The arrangement as to the amount and frequency of charges is between you and your financial adviser.

Type of adviser charge	When can it be paid	Type of payment	Duration and frequency
Initial Adviser Charge	This can be paid on single and regular contributions, transfers in and commencing drawdown.	A fixed amount or a percentage of the value of the transaction.	A one-off payment that will be deducted at the time of the transaction. The exact timing will depend on the type of transaction and whether you opt for a fixed amount or percentage.
Spread initial Adviser Charge	This can only be paid on regular contributions.	A fixed amount or a percentage of the value of annualised contributions.	Spread over a period of time chosen by you, but must end before your selected retirement age. It is deducted from your policy each month.
Ongoing Adviser Charge	A regular payment for ongoing advice and services your financial adviser has agreed to provide you with.	A fixed amount or a percentage of your policy's value, calculated on the day the payment is due.	Paid monthly, quarterly, six monthly or annually for the full term of your policy or until you cancel the instruction to deduct this charge.
Ad hoc Adviser Charge	<p>You can agree with your financial adviser for a one-off payment to be made as and when you receive advice or services.</p> <p>If you expect this to happen often, you can authorise your financial adviser to receive a number of ad hoc payments up to a maximum amount each year. This is known as the ad hoc adviser charge limit.</p>	A fixed amount of money.	<p>Unless you have set up an ad hoc adviser charge limit, you must instruct us each time you want us to pay your financial adviser.</p> <p>If you have set up an ad hoc adviser charge limit your financial adviser will instruct us to deduct an amount of money each time they provide you with a chargeable service.</p> <p>The maximum limit applies each year for the full term of your policy*.</p>

* We will confirm to you each time we make a payment to your financial adviser. We will not make any payment if the request would mean the payments made would be above the yearly maximum set.

We will deduct all adviser charges by cancelling units in the funds you hold. This will reduce the value of your policy.

To allow us to facilitate the payment of adviser charges through your policy, you will need to complete an **Adviser charges payment request** form, available from your financial adviser; for a one-off ad hoc adviser charge you just need to write to us. We will only make a payment to your financial adviser when there is sufficient value in your policy to cover the payment in full.

You can amend or cancel any adviser charges being taken from your policy by writing to us at any time, although you will then need to agree with your adviser how you will settle any outstanding charges.

Where you have agreed to pay your financial adviser through your policy, adviser charges will be detailed in your illustration.

Depending on when you took out your policy you may also be paying for advice through Flexible Adviser Remuneration (FAR). If this applies to you, please see the section 'Previous adviser remuneration options' opposite.

Previous adviser remuneration options

Adviser charging was introduced on 19 November 2012. Before adviser charging was introduced we paid remuneration to financial advisers through FAR. If your policy started before then, you may have chosen none, one or both of the following options:

- FAR initial payment
- FAR renewal payment.

It is no longer possible to set up new FAR arrangements, or increase existing FAR arrangements. New payments to financial advisers will need to be made through adviser charging. Existing FAR arrangements can continue along with any new adviser charges.

Initial payment

You may have agreed with your financial adviser for an initial payment to be made from your policy. If so, the payment will have been either a percentage of contributions or a monetary amount, deducted from your policy either at outset or when regular contributions are received. If you continue to make regular contributions where FAR is applicable, it will continue to be deducted when each contribution is received in your policy.

Renewal payment

You may have agreed to pay renewal payments to your financial adviser for ongoing advice you receive for your policy. If so, these will continue. These payments are deducted from your policy at agreed intervals and will be either a percentage of the fund or a monetary amount. You can agree with your adviser to stop renewal FAR and replace it with an adviser charge.

FINANCIAL ADVISER

For more information about The Personal Pension and the options available to you, please speak to your financial adviser.

Please note that financial advisers use a variety of different ways to charge you for their services and you will be liable for any charges incurred. Please ask your financial adviser for full details of these charges.

If you do not have a financial adviser and would like to speak to one in your area, you can visit **unbiased.co.uk**.

CONTACT US

If you would like more information about your policy, please:

Call us on **0345 129 9993**

Available 8.30am – 5.30pm, Monday to Friday. As part of our commitment to quality service and security, telephone calls may be recorded.

Email us at **customerservices@phoenixwealth.co.uk**

Please be aware that emails are not secure as they can be intercepted, so think carefully before sharing personal or confidential information in this way.

Visit us here **phoenixwealth.co.uk**

Write to us at

Phoenix Wealth, Unit Linked Life & Pensions, PO Box 1393, Peterborough, PE2 2TP