KEY FEATURES OF THE RETIREMENT WEALTH ACCOUNT

RETIREMENT

keyfacts®

Important Information

The Financial Conduct Authority (FCA) is a financial services regulator. It requires us, Phoenix Life Limited, to give you this important information to help you to decide whether the Retirement Wealth 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.

The date we produced this document is shown on the last page. If you are not sure if you have the latest version contact your financial adviser.

Applicable to plans issued after 2 September 2016

You need to be comfortable that you understand the benefits and risks of this Plan. The purpose of this document is to help you to make an informed decision.

However, it doesn't include all the definitions, exclusions, and terms and conditions. We include these in the **Retirement Wealth Account - Terms & Conditions**.

You must get financial advice before the Plan commences. After the Plan has commenced we may also require that you get financial advice for certain transactions.

Please read this document with the enclosed illustration.

For more information

Throughout this document we make reference to a number of additional documents which contain more detailed information about the risks and features of this product. The titles of these documents appear in **bold** type. You can ask your financial adviser or call us on 0345 129 9993 for copies.

CONTENTS

IMPORTANT INFORMATION

What is the Retirement Wealth Account?

The Retirement Wealth Account is a long term investment plan designed to allow you to build up your retirement fund.

The Retirement Wealth Account is written under the Wealth Personal Pension Scheme A which is a Registered Pension Scheme.

Who can open a Retirement Wealth Account?

You must be at least 18 years of age and prepared to invest until you are eligible to take your benefits. If you are 75 or over you can still transfer in from another Registered Pension Scheme but will not be able to make additional contributions.

Should you consider the Retirement Wealth Account?

You should consider this plan if you want to invest for your retirement. However, if your employer offers any other pension plans, you should consider them first before deciding to invest in the Retirement Wealth Account.

Its aims

- To help you build up a sum of money in a tax efficient way which can be used for the provision of income when you take benefits, or if you prefer, a reduced level of income and a tax-free lump sum.
- To allow you to provide a lump sum and/or income for a beneficiary (such as your wife, husband, civil partner) on the event of your death. If you choose to do this, it may mean you receive a lower initial level of income.

Your commitment

- To make regular and/or one-off contributions or transfers into the plan. There is no minimum contribution.
- To understand that your money remains invested until you decide to take your benefits. You cannot normally take these benefits before age 55 (rising to 57 from 6 April 2028).
- To tell us if you stop being eligible for tax relief on your contributions. For example if the sum of all of your pension payments in a tax year is greater than your earnings for that tax year.
- To tell us if you stop using or change your financial adviser.

Risks

Many things could happen throughout the life of your plan. The value of your investment can fall as well as rise, is not guaranteed and could be less than the money paid in.

General risks

The level of benefits you could get back may be less than shown in your **Illustration** if, for example:

- charges have been higher than assumed
- you and/or your employer have stopped paying into your plan or there has been a break in contributions paid
- if the growth of the selected fund(s) does not cover the plan charges, then this will reduce the value of the investment
- tax rules change. The tax information provided in this document is based on our interpretation of current tax legislation which is subject to change and individual circumstances
- if you buy an annuity, annuity rates may be lower when you retire and rates can change over time, fluctuating up and down. Therefore annuity rates applicable at retirement may be lower than those illustrated.

Investments

The Retirement Wealth Account allows you to invest in a wide range of Funds. Each of these will carry its own investment risks.

It is not possible to go into the detail of every risk that could affect the investments you hold. We recommend that your plan is actively managed by an investment expert. You should discuss this and the risks relating to the particular investments you are considering with your financial adviser or your investment advice manager (if you have appointed one).

If you are transferring to the Retirement Wealth Account there are other risks to be aware of. Please see the section 'Can I transfer money in from another pension scheme?' on page 6 for more details.

Some of the Funds you can invest in may carry additional risks because of the types of asset they may hold. For instance, where a fund invests in emerging markets, the investment may not be regulated as strictly as in the UK and the assets held may be harder to sell. Or there may be a delay in accessing your money if you invest in funds holding assets that might take longer to sell, for example property.

Or because Funds invest in underlying funds their unit price will fall or rise depending on whether the underlying fund is selling or buying assets.

Included within the range of Funds available are funds operated by other life insurance companies. In the event that any of these other life insurance companies failed to meet their obligations in relation to the Fund, arrangements are in place to enable us to recover your investment. If we are unable to fully recover your investment, the value of your units would be reduced to the amount we are able to recover.

Switches out, or surrenders from, Funds investing in assets that cannot easily be sold may be deferred indefinitely.

Taking benefits

Taking benefits before the nominated benefit date you chose when you joined the Scheme may lead to a shortfall in the projected value of the fund and/or income in the future.

By taking income or an Uncrystallised Funds Pension Lump Sum (UFPLS) from your pension fund, together with any charges, you are reducing the value of your pension fund and potential for future growth – particularly if you take high levels of income and/or investment returns are poor. The value of the fund could fall below the amount originally placed in drawdown and could even run out sooner than illustrated.

Taking high levels of income though drawdown, or large UFPLS payments, could be unsustainable and could exhaust the fund. With capped drawdown the maximum income that can be taken must be regularly reviewed and may reduce over time, particularly if a high level of income is being taken.

Withdrawing your entire pension fund as a lump sum through drawdown or UFPLS will fully encash your pension meaning your Retirement Wealth Account will not be able to provide you with any further retirement income.

If you take UFPLS, or move funds to drawdown in stages, this could also impact any protected tax-free cash lump-sum that you may have.

Tax treatments are subject to change and individual circumstances. You will be taxed at your marginal rate when taking an income. Taking high income and/or lump sums may mean you will pay more tax, and could cause you to enter a higher tax bracket.

Taking money from your pension savings may affect your means tested benefits. This may result in the loss or reduction of other benefits. If you are unsure, you should get advice.

The value of investments may fall as well as rise and is not guaranteed. This means:

- if the investment growth does not cover the charges and any income the value of the investment will reduce
- the value of your benefits could be lower than the amount we have illustrated if the investment performance is lower than assumed.

You can find more information about the pension benefit options on page 9.

QUESTIONS AND ANSWERS

Is this a Stakeholder Pension?

No. The Retirement Wealth Account is not a Stakeholder Pension.

Where a Stakeholder Pension is available it may meet your needs at least as well as this plan. You should discuss this with your financial adviser.

Can I change my mind?

Yes. Once you decide to proceed with your plan, we will issue a welcome pack confirming acceptance. This will include a cancellation notice and you will have 30 days in which to change your mind.

If you do change your mind and wish to cancel, you should write to us quoting your plan number. Please see the address details on the back cover.

If you don't cancel within 30 days your plan will continue in accordance with the plan's **Terms & Conditions** and charges will be deducted as shown in your **Illustration**. The transfer value available at a later date will be reduced by the effect of these charges.

Contributions

If you cancel within the 30 day cancellation period any regular contributions that you have paid will be returned to you. For any single contributions or transfer values received, the amount we return may be less than the amount invested if your investment has fallen in value before we receive your cancellation notice. If the value of your investment has increased before we receive your cancellation notice, we will return the original value of any contributions. Any contributions made by your employer and/or third party, will be returned to them, and transfer values will be returned (where possible) to the scheme you were transferring from.

Any charges we have taken up to the point we receive your notice to cancel the plan will be refunded as applicable. Fees charged by third parties (for example, if you have appointed an investment advice manager) may still be deducted.

Any adviser charges we have taken from your plan and paid to your financial adviser, up to the point we receive your notice to cancel the plan, will be refunded in full. Your financial adviser will be responsible for paying back to us any payments we have made to them. You may still be liable to pay your financial adviser for the advice or services you have received, and you will need to discuss with your financial adviser how these will be settled.

Transfer payments

If you cancel a transfer into the plan from another Registered Pension Scheme, the original transferring scheme doesn't have to accept a return of the transfer payment, in which case you will need to find an alternative provider to transfer the payment to.

For any transfer from a defined benefits arrangement (e.g. final salary scheme), we will apply for the transfer value during the cancellation period of 30 days. However, we will ask the transferring scheme not to send the transfer value until the cancellation period has expired.

Drawdown

If you cancel a request to start taking drawdown, you must return any tax-free lump sum along with any income payments we have made to you. We will then wait for instructions from your financial adviser as to how to proceed.

What are the charges?

The **Illustration** you have been given shows the charges for your plan. The **Illustration** also shows how charges reduce the potential for growth over the term shown.

Our product charges vary depending on the investment options you have selected along with any other features of the plan.

All product charges expressed as a monetary amount (including any qualifying threshold amounts) will normally be increased annually, in line with the Average Weekly Earnings Index (AWEI), or other suitable index, on 1 July. If product charges increase, for any reason other than an AWEI increase, we will endeavour to give you at least 30 days' notice of this change.

Investment and fund management charges vary depending on the investments you make, hold and sell throughout the life of your plan.

We do not impose penalties for early retirement, varying contributions or transferring to another provider. However there may be some outstanding charges to pay. The receiving scheme may also apply its own charges.

Adviser charges

You will also need to agree with your financial adviser any charges for the advice and services they have provided to you in relation to your plan, and how these will be paid.

You can ask us at any time to stop paying your financial adviser through your plan, but you will be responsible for settling any outstanding charges directly with them.

If selected and applicable, the investment advice manager will also apply their own set of charges.

A full explanation of all applicable charges is shown in the **Charges** leaflet. You should ensure you understand what these charges are and what you have agreed to pay. Charges for this plan are likely to be higher than for a Stakeholder Pension.

Changes to charges

There are a number of circumstances that could lead to an increase in the charges, such as tax rule, legislative or regulatory changes, or staff and overhead costs (which are reasonable in amount and reasonably incurred) being higher than we expect. In some cases the costs of using 'third parties' could be more than we expected. A third party is any party which is not Phoenix Life Limited. If any of this happens, and increases are outside the normal expectation set by us (i.e. not in line with earnings increases), we will write to let you know.

Any proposed changes to adviser charges will need to be agreed separately between you and your adviser. Where you have agreed for adviser charges to be paid through your plan, it will be your responsibility to notify us of any change to the adviser charges that you have agreed with your adviser.

MAKING CONTRIBUTIONS AND TRANSFER PAYMENTS

What contributions can I make?

How much you can pay in depends on how much you earn and how much you have paid into this and other pension plans in the same tax year.

Your employer and/or third party can also make contributions to your plan. There is no limit on the contributions that can be made by your employer, but there is a limit on personal contributions (those paid by you or others on your behalf).

If you are a non-earner the most you can pay into your plan is £3,600 a year. The plan will only accept personal contributions that are eligible for tax relief. You can find more information about contributions eligible for tax relief in our **Tax and your Pension** leaflet.

Each new contribution source may attract its own specific charges. Like the initial investment, the additional investment's value can also fall and rise and is not guaranteed.

Contributions can't be made on or after your 75th birthday.

Regular annual and monthly contributions must be paid by direct debit. Single contributions must be made by cheque or by bank transfer from an account in the name of the payer.

Can I stop, vary or restart contributions?

Yes, you can stop making or vary the amount of contributions at any time. You should note that fewer and/or reduced contributions will reduce the fund available at retirement.

Although the plan continues to stay invested, any charges and, if applicable, adviser payments will continue to be deducted from your plan. If you've not held your plan for long, or its value is small, the ongoing adviser payments and charges may significantly reduce the future value of the fund and there is a possibility the deduction of adviser payments and charges may reduce the value of your plan to zero.

You can restart contributions provided you are still eligible to do so.

You can request an **Illustration** showing the effects of varying, stopping or restarting your contributions at any time. You can speak to your financial adviser for more information.

Can I transfer money in from another pension scheme?

Yes. You can transfer pension funds into the plan providing they are acceptable to us. However, your previous pension scheme or any alternative new arrangement, may offer valuable guarantees which this plan cannot match. You should speak to your financial adviser to find out the risks and potential benefits of transferring.

If you do transfer from another pension scheme you should be aware that:

- we require you to take financial advice before applying to transfer pension benefits to the Retirement Wealth Account from a defined benefits arrangement (e.g. final salary scheme), or certain occupational pension schemes
- we will not accept transfers against the advice of your adviser where the transfer is from a defined benefit scheme or a defined contribution scheme which has safeguarded benefits
- if you transfer as cash you'll be out of the market until the transfer is complete. You won't lose out if the market falls but your money won't be subject to any income or growth if the market rises in this period. If you're transferring funds you'll remain invested during the transfer. You'll be unable to switch or sell these funds while the market falls or rises during this time
- the benefits you receive from the transfer could be less than those you would have received under your previous pension scheme
- if you are joining or have recently joined a new company who offers a pension scheme, you may be better off transferring the value of any existing pension schemes into that scheme
- if you decide to cancel the transfer it may not be possible to return the transfer value to the original pension scheme
- if you are aged 75 or over and transfer in from another pension scheme you will not be able to make additional contributions to the plan.

MAKING INVESTMENTS

Where can I invest?

You can only invest in Funds provided by Phoenix Life Limited.

Our Funds invest in different types of assets, which tend to fall into four main categories: Money Market, Fixed Interest, Property and Shares.

What are units and unit-linked funds?

The Funds are unit-linked funds. A unit-linked fund is where your money is pooled together with other investors' money and used to buy units in an investment fund. An investment fund is divided into equal units. The number of units you receive will depend on how much you invest and the price of units at the time you buy them.

To determine the value of your holding in the fund, multiply the unit price by the number of units held. The value of your holding in the fund can go down as well as up and is not guaranteed which means that the benefits you receive could be less than shown in your **Illustration** and could be less than the amount paid in.

The valuation method we use for the pricing of units can change from time to time. If we do change the unit pricing method this could result in a lower unit price (e.g. on property funds potentially by around 7-8%). You can find more information in our **Individual Pension Funds - Fund Dealing Guide**.

Can I change between my investments?

You can switch between Funds. At present there is no charge to switch funds however, we have the right to impose a charge in the future in accordance with section 3.7 of the **Terms & Conditions**.

We also have the right to delay or refuse the switching of funds, as well as limiting the number of switches. We may only do this in certain circumstances - please refer to sections 3.7 and 3.14 of the Terms & Conditions for details.

How will I know how my Plan is doing?

We will send you a yearly statement showing the contributions made and the current value of your plan.

Your financial adviser can also obtain these details online at any time during the year.

You can also contact us to get a statement at any time using the details on the back cover.

Can I transfer my Plan to another pension scheme?

Yes. You may transfer your plan's value to another Registered Pension Scheme or Qualifying Recognised Overseas Pension Scheme with either another provider or a new employer. You should seek financial advice before considering any transfer.

If you have agreed to pay adviser charges through your plan, any outstanding payments will not be made. You will need to agree with your financial adviser how these charges will be settled.

TAKING BENEFITS

You have different options when it comes to taking benefits. You should speak to your financial adviser for help in deciding which one suits you best. This is important as 'shopping around' with other pension providers could help you obtain products that are more appropriate for your needs and circumstances and may offer a higher pension income or lower charges.

MoneyHelper publish a consumer factsheet, 'Your pension – your choices', which is available on their website, www.moneyhelper.org.uk. You can also refer to Pension Wise, a service from MoneyHelper. This is a government backed service available to anyone over the age of 50. Pension Wise is free and provides impartial guidance about pension choices. You can contact Pension Wise via their website, www.moneyhelper.org.uk/pensionwise or by telephone, 0800 138 3944.

When can I take benefits?

You can take benefits from your plan at any time from your 55th (57th from 6 April 2028) birthday onwards. It may be possible to take the benefits earlier than this in the event of ill-health or for protected pension ages. You do not have to stop working to take benefits.

How can I take benefits?

You can use part or all of your pension fund to take benefits.

Of the part used, normally up to 25% is payable immediately as a tax-free lump sum and the remaining 75% of the amount used placed in drawdown or used to purchase of an annuity.

Once the funds are placed into drawdown, you can take as little or as much as you want at any time while it remains invested. You could, for example, take the whole fund as a one off amount or make regular withdrawals from your fund over many years.

Through drawdown, any fund not immediately taken as income will remain invested in your chosen funds within the scheme which means there is a risk involved due to market movements. As such the value of your fund could fall as well as rise and is not guaranteed.

A lifetime annuity is a product that will give you a guaranteed regular income for as long as you live. The amount of the annuity payable will depend upon the type of annuity purchased, the provider selected and your health. Annuity providers may apply a minimum fund size for taking such business.

Both drawdown and annuity payments are taxable as income. You will pay tax on the income based on your personal tax circumstances at the time it is paid.

We also offer drip feed drawdown, where you can ask for an amount to be placed into drawdown regularly. You will be given a choice at the outset of having each drip feed amount either fully paid (normally 25% of amount is tax free with balance taxable as income) or partially paid (only your tax free entitlement is paid leaving the balance held in the drawdown fund to be taken at a future time).

Any regular payments set up under a drawdown option can be amended at any time, but once purchased an annuity income cannot be amended.

You can also use all or part of your pension fund to take a lump sum, through an Uncrystallised Funds Pension Lump Sum (UFPLS). The first 25% of the amount taken will be tax-free and the remaining 75% is payable as taxable income at the same time.

Any part of your pension fund not taken will remain invested in your chosen funds within the scheme which means there is a risk involved due to market movements. As such the value of your remaining fund could fall as well as rise and is not guaranteed.

We recommend that you review your pension arrangements (including the level of income or UFPLS you are taking) regularly to make sure they remain sustainable and suitable for your needs and circumstances.

You are advised to speak to your financial adviser to assess what is most appropriate for you.

Can I transfer to another provider?

You can transfer your pension fund to another Registered Pension Scheme. Other Registered Pension Schemes may allow additional retirement options and you should speak to your financial adviser to assess whether this is appropriate for you.

If you have agreed to pay adviser charges through your Policy, any outstanding payments will not be made. You will need to agree with your financial adviser how these charges will be settled.

Are there any guarantees?

The Retirement Wealth Account does not offer any guarantees however some retirement products, such as annuities, do.

What happens when I die?

We will use the full value of your remaining fund to provide a lump sum or income for your beneficiaries.

There is more information about providing death benefits in the **Death benefits option** form.

When we receive written notification of your death, payment of any adviser charges from your plan will stop. Any outstanding payments that are due to your financial adviser may still need to be settled. Your personal representatives will be able to authorise a one-off ad hoc adviser charge to be paid from your plan by writing to us.

For more details about the pension benefit options available to you please read the **Pension benefits guide** available at **phoenixwealth.co.uk**.

TAX

The following tax information is based on our interpretation of current UK law and HM Revenue & Customs ('HMRC') practice. This is subject to change and your individual circumstances. You should not treat it as legal advice or rely on it as a statement of law. We cover all of these tax issues in more detail in our **Tax and your pension** leaflet.

Does money paid into the scheme receive tax relief?

You are normally entitled to tax relief on the contributions you make.

If you pay tax above the basic rate, you can claim further tax relief. You can do this through your self-assessment tax return, or, if you don't complete a return, you can contact HMRC.

You will not receive tax relief for either transfer payments or employer contributions.

You may be subject to a tax charge if the total amount paid into all your pension plans, together with the increase in the value of certain types of pension benefits exceeds either of:

- the annual allowance
- the lower money purchase annual allowance applicable where you have taken certain retirement benefits.

Are there any tax implications while my money is invested?

Any growth in the value of the Funds you choose is free of UK taxes on capital gains as long as it remains invested.

If any Fund holds overseas investments then they may be subject to the tax rules in that country. The tax will be charged to the appropriate Fund.

What about tax when I take my benefits?

The amount of tax due will depend on how you take benefits and your own personal circumstances.

HMRC also sets a limit for the total amount of benefits you can take. This is called the Lifetime Allowance. If the total value of all your pension funds when you take your benefits is above the Lifetime Allowance, the excess may be subject to income tax. For further information, please visit **www.moneyhelper.org.uk**.

What about tax when I die?

There are a number of options for you to distribute your fund. You should read the **Death benefit option** form for more information.

The uncrystallised value of your plan will also be measured against your remaining lifetime allowance. If it exceeds the lifetime allowance limit, we will notify HMRC of any excess benefits and any recipients may be subject to PAYE tax at their marginal rate.

You can give us death benefit instructions, and change them, at any time. However, there are tax implications you should consider. You should discuss this with the financial adviser before giving us any instructions.

FURTHER INFORMATION

Your status

Phoenix Life Limited (PLL) will treat you as a retail client. This means that you may have the highest degree of protection available under the FCA rules. This includes access to complaints and compensation procedures. However you will not be covered for wrong advice unless this product was personally recommended to you by a financial adviser authorised by the FCA.

Law and language

This plan is governed by the law of England and Wales. Your contract will be in English. We'll always write and speak to you in English.

How to complain

If you are not satisfied with any aspect of the service that you have received from us, please contact us using any of the methods detailed on the back page. Information regarding our formal complaints procedure is also available from the same contact points.

Complaints that we cannot settle may be referred to the Financial Ombudsman Service at:

Exchange Tower,
Harbour Exchange Square,
London,
E14 9SR

Phone: 0800 0234 567

Email: **complaint.info@financial-ombudsman.org.uk**

Website: **www.financial-ombudsman.org.uk**

Making a complaint will not affect your right to take legal proceedings.

Compensation

Your plan is covered by the Financial Services Compensation Scheme (FSCS). This means that if we are unable to pay claims/benefits because of financial difficulties you may be able to make a claim.

FSCS Check with us what protection the Financial Services Compensation Scheme offers you
www.fscs.org.uk

PLL, as an insurer, is covered by the FSCS in respect of long-term insurance business, which includes life assurance and pensions. Therefore You may be entitled to compensation from the FSCS if We cannot meet Our obligations under the Plan. The FSCS covers 100% of any eligible insurance claim with no upper limit.

For further information see www.fscs.org.uk or telephone 0800 678 1100.

Visual impairment

If you would like this information in large print, in braille or audio, please call 0345 129 9993.

Unit linked principles and practices

If you would like more information about the principles and practices that Phoenix Wealth applies in the management and operation of all its unit linked funds, we recommend you refer to our **Unit Linked Principles and Practices** document. Please visit our website **phoenixwealth.co.uk**

If you don't have access to the internet, or would prefer a paper copy, please call us on 0345 129 9993 and we'll be happy to send one to you.

FINANCIAL ADVISER

For more information about the Retirement Wealth Account 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 want more information about your Retirement Wealth Account 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

PH_RWA0005 | June 2024