NEWCO

Contact us

Newco
0131 456 9999
pensions@newco.com

10 February 2023

Private & Confidential
Mr D Wilson
10 Sample Street
Sample Town
Sample Place
EH2 1PB

AE01/22870302//0

Scheme name: Newco Group Pension Scheme

Dear Mr Wilson

Important information that affects you

On **1 February 2023**, you were enrolled into our group pension plan.

Why is this happening?

People are living longer which means more years spent in retirement. The State pension is unlikely to be enough to maintain your current lifestyle when you retire. So the Government has introduced a law to help more people save for their future.

What does this mean for you?

It's important that you read the enclosed documents as they'll tell you more about the plan and what this means for you.

Inside you'll find:

- **Introducing our Group Pension Plan -** gives you more information about the plan.
- **Personal details and declaration confirmation statement -** Royal London need you to check these and let them know if anything is not correct or is incomplete.
- **Illustration -** gives you information about the contributions payable, plan charges, where your money will be invested and potential returns.
- **Key Features -** gives you information about the aims, commitments and risks of the pension plan.

Are your details right?

If your personal details, and the declarations Royal London will make on your behalf are correct and complete you don't need to do anything.

If any of your personal details aren't correct, are incomplete, or if you don't agree with any of the declarations they will make on your behalf, you need to let them know.

You can provide details of any changes to your personal details online at **www.royallondon.com/AEchangedetails**

It's important you let them know of any changes within 30 days of the date of this letter.

Yours sincerely

Newco Pensions Team

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Sample

Name: Mr D Wilson
Scheme: Newco Group Pension Scheme

INTRODUCING OUR GROUP PENSION PLAN

On 1 February 2023, you were enrolled into our group pension plan. This is a great opportunity to save for your future.

What does this mean for me?

You'll have your own plan and you'll make a monthly contribution which will be taken from your salary automatically.

When you start saving into your plan, so will the taxman. This is called tax relief.

We'll also help by contributing to your plan. The retirement savings you build up will provide you with an income when you retire.

The plan must meet certain Government standards. If we close the plan, or change it so that it no longer meets these standards, we'll immediately put you into another plan that does.

How much will the monthly contributions be?

You contribute		The taxman contributes		We contribute		Total
£33.34	+	**£8.33**	+	**£41.67**	=	**£83.34**
5.00% of your expected salary				**5.00%** of your expected salary		

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Where will my money be invested?

We've chosen an investment option for the plan so your retirement savings will be looked after by professionals. You can stick with this option or choose your own investments.

Who will run the plan?

We've chosen Royal London to run the plan. They're a different kind of financial services company because they're owned by their members. When you're enrolled, you'll become a member of Royal London. This means you'll have a say in how they run their business and you'll share in their success. To find out more visit yourplan.royallondon.com/newco

What happens next?

You don't need to do anything to join. You were enrolled into the plan on **1 February 2023**.

NEWCO

Contact Us

Newco
0131 456 9999
pensions@newco.com

Here to help

We'll use this margin to explain some of the terms we've used.

Tax relief

You get tax relief on your regular and single contributions at the current basic rate. This means that each time you make a contribution into your plan, so will the taxman. Tax relief depends on individual circumstances and may change in the future. If you pay higher rate income tax, you may be able to claim extra tax relief through your tax return or by contacting your local tax office.

Salary

Contributions are calculated based on your pensionable salary, which may not be the same as your salary. Contact us for more information on how your pensionable salary is calculated.

Can I make changes to my plan?

Contact Royal London

You can contact Royal London if you'd like to:

- **Change your investments** - Find out more about the different investment options available and change your investment choice.
- **Change your retirement date** - Choose the date you want to start taking your retirement benefits.
- **Nominate beneficiaries** - Nominate one or more beneficiaries to receive your retirement benefits in the event of your death. Royal London will take your wishes into account but they are not bound to follow them.

Contact us

Contact us if you'd like to:

- **Save more** - Increase the amount you're contributing.
- **Switch on salary exchange** - If you want to make contributions using salary exchange, you can switch this on. Your contributions will then be calculated differently.

Can I opt out of the plan?

You can opt out of the plan between **1 February 2023** and **1 March 2023**.

To opt out you can:

Use Royal London's online opt out service

The online service is simple to use and so it's the quickest and easiest way to opt out of the plan.

You can access the opt out service from your computer or mobile in a few easy steps.

- Go to yourplan.royallondon.com/choices and follow the instructions on screen.
- You'll need to provide your access code: **9874-4942-7562**
- Ensure you read the important information and confirm that you personally submitted the notice to opt out.

Use Royal London's telephone opt out service

- Call **0345 600 2577** and listen to the instructions.
- You'll need to enter your access code: **9874-4942-7562**

Complete and sign an opt out form

- You can get a copy of the form at yourplan.royallondon.com/newco or contact Royal London.
- Return the completed form to us.

If you opt out on or before **1 March 2023** any contributions you've made will be refunded. You can opt out or stop making contributions in accordance with the scheme rules after this date.

If you opt out or stop making contributions, we'll normally enrol you back into the plan roughly every three years. We'll contact you if this happens.

Remember that by opting out, you'll miss out on a contribution of £41.67 from us and £8.33 from the taxman each month and you'll be treated as though you have never been a member of the plan.

If you change your mind we must let you opt in once in any 12 month period. You might be able to opt back into the plan sooner by contacting us.

Sample

Contact Us

Newco

0131 456 9999

pensions@newco.com

Contact Royal London

CSTeam1@royallondon.com

Corporate Servicing Team 1
Royal London House
Alderley Park,
Congleton Road
Nether Alderley, Macclesfield
SK10 4EL

0370 850 1991

Mon - Thurs, 8.00am - 6.00pm
Fri, 8.00am - 5.00pm

0131 524 9999

yourplan.royallondon.com/newco

Where can I find out more?

The other documents in this pack will give you more information about the plan and the benefits of saving for your retirement. You can also visit yourplan.royallondon.com/newco or contact us.

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GROUP PERSONAL PENSION PLAN

Personal details and declaration confirmation statement

Please check your personal details below and carefully read the declarations we're making on your behalf in this personal details and declaration confirmation statement.

We want to make sure the personal details provided to us are correct.

We also need to make declarations to HM Revenue & Customs (HMRC) on your behalf, so we can reclaim basic rate tax relief on any contributions you make to your employer's Royal London workplace pension scheme. Tax relief is added to your plan to boost your retirement savings.

Don't worry if you've already received a request to check your personal details, we do this at different stages to keep our records up-to-date. Please re-check the information and let us know if anything needs to be updated. If you've recently told us about any changes needed these may not be shown here. We will send a separate confirmation to reflect this.

If your personal details are correct and complete and you agree with the declarations we're making you don't need to do anything. You should keep this information safe for future reference.

If any of your personal details aren't correct or are incomplete, let us know by completing our online form at **www.royallondon.com/AEchangedetails**

If you don't agree with any of the declarations we're making or for any reason you believe you're not entitled to receive basic rate tax relief on your pension contributions please call us on **0345 602 1885**.

It's important that you let us know of any changes within 30 days of the date of this letter. We will send you a replacement **personal details and declaration confirmation statement** if you do tell us of any changes.

Sample

Your details

Title	Mr
First name(s)	David
Last name	Wilson
Date of birth*	06/01/1964
National Insurance number*	Not known - Please use the online form to provide further information
Permanent residential address	10 Sample Street Sample Town Sample Place
Postcode	EH2 1PB

* If your National Insurance number or date of birth isn't correct, or showing as 'Not known', please tell us your correct details. We need this information so that we can continue to accept contributions from you into your plan. If you don't have a National Insurance number please let us know why.

Employment and Scheme details

Plan number	We haven't allocated a plan number yet. We'll let you know when we do.
Employer name	Newco Group Pension Scheme
Scheme name	Newco Group Pension Scheme
Scheme number	11111
Employment status**	Employed

** If you're not employed or your main source of income is not from this employment and is from self-employment, pension income or other income please let us know. Other categories of status are: pensioner, self-employed, under 16 years old, caring for one or more children aged under 16, caring for a person aged 16 or over, in full-time education, unemployed or other.

Your personal information will be used to administer your plan.

To understand the detail of how we use your information, visit **royallondon.com/privacynotice** or call us on **0800 085 8352**.

Declaration made on 10/02/2023 by Royal London on your behalf, to the best of your and our knowledge and belief

- Your personal details provided in this **personal details and declaration confirmation statement** are correct and complete.
- Your total pension contributions in any tax year to all registered pension schemes won't be more than 100% of your relevant UK earnings for the relevant tax year or £3,600 if greater.
- You are entitled to tax relief on your contributions, under sections 188 and 189 of the Finance Act 2004, because you're under the age of 75 and one or more of the following applies:
  - you either are or have been a resident in the UK in the current tax year, or
  - you have relevant UK earnings chargeable to income tax in the UK in the tax year, or
  - you're a crown servant or a husband, wife or civil partner of a crown servant.
- If an event occurs which results in you no longer being entitled to tax relief on your contributions, for example you cease to have any relevant UK earnings, you will tell Royal London by the later of:
  - 5 April in the tax year when the event occurs.
  - 30 days after the event occurs.

It's a serious offence to make false statements in order to receive tax relief on contributions. The penalties are severe and could lead to prosecution.

Sample

We're happy to provide your documents in a different format, such as Braille, large print or audio, just ask when you get in touch.

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ROYAL LONDON

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ITR: 118420 User: EMR 26330002 Other: RS-SHRv5/ CST1/1/104/CB807/ SPAMC.22/TVAMC.22

ILLUSTRATION

Please tell us this number if you contact us
Quote number: 120
1 February 2023

This illustration is based on generic information that won't reflect your personal details. It should only be used as a guide to what you could get back from this proposed plan at the chosen retirement date. It should be read along with the following document:

- **Group Personal Pension Plan key features**

1 YOUR DETAILS

Mr D Wilson
Newco Group Pension Scheme

Plan type:	Retirement Solutions Group Personal Pension Plan
Joining date:	1 February 2023
Yearly statement date:	1 March
Chosen retirement date:	1 April 2029

2 CONTRIBUTIONS INTO YOUR PLAN

Regular contributions into your plan

First contribution:	1 February 2023

Regular contributions will continue until your chosen retirement date.

Salary:	£10,000 ⓘ
Expected monthly contribution:	**£83.34**
Made up of	
Your contribution:	£33.34 (5.00% of your salary when tax relief is included)
Your tax relief:	£8.33
Your employer's contribution:	£41.67 (5.00% of your salary)

p

Your employer will deduct your contribution directly from your salary and this will be paid to Royal London on your behalf.

Here to help
We'll use this margin to explain some of the terms we've used.

ⓘ **Salary**
Contributions are calculated using the pensionable salary provided by your employer, which may not be the same as your salary. Your employer will be able to provide you with more information on the definition of pensionable salary, if required.

Sample

3 INFORMATION ON TAX RELIEF

You normally get tax relief on your regular and single contributions up to age 75. This means that each time you make a contribution into your plan, so will the taxman.

We've assumed you're a UK (excluding Scotland and Wales) tax payer as we've not received confirmation of your tax regime from HMRC. This means that the tax relief you'll get added to your plan will be calculated using the current UK (excluding Scotland and Wales) basic rate.

If you pay higher rate income tax, or you are subject to a different tax rate from the rest of the UK, you may be able to claim extra tax relief through your tax return or by contacting your local tax office.

Tax relief rates are set by the UK, Scottish and Welsh Governments, are subject to change and are not guaranteed.

4 ANNUAL ALLOWANCE

There is a limit on the amount of contributions you can make to a plan in any tax year, without being subject to a tax charge. This is known as the Annual Allowance.

If you take income or a cash lump sum from any plan, the total amount of contributions you can make in any tax year, without being subject to a tax charge, may be limited by the Money Purchase Annual Allowance.

Sample

5 WHAT YOUR PLAN COULD BE WORTH AT YOUR CHOSEN RETIREMENT DATE

Here you'll find out what your plan could be worth at your chosen retirement date using three different growth rates. The amounts are not guaranteed and are just an illustration of what you could get. We'll continue to keep you updated on how your plan is doing by providing yearly statements.

To give you a better idea of what you would be able to buy with your plan if it were payable today, these figures allow for future inflation of 2.0% a year. Inflation reduces the worth of all savings and investments including the value of your plan. The figures illustrate in today's prices the retirement income that may be payable when you reach your chosen retirement date.

There are other things that could have an effect on your projected plan value. ⓘ

What benefits could you get at your chosen retirement date?

	Low	Mid	High
Investment growth rate ⓘ	-1.9%	1.1%	4.0%
Projected plan value	£9,160	£10,700	£12,500

This example shows you what you could get if you take tax-free cash and a retirement income from your plan:

Tax-free cash ⓘ	£2,290	£2,680	£3,120
plus			
Retirement income each year before tax ⓘ	£236	£362	£535

Alternatively, if you used your entire plan to provide a retirement income you could get:

Retirement income each year before tax	£315	£483	£713

Assumptions we've made about your projected plan values

- Regular contributions will continue until your chosen retirement date.
- Your contributions will increase each year in line with salary.
- Your employer's contributions will increase each year in line with salary.
- The charges on any future regular contributions will be the same as those applying to your new regular contributions.

Sample

ⓘ What affects your projected plan value?

- How much is paid in.
- Actual investment growth rate.
- How long your money is invested.
- The rate of inflation.
- Product charges on your plan.
- Any charges paid to a financial adviser.

ⓘ Rates we've used

The investment growth rates shown are over and above assumed future inflation of 2.0%. If a rate is less than 0% then the value of your plan will not keep pace with inflation. This means that its buying power will fall so the amount you can buy with your plan will reduce.
You'll find more information on the investment growth rates and the other rates we've used in this projection in the 'Key notes' section.

ⓘ Tax-free cash

Under current legislation you can normally take up to 25% of your plan as tax-free cash.

ⓘ Options that reduce your retirement income

- If you choose a retirement income that increases each year.
- If you choose a retirement income for your spouse or civil partner.
- If you are entitled to more than the normal 25% tax-free cash.

Assumptions we've made about your retirement income

- You'll take your retirement income as an annuity. ⓘ
- Your retirement income will be paid monthly.
- Your retirement income will stay at the same level.
- Your retirement income will be paid for a minimum of 5 years and thereafter for the rest of your life.
- You can normally take your retirement income from age 55 however we've assumed you'll take it at your chosen retirement date. If you retire earlier or later than your chosen retirement date the amounts you receive could change.

Do remember that you can shop around before taking your retirement income; you don't have to take your retirement income from this plan.

ⓘ Annuity
An annuity is a financial product used to provide a guaranteed retirement income. It is usually purchased using the money remaining in a pension plan, after any tax-free cash has been paid.

6 YOUR INVESTMENTS

Investment: Balanced Tracker Lifestyle Strategy (Drawdown)

As you approach your chosen retirement date, you'll probably want to reduce your investment risk. This Lifestyle Strategy is designed to help you do that. Your investments are gradually switched from higher to lower risk portfolios as you get closer to retirement.The Lifestyle Strategy is not compulsory. You can start or stop it at any time, but it must apply to all contributions to your plan.

Investments in the Lifestyle Strategy are switched automatically, so market conditions aren't taken into account when a switch takes place. Assumptions are also made about the type of benefits you will select at your chosen retirement date. Over time, your circumstances and decisions about retirement can change and you may wish to take advice on whether this strategy still meets your needs.

The Lifestyle Strategy is based on your chosen retirement date. If you change your planned retirement date without letting us know, your investment allocation may no longer be appropriate.

To find out more information about your chosen Lifestyle Strategy, please go to yourplan.royallondon.com or contact us.

Sample

How your selected strategy might look

Current investment (at 6 years 9 months to your chosen retirement date)

Fund name	Percentage invested
RLP/Blackrock ACS Global Blend	43.67%
RLP Property	10.78%
RLP Commodity	5.75%
RLP Long (15yr) Corporate Bond	4.99%
RLP Global High Yield Bond	4.29%
RLP Medium (10yr) Corporate Bond	4.15%
RLP Long (15yr) Index Linked	4.14%
RLP Absolute Return Government Bond	4.13%
RLP Long (15yr) Gilt	4.08%
RLP Medium (10yr) Index Linked	3.66%
RLP Medium (10yr) Gilt	3.47%
RLP Deposit	2.95%

RLP Short Term Fixed Income	2.81%
RLP Short Duration Global High Yield	1.13%

Life styling has already started on your plan. Your investments will gradually change as you approach your chosen retirement date. ⓘ

At 5 years to your chosen retirement date: Governed Portfolio 6 (Drawdown)

Fund name	Percentage invested
RLP/Blackrock ACS Global Blend	35.50%
RLP Property	9.90%
RLP Commodity	5.75%
RLP Long (15yr) Corporate Bond	5.74%
RLP Medium (10yr) Corporate Bond	5.73%
RLP Long (15yr) Index Linked	5.29%
RLP Medium (10yr) Index Linked	5.28%
RLP Absolute Return Government Bond	5.00%
RLP Long (15yr) Gilt	4.85%
RLP Medium (10yr) Gilt	4.85%
RLP Global High Yield Bond	4.25%
RLP Deposit	3.41%
RLP Short Term Fixed Income	3.25%
RLP Short Duration Global High Yield	1.20%

At your chosen retirement date: Governed Retirement Income Portfolio 3

Fund name	Percentage invested
RLP/Blackrock ACS Global Blend	33.00%
RLP Medium (10yr) Corporate Bond	9.80%
RLP Medium (10yr) Gilt	8.75%
RLP Medium (10yr) Index Linked	8.20%
RLP Property	7.45%
RLP Short Term Fixed Income	7.00%
RLP Sterling Extra Yield Bond	6.25%
RLP Commodity	5.75%
RLP Global High Yield Bond	5.50%
RLP Absolute Return Government Bond	4.00%
RLP Deposit	3.10%
RLP Short Duration Global High Yield	1.20%

ⓘ **Automatic fund switching**

As you get nearer to your chosen retirement date, your money is automatically switched to ensure a gradual move between the portfolios and fund splits shown. The switching occurs on a monthly basis on, or as close as possible to, the day on which your birthday falls.

Sample

Rebalancing

As time passes the amounts in each fund will grow at different rates. This could change the suitability of the investment. To avoid this we'll automatically rebalance your investments on a monthly basis at no extra cost. This means the mix of funds you choose at outset is maintained.

Peace of mind for you

Your investment comes with ongoing governance. This simply means that our investment experts check it regularly. It allows us to maintain the best mix of funds in line with the risk category - and to make sure it is performing in line with its overall objectives - aiming to give you the best returns. If our experts decide that the mix of funds needs to be adjusted, it happens automatically on your behalf. This service comes at no extra cost however it means that the funds and percentages detailed above may change. You should be aware that the value of your investment can go down as well as up and you may not get back the value of the original investment. If, in future, you take income or a cash lump sum from your plan it may not last you for as long as you need it.

To find out more about the range of investments available go to yourplan.royallondon.com/newco or contact us.

7 CHARGES

These charges are based on the contributions shown in this document.

What your pension costs - a summary

Assuming you invest in the funds shown in the 'Your investments' section, you will be charged the following each year:

- **0.38%** of the value of your regular contributions

For more information about pension charges visit www.abi.org.uk/pensioncharges

Further information on the charges on your plan is shown below.

PRODUCT CHARGES

These are charges Royal London will apply for providing and managing your plan.

Management charge

The management charge is intended to cover our expenses, including the costs of setting up and servicing your plan and managing your investments. The management charge on each contribution depends on how the contributions are invested. The charge is calculated as a percentage of the plan value each year.

		Plus	
Contribution type	Group plan charge	Additional investment charge	Overall management charge
Regular contributions	0.38%	0.00%	**0.38%**

Sample

Additional investment expenses
There may be additional expenses charged to the funds you have invested in. These expenses cover the costs incurred by the investment management company and are deducted from the value of the fund. The level of these expenses is not within Royal London's control and may vary from year to year. These additional expenses have been taken into account when calculating the benefits you could get at your chosen retirement date and are included in the charges shown.

8 THE EFFECT OF CHARGES ON YOUR PLAN

The following figures are based on the contributions shown in this document.

Any charges taken from your plan will have an effect on your plan value. Charges include product charges and any charges taken by a financial adviser.

If you decide to transfer your plan, or take your retirement benefits, it is possible you may get back less than you paid in.

We've based the following figures on the projected plan values at the mid investment growth rate for each contribution type. The rate used takes into account the investment growth rate, over and above assumed inflation of 2.0%, for each fund within each contribution type.

The effect of the charges from your plan will reduce the investment growth rates. The impact of the charges on the mid investment growth rate at your chosen retirement date are shown in the table below. You can use these rates to compare the effect that charges will have on different retirement savings products.

		Growth rate	
Contribution type	Mid investment growth rate	With only product charges applied	With all charges applied
Regular contributions	1.1%	0.7%	0.7%

Here is more detail on the effect the charges could have on the transfer value of your plan. This shows how the product charges, and any charges taken by an adviser, could affect the transfer value compared to the values if there were no charges. ⓘ

All figures shown have been adjusted for future inflation of 2.0% a year to show them in today's prices. This will give you a better idea of what your plan will be worth in today's terms.

Regular contributions ⓘ

		What the transfer value might be		
At the end of year	Total contributions into your plan	Before charges are taken from your plan	If only plan and investment charges are taken from your plan	After all charges are taken from your plan
1	£1,486.45	£1,490	£1,490	£1,490
3	£4,525.26	£4,600	£4,570	£4,570
5	£7,654.09	£7,860	£7,790	£7,790
At retirement	£10,473.02	£10,800	£10,700	£10,700

ⓘ At the end of year
As the time between the plan start date and the first yearly statement date isn't a full year, we have shown this as year 0 in the table.

ⓘ Regular contributions
The total regular contributions into your plan are shown in today's prices so will be lower than the actual contributions that will be paid.

Sample

9 BENEFITS PAYABLE ON DEATH

If you die before you take any retirement benefits from your plan
Under current legislation, the value of your plan can usually be paid as a lump sum. Any outstanding initial adviser or consultancy charges will be deducted before being paid.

If you die after you take any retirement benefits from your plan
The benefits will depend on the choices you make when you take your retirement benefits.

10 KEY NOTES

What assumptions have we made?
As we don't know what's going to happen in the future, we have to make some assumptions about what will happen to your plan. These have been set by the independent regulator - the Financial Conduct Authority (FCA).

We've used the following yearly rates in our calculations in the 'What your plan could be worth at your chosen retirement date' section.

The amounts you receive could change as rates may be different when you take your retirement income.

	Low	Mid	High
Inflation rates used to adjust projected values to today's prices	2.0%	2.0%	2.0%
Salary growth rates before being adjusted for assumed future inflation	1.5%	3.5%	5.5%
Interest rates at retirement	-1.1%	0.9%	2.9%

We've used the yearly fund growth rates below to calculate the overall investment growth rates for the plan. All rates shown are over and above assumed future inflation of 2.0%.

Investment choice	Low	Mid	High
RLP Absolute Return Government Bond	-3.4%	-0.5%	2.5%
RLP Commodity	-2.6%	0.3%	3.2%
RLP Deposit	-4.6%	-1.7%	1.3%
RLP Global High Yield Bond	-1.0%	2.0%	4.9%
RLP Long (15yr) Corporate Bond	-3.4%	-0.5%	2.5%
RLP Long (15yr) Gilt	-3.9%	-1.0%	2.0%
RLP Long (15yr) Index Linked	-4.1%	-1.2%	1.8%
RLP Medium (10yr) Corporate Bond	-3.4%	-0.5%	2.5%
RLP Medium (10yr) Gilt	-3.9%	-1.0%	2.0%
RLP Medium (10yr) Index Linked	-4.1%	-1.2%	1.8%
RLP Property	0.0%	2.9%	5.9%
RLP Short Duration Global High Yield	-1.0%	2.0%	4.9%
RLP Short Term Fixed Income	-4.6%	-1.7%	1.3%

Sample

RLP Sterling Extra Yield Bond	-3.4%	-0.5%	2.5%
RLP/Blackrock ACS Global Blend	0.0%	2.9%	5.9%

The standard rates for pension products are 0.0%, 2.9% and 5.9% however companies must use lower growth rates where the choice of funds is unlikely to achieve returns in line with these rates. These rates are the rates over and above assumed future inflation of 2.0%. Overall growth rates cannot exceed the industry standard rates and will be limited to 0.0%, 2.9% and 5.9% if necessary.

Growth rates are based on the current investment choice under this plan. If the investment choice changes the growth rate may also change.

11 INFORMATION ON THE COST OF ADVICE

No payments will be made to **Royal London** to cover the cost of advice.

Further payments

Further payments may be made to your, or your employer's financial adviser for any services they may provide. We will not make any of these payments without confirmation that you or your employer agree to them being made.

Sample

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KEY FEATURES OF THE RETIREMENT SOLUTIONS GROUP PERSONAL PENSION PLAN

The Financial Conduct Authority is a financial services regulator. It requires us, Royal London, to give you this important information to help you decide whether our Retirement Solutions Group Personal Pension 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. If you're concerned that this plan may not be suitable for you, contact a financial adviser.

This is an important document and you should read it together with your illustration. Please read it and keep for future reference.

This document contains the following information:

- the aims of the Retirement Solutions Group Personal Pension Plan
- your commitments if you take out the plan
- the risks associated with the plan
- questions and answers that explain the plan's main features
- how to contact us.

This plan meets your demands and needs if you want to save for your retirement.

ITS AIMS

- To build up a sum of money tax efficiently, which provides you with an income at any time after age 55. This will change to age 57 from 6 April 2028.

YOUR COMMITMENT

- You and/or your employer agree to make regular contributions to your plan until your chosen pension date. You can also make a single contribution or a transfer payment from another pension plan.
- You agree to make up any difference between the contributions made by your employer and the minimum total of contributions set out in the auto enrolment requirements.
- You agree to tell us if your circumstances change. For example, if you no longer have UK earnings or are no longer resident in the UK.
- You need to let the plan build up until you're allowed to access your pension savings.
- If you take pension savings from another pension plan, you need to tell us as this may trigger the MPAA (money purchase annual allowance).

RISKS

- We can't guarantee what you'll get back at your chosen pension date. Various factors can alter your plan value. For example:
  - Investment performance, interest rates and charges may be different to those illustrated.
  - You could stop making regular contributions or take a contribution holiday.
  - You might take some or all of your pension savings earlier than your chosen pension date. If you take your pension savings earlier than your chosen pension date, you should think about reviewing your investment option as it may no longer be appropriate.
  - Tax rules and legislation can change and the value of any tax benefits will depend on your individual circumstances.
  - Investment returns are never guaranteed. So while there's a chance your pension savings could grow, their value can also go down. This means you could get back less than you started with.

Sample

- If you start your plan with a single contribution or transfer payment and then cancel it within 30 days, the amount returned will be less than you paid in if the value of your investment has fallen. The amount returned may also be reduced if you agree charges with a financial adviser for services they provide on your plan, and you tell us to take those charges from your plan.
- If you transfer pension savings from another pension plan, you may be giving up valuable benefits, and there's no guarantee that your pension savings will be more than if you'd stayed in your previous plan. We recommend you speak to a financial adviser before making any transfer.
- If you invest in the Royal London With Profits fund, the value of the fund may be reduced by applying a market value reduction if you take money out of the fund before your chosen pension date. The market value reduction is applied to ensure that the amount we pay you isn't unfairly higher than your share of the Royal London With Profits fund.

QUESTIONS AND ANSWERS

What is a group personal pension plan?

A group personal pension plan allows you to build up money tax efficiently for retirement to provide you with an income for life, cash lump sum(s) and/or tax-free cash.

What contributions can be made into my plan?

You and/or your employer can make regular contributions to your plan. You can also make single contributions at any time. If you have another pension plan, you may be able to transfer it into this plan.

You can make contributions into your plan either from your net salary, or using salary exchange. Your employer will tell you on which basis you make contributions.

You can ask to stop contributing, or reduce contributions to your plan. You can also ask to take a contribution holiday and then restart contributions again. Stopping or reducing contributions may reduce the amount you get back from your plan. You can ask us for more information about the effect of stopping or reducing your contributions.

Contributions made from your net salary

Your contributions are taken from your salary, after tax has been paid, and paid to us by your employer.

We add tax relief at the basic rate and invest it in your plan. We then reclaim the basic rate tax relief from HMRC. If you're an intermediate rate (Scottish taxpayers only), higher rate or additional rate taxpayer, you could be entitled to claim more tax relief through a self-assessment tax return or by contacting your local tax office.

You'll receive tax relief on all regular and single contributions you make to your plan up to a maximum of £3,600 a year or 100% of your relevant UK earnings, whatever is greater. This is after tax relief at the basic rate of income tax is added; so you would only pay £2,880 for a gross contribution of £3,600. If you pay tax-relieved contributions above the annual allowance there may be a tax charge. See '**What about tax?**' below.

Your regular contributions are usually paid monthly and can be paid as a percentage of your salary or as a fixed amount.

Tax rules and legislation can change and the value of any tax benefits will depend on your individual circumstances.

Contributions made using salary exchange

Your employer may allow you to make contributions by salary exchange. This is an agreement between you and your employer where you voluntarily exchange part of your gross salary in return for employer contributions into your plan.

These contributions are taken before tax and National Insurance Contributions (NIC) are paid. As your salary's reduced, you pay less tax and NIC. Salary exchange may not be suitable for everyone. You should speak to your employer for more information.

What contributions do I have to make into my plan?

Auto enrolment requires a total minimum contribution to your plan and your employer must contribute at least part of this. If your employer contributes less than the total minimum amount, you'll have to make up the difference.

Your employer will confirm the amount of contributions you'll have to make and will tell you if that amount will change. To find out more about the minimum contributions, visit your pension website or speak to a financial adviser.

Where are the contributions invested?

Your contributions, including any made on your behalf, are pooled with those made by other investors in unit-linked funds. These are invested in a range of different types of funds, including company shares, property, bonds and cash.

The unit-linked funds are made up of units, which you buy with your contributions. The price of these units depends directly on the value of the investments in the fund.

We work out the value of your investment in each unit-linked fund based on the total number of units you have in the fund and the unit price (the price at which we buy and sell units). If the unit price rises or falls, so will the value of your investment in the unit-linked fund.

Sample

You can choose from a wide range of investment options. You can read about these in our **Pension and investment options** guide.

Your employer's adviser may have created an additional range of investment options for your plan. If this applies to your plan, you'll find more information in your joining pack.

If you decide to choose your own investments and don't use the scheme default investment, there may be an additional charge.

If you don't tell us how to invest your contributions, we'll invest them in the plan's default investment choice.

You can switch your investments and/or change the investment choice for future contributions, although there may be conditions and a charge for doing so.

We have the right to delay a transfer, switch of investments or retirement before or after your chosen pension date. We'd do this to protect the interests of everyone invested in that particular fund.

With profits
Any contributions into the Royal London With Profits fund are used to buy units. The price of these units stays the same and the investment performance is paid out as additional units when we allocate regular and final bonuses to your plan.

We work out the value of your investment in the Royal London With Profits fund based on the total number of units you have, any regular bonus due but not yet paid, and any final bonus due. We may reduce this value by applying a market value reduction if you take money out of the fund at any time other than your chosen pension date.

Should Royal London demutualise within a period of three years from the later of the date that you join the plan and the date Royal London receives the first contribution, you won't be entitled to any compensation for loss of membership rights in respect of the contributions paid to the plan.

If you're considering investing in the Royal London With Profits fund, we'll give you the booklet **A guide to how we manage our with profits fund** which you should read together with this key features document. This guide is a customer-friendly version of our **Principles and Practices of Financial Management**. It's important that you read and understand this document as it describes the way in which we manage our with profits business.

ProfitShare

We believe our customers should share in our success. That's why we'll aim to give your pension savings an extra boost by adding a share of our profits to your plan each year. So if we do well, so do you. We've called this your **ProfitShare.**

How ProfitShare works
We'll review our financial strength and performance at the end of each year to decide if ProfitShare can be awarded.

Your ProfitShare award will be applied in April each year as long as your plan was in force on 31 December the previous year and on the date the award is given. It'll be based on the value of your plan at the date of the award and will be invested in the same investment choice as your other pension savings to help it grow.

You can take the value of your ProfitShare account along with the rest of your pension savings.

There's no guarantee that we'll be able to award ProfitShare every year. But once we've awarded ProfitShare, we'll never ask for it back.

If you invest in with profits, we'll work out your ProfitShare in a different way. You can find more information in the **Royal London With Profits Fund** factsheet.

What might I get when I access my pension savings?

Your **illustration** will provide an indication of what you might get back at your chosen pension date, although this can't be guaranteed.

What can I do with my plan when I access my pension savings?

Any time after age 55, changing to age 57 from 6 April 2028, you'll have access to your pension savings. You don't need to do anything immediately as your pension savings can remain invested, but you'll need to make a decision before you reach age 75.

There are a few options, some of which may need you to transfer to another plan but with each option you can normally take up to 25% tax-free.

You'll be able to use your plan value to:

- take a cash lump sum which can be some or all of your pension savings
- buy a secure income which will provide you with an income for life, this is often called 'an annuity'
- transfer to an income drawdown plan so you can receive an income and/or cash lump sum(s)
- or a combination of all the options.

An annuity gives you a guaranteed income for life.

An income drawdown plan gives you flexibility to take income as and when you want. You can shop around to find a plan that's right for you, with the best rates.

You don't need to have stopped working to take an income from your plan. Any income you take will be taxed as an earned income.

Sample

When you access all or part of your pension savings, it's important that you think about your needs in both the early and later parts of your retirement. It's your responsibility to ensure that your pension savings don't run out and will last you for the rest of your life.

You can find out more about your options at **royallondon.com/retirement**

What happens if I die?

We'll normally pay out your plan value as a lump sum to the individuals you've nominated such as your spouse, civil partner or dependants on your death.

If you've set up a trust to receive the death benefits, we'll pay the lump sum to the trustees.

Alternatively, you can request that we use your plan value to provide an income for your beneficiaries such as your spouse, civil partner or dependants on your death.

What happens if I leave my employer?

If you leave your employer, you can continue to make contributions to the plan at any time. This includes regular contributions, single contributions or transfer payments. Any regular contributions must be made by Direct Debit.

Any contributions made by your employer will stop.

You can also stop paying contributions and leave your funds invested or transfer to another plan.

What are the charges?

We'll apply an annual management charge for managing your plan.

If you receive advice or a service from a financial adviser in relation to your group personal pension plan, charges may be deducted from your plan to cover the cost of that advice or service.

You don't need to receive individual advice or agree an adviser charge with a financial adviser to join your employer's group personal pension plan. And if you do agree an adviser charge with a financial adviser, these charges must relate to the specific services you receive on your plan. Your financial adviser must discuss and agree the services they'll provide to you in return for any adviser charges that will be deducted from your plan.

If you instruct us to make any additional transfer in, single contribution or increase to your regular contributions and also confirm that you're not using an adviser, we may apply an additional administration charge to your plan.

Your **illustration** will show you the charges that will apply to your plan, including any charges for the advice and services your financial adviser will provide. It will show when the charges will be deducted and how they may affect the value of your pension savings.

If before you reach your chosen pension age, you die or you transfer your pension savings away, we may deduct any outstanding initial charges which you may have agreed in return for advice and/or services that have been provided by your adviser.

If your employer is automatically enrolling you into their group personal pension to meet their duties to provide a suitable workplace pension, the charges are subject to a charge cap. This cap is 0.75% and applies to the default investment for the group personal pension.

We regularly review our charges and they could change in the future.

What about tax?

Our pension investment funds are generally free of UK income and capital gains tax. However, we can't reclaim tax deducted at source from the dividends of UK company shares.

There's a limit on the amount you can invest in a pension plan without being subject to a tax charge. This limit is known as the annual allowance. There's also a limit on the amount you can build up in any pension plan when you start taking your pension savings. It's called the lifetime allowance.

If you want to find out more, speak to a financial adviser or visit your pension website.

You don't receive tax relief on payments you transfer into your plan from another pension plan.

If you move overseas, restrictions may apply. To find out more, speak to a financial adviser.

If you die, there's normally no inheritance tax payable on the value of your plan, unless it forms part of your estate.

The pension income you receive will be taxable as earned income. You can normally take up to 25% of the value of your plan tax-free, however the remainder of your plan will be taxed as earned income. If you take a large cash sum, you could end up paying more tax. It's important to check whether the cash sum will push you into a higher tax bracket.

Any death benefits are normally payable tax-free.

Tax rules depend on individual circumstances or those of any beneficiaries receiving death benefits.

We recommend you get professional advice if you need more information on tax.

Can I transfer my plan?

You can transfer your plan to another pension plan at any time. Your **illustration** gives examples of how much you could potentially transfer to another pension plan, depending on when you transfer and how your investments perform.

Sample

We may also take a market value reduction from your plan. This could happen if you've invested in the Royal London With Profits fund.

Can I change my mind?

You can opt out of the plan. Your plan documents will tell you how and when you can do this. As long as you opt out of the plan within your opt out period, we'll arrange for your contributions to be refunded to you. If you've taken any lump sum(s) from your plan, these would need to be repaid. If you don't opt out, your plan will continue.

If you made a transfer payment to the plan, you can change your mind within 30 days of receiving the plan documents. You don't have to opt out of the plan. You must write and tell us. You can contact us in writing by using the details in the **How to contact us** section. We'll pay the money back to the other pension provider it came from. If the transfer payment has come from an occupational pension scheme, the trustees of the transferring scheme may not accept the transfer payment back if you decide to cancel the plan.

If you made a single contribution or transfer payment and the plan value has fallen by the time it's cancelled, the amount returned will be the plan value. This will be less than you paid in. If the plan value has increased by the time it's cancelled, the amount returned will be the value of the contributions. If you agreed charges with a financial adviser for services provided in relation to your plan, the amount returned will be reduced by any charge payments made to the adviser. This will be less than you paid in. You'll find more details about this in your **Plan details** which you'll receive when you take out your plan.

How will I know how my plan's doing?

We'll send you a yearly statement to show you how your plan's doing.

You can check the prices of the funds you're invested in online, visit **royallondon.com/pension-fund-prices**

You can find out your plan value by phoning our customer helpline or you can get an online valuation at any time. Our contact details can be found in the **How to contact us** section.

To register for our online service, visit **royallondon.com/onlineservice**

HOW TO CONTACT US

If this plan was arranged by a financial adviser, they should be your first point of contact. We're unable to provide financial advice.

If you have any queries regarding your plan, you can contact us by the following methods:

Royal London
Royal London House
Alderley Park
Congleton Road
Nether Alderly
Macclesfield
SK10 4EL

0345 60 50 050 Monday to Friday 8am - 6pm. We may record calls to help improve our customer service.

customerqueries@royallondon.com

Please make sure you quote your plan number on correspondence, or have it to hand when you phone us.

OTHER INFORMATION

How to complain

If you have a complaint against us in connection with your plan, please contact our Customer Relations Team.

Customer Relations Team
Royal London House
Alderley Park
Congleton Road
Nether Alderley
Macclesfield
SK10 4EL

0345 60 50 050 Monday to Friday 8am-6pm. We may record calls to help improve our customer service.

customer.relations@royallondon.com

Please make sure you quote your plan number on correspondence, or have it to hand when you phone us.

If you're not satisfied with our response, you can refer the complaint to The Financial Ombudsman Service, Exchange Tower, London E14 9SR. Telephone: 08000 234 567.

Complaining to the Ombudsman won't affect your legal rights.

Terms and conditions

These key features give a summary of the Retirement Solutions Group Personal Pension Plan. They don't include all definitions, exclusions, terms and conditions.

These key features also set out the terms of the agreement between you and Royal London which must be given to you under the auto enrolment requirements.

Sample

You'll receive a copy of the full terms and conditions as detailed in our **Group Personal Pension Plan booklet** after you've taken out the plan and we've received the first contribution. If you'd like a copy of the terms and conditions before we receive the first contribution, please ask us.

We have the right to change some of the terms and conditions, including the charges. We'll write to you and explain the changes if this happens.

It may become impossible to comply with the terms and conditions, due to a change in legislation for example. We'll tell you if this happens.

Our Retirement Solutions Group Personal Pension Plan is issued under The Royal London Personal Pension Scheme (No2). If you'd like a copy of the rules of this scheme, please ask us.

Terms and conditions and all communications will be in English.

Law

The terms and conditions applying to your plan are governed by Scots Law, unless we agree with you that a different law should apply.

Client classification

The Financial Conduct Authority requires us to classify our customers to ensure they get the appropriate level of protection under their rules. You've been classified as a retail client, which means you'll benefit from the highest level of protection available.

Compensation

If you seek financial advice, your financial adviser must recommend products that are suitable for you. You have a legal right to compensation if, because of what your adviser recommends, you lose out by taking out a plan that wasn't suitable for your needs at that time.

If we were to become unable to meet our liabilities under your plan, you may be entitled to compensation through the Financial Services Compensation Scheme. If you'd like more information about the compensation arrangements that apply, please ask a financial adviser or contact us direct.

Benefits we might give an adviser

To help improve the quality of service your adviser gives you, we might give them small non-cash benefits such as marketing and promotional support and technical services and training. We might also make small cash or voucher payments to them for research carried out with them. Your adviser should tell you about any benefits they receive upfront.

Our conflict of interest policy

We've designed our conflict of interest policy to:

- Identify potential conflicts of interest that might be a significant risk to our customers.
- Make sure we take reasonable steps to prevent these conflicts from happening.
- Help us manage these conflicts to protect our customers' interests.

If you'd like more information about our conflict of interest policy, just get in touch.

About us

The Royal London Mutual Insurance Society is a customer-owned life, pensions and investment company.

SOLVENCY AND FINANCIAL CONDITION REPORT

We want to provide you with clearer information about Royal London's financial position, so we've created a Solvency and Financial Condition report. This report will provide more details about Royal London's business and company performance. You can access the report from **royallondon.com/solvency**.

Sample

We're happy to provide your documents in a different format, such as Braille, large print or audio, just ask us when you get in touch.

All of our printed products are produced on stock which is from FSC® certified forests.

The Royal London Mutual Insurance Society Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. The firm is on the Financial Services Register, registration number 117672. It provides life assurance and pensions. Registered in England and Wales number 99064. Registered office: : 80 Fenchurch Street, London, EC3M 4BY. Royal London Marketing Limited is authorised and regulated by the Financial Conduct Authority and introduces Royal London's customers to other insurance companies. The firm is on the Financial Services Register, registration number 302391. Registered in England and Wales number 4414137. Registered office: : 80 Fenchurch Street, London, EC3M 4BY.