

Key Features of the Flexible Retirement Transfer Plan (Personal Pension and Income Drawdown with SIPP options)

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If you would like a Braille, large print or audio version of this Key Features, please contact us at:

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› About this booklet

- › This booklet is the Key Features of our Flexible Retirement Transfer Plan (Personal Pension and Income Drawdown with SIPP options).
- › If you are considering whether our Flexible Retirement Transfer Plan may be right for you, this booklet will help you make that decision. You should read this with your personal illustration.
- › If you still have questions about our Flexible Retirement Transfer Plan after reading this booklet, your financial adviser will be able to help. Alternatively you can call us on 0845 640 3000.

The Financial Services Authority

The Financial Services Authority is the independent financial services regulator. It requires us, Prudential, to give you this important information to help you decide whether our Flexible Retirement Transfer Plan (Personal Pension and Income Drawdown with SIPP options) is right for you. You should read this information carefully so that you understand what you are buying and then keep it safe for future reference.

› About our Flexible Retirement Transfer Plan

Who can take out a Flexible Retirement Plan?

If you are between 16 and 75 and resident in the UK you can take out the Flexible Retirement Plan. You can choose to enter Income Drawdown from age 55.

What's Prudential's Flexible Retirement Transfer Plan?

Our Flexible Retirement Plan (FRP) offers flexibility and choice as you save for retirement and take retirement income. When you transfer your existing retirement arrangement, you'll be able to choose from our plan's Personal Pension, Income Drawdown and Self-Invested Personal Pension (SIPP) options.

You can choose where to invest your money from a wide range of options and you have the flexibility to decide when and how to take an income as your needs change.

What's a SIPP?

A Self-Invested Personal Pension (SIPP) is a personal pension plan that allows you to invest pension savings in assets you choose, from an allowable range. These can include stocks, shares and commercial property. With a SIPP you have access to a much wider choice and type of investment than you do with other personal pension plans. You can switch easily between the investment options available, typically with the help of your financial adviser or an investment manager.

What's Income Drawdown?

Income Drawdown lets you take a retirement income from your pension fund and continue to benefit from any investment growth on the remaining fund.

You can normally enter Income Drawdown under our FRP from age 55. You can invest all of your fund in Income Drawdown immediately or you can phase the movement of your fund from the Personal Pension option to the Income Drawdown option.

Your financial adviser can give you more detailed information about Income Drawdown and help you decide if it's right for you.

What's a Pension Annuity?

You can choose to transfer from Income Drawdown to a pension annuity at any time.

A pension annuity is a contract between you and an annuity provider. In return for some or all of your pension fund, the annuity provider agrees to pay you an income for the rest of your life.

You don't have to buy your annuity from the same company you have your pension with. You can buy it from another company if you want to.

› Its aims

- › To give you a wide choice of investment options to help you save for retirement in a tax efficient way
- › To enable you to take a tax free lump sum and income payments from your fund using the Income Drawdown Option.

› Your commitment

- › To allow the money in your plan to grow until you take your pension benefits.

› Risks

Risk factor	Where you can find more information
› The value of your investment can go down as well as up. The value can even fall below the amount you invested.	We explain this in "How do you work out the value of my investment?" on page 8.
› If the total charges taken from your plan are more than any overall growth achieved, your plan will fall in value, possibly to even less than you have invested.	
› There are different risks for different funds.	We explain this in "Where's my money invested?" on page 7.
› In Income Drawdown if you take more money out of your plan as income than your plan earns in investment growth, the overall value of your fund will fall.	We explain this in "What benefits can I take?" on page 11.
› If your plan invests in our With-Profits Fund and you take money out of that fund, including to move from Personal Pension to Income Drawdown, we may reduce the value by applying a Market Value Reduction.	We explain this in "What's a Market Value Reduction?" on page 13.
› Tax rules may change in the future.	We explain this in "What are the tax advantages of investing in a Personal Pension Plan?" and "What are the tax advantages of my Income Drawdown plan?" on page 10.
› Inflation will reduce what you can buy in the future.	
› If you cancel your plan within 30 days, the transfer value returned may be less than you paid in.	We explain this in "Can I change my mind?" on page 16.

› Questions and Answers

Flexible Retirement Transfer Plan

How much can I transfer into my Personal Pension plan?

The minimum you can transfer into your pension plan is £5,000.

Any additional transfers into your plan need to be at least £200.

If you choose to invest in a Self-Invested Fund under either of the SIPP options, you need to transfer at least £10,000 into that fund. More information about the SIPP options can be found on page 9.

The maximum you can transfer into your plan is £1,000,000. In some circumstances we may accept transfers larger than £1,000,000. If you would like to invest more than £1,000,000, please speak to your financial adviser.

If the pension plan you are transferring money from allows you to take more than 25% of its value as tax-free cash when you take your benefits, you may lose this entitlement and any protected early retirement age you are entitled to, when you make your transfer.

What size of fund do I need to use the Income Drawdown Option?

To access Income Drawdown you must have an FRP fund of at least £50,000.

If you're investing in our FRP for the first time and are transferring money from another pension arrangement into the Income Drawdown Option, the transfer value needs to be at least £50,000, with no less than £10,000 invested in Income Drawdown. If the transfer is coming from an existing Income Drawdown plan the minimum amount must be £37,500.

The maximum transfer value (after deduction of any tax free cash) is £1,000,000. In some circumstances we may accept transfers larger than £1,000,000. If you would like to invest more than £1,000,000, please speak to your financial adviser.

If you've already invested at least £50,000 in FRP (£37,500 if the original investment came from an existing Income Drawdown plan), the minimum amount that can be invested in the Income Drawdown option is £10,000 (£7,500 if coming from an existing Income Drawdown plan).

Where's my money invested?

With our FRP you have a number of investment choices for your pension fund, including:

- › A range of over 130 investment funds from Prudential and other fund managers. This includes the Prudential With-Profits Fund (including our PruFund range), and Unit-Linked Funds from many leading fund managers.
- › A ready-made Personal Pension lifestyle option which potentially reduces your exposure to risk as retirement approaches.
- › Three ready-made Income Drawdown lifestyle strategies – Cautious, Balanced and Adventurous.
- › Self-Invested Fund options that allow you to invest in a wide range of asset types other than our funds.

Choosing funds

You can invest in up to 20 funds at any time. Your money buys units in the funds you choose.

Different funds invest in different types of assets. For example, some only invest in property, others invest directly in the stock market, and others invest in a wide range of assets. Each fund has its own level of risk and potential for growth. Usually, funds with more potential for growth carry more risk.

Your adviser will give you our "Fund Guide – Flexible Retirement Plan" which provides more information on the funds available, including the objective of each fund and its risk profile. Alternatively, you can visit our website www.pru.co.uk. We can also send you a copy of this document on request.

For any fund, we may delay the buying, selling or switching of units. These delays will only apply in exceptional circumstances and if this applies to you, we will let you know. For more information please refer to your Technical Guide.

The following funds are invested in **Prudential's With-Profits Fund**:

- › With-Profits Fund
- › PruFund Cautious Fund
- › PruFund Protected Cautious Fund
- › PruFund Growth Fund
- › PruFund Protected Growth Fund
- › PruFund 0-30 Fund
- › PruFund 10-40 Fund
- › PruFund 20-55 Fund
- › PruFund 40-80 Fund

Although these funds are invested in the same underlying fund, there are significant differences in the way that returns are delivered. For more information please read "How do you work out the value of my investment?" on page 8.

The PruFund Cautious Fund and PruFund Growth Fund have corresponding **PruFund Protected Funds** that have the same unit price and spread of investments, but the **PruFund Protected Funds** have the added benefit of a range of guarantees which have an extra charge.

All **PruFund Funds** can be selected for investment at outset, or at anytime after. However, you can only invest in one **Protected PruFund Fund** at any time. If you have previously been invested in a **Protected PruFund Fund** and switch out before the Guarantee Date, you cannot reinvest in a Protected PruFund Fund for 12 months.

There are a range of guarantee terms for both **PruFund Protected Funds**. The terms, and charge for each term may vary and we may add or withdraw terms. However, once the guarantee has been selected, the charge will remain fixed throughout the guarantee term.

How does the PruFund Guarantee work?

If you select a **PruFund Protected Fund**, you will be able to select from a range of guarantee terms, where the guarantee will only apply at the end of the selected guarantee term (the Guarantee Date). Each guarantee term has its own charge and this will be payable for the whole of this term.

You may also be able to select the Guarantee Date to match the date you reach your Selected Retirement Age (SRA), provided the term from the guarantee start date to your SRA is within the minimum and maximum guarantee terms available. Please note if you select a guarantee term from the range available and this term ends less than 12 months before the date you reach your SRA, the Guarantee Date will always be set to the date of your SRA except where you have selected the maximum guarantee term available.

Where the Guarantee Date is set to match the date of your SRA the Guarantee charge applied will be based on the number of complete years to the Guarantee Date. For example if you have 8 years and 2 months to the date you reach your SRA the 8 year charge will apply.

For full details of the guarantee terms available and the associated charges, please refer to the document "The PruFund Range of Funds: Guarantee Options" – INVS11470. You can get a copy of this from your adviser or from www.pru.co.uk.

On investment into a **PruFund Protected Fund** we will calculate the Guaranteed Minimum Fund (GMF). This will be the initial amount you invest after allowing for any initial charges, commission or enhancements.

Your GMF will be reduced proportionately for any withdrawals, including fund related commission payments to your adviser, or switches out between investment and the Guarantee Date, and will be shown on your annual statement.

The guarantee will only apply at the end of the selected term. If you fully switch out of a **PruFund Protected Fund** or cancel your plan before the end of the selected guarantee term, then the guarantee will not apply and the charge will stop and you cannot switch back in to a **PruFund Protected Fund** within twelve months.

We check the value of your investment at the Guarantee Date. If its value has dropped below the GMF, we restore it to that value. We do this by adding units to your plan. We then switch your investment to the fund of your choice, or to the corresponding **PruFund Fund**.

What's the Personal Pension lifestyle option?

The Personal Pension lifestyle option is designed to move money from funds you choose into lower-risk funds as you get older.

If you invest in the Personal Pension lifestyle option, you can either:

- choose up to 18 funds to invest in initially, or
- invest all of your money in our default fund, the Prudential Managed Pension Fund.

Ten years before you are due to take your benefits, we'll start switching your money from the funds you've chosen into lower-risk funds. By the time you are due to take your benefits, all of your money will be in lower-risk funds.

You can find more information about this option in our "Fund Guide – Flexible Retirement Plan". Your adviser will give you a copy of this document, or you can get it from our website at www.pru.co.uk or contact us.

The **With-Profits Fund**, the Self-Invested Fund and the **PruFund Protected Funds** are excluded from the lifestyle switching described above. The lifestyle option cannot be chosen if you only invest in these funds.

What are the Income Drawdown lifestyle options?

The Income Drawdown lifestyle options automatically switch your money into funds with lower risk profiles as you approach age 75.

You can choose one of three Income Drawdown lifestyle options: the cautious, balanced or adventurous option.

These three "risk" based investment strategies are set by the mix of investment funds held. The mix is designed to change over time as you get older and perhaps want to take less risk with your investment.

We explain more about this in our "Fund Guide – Flexible Retirement Plan".

If you choose one of our lifestyle options, you must invest 100% of your contribution into your preferred option.

How do you work out the value of my investment?

For most funds the value of your investment is determined by the fund performance. If the underlying investment fund value grows we increase the price of your units. Equally, if the underlying investment fund value falls, we decrease the price of your units. The price of the units will also depend on whether more money is going into or out of the fund. Please see your Fund Guide for more information.

However, we calculate the growth on some funds differently.

The Prudential With-Profits fund invests in a wide range of assets designed to spread risk and provide smoothed returns.

For the **With-Profits Fund**, returns are delivered through the unit price which will reflect the addition of Regular Bonus and cannot go down. However, the unit price does not show the effect of any Final Bonus or Market Value Reduction that may apply.

For more information about how the With-Profits Fund works, please read "Your With-Profits Plan – a guide to how we manage the Fund (Prudential Unitised With-Profits Plans and Cash Accumulation Plans)".

For the **PruFund Funds**, we use a smoothing process which aims to give you a more stable rate of growth than you would get if you were directly exposed to the daily changes in the funds' performance. However the value of your investment can go down as well as up, and in certain circumstances we may suspend smoothing. If this happens the unit price will increase or decrease daily in line with the value of the underlying investment.

For more information about how the **PruFund Funds** work, please read "Your With-Profits Plan – a Guide to how we manage the Fund (PruFund range of Funds WPGBO031)", and refer to the Technical Guide which is available on request.

Can I switch money between funds?

You can switch your money between funds and we currently don't charge you for this. If this changes in the future we will let you know. However, you can only invest in 20 funds at a time.

You can switch from PruFund Protected Cautious Fund to PruFund Cautious Fund and from PruFund Protected Growth Fund to PruFund Growth Fund at any time. The switch will be processed on receipt of the request.

All other switches out of any of the PruFund Funds will be made 28 days after we receive the request and using the unit prices on the 28th day. Switch requests at the end of the guarantee date are not subject to the 28 day delay. Only one switch can be made per quarter, where the quarter dates are 25 February, 25 May, 25 August and 25 November, or the next working day if the quarter date is a weekend or a public holiday. This is in addition to any other switching restrictions outlined in "Where do you invest my money?"

For full details on switching rules and to request a switch, please complete the "Investment Alteration Form" – FRPF10149.

Once a request has been made it cannot be cancelled.

If you fully switch out of a **PruFund Protected Fund** before the guarantee date, you cannot switch back in within twelve months.

There are a number of differences for switches involving the PruFund funds, more details can be found in the Technical Guide.

If you switch money out of the **With-Profits Fund**, we may apply a Market Value Reduction. For more information about Market Value Reductions, please read "What's a Market Value Reduction?" on page 13.

You cannot switch into the With-Profits Fund within five years of selected retirement age or after age 70. You cannot switch in to the PruFund Protected Funds if the remaining term is less than the minimum guarantee term available.

You cannot switch money in to a PruFund Protected Fund if you are already invested in it.

What if I'm moving money from the Personal Pension option to the Income Drawdown option?

You may be moving all of your money to Income Drawdown or only some of it as part of Phased Drawdown, i.e. where you take your tax-free cash and income gradually over a period of time.

If you do this, you can either invest in the same funds or switch to different funds under Income Drawdown. When you move your money out of the Personal Pension option we sell the units in the funds you were investing in and buy new units for your Income Drawdown plan on the same day.

If you invested part of your Personal Pension plan in the With-Profits Fund, we may apply a Market Value Reduction when you convert it to the Income Drawdown option. We won't do this if you move money to the Income Drawdown option at your selected retirement age.

For all PruFund funds, units are sold in the Personal Pension Plan and new units bought in the Income Drawdown Plan when you convert. This means that any PruFund investments will start off in the relevant PruFund Account under the new Income Drawdown plan and will be switched to the appropriate fund on the next quarter date.

For more information on PruFund Accounts, please read "Your With-Profits Plan – a guide to how we manage the Fund (PruFund range of funds)".

Any guarantee from your investment in a PruFund Protected Fund can be carried over into Income Drawdown but you must keep the same amount invested in that fund across both the Personal Pension and Income Drawdown plans. Full details can be found in the Technical Guide.

What if I bring more than one transfer value into the Flexible Retirement Plan?

If you are using Income Drawdown, we will hold all your transfers in our FRP Holding Account until we receive all the documents and payments we need to make the transfers. We pay interest equivalent to HSBC base rate less 0.75% on what we hold in this account.

If you are only using the Personal Pension option you have the choice to opt in to the FRP Holding Account as above. We explain more about this in our Technical Guides. You can ask us for a copy of these.

Can I invest in a SIPP?

You can invest part or all of your plan in a SIPP. You do this by investing in the Self-Invested Fund.

If you invest in the Self-Invested Fund, you have two SIPP options. These are the FundSIPP option, and the Full SIPP option.

The FundSIPP option lets you include investment in up to 20 funds from the fund supermarket offered by Cofunds in your Self-Invested Fund. The Cofunds fund supermarket has a range of over 1,300 funds.

The Full SIPP option allows you to include a much wider range of assets in your Self-Invested Fund, from an allowable range that includes shares, unit trusts and commercial property. See our "SIPP Allowable Investments" factsheet for more information on the allowable range. Your adviser can give you this document.

You can appoint your own investment manager or broker to carry out transactions for you. Alternatively, we can arrange for you to make transactions using our preferred third-party broker.

The SIPP option you choose affects the charges that we apply to your plan. For more information please see "What are the charges?" on page 12.

In some circumstances you may be able to invest in some of the funds we offer at a lower cost through the Cofunds fund supermarket. Your financial adviser can explain the possible options.

What if I already have a SIPP?

It may be possible to transfer your existing SIPP into your Personal Pension Plan without having to sell any of your existing assets. This is called an "in specie" transfer. Your financial adviser can help you decide whether this is right for you.

Can I take money out of my Personal Pension plan?

You can't withdraw money from your plan. It can only be used to provide you with pension benefits. If you die before retirement we'll pay the plan value as a lump sum unless part or the entire plan has to be paid as a pension for your beneficiaries.

What happens if I move overseas?

Please note Prudential is not able to accept new monies from customers living overseas. If you move abroad and are no longer a resident of the UK this will impact on your ability to top up this product.

What are the tax advantages of investing in a Personal Pension plan?

Investments in pension funds in which registered pension schemes are invested are given important tax benefits. They do not pay tax on investment income received or capital gains. Some underlying investments, such as dividends from company shares, will be paid out of taxed profits, and the tax is currently not reclaimable.

When you come to take your benefits, they are subject to income tax.

What are the tax advantages of my Income Drawdown plan?

You have the same tax advantages with the Income Drawdown plan as you do with the Personal Pension plan.

However, when you die, any lump sum we pay to your dependants is subject to 55% tax.

Lifetime Allowance

The government limits the amount you can build up in all your pension plans before incurring a tax charge. This is called the Lifetime Allowance. If you exceed this amount, currently £1.5 million, a tax charge may be payable on the excess.

You may have a higher allowance if you have protection or an enhanced lifetime allowance.

If you think you are affected by this limit you can get more information from the HMRC website at www.hmrc.gov.uk. Alternatively, you may wish to speak to a Financial Adviser, for which you may be charged.

If you've invested in the Self-Invested Fund, you should talk to your financial adviser about how tax affects your investment.

The information in this booklet is based on our understanding as at February 2012 of current taxation, legislation and HM Revenue & Customs practice. All of these are liable to change without notice. The impact of taxation and any tax relief depends on individual circumstances.

When can I start taking my retirement benefits?

The government currently allows people to start taking their benefits from the age of 55, even if you are still working. You may be able to start taking your benefits earlier if you are in ill health. Under the terms of the contract you are currently required to take your benefits by age 75. If you wish to remain invested beyond 75 you will need to move to an arrangement with another provider.

You can also opt for a phased approach. So you could transfer parts of your pension fund into Income Drawdown or an annuity over time and leave the rest in your pension plan.

For PruFund funds, we may delay any withdrawal by 28 days, using the unit price on the 28th day. This delay will never apply to withdrawals at your selected retirement age or at age 75. Please refer to the Technical Guide for more information. This is available on request.

What benefits can I take?

You can take benefits by buying a pension annuity or by moving into Income Drawdown.

If you choose to buy an annuity, you can usually take up to 25% of your pension fund as a tax-free lump sum. The rest is used to buy your annuity. Under the terms of the current contract you will need to do this by your 75th birthday.

You don't have to buy your annuity from the same provider you invested your pension fund with.

You don't have to buy an annuity to take your benefits. If you invest in the Income Drawdown plan, you can use the money in that plan to take a regular income without buying an annuity.

You can usually take up to 25% of your Income Drawdown plan's value as a tax-free lump sum. This can only be taken at the start of your Income Drawdown plan – it can't be taken later.

You can take income as regular payments and/or one-off withdrawals directly from your plan. You choose how much income, if any, to take each year up to a maximum amount set by the Government Actuary's Department (GAD). We are required to review the maximum allowable income every three years.

You can make regular withdrawals monthly, every three months, every six months or yearly.

We limit the amount of money you can withdraw from the With-Profits Fund and the PruFund funds if you are not wholly invested in these funds. We explain these limits in our Technical Guide, which is available on request.

The income you get from any annuity you buy could be less than the income you took through Income Drawdown – depending on factors such as income taken, investment performance and annuity rates.

What might I expect to get back?

The personal illustration you received shows how much you could get back, based on example growth rates. However the actual fund value available to buy benefits will depend on:

- › the amount you've paid in,
- › the length of time your money has been invested,
- › the funds you've invested in and their performance,
- › any guarantees selected and when they apply,
- › the age you choose to take your benefits,
- › the charges,
- › any income and tax free cash taken under the Income Drawdown option.

What happens to my money if I die before I start taking my benefits?

Personal Pension

If you die before you start taking your benefits, we'll normally pay the money in your Personal Pension plan as a lump sum to your next of kin or nominated beneficiary.

The rules require us, as the Scheme Administrator, to decide who'll receive the lump sum. This is because if you choose who is to receive it, it would be included in your estate when calculating if any Inheritance Tax is payable. We'll take into account your circumstances and any stated wishes before we decide who receives the lump sum.

If you invested in either of the SIPP options, we may take instructions from your beneficiaries on how and when to sell assets in the Self-Invested Fund.

For more information about inheritance tax rules, please contact your financial adviser.

In Income Drawdown

The benefits paid from your plan will depend on who you have nominated as your beneficiary. This person could be:

- Your spouse or civil partner,
- Another dependant, or
- Someone named in your will or your estate.

Providing the person you've picked is your spouse, civil partner or financial dependant, they can:

- Take a lump sum (less 55% tax),
- Continue in Income Drawdown until age 75,
- Use the money in the plan to buy an annuity, or
- Pay a dependant's income to a child, until the child is 23.

Anyone other than your spouse, civil partner or financial dependant must take a lump sum, less tax.

Any nomination you make will be binding if the nominee is a dependant, other than through mutual dependence, at the date of your death. You should speak to your financial adviser about this if you think it might affect you.

We'll treat any money in the FRP Holding Account as if you'd invested it in the Personal Pension Plan, rather than the Income Drawdown Plan.

What are the charges?

We make charges for managing your plan and your investments. The amount we charge depends on the funds you invest in.

How our charges could affect the plan is shown in your illustration.

Our charges may vary in the future and may be higher than they are now. Further details can be found in the Technical Guide which is available on request.

Annual Management Charges

Every year, we take an Annual Management Charge from each of the funds you invest in (except the Self Invested Fund).

The funds have different Annual Management Charges which are already taken into account when we work out the value of your plan. You can find information about how much we charge for each fund in the "Fund Guide – Flexible Retirement Plan", which your adviser will give you.

Annual Management Charge – With-Profits Fund

The management charge for the With-Profits Fund depends on the performance of the With-Profits Fund, in particular the investment return and our expenses. If, for example, over time investment returns are higher, then we would expect to increase the charges and if returns are lower, we would expect to reduce the charges. We currently expect this charge to be approximately 1.45% a year based on the assumption that future investment returns from the With-Profits Fund will be 7% a year.

Annual Management Charge – PruFund Funds

We take the Annual Management Charge for PruFund Funds by deducting a percentage of the units every month. If you have only invested in a PruFund Fund for part of a month, we still take a full month's charge.

Investment expenses

Underlying Unit Trusts/OEIC's (Open Ended Investment Companies) incur additional investment expenses, which include trustee fees, custodian charges and registrar fees. Whilst we do not currently charge for these, in addition to our Annual Management Charge, we reserve the right to explicitly charge for the additional Unit Trust/OEIC expenses. Some of the externally managed funds may also apply a "dilution levy". We do not currently apply this charge directly to your plan, however we reserve the right to explicitly charge for any dilution levy that applies. We will let you know if we plan to do this.

Charges for guarantees – With-Profits Fund

There is a charge to pay for all the guarantees the With-Profits Fund supports. We guarantee not to apply a Market Value Reduction (MVR) when payments are made because of death or at your selected retirement age, or in respect of income payments under Income Drawdown. Please see "What's a Market Value Reduction?" on page 13 for more details.

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

The total deduction for guarantee charges over the lifetime of your plan is not currently more than 2% of any payment made from the fund. We will review the amount of the charge from time to time. Charges may vary if, for example, the long term mix or type of assets held within the With-Profits Fund is changed.

PruFund Protected Funds – Guarantee Charge

If you invest in a **PruFund Protected Fund**, the fund includes a guarantee which has an annual charge. We take this charge by cancelling units. For full details of the guarantee terms available and the associated charges, please refer to the document "PruFund Range of Funds: Guarantee Options" – INVS11470. You can get a copy of this from your adviser or from www.pru.co.uk. Details of the charge can also be found in your illustration.

The cost of advice

There may also be charges directly related to any commission you agreed with your financial adviser. Your financial adviser can take:

- Initial Commission (reduced allocation)
- Funded Initial Commission (100% allocation with Establishment Charge)
- Fund-Related Commission

Your financial adviser will explain these options to you.

You can find details of all your charges and the effect of the commission you've agreed with your adviser in your personal illustration.

Allocation rate

The allocation rate is the percentage of your transfer we actually invest in your plan.

If you agree that your financial adviser is to receive Initial Commission, this is expressed as a percentage of your investment and deducted from the amount invested in your plan. For example, if your adviser is paid 3% Initial Commission, your allocation rate would be 97%.

If you've chosen either of the SIPP options and you make an "in specie" transfer, your allocation rate must be 100% and no initial commission will be paid to your adviser.

When you move from the Personal Pension option to the Income Drawdown option the allocation rate is applied to the value used to calculate the maximum income allowable, adjusted for any outstanding Establishment Charges under the Personal Pension.

Establishment charge

If you agree that your financial adviser is to receive Funded Initial Commission, we apply an establishment charge to your plan. We set this charge when we set up your plan and we apply it monthly for the first five years. The amount of the establishment charge will depend on the level of Funded Initial commission you have agreed with your adviser.

A surrender charge equal to the amount of any outstanding establishment charges will be deducted from the plan value when money is taken out of the plan within the five-year establishment charge period. This includes money taken out for transfer payments and annuity purchases.

Where your funds are converted to Income Drawdown and there are outstanding establishment charges under the Personal Pension, these will be carried over to the Income Drawdown plan. A proportion of these outstanding charges will be deducted from any tax-free cash payment made under the Income Drawdown plan.

Do I receive any discounts?

You may benefit from discounts on the annual management charge. We may give you a Fund Size Discount depending on the size of your fund. Any final bonus or MVR applicable to investments in our With- Profits Fund will be excluded from this calculation of the fund value. We also give you a Loyalty Discount depending on how long you've invested in the plan.

Fund Size Discounts don't apply to investments held under the Self-Invested Fund or the FRP Holding Account.

We apply any Fund Size or Loyalty Discount monthly.

Loyalty Discount

Investment period	Loyalty Discount from Annual Management Charge
Less than 5 years	nil
5-9.99 years	0.05%
10-14.99 years	0.10%
15-19.99 years	0.20%
20 years or more	0.25%

Fund Size Discount

Fund Size	Fund Size Discount from Annual Management Charge
Less than £25,000	nil
£25,000-£49,999	0.10%
£50,000-£99,999	0.20%
£100,000-£249,999	0.25%
£250,000 and over	0.30%

The discount to the Annual Management Charge will apply to the whole of your investment, not just the portion above the threshold levels shown above.

If both discounts apply to your plan, we add them together.

While the Loyalty and Fund Size discounts don't apply to investments in the Self-Invested Fund or FRP Holding Account, if investments are transferred out of the Self-Invested Fund and the money reinvested in other funds within your plan, the period of continuous investment includes the period you were in the Self-Invested Fund.

What's a Market Value Reduction?

If you take money out of the With-Profits Fund, we may adjust the value of your fund if the value of the underlying assets is less than the value of your plan including all bonuses. This adjustment is known as a Market Value Reduction (MVR). It is designed to protect investors who are not taking their money out and its application means that you get a return based on the earnings of the With-Profits Fund over the period your payments have been invested.

We apply the MVR to your plan's value including regular and final bonuses. Please read "Your With-Profits Plan – a Guide to how we manage the Fund – (Prudential Unitised With-Profits Plans and Cash Accumulation Plans)" for more information on bonuses. An MVR will reduce the value of your plan and if investment returns have been very poor, you may get back less than you have invested in your plan.

We guarantee not to apply an MVR at your selected retirement age, final conversion date (the final date at which units in an Income Drawdown plan must be sold and used to purchase an annuity), or on any claims due to death. We also guarantee not to apply an MVR to any regular income or one-off income payments from Income Drawdown.

Our current practice on applying an MVR

We may apply a Market Value Reduction to any full or partial withdrawals, switches or transfers out of the With-Profits fund.

An MVR may apply if moving funds from a Personal Pension to Income Drawdown on a date other than your Personal Pension selected retirement age.

We reserve the right to change our current practice on Market Value Reductions at any time, without prior notice, and this would apply to existing plans and any new plans or top-ups. Examples of reasons for a change would include significant changes in the investment market or because the number of people moving out of the fund increases substantially.

What if I've invested in either of the SIPP options?

There are fixed establishment and administration charges to pay on investments in the Self-Invested Fund.

The charges for investing in the SIPP options depend on:

- The SIPP option you choose,
- The assets you invest in, and
- Whether you buy or sell any assets in the Self-Invested Fund.

SIPP options – Establishment and Administration Fees

If you choose the FundSIPP option, we apply an Establishment Fee of £150 and an Annual Administration Fee of £200. If you choose the Full SIPP option, we apply an Establishment Fee of £300 and an Annual Administration Fee of £425. If you choose the Income Drawdown option whilst invested in a SIPP, we apply an Annual Fee of £100.

SIPP options – transaction charges

If you choose the FundSIPP option, you don't have to pay fees for buying and selling assets in the Cofunds fund range. If you choose the Full SIPP option, you may have to pay transaction fees depending on the type of assets you buy and sell. More information can be found in "A schedule of fees – Self Invested Fund", which is available on request.

The charges you will incur depend on your actual investment activity. As we do not know which assets you will choose to buy and sell in your Self-Invested Fund, your illustration has been produced as if your transfer value is invested in a fund with an Annual Management Charge (AMC) of 1% each year.

The important point you should note is that whilst self investment offers more flexibility than a traditional insurance fund, charges can have a greater impact on smaller funds. In particular, for Self-Invested Funds less than £50,000, it is anticipated that the impact of the Establishment Fee and the Annual Administration Fee is likely to be more than 1% of the Self-Invested Fund each year.

To help you understand the possible impact of the Establishment Fee and the Annual Administration Fee, we have set out some sample illustrations on page 15.

These show the estimated value of some example SIPPs assuming an investment growth rate of 7% each year before charges. The table also shows the reduction in growth figure after taking account of charges. The values are shown after 5, 10, 20 and 30 year terms for the contribution detailed under the following four scenarios:

- using no AMC, and inclusion of the Establishment Fee of £300 and Annual Administration Fee of £425
- using a notional AMC of 1% only
- using a notional AMC of 1% and inclusion of the Establishment Fee of £300 and Annual Administration Fee of £425
- using a notional AMC of 1.5% and inclusion of the Establishment Fee of £300 and Annual Administration Fee of £425.

These fees are assumed to change each year in line with the Retail Price Index.

Sample illustrations

The illustrative figures below show a standard investment growth rate of 7% each year before charges. Investments in your Self-Invested Fund under the SIPP option of your plan could experience higher or lower projected growth rates than illustrated, including lower than the standard rate of 5% shown in your illustration. An assessment of your needs will be confirmed by your financial adviser before a recommendation is made.

Transfer Value		Fees Only (no AMC)		Notional AMC 1% only		Notional AMC 1% plus Fees		Notional AMC 1.5% plus Fees	
		Estimated fund value at end of term	Reduction in growth from 7% to:	Estimated fund value at end of term	Reduction in growth from 7% to:	Estimated fund value at end of term	Reduction in growth from 7% to:	Estimated fund value at end of term	Reduction in growth from 7% to:
£10,000	5 Year Term	£10,800	1.7%	£13,300	5.9%	£10,200	0.6%	£10,000	0.0%
	10 Year Term	£12,100	2.0%	£17,700	5.9%	£10,700	0.7%	£10,000	0.1%
	20 Year Term	£14,900	2.0%	£31,600	5.9%	£10,600	0.3%	£8,880	-0.6%
	30 Year Term	£18,100	2.0%	£56,300	5.9%	£8,280	-0.6%	£4,600	-2.6%
£25,000	5 Year Term	£31,900	5.0%	£33,300	5.9%	£30,200	3.9%	£29,500	3.4%
	10 Year Term	£41,600	5.2%	£44,400	5.9%	£37,400	4.1%	£35,400	3.6%
	20 Year Term	£73,000	5.5%	£79,200	5.9%	£58,200	4.3%	£51,800	3.7%
	30 Year Term	£132,000	5.7%	£140,000	5.9%	£92,800	4.5%	£77,400	3.8%
£50,000	5 Year Term	£66,900	6.0%	£66,700	5.9%	£63,600	4.9%	£62,000	4.4%
	10 Year Term	£90,800	6.2%	£88,900	5.9%	£81,900	5.1%	£77,700	4.5%
	20 Year Term	£169,000	6.3%	£158,000	5.9%	£137,000	5.2%	£123,000	4.6%
	30 Year Term	£322,000	6.4%	£281,000	5.9%	£233,000	5.3%	£198,000	4.7%
£100,000	5 Year Term	£137,000	6.5%	£133,000	5.9%	£130,000	5.4%	£127,000	4.9%
	10 Year Term	£189,000	6.6%	£177,000	5.9%	£170,000	5.5%	£162,000	5.0%
	20 Year Term	£363,000	6.7%	£316,000	5.9%	£295,000	5.6%	£266,000	5.0%
	30 Year Term	£703,000	6.7%	£563,000	5.9%	£515,000	5.6%	£441,000	5.1%

How do I know how my plan is doing?

We send you an annual statement.

If you've chosen either SIPP option, we send you a separate statement about the Self-Invested Fund.

You can get an up-to-date valuation by calling our Customer Services Department on **0845 640 3000**.

Is the Flexible Retirement Transfer Plan a Stakeholder pension?

The Flexible Retirement Transfer Plan is not a Stakeholder pension. Stakeholder pensions are readily available – your financial adviser can help you choose the right pension to suit your needs during retirement.

Can I transfer money from my Flexible Retirement Transfer Plan to another pension arrangement?

You can transfer the money in your Flexible Retirement Transfer Plan to another pension arrangement at any time before you take your pension benefits. We don't charge you for this but we will recover any outstanding establishment charges, as detailed on page 13.

If you transfer money from the With-Profits Fund, we may apply a Market Value Reduction. See "What's a Market Value Reduction?" on page 13.

If you transfer money from the PruFund Funds, we may make the transfer 28 days after we receive your request and everything we need from you to make the transfer. In these circumstances the transfer value will be the value of the plan on the 28th day. This delay will never apply to transfers at your selected retirement age or at age 75. Please refer to the Technical Guide for further information.

Finally, we may charge for selling assets in the Self-Invested Fund. Charges will depend on the investments you've chosen. For more information please refer to "What if I've invested in either of the SIPP options?" on page 14.

Additional information for Income Drawdown

The following options are available, you can:

- move into an Income Drawdown plan with another provider,
- use your Income Drawdown plan to buy an annuity,
- If you wish to remain invested beyond 75 you will need to move to an arrangement with another provider, as Prudential do not currently offer Income Drawdown beyond age 75.

Can I change my mind?

You can change your mind within 30 days from when you get your plan documents. If you decide, for any reason, within this period that you don't want the plan, we'll refund the value of your fund to the original provider. However, you should bear in mind that the previous provider may not be willing to take back the transfer fund and you may have to find an alternative arrangement.

If you cancel your plan within 30 days, the value may be less if the fund has fallen.

If you don't exercise your right to cancel within the 30-day statutory cancellation period, the contract will become binding. We won't return any money except in the form of a benefit payable in accordance with the rules.

If you've applied for an Income Drawdown plan you must return any income and tax-free cash received before we can process the cancellation.

If you've applied for any of your transfer value to be allocated to non-readily realisable or non-publicly quoted assets in the Self-Invested Fund you have waived your rights to cancel these.

If you wish to exercise your right to cancel, you should complete and return the Cancellation Notice you will receive or write to us at:

**Prudential
Stirling
FK9 4UE**

› Other information

How to contact us

If you have a financial adviser, please continue to use them as your first point of contact.

Alternatively, you can call us on **0845 640 3000**.

Calls may be monitored or recorded for quality and security purposes.

You can also write to us at:

**Prudential
Stirling
FK9 4UE**

Or via our website: www.pru.co.uk

How to make a complaint

If your complaint is adviser related please contact your financial adviser.

If we do anything that you're unhappy about, we want to know. We'll always try to put it right if we can.

To resolve your complaint quickly we need to know exactly what the problem is. So please write to us with all the details of what has happened to:

**Prudential
Customer Relations Unit
Stirling
FK9 4UE**

Copies of our complaint handling procedures are available from this address.

If you'd rather phone, you can call us on the number shown on your quotation. To make sure we have an accurate record of what you tell us, we may monitor or record your call.

We hope that we'll be able to handle your complaint in a way that satisfies you. But if we can't, you can speak to one of the following organisations.

**The Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London E14 9SR**

Telephone: 0800 0234 567

**The Pensions Ombudsman
11 Belgrave Road
London
SW1V 1RB**

Telephone: 020 7630 2200

**The Pensions Advisory Service (TPAS)
11 Belgrave Road
London
SW1V 1RB**

Telephone: 0845 601 2923

The Pensions Advisory Service is an independent, government funded body that gives free advice to members of the public about pensions.

These are free services. Using them won't affect your right to take legal action. We can help you find the appropriate organisation to handle your complaint.

How we'll communicate with you

We will communicate with you in English by post, by phone or by email.

Your client category and why it matters

The Financial Services Authority (FSA) is the independent financial services regulator. It asks companies to categorise their clients based on their involvement in and familiarity with financial services. This helps to make sure we send the right information to the right people. For example, information for an individual customer should assume less knowledge than information for a financial services company.

You're categorised as a "retail client". This means you get the highest level of protection by getting the clearest explanation of what you're buying and more detail about the risks. This means the information we send you is clear, balanced and indicates any relevant risks. Your category does not affect your right to lodge a complaint with the Financial Ombudsman Service.

If you have any questions about your client category, or think your category should be different, please call our Customer Service Team on **0800 000 000**.

Conflict of interest

We want to make sure that we uphold our reputation for conducting business with integrity. That's why we've drawn up a policy to deal with any conflicts of interest.

If you would like to know the full details of our Conflict of Interest Policy, please contact our Customer Service Team on **0800 000 000**.

Law

The law and courts of England and Wales will decide any dispute.

Terms and Conditions

This Key Features summarises our Flexible Retirement Transfer Plan. It doesn't include all the definitions, exclusions, terms and conditions. Please refer to our Technical Guide for more information, this is available on request.

FSA Registration

Prudential Assurance Company Limited is entered on the Financial Services Authority (FSA) Register. The FSA Register is a public record of all the organisations that the FSA regulates.

Our FSA reference number is 139793.

You can contact the FSA at:

The Financial Services Authority
25 The North Colonnade
Canary Wharf
London
E14 5HS

Telephone: 020 7066 1000

Compensation

We are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the Scheme if we cannot meet our obligations. This depends on your eligibility, the type of business and the circumstances of the claim.

For more information, contact:

The Financial Services
Compensation Scheme
7th floor, Lloyds Chambers
Portoken Street
London
E1 8BN

Telephone: 0800 678 1100 or
0207 741 4100

www.fscs.org.uk

It is important to note that the compensation scheme detailed opposite applies to the potential insolvency of Prudential Assurance Company and not any underlying investments held within your plan. If you invest in funds run by third party fund managers or Suffolk Life our current understanding is that you would not be able to claim under the scheme for any shortfall in the value of your investments if any of these companies become insolvent (including any balance in the Suffolk Life Bank Account). We also understand that if you have money in the FRP Holding Account you would not be able to claim for any shortfall arising if the bank involved with this account becomes insolvent.



www.pru.co.uk

"Prudential" is a trading name of The Prudential Assurance Company Limited, which is registered in England and Wales. This name is also used by other companies within the Prudential Group, which between them provide a range of financial products including life assurance, pensions, savings and investment products. Registered Office at Laurence Pountney Hill, London EC4R 0HH. Registered number 15454. Authorised and regulated by the Financial Services Authority.