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## **Key Features of the Prudential International Investment Bond**

If you are applying on, or after, 1 January 2018, it is important that you read our Key Information Document and relevant Investment Option Document(s).

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# Welcome

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We would like everyone to find it easy to deal with us. Please let us know if you need information about our plans and services in a different format.

All our literature is available in audio, large print or braille versions. If you would like one of these please contact us using the details on the last page.

It's important for you to decide whether this product is right for you and what funds to choose.

If you are applying on, or after, 1 January 2018, please read our Key Information Document and relevant Investment Options Document(s). These include important information which may help you make up your mind.

You should receive them with your application form. Please keep these documents safe for future reference or go to our website at [www.prudential-international.com/pro-docs/PIIB](http://www.prudential-international.com/pro-docs/PIIB) for the most up to date version.

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# About the Prudential International Investment Bond

The Prudential International Investment Bond is an investment bond which enables you to invest in a range of investments with the potential for growth. It allows you to take tax-efficient withdrawals, while providing an element of life cover.

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**The PruFund Protected Funds are currently unavailable to new investments.**

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## Important Information

Access to the Prudential PAC Sterling, PAC Euro and PAC US Dollar With-Profits Funds is no longer available to new customers investing in Prudential International Investment Bond (PIIB) on or after 11/09/2017

However, if you are an existing customer pre 11/09/2017, you will still be able to top up or switch into the Prudential With-Profits PAC Sterling, PAC Euro and PAC US Dollar Funds.

It is important to note we are not closing the Prudential With-Profits Fund. The underlying fund and ongoing management of the fund will remain the same and access will continue to be available to the With-Profits Fund through the PruFund range of funds.

If you are in any doubt about this product please speak to your Financial Adviser.

Reference to With-Profits within this document is only applicable to policyholders pre 11/09/17.

## Its aims

### What this bond is designed to do

- Grow the value of your investment.
- Allow you to withdraw your money tax efficiently.
- Give access to a range of investments to match your investment objectives and attitude to risk.
- Provide a small amount of death benefit.

## Your commitment

### What we ask you to do

- Your initial investment into the bond must be at least £20,000, €25,000 or US\$35,000. The minimum top-up is £15,000, €20,000 or US\$25,000. These limits are after the deduction of any Set-up Adviser Charge, if applicable.
- You will look to invest over the medium to long term, at least 5-10 years.
- Together with your Financial Adviser, you need to choose investments to suit your needs and keep them under regular review.

## Risks

### What you need to be aware of

Investing money can be rewarding, but it's not without risk.

We've highlighted the key risks you should consider before investing in this product.

- The value of your investment can go down as well as up so you might get back less than you put in. If you take more money from the plan than the amount your investment has grown by, the value of your investment will be less than you've put in.
- Our funds invest in stocks, shares and other assets which can rise and fall in value.
- Each of the investment choices available for the Prudential International Investment Bond has its own specific risks that will affect the value of your bond. Some also have features which mean there are restrictions on taking money out or moving money between investments. You should discuss these with your Financial Adviser and also read the **Fund Guide for the Prudential International Investment Bond and International Prudence Bond**.
- In exceptional circumstances, a transaction (such as a full or partial cash-in) may be delayed which may mean you will face a delay in gaining access to your money. You can find more information in the **Contract Conditions**.
- If more money is taken out of your bond, including charges and costs, than the amount of growth, this will reduce the value of your investment.
- Fluctuations in exchange rates could affect the value of your investment or withdrawals.

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## Other documents

For applications made on, or after 1 January 2018, it is important that you read your Key Information Document and relevant Investment Option Document(s). If you want more information, please read the following documents. We have highlighted when they are relevant throughout this document.

They are all available from your Financial Adviser or direct from us. Our contact details are on the last page.

- **Contract Conditions**  
These are the terms and conditions of the bond.
- **Statement of Charges**  
This shows the current charges and limits that apply to the bond.
- **Your With-Profits Plan a guide to how we manage the Fund**  
This provides information on how our With-Profits Fund works, and our current approach to managing it.
- **Your Guide to Investing in the PruFund Range of Funds**  
This outlines the basic features of the PruFund Range of Funds.
- **Fund Guide for the Prudential International Investment Bond and International Prudence Bond**  
This explains your investment choices.

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# Questions & Answers

## Is the Prudential International Investment Bond right for me?

You can take out this bond if you're aged 18 or over and a UK resident. You can take the bond out on your own or jointly with another person. You can be the life assured or you can choose to assure the life of someone else, up to 10 individuals. The minimum age for any life assured is three months and the maximum age at outset is 90 years (next birthday).

You shouldn't invest if you feel you don't understand the risks associated with investing. Remember that the level of risk you take depends on the options you choose from where you invest your money.

## How flexible is it?

You and your Financial Adviser can choose which funds you would like from a specified range. You can invest in up to 10 funds at any one time.

You are free to change your investments whenever you want but there are some restrictions. For more details see the section "Can I switch money between funds?" You can withdraw money from your bond at any time but there are limits on how much you can take out and how much should be left in the bond after a withdrawal.

Your bond can be written under trust if you wish.

## Where are my payments invested?

You and your Financial Adviser can choose which funds you would like from a specified range. You can invest in up to 10 funds at any one time.

There are three types of fund available:

- the Prudential Assurance Company (PAC) With-Profits Range of Funds.
- the PruFund Range of Funds – you can find specific information on these in "**Your guide to investing in the PruFund Range of Funds**"; and
- other Unit-Linked funds – you can find specific information on these the "**Fund Guide for the Prudential International Investment Bond and International Prudence Bond**".

Each fund available for you to invest in is divided into units of equal value. Any investment you make is then used to buy units in the funds you select.

For more information about all the funds you can choose from, please read the "**Fund Guide for the Prudential International Investment Bond and International Prudence Bond**".

## Unit pricing basis

When you invest in one of our funds, your money buys units in that fund. The price of these units is primarily determined by the value of the assets held in the fund, but also whether there is more money going into the fund or coming out of it, overall.

If there is a net inflow of money, the fund will be buying assets. This means that the unit price will be influenced by the purchase price of the underlying assets in the fund. Conversely, if there is a net outflow, it will be influenced by the sale price of the underlying assets, which is lower than the purchase price.

Over time, as the flows of money change, the unit price will fluctuate between a purchase price basis and a selling price basis. At times, there may be a sharp movement between the two, meaning the unit price could rise or fall significantly. This will affect the price you pay to buy units when you invest in a fund or the value you receive from selling, if you are switching out of a fund or cashing in your bond.

You can find more information in your **Contract Conditions**.

For more information about all the funds you can choose from, please read the "**Fund Guide for the Prudential International Investment Bond International Prudence Bond**".

## How funds invest

Some of the Prudential International funds listed in your fund guide may invest in 'underlying' funds or other investment vehicles. Have a look at a fund's objective and that will tell you where it invests – including if that's in an underlying fund or funds.

If the Prudential International fund is investing in just one underlying fund then it's what's known as a 'mirror' fund, as the performance of the Prudential International fund broadly aims to reflect the performance of the underlying fund it invests in. The performance of our Prudential International fund, compared to what it's invested in won't be exactly the same. The differences between the underlying fund and our fund can be due to:

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- additional charges,
  - cash management (needed to help people to enter and leave our fund when they want),
  - tax,
  - timing of investments (this is known as a fund's dealing cycle, it varies between managers and can be several days).

### How much can I pay into my bond?

There are limits on how much you can invest across the PAC With-Profits Range of Funds and the PruFund Range of Funds. The maximum you can invest across these funds (in one or more bonds) is £1,000,000, €1,500,000 or \$1,500,000.

If you own the bond jointly with someone else, you will each be treated as having invested the full amount. So if you jointly invest £1,000,000 into these funds, it will count as the maximum for both of you.

This limit includes any top-up investments into these funds.

There is no limit on what you can invest into other Unit Linked funds but if you want to invest more than £1,000,000 into this bond your Financial Adviser will need to contact us.

### Can I switch money between funds?

You can switch your money between funds, but you can't invest in more than 10 funds at any one time.

The minimum amount you can switch is £500, €750 or US\$750. If you're not switching the full value of your investment from a particular fund, you need to leave at least £500, €750 or US\$750 in that fund.

You can switch up to 20 times in any 12-month period without charge. After that, we will charge you. The charges are shown in the section "What are the charges and costs?".

For most funds, you can switch money whenever you like. However, the PAC With-Profits Range of Funds and the PruFund Range of Funds have some restrictions.

### PAC With-Profits Range of Funds

If you switch money out of any of the PAC With-Profits Range of Funds, we may adjust the value of your fund if the value of the assets underlying your bond is less than the value of your bond 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 reserve the right to change our current practice on Market Value Reductions at any time, without prior notice, and this would apply to existing bonds and any new bonds 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.

You cannot switch between PAC With-Profits Range of Funds.

### The PruFund Range of Funds

There are restrictions on when you can move money into, out of or between the PruFund Range of Funds. Also, if you are invested in one of the PruFund Protected Funds and switch money out of the fund, your Guaranteed Minimum Fund will be reduced proportionately.

For more information on switching terms please read your personal illustration and "**Your guide to investing in PruFund Range of Funds**".

## What are the charges and costs?

Your personal illustration shows how the charges and costs will affect your bond based on the amount you invest and example growth rates. It will also show any Adviser Charges you have asked us to pay on your behalf.

For With-Profits and PruFund Range of Funds, charges are deducted monthly in arrears by cancelling units from your chosen fund. For all other Unit-Linked funds, the unit price is adjusted daily to reflect the charges taken.

### Bond Charges

<b>Fund charges and costs</b>	<p>All of the funds have an Annual Management Charge. In addition to our charges, there may be further costs incurred, which can vary over time. Where these are applicable, they are paid for by the relevant fund and will impact on its overall performance.</p> <p>The Annual Management Charges and the current expected level of these further costs are set out in the current "<b>Statement of Charges</b>" for this product but they may vary over time.</p>
<b>Switch charge</b>	<p>You can switch money between funds without charge up to 20 times in any 12-month period. After that, we will charge you. We currently charge (for 2020) £16.94, €25.42 or US \$25.42 for each switch.</p>
<b>PruFund Protected Funds - Guarantee Charge</b>	<p>The PruFund Protected Funds have an additional annual charge for the guarantee. We take this charge monthly in arrears by cancelling units.</p>

Please note: The charges and costs may change in the future and they may be higher than they are now. Further information can be found in the **Statement of Charges** and the **Contract Conditions**.

## Charges for guarantees - With-Profits Funds

There is a charge to pay for the guarantees the With-Profits Funds support. We guarantee not to apply a Market Value Reduction (MVR) when payments are made because of death.

Our current MVR practice, which is not guaranteed, may include additional circumstances when an MVR is not applied.

The total deduction for guarantee charges over the lifetime of your bond is not currently more than 2% of any payment made from the fund. We might change our charges in the future. Charges may vary if, for example, the long term mix or type of assets held within the With-Profits Fund is changed.

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

## Can I pay my Financial Adviser from my bond?

Your Financial Adviser may agree charges with you. If you wish, you can ask us to pay some or all of these charges on your behalf from your investment. You will need to give us an instruction for the charges you want to have paid and we will then deduct the appropriate amount from your initial payment or your bond (depending on the type of charge) and pay it directly to your Financial Adviser.

The charges we can manage on your behalf are as follows:

### From your initial payment

- **Set-up Adviser Charge (SAC):** this can be a percentage of your total payment or a fixed monetary amount. We will deduct the charge from the money you send us, before we invest the balance into your bond. For example, if you send us £100,000 and ask us to pay a Set-up Adviser Charge of 5%, we will pay £5,000 to your Financial Adviser and invest £95,000 in your bond.

If you ask us to pay a Set-up Adviser Charge on your behalf, we will deduct this from your initial payment before investing the balance into your bond. This means it will not be included in the 5% tax-deferred allowance that applies to withdrawals from the bond. However, you should bear in mind that this allowance will be based on the amount invested into your bond after any Set-up Charge has been paid – not the total payment that you send to us.

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## From your bond

- **Ongoing Adviser Charge:** this can be a monetary amount, a percentage of the amount invested into your bond or a percentage of the bond value (at the time the charge is taken). We will deduct the charge regularly from your bond at the frequency you request.

You can change the amount of an Ongoing Adviser Charge at any time, using the form **PIIBF10006** or by giving us instructions in writing. You can also stop the charge at any time by giving us instructions in writing.

We will take any Ongoing Adviser Charges from across all the funds you hold in proportion to value, with the exception of any PruFund Protected Fund and any With-Profits Funds, unless these are the only funds you are invested in or they are the only funds remaining with sufficient value. In that case, we will take your Ongoing Adviser Charges firstly from any With-Profits Fund holding and then from any PruFund Protected Fund you hold. These rules may vary if you are making a further investment to an existing bond, you should refer to your **Contract Conditions** Booklet for details of how we will deduct Ongoing Adviser Charges.

- **Ad Hoc Adviser Charge:** you can ask us to pay one-off charges to your Financial Adviser on your behalf, by deducting the amount from your bond. This can be a monetary amount or a percentage of the bond value (at the time the charge is taken).

If you wish, you can specify the fund(s) you would like an Ad Hoc Adviser Charge to come from. If you don't specify any funds, we will take it from across all the funds you hold in proportion to value, with the exception of any PruFund Protected Fund and any With-Profits Fund, unless these are the only funds you are invested in or they are the only funds remaining with sufficient value. In that case, we will take the Ad Hoc Adviser Charge firstly from any With-Profits fund holding and then from any PruFund Protected Fund you hold.

If you specify the funds that an Ad Hoc Adviser Charge is to be taken from and the value of your selected fund(s) falls below the required amount, we will take the charge proportionately from the remaining funds in your bond, with the exception of any PruFund Protected Fund and any With-Profits Funds, unless these are the only funds remaining with sufficient value. In these circumstances we will take an Ad Hoc Adviser Charge firstly from the With-Profits fund if you hold that fund, and if there is insufficient value in your holding in that fund, then the charges will be taken from any PruFund Protected Fund holding.

These rules may vary if you are making a further investment to an existing bond and you should refer to your **Contract Conditions** Booklet for details of how we will deduct Ad Hoc Adviser Charges.

If any Adviser Charge is taken from a PruFund Protected Fund, the Guaranteed Minimum Fund will be reduced proportionately. Your personal illustration will give you more information on how this reduction works. If any withdrawals, including Adviser Charges, are taken from the With-Profits Fund, an MVR may apply.

Ongoing Adviser Charges and Ad Hoc Adviser Charges will be taken equally from all the policies in the bond.

- **Any Adviser Charges for your bond** – if we are paying any Adviser Charges from your bond and you are also taking regular withdrawals or one-off withdrawals by partially cashing in all the policies in your bond, these will be added together for the purposes of the tax deferred allowance. See the section "What about tax?". Please ask your Financial Adviser for more information.

## What might I get back?

There is a projection of how much you could get back in your personal illustration, based on example growth rates and the amount you choose to invest in the bond.

What you actually get back will depend on:

- how much you've invested,
- which funds you've invested in,
- how long you've invested for,
- how your investments have performed,
- the bond charges that have been taken,
- any Adviser Charges you have asked us to pay from your bond, and
- whether we've added any Annual Investment Reward.

Any withdrawals you have made will also reduce the amount you will get back. If you have a personal illustration, it will show how much you could get, based on example growth rates and your chosen investment.



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### Annual Investment Reward

Your personal illustration will show the amount of any Annual Investment Reward that applies. This is a reward for larger investments. The investment is the amount invested into the bond, after any Set-up Adviser Charge has been deducted from the payment you make to us.

If you make further investments, each will be separately assessed for the Annual Investment Reward. Where it applies, it will be credited on each anniversary of the relevant investment(s).

Your personal illustration will show the amount of any Annual Investment Reward that applies. It will continue to be credited on anniversaries until your bond ends.

### PAC With-Profits Range of Funds

If you've invested in any of the PAC With-Profits Range of Funds, the value of your investment will depend on the bonuses we've added to it and whether any MVR applies.

Please also refer to the section "How do I take money out of my bond?".

### The PruFund Range of Funds

The PruFund Protected Funds include a guarantee which takes effect on a selected anniversary of your bond. This may affect the amount you get back. For more information, please read "**Your guide to investing in the PruFund Range of Funds**".

### How do I take money out of my bond?

You can make one-off or set up regular withdrawals from your bond. The minimum amount of any withdrawal is £75, €112.50 or US\$112.50.

If you're not withdrawing the full value of your investment from a particular fund, you must leave at least £500, €750 or \$750 in that fund. This limit also applies if you ask us to pay any type of Adviser Charges from your bond.

Withdrawals can be taken every:

- month,
- three months,
- six months, or
- 12 months.

The maximum regular withdrawal you can take in any 12-month period is the greater of 7.5% of the full value of your bond when you start taking regular withdrawals or 7.5% of the total amount you've invested in your bond. If you have asked us to pay Ongoing Adviser Charges from your bond, they will count towards this limit.

As standard we set the bond up as a group of 20 identical policies (subject to any rounding required) but if asked we can set the bond up as one policy or as group of up to 100 policies. Your bond is set up in this way to help you make tax-efficient withdrawals.

Regular withdrawals are taken evenly across all the policies in your bond. For one-off withdrawals, you can alternatively choose to cash in individual policies.

If you wish you can specify the funds withdrawals are to be taken from and the value of your selected fund(s) falls below the required withdrawal amount, we will take your withdrawals (including Adviser Charges) proportionately from the remaining funds in your bond, with the exception of any PruFund Protected Fund and/or any With-Profits Funds, unless these are the only funds remaining with sufficient value. In these circumstances we will take your regular withdrawals firstly from the With-Profits Fund if you hold that fund, and then if there is insufficient value in your holding in that fund, from any PruFund Protected Fund holding.

If you don't specify any funds, we will take withdrawals from across all the funds you hold in proportion to value, with the exception of any PruFund Protected Fund and any With-Profits Funds. We will only take a withdrawal from a PruFund Protected Fund and/or a With-Profits Fund your bond is invested in, if these are the only funds in which you hold sufficient value. In that case, we will take your withdrawals firstly from any With-Profits fund holding and then from any PruFund Protected Fund you hold.

These rules may vary if you are making a further investment to an existing bond and you should refer to your **Contract Conditions** Booklet for details of how we will deduct withdrawals.

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## PAC With-Profits Range of Funds

If you make a withdrawal from any of the PAC With-Profits Range of Funds, as a regular or one-off withdrawal or for Ongoing or Ad Hoc Adviser Charges you have asked us to pay from your bond, we may apply a Market Value Reduction (MVR).

If you cancel a regular withdrawal request, we reserve the right not to allow you to re-start regular withdrawals subsequently if you have elected to take them wholly or partly from the PAC With-Profits Range of Funds. For example, we may exercise this right if, at the time you ask to re-start regular withdrawals, an MVR is in force for withdrawals from any of the PAC With-Profits Range of Funds.

However, this rule does not affect withdrawals from Unit-Linked funds. You would also still be able to make partial withdrawals at any time.

Similarly, we reserve the right not to allow you to change your selected fund(s) for regular withdrawals from the PAC With-Profits Range of Funds. Again, we may exercise this right if, at that time, an MVR is in force.

This is to help with our overall management of the PAC With-Profits Range of Funds and to help ensure all policyholders are treated fairly.

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 bonds and any new bonds 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.

We do not apply an MVR where the death benefit becomes payable.

## The PruFund Range of Funds

There are restrictions on when you can move money out of the PruFund Range of Funds. If you are invested in one of the PruFund Protected Funds and a withdrawal is taken from that fund, your Guaranteed Minimum Fund will be reduced proportionately.

For more information, please read your personal illustration and "**Your guide to investing in the PruFund Range of Funds**".

## What about tax?

This section gives brief information about UK Tax. For specific advice, please speak to your Financial or Tax Adviser.

For more information please visit the HM Revenue and Customs website at [www.hmrc.gov.uk](http://www.hmrc.gov.uk)

### Capital Gains Tax

You won't have to pay this on your bond.

### Income Tax

You may have to pay Income Tax on any withdrawals you make from your bond.

Each policy year you can withdraw up to 5% of the amount you have invested in your bond without having an immediate tax bill. You may do this by taking regular withdrawals and/or one-off withdrawals by partially cashing in all the policies in your bond.

If you don't use all of this 5% allowance in any policy year, you can carry the unused portion forward. The allowance comes to an end once you have withdrawn 100% of the amount you invested. If you withdraw more than the allowance in any policy year, you may have to pay Income Tax on the excess amount.

The 5% allowance also applies to any top-up investment you make. Any Ongoing Adviser Charges, Ad hoc Adviser Charges, regular withdrawals and one-off withdrawals you ask us to pay by partially cashing in all the policies in your bond, will be counted against the 5% allowance.

You may also have to pay Income Tax if:

- you cash in your bond or any policies in it,
- you transfer legal ownership of your bond, or
- your bond ends on the death of a life assured and the death benefit is payable.

A gain on your bond will be added to your total taxable income for that tax year and you will normally pay tax on the gain at your highest rate, although in some cases you may be able to claim "top-slicing relief".

Gains from your bond may affect any entitlement to personal Income Tax allowances or certain tax credits.

If you have been non-resident in the UK for tax purposes during

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the period you have owned the policy, you may be entitled to a reduction in tax payable for any taxable gains made during your non-residency (time apportioned reduction). Further details can be found in the HM Revenue & Customs helpsheet HS321 "Gains on foreign life insurance policies".

### **Inheritance Tax**

If your bond isn't in trust, your estate may have to pay Inheritance Tax on it when you die.

### **Irish Exit Tax**

If you become resident in Ireland, we'll deduct Irish Exit Tax from your bond:

- every eight years;
- when any benefits are paid out; or
- when the owners of the bond change.

We pay this tax to the Irish tax authorities. If you're not resident in Ireland, you don't have to pay Irish Exit Tax provided you complete the "Declaration of residence outside Ireland" which is contained within the application form.

### **Tax rules for trusts**

If your bond is written under trust, special tax rules apply. For more information please contact your Financial Adviser.

### **Tax rules for corporate investors**

UK Corporate investors cannot benefit from the 5% annual tax-deferred allowance. For more information, please contact your Financial Adviser.

We've based this information on our understanding of current law and HM Revenue and Customs practice. You might need to pay tax depending on your circumstances and the options you choose. Tax rules can also change in the future.

### **How will I know how my bond is doing?**

We will send you a free statement every year. If you want to know the value of your bond at another time, please call us on **+353 1 476 5000**.

### **What happens to the Prudential International Investment Bond if I die?**

If you cover one life only, we'll pay out a lump sum when that person dies.

If you cover more than one person, you can choose for us to pay the lump sum:

- when the first person covered dies, or
- when the last person covered dies.

The life cover will end if you cash in your bond.

Where you choose to cover more than one person, the amount we will pay on death is based on the age of:

- the oldest person covered if the death benefit is payable when the first person dies; or
- the youngest person covered if the death benefit is payable when the last person dies.

The life cover will pay out either:

- 101% of the cash-in value of the remaining units purchased by an investment – if the relevant person (ie the oldest or youngest as above) was 75 or under when you made the investment, or
- 100.1% of the cash-in value of the remaining units purchased by an investment – if the relevant person was 76 or over when you took out the bond.

If you top up your bond, we will base the life cover for the top-up on the age of the people covered at the time that you make the top-up.

The death benefit will be paid out to the surviving owner(s), the estate of the deceased owner or, if the bond is under trust, to the remaining trustees, as appropriate.

If the owner dies but they are not the life assured, the bond will not end and ownership of the bond will pass to the owner's estate, unless the bond was owned jointly or is under trust; in which case it will normally pass to the surviving owner(s) or to the remaining trustees, as appropriate.

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## What if the bond is not right for me?

You have 30 days from when you first receive your bond documents to cancel. For any additional investments you make into your bond you will also receive a 30 day cancellation period for them.

If you decide to cancel an additional investment it will not affect any existing investment you have in place. We'll include a cancellation notice with these documents and if you decide to cancel, you can send us a completed notice or write to us with your bond reference number at:

**Operations Department  
Prudential International  
Montague House  
Adelaide Road  
Dublin 2  
Ireland**

After the 30 day cancellation period, the bond cannot normally be cancelled and will continue as set out in this document.

If more than one person owns the Prudential International Investment Bond, we will accept cancellation within 30 days by either of the owners, whether they're acting alone or jointly.

If you decide to cancel your Prudential International Investment Bond or top-up payment and you've asked us to pay a Setup Adviser Charge, we will not refund this to you, as we will have paid it to your Financial Adviser on your behalf. This also applies to any Adviser Charges paid out from your bond. What you will get back from us will only relate to the amount actually invested into your bond. If you've invested in our PAC With-Profits or PruFund Range of Funds, you'll get back all the money you invested in those funds, less any withdrawal and/or Adviser Charges taken from those funds. If you've invested in any of our other funds, you may not get all the money back if any of the funds have fallen in value and any withdrawal and/or Adviser Charges have been taken from those funds. In that case, we will refund the amount you invested adjusted for the fall in the unit prices. This means that you may get back less than you invested in those funds.

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## Other information

### Client category

We classify you as a 'retail client' under Financial Conduct Authority (FCA) rules. This means you'll receive the highest level of protection for complaints and compensation and receive information in a straightforward way.

### Compensation (UK residents only)

Prudential International exceeds its capital requirements and is financially strong. However, in the unlikely event that Prudential International, the fund manager, Prudential in the UK or the custodian of fund assets should fail to meet their financial obligations, You may face financial loss.

Prudential International products will not be covered by a government-backed financial guarantee scheme, including the FSCS in the UK.

### Limit of our liability

Our liability under any fund that we make available under the bond cannot exceed the value of the assets held in that fund. This applies whether these fund holdings are actual assets, an interest in another fund (whether managed within the M&G plc Group of companies or by an external investment organisation) or an interest in a reinsurance policy that we have taken out to reinsure our liability under a fund.

In particular, for an externally-managed fund, our liability is limited to the amount we can claim from the relevant investment organisation. For example, if the investment organisation were to become insolvent, we could only pay the amount, if any, which we could collect under the insolvency in relation to the units allocated to the bond.

### Financial strength

Prudential meets EU standards for meeting its financial obligations. You can read our solvency and financial conditions reports at [www.pru.co.uk/about\\_us](http://www.pru.co.uk/about_us), or if you contact us we can post some information to you.

### Terms and Conditions

This Key Features Document gives a summary of your bond. Full details are set out in your **Contract Conditions** Booklet which is available on request using our contact information on the last page, and will also be sent to you when your bond starts.

### Conflict of interest

We want to make sure that we uphold our reputation for conducting business with integrity. If we become aware that our interests may conflict with yours we will take all reasonable steps to manage it in an appropriate manner.

We have 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 the details on the last page.

### Law

The law of England will apply to your Prudential International Investment Bond.

### Our regulators

The address of the regulator in Ireland which authorises Prudential International is:

**Central Bank of Ireland**  
**PO Box 559**  
**Dame Street**  
**Dublin 2**  
**Ireland**

Prudential International is subject to limited regulation by the Financial Conduct Authority (FCA) for UK business. The address of the FCA is:

**The Financial Conduct Authority**  
**12 Endeavour Square**  
**London**  
**E20 1JN**

Details on the extent of our regulation by the FCA are available from us on request.

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## Communicating with you

Our bond documents and terms and conditions are in English and all our other communications with you will be in English.

## How to make a complaint

If you have a complaint about your Prudential International Investment Bond, please contact your Financial Adviser first, as they may be able to resolve it quickly for you.

Otherwise, send your complaint to:

**Customer Services Manager  
Operations Department  
Prudential International  
Montague House  
Adelaide Road  
Dublin 2  
Ireland**

If you'd rather phone, you can call us on **+353 1 476 5000**.

Calls may be monitored or recorded for security, quality purposes, staff training and/or dispute resolution.

In the unlikely event that we are unable to resolve any problem, you can contact the Financial Services & Pensions Ombudsman, in Ireland. The address is:

**Financial Services & Pensions Ombudsman  
Lincoln House  
Lincoln Place  
Dublin 2  
Ireland  
D02 VH29**

Telephone: **+353 1 567 7000**

Website address: **www.fspo.ie**

If you are resident in the UK you can contact the Financial Ombudsman Service (FOS). The address is:

**Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR**

Telephone: **0800 0234 567**

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

If you are resident on Jersey you can contact the Channel Island Financial Ombudsman (CIFO). The address is:

**Channel Islands Financial Ombudsman (CIFO)  
P O Box 114  
Jersey  
Channel Islands  
JE4 9QS**

Telephone: **+44 1534 748610**

Website address: **www.ci-fo.org**

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## How to contact us

If you want to contact us before you invest, you can contact us in the following ways:



Write to:

**Operations Department, Prudential International, Montague House, Adelaide Road, Dublin 2 Ireland**



Phone: **+353 1 476 5000**

Monday to Friday 9am – 5pm (we are not open on public holidays). We might record your call to make sure our service is up to standard.



If you are a deaf customer, who is also a British Sign Language (BSL) user, you can contact us using a Video Relay service. The service, provided by SignVideo, connects customers to fully qualified, registered NRCPD interpreters who will relay your conversation with a member of our customer service team.

**[www.pru.co.uk/contact-us/signvideo](http://www.pru.co.uk/contact-us/signvideo)**

There is no cost for using this service to call Prudential International and we're available to help you Monday to Friday, 9am – 5pm.



You'll also find more information at: **[www.pru.co.uk/international](http://www.pru.co.uk/international)**

### Keep in touch

It's important that we keep in touch, so if you change address or any of your contact details, please let us know.



[www.pru.co.uk](http://www.pru.co.uk)

The registered office of Prudential International is in Ireland at Montague House, Adelaide Road, Dublin 2. Prudential International is a marketing name of Prudential International Assurance plc, a life assurance company operating from Ireland. Registration No. 209956. Prudential International Assurance plc is authorised and regulated by the Central Bank of Ireland and in the context of its UK regulated activities only, is deemed authorised by the Prudential Regulation Authority and subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website. Prudential International is part of the same corporate group as The Prudential Assurance Company Limited. Both The Prudential Assurance Company Limited and Prudential International are direct and indirect subsidiaries respectively of M&G plc, a company incorporated in the United Kingdom. The Prudential Assurance Company Limited is not affiliated in any manner with Prudential Financial, Inc, a company whose principal place of business is in the United States of America or Prudential plc, an international group incorporated in the United Kingdom.