Standard Life

Retirement Account Plan

Key Features

This is an important document.
Please read it and keep for future reference.

The Financial Conduct Authority is a financial services regulator. It requires us, Standard Life, to give you this important information to help you to decide whether our Retirement Account Plan is right for you. You should read this document carefully so that you understand what you are buying, and then keep it safe for future reference. When we refer to 'Standard Life' we mean Standard Life Assurance Limited.

Helping you decide

This key features document will give you information on the main features, benefits and risks of the Retirement Account Plan.

An illustration is also enclosed. It will show you the benefits you may get in the future. Your key features document and illustration should be read together.

Our Customer Centre will always be happy to answer any of your questions or give you more information but they can't give you financial advice. Our contact details can be found on page 16.

keyfacts®

FSCS Protected

If you are aged 50 or over, you also have access to the Government's free impartial Pension Wise service provided through Citizen's Advice or the Pensions Advisory Service. This guidance can be accessed by phone 0800 138 3944, or face to face, or online www.pensionwise.gov.uk

1. Its aims

To provide you with a tax-efficient way to save for retirement.

To build up a sum of money that will provide you with guaranteed income for life (annuity), or a tax-free lump sum and a smaller annuity when you retire.

Please note, not all of the retirement options from age 55 (rising to 57 in 2028) are available from within this product. The full range of options can however be accessed by transferring to another product.

See page 8 for more details.

2. Your commitment

To pay any regular payments that you may be required to make into your plan, usually until your normal retirement date.

To remain invested in the plan until you choose to take your benefits.

To tell us if your circumstances change and you are no longer eligible to be an active member of the plan.

You cannot cash in your plan at any time, although you may be able to transfer it to another pension provider or registered pension scheme before you start taking your benefits.

You should regularly review your plan, and the level of payments being made, to make sure you're on track to meet your retirement goals.

3. Risks

This section is designed to tell you about the key product risks to be aware of at different stages of the plan.

At the start of the plan

You will be invited to join this plan via the trustees/your employer.

If the plan is cancelled, the amount returned may be less than the amount paid in.

See 'Can I change my mind?' on page 13 for more information.

If you transfer benefits from another pension scheme, there is no guarantee that what you will get back from the Standard Life Retirement Account Plan (RAP) will be higher. You may get back less. You could also be losing money by giving up any valuable guarantees or benefits from your other pension plans that you do not have with the Standard Life RAP.

You will need to take advice if you are thinking about transferring a pension plan worth more than £30,000 if it offers any form of income guarantee (for example, a final salary pension). This is to ensure that you understand how much money you are putting at risk. Please check if this will apply to any pension plan you are thinking of transferring. If you are unsure if it is suitable for you to transfer your pension plan, you may wish to seek advice from a financial adviser. There's likely to be a cost for this.

Transferring other pensions will not be right for everyone. You need to consider all the facts and decide if it is right for you.

Investment

The plan may invest in different types of investments, including investments based on stocks and shares, which carry different levels of risk. The value of your plan can go down as well as up, and may be worth less than was paid in.

There are also risks involved in relying on the performance of investments within a single asset class, rather than spreading the investments over a variety of asset classes.

There are other investment risks to be aware of. These include:

- If you invest in with-profits, the return on each payment you make is affected by the investment returns for the whole of the bonus year in which it's paid and not just the part of the year after it's paid. This means your plan value could be lower or higher than if we used only the investment returns after each payment is made. Note, a bonus year is from 16 November in one year to 15 November in the next.
- If you decide to transfer out of with-profits you may be giving up valuable guarantees
- If you invest in with-profits, your plan value could be less than it otherwise would be because of discretionary adjustments
- Some funds invest in overseas assets. This means that exchange rates and the political and economic situation in other countries can significantly affect the value of these funds.
- You may transfer or switch your investments but sometimes, in exceptional circumstances, we may wait before we carry out your request to transfer or switch out of a fund. This is to maintain fairness between those remaining in and those leaving the fund.

  This delay could be for up to a month. But for some funds, the delay could be longer:

  - It may be for up to 6 months if it's a fund that invests in property, because property and land can take longer to sell
  - If our fund invests in an external fund, the delay could be longer if the rules of the external fund allow this

  If we have to delay a transfer or switch, we'll use the fund prices on the day the transaction takes place – these prices could be very different from the prices on the day you made the request.
- Some of our funds invest in other funds that are managed by external fund managers. The availability of an external fund may be restricted at any time, and this is outside our control. Also, an external fund manager could suspend dealings in their fund or delay withdrawals from it, and again we have no control over this.

For further information about the investments and fund choices available to the Retirement Account Plan (RAP) and the risks involved, please refer to 'How to choose the right investment options for your pension' (GPEN4 for retail plans or GPEN5 for corporate plans). If you are unsure which version applies to your plan, please speak to your employer or trustee.

Taking retirement benefits

What you get back when you retire isn't guaranteed. Your benefits may be lower than illustrated. This could happen for a number of reasons, for example if:

- you stop paying into your pension plan, or take a payment break
- payments into the plan are lower than illustrated
- the performance of the fund(s) chosen is lower than illustrated
- the cost of buying benefits when you retire is higher than illustrated, for example due to interest rates being lower and/or people living longer
- tax rules and legislation change
- plan charges increase above those illustrated
- any charges are taken for financial advice
- benefits are bought at a different age from the age used in the illustration
- for with-profits investments, your plan value is less than it otherwise would be because of discretionary adjustments

4. Questions and answers

What is a Retirement Account Plan (RAP)?

It is a pension plan set up by your employer on your behalf that allows you to save in a tax-efficient way for your retirement. The plan aims to let you and your employer increase the benefits you receive from your employer's occupational pension plan on retirement.

How flexible is it?

You can make regular payments into the plan. These will be taken from your salary before tax has been deducted and passed on by your employer to Standard Life.

You can normally make single payments at any time, subject to your employer's/trustees' agreement (or scheme rules).

In some cases you can transfer your pension pot from another pension arrangement into your plan.

We strongly recommend that you talk to a financial adviser if you want to make a transfer payment. There's likely to be a cost for this.

Direct Debit and Web (using Contribution Payer) and Flexible Direct Debit are our preferred payment methods for all regular and irregular payments.

All employee regular payments must be paid by the employer via salary deduction. For transfers from other providers we will accept payment by direct credit, telegraphic transfer or cheque.

You can change the amount of your regular payments at any time, subject to:

- our minimum payment level
- any requirements set out by your employer/the trustees

Your employer can also increase or reduce their payments, subject to our minimum payment levels.

You and your employer may stop making payments at any time or take a payment break and restart them later if you are still eligible.

Reducing or stopping your payments will result in a lower plan value and future pension. Standard Life can provide you with an illustration showing the effects of reducing or stopping your payments. We strongly recommend that you talk to your employer and a financial adviser before a final decision is made. There's likely to be a cost for this.

If you leave your current employer, you will remain invested in the plan but will not be able to continue making payments into it. However, you can transfer it to another pension plan (either with Standard Life or another provider) or registered pension scheme at any time before you start taking your benefits.

Am I eligible?

Yes, if you are employed, and meet the eligibility requirements to join the plan set out by your employer.

What alternatives are there to RAP?

A Stakeholder pension may meet your needs as well as this pension plan. Your financial adviser will be able to advise which pension plan is better for you. There's likely to be a cost for this.

You can find more information on Standard Life's Stakeholder Pension in our Stakeholder Pension Plan Key Features document (SPP17). For a copy of this, please ask your financial adviser or contact us.

4.1 How much can be paid into my plan each year?

The total of both your and your employer's payments must be above our minimum levels. Details of the minimum payments are available from your employer. You should also read the 'What about tax?' section (on page 10) before deciding how much to pay.

You can't make payments directly to your plan. Any regular or single payments you want to make must be made via your employer.

If you have any other pension plans, you may be able to transfer their value into this plan, but there is no guarantee that you will increase your total retirement benefits by doing so. If you are considering making a transfer, we strongly recommend that you talk to a financial adviser. There's likely to be a cost for this.

4.2 Where are the payments invested?

The trustees of your employer's occupational pension scheme have selected the investment options which are available. For more information, please ask your financial adviser or contact us for the relevant 'How to choose the right investment options for your pension' guide.

We offer a range of investment-linked funds.

We also offer a with-profits fund and lifestyle profiles to choose from.

We invest 100% of each payment. Each fund is made up of 'units' and we use your payments to buy units in the fund(s) you choose.

If you choose our investment-linked funds, the price to buy or sell one unit in each fund depends on the value of investments that make up the fund. Your plan value is based on the total number of units you have in each fund. If the unit prices rise or fall, so will your plan value.

If you're thinking of investing in with-profits please read our With-Profits guide.

You can find this at: **www.standardlife.co.uk/withprofits** or call us on 0800 634 7476 for a paper copy.

Our call charges will vary.

For more information about our funds, please ask your financial adviser or refer to the 'How to choose the right investment options for your pension' guide.

As well as offering unit-linked and with-profits funds, we offer options called lifestyle profiles. These automatically change the funds you are invested in based on how long you've got until your selected retirement date. As you get closer to retirement, the investment aims of the profile move away from growth and towards preparing your pension plan for your selected retirement date.

You have options on how you can take your retirement benefits. You should make sure any lifestyle profile you choose matches your retirement plans, whether that's buying a guaranteed income for life (annuity), taking a flexible income (drawdown), taking your money as one or more lump sum(s), or a combination of these.

It's also important to consider when you'll take your retirement benefits as lifestyle profiles make changes to your investments based on your selected retirement date. As a result, they may only be suitable if you're planning to start taking your retirement benefits at your selected retirement date.

If you aren't sure how and when you should take your retirement benefits, or whether a lifestyle profile is suitable for you, you should speak to a financial adviser. There's likely to be a cost for this.

You can only invest in one lifestyle profile at a time. If you invest in a lifestyle profile, you can also invest in with-profits, but you can't combine a lifestyle profile with any other investment. Please refer to the relevant 'How to choose the right investment options for your pension' guide. If you are unsure which version applies to your plan, please speak to your employer or trustee.

4.3 What might I get when I want to start taking my benefits?

Your plan value will depend on:

- how much is paid in
- how long the payments are invested for
- the performance of the fund(s) you have chosen
- our charges (see the 'What are the charges and discounts?' section on page 10)
- for with-profits investments:
  - any guaranteed payout. A guarantee applies at the retirement date selected when your plan started as long as you are taking your pension benefits. (Any money you pay into with-profits in the five years before you take your pension benefits might not have a guarantee.)
  - any discretionary adjustments, up or down, for example for smoothing. Discretionary adjustments won't reduce guaranteed benefits.

When can I take my benefits?

You will normally take your RAP benefits at the same time as the other retirement benefits under your employer's scheme.

Options on retirement

You can start taking money from your pension pot from age 55 (rising to 57 in 2028). However, that's not a deadline to take action. You may wish to leave your pension pot invested, and can continue to pay into it (up to age 75) and take advantage of the tax benefits.

Once you decide to start taking money from your pension pot, you have a lot of different options, so it's important to understand what these are.

You can normally take up to 25% of your pension pot tax free. However, not all options are available with this plan. For more information call us on: **0345 60 60 039. Call charges will vary**.

You can take it all at once or you can take it in stages as cash lump sums. The remaining 75% of your pot will be taxed as income when you choose to access it.

Here's a quick summary of your options.

Your options at retirement will always depend on your personal circumstances. If you want to access some of the more flexible options, you may need to move to a different pension product first. Transferring will not be right for everyone.

You might also want to seek appropriate guidance or advice before you make any decisions. There's likely to be a cost for this. (See 'More on shopping around on page 9).

Accessing your pension savings could reduce what you can pay into any pension plan in the future without a tax charge applying.

Guaranteed income for life (annuity)

It's easy to set up and won't need any further attention from then on. You should be aware that the decision to set up a guaranteed income for life should be carefully considered, as it normally can't be changed in the future.

You don't need to use all of your pension pot to set up an annuity. You could leave some cash invested to access with flexibility as and when you need it.

Whether you're thinking about flexible or guaranteed income it's important that you shop around to find the best deal for you. You don't have to take your income from your current pension provider. You could transfer your pension plan to another provider. This could improve the level of income you get as annuity options and rates may vary between providers.

So it's worth comparing what each provider can offer.

Take a flexible income (drawdown)

Flexible income, also known as drawdown, gives you the freedom to choose your own level of income and the flexibility to suit your personal needs. To access this you may need to move to a different pension product which allows this option. If you're considering this option there are a few things you need to think about.

Taking a flexible income may restrict how much you can pay into any pension plan in future. Different charges may apply and you have to pay income tax on it, just as you would your salary. As your pension pot, and any new payments you make into it, stays invested it has the potential to grow in value, tax-efficiently.

However, there are no guarantees and you could lose money. It's up to you to make sure your money lasts as long as it needs to, so you need to keep an eye on the amount you're withdrawing.

However, you can still choose another option.

If you die, any balance left in your pension pot can be passed on. This is normally tax free if you die before age 75.

Take cash from your pension pot

You can now take all your pension pot as cash. 25% is normally tax free but anything over this is taxed in the same way as earned income. If you choose this option, you'll need to plan how you will fund the rest of your retirement. You'll also need to consider how your tax position is affected as taking this option could push you into a higher tax bracket. This may also restrict how much you can pay into any pension plan in future. Different charges may apply and you have to pay income tax on it, just as you would your salary.

Combining your options

You can also combine your retirement options.

More on shopping around

We recommend you get appropriate guidance or advice before you make any decisions. An adviser is likely to charge a fee for this. But if you are aged 50 or over, you can get free impartial guidance over the phone or face to face with Pension Wise.

Pension wise
Your money. Your choice.

Go to **pensionwise.gov.uk** or call 0800 138 3944. You can also get guidance about all your retirement options from the Money Advice Service.

4.4 What about tax?

We give a short explanation about tax below. For more information, please read 'Information about tax relief, limits and your pension' (GEN658).

You can find this at **www.standardlife.co.uk/taxandpensions**, or phone us for a paper copy.

Tax relief on payments to your plan

You'll get tax relief on payments, normally at your highest income tax rate. Your employer will deduct the payments from your salary before tax has been calculated.

HM Revenue & Customs has an Annual Allowance for the total payments that you, your employer and any third party can make to all your pension plans (excluding transfer payments).

You may have to pay a tax charge on any payments that exceed this limit. If the total payments to all your plans are less than the limit in one tax year, you may be able to carry forward the unused allowance for up to three tax years.

The funds you invest in are not liable for UK Capital Gains Tax.

Tax treatment when taking your benefits

You can normally take 25% of your pension pot as a tax-free lump sum.

The rest of your benefits will be taxed in the same way as earned income.

HM Revenue & Customs has a standard Lifetime Allowance on the total pot size in pension plans that can be used to provide benefits for you. If benefits above this allowance are provided, the excess will be liable to a tax charge.

There are circumstances where you may have a personal Lifetime Allowance that's different.

Your beneficiaries won't normally have to pay tax on any lump sum they receive if you die before age 75. Please read 'Information about tax relief, limits and your pension' (GEN658).

Laws and tax rules may change in the future. The information here is based on our understanding in October 2021. Your personal circumstances and where you live in the UK also have an impact on tax treatment.

4.5 What are the charges and discounts?

We make the following charges for managing your plan.

- For investment-linked funds, a fund management charge (FMC) which is for the management of your funds and for our costs, including any commission payable. The charge varies depending on the funds you choose to invest in and is taken from your fund each day before we calculate the unit price. The current yearly rate of this charge is shown on your illustration.

- Additional expenses may be deducted from some funds. They include items such as custodian, third party administration, trustee, registrar, auditor and regulator fees. Where a fund invests in other underlying funds, they may also include the underlying management charges.

  As the additional expenses relate to expenses incurred during the fund management process, they will regularly increase and decrease as a percentage of the fund, sometimes significantly.

  The additional expenses figure shown is the annual rate of the charge. But where additional expenses apply, they are taken into account when the fund's unit price is calculated each day.

  If a performance fee applies to a fund, it is included in the additional expenses figure retrospectively.

- For with-profits investments there is no explicit FMC or additional expenses but when we calculate a plan's with-profits value we take account of deductions for our costs. These deductions are broadly the same as the FMC and additional expenses for investment-linked funds with similar assets. In addition, we make deductions, which may vary, for the cost of guarantees provided by with-profits business. These deductions may affect what you get back, although they will not reduce your guaranteed benefits.

Your illustration shows what you might get back in the future. It details our charges for investment-linked funds. It also shows the effect they and the deductions for our costs for investment in with-profits may have on reducing the value of your personal pension over the term of your plan.

The charge for any extra life cover is separate from your pension payment and is included in your illustration.

If you are an existing member of a Retirement Account Plan on which we reduced the number of charges on 25 February 2002, 'value for money discounts' may apply. Where these apply they will be reflected in your illustration.

Be aware that we'll continue to take charges each year even if you stop making payments. This could mean that if you stop making payments and don't restart them, our charges could reduce your plan value by the time you retire.

Please note that commission is only payable if the group scheme was established on a commission basis and no individual advice is being given or an employer agreement was in place before 31 December 2012.

Changing the funds in which your plan is invested is known as 'switching'. We will not normally make a charge for switching funds, however we reserve the right to charge for switches. We reserve the right to charge if a switch involves an externally managed fund and the manager charges us for the switch.

We regularly review our charges and may alter them to reflect changes in our overall costs, or assumptions. Any increases will be fair and reasonable.

Deductions for with-profits guarantees may increase if our assessment of the cost increases.

4.6 What about commission?

The section 'How much will the advice cost?'/'How much commission will the Financial Adviser receive?' in your illustration will state whether commission is to be paid to your employer's adviser. It will show the amount of any commission to be paid and will also show how the commission is to be paid.

It can be paid in the following ways:

- as a lump sum immediately
- as a percentage of each payment you make
- as a percentage of the value of your fund each month

Your Key Features Illustration will also show, in the section 'What are the charges?', whether special commission terms apply. If your employer's adviser has reduced their level of commission entitlement under the agreements for the scheme, we will add extra units to your fund each month and the amount will be shown in your illustration. Alternatively, in return for the level of service provided by your employer's adviser there may be an additional charge which means that we'll cancel units in your fund each month and this amount will also be shown in your illustration.

4.7 Other important questions

What happens to the plan if I die before I retire?

We will pay out your pension pot to your beneficiaries normally inheritance tax-free.

- If you die before age 75, payments out will normally be free from income tax
- If you die after reaching 75, payments out will normally be charged income tax at the beneficiary's marginal rate

What happens if I change job?

If you stop working or move to a new job with another employer, or leave your employer's occupational pension plan, no further payments can be accepted. Your plan will, however, remain invested until retirement if no transfer payment is made. We'll continue to take charges each year which could reduce your plan value by the time you retire. Any additional life cover included in your plan will cease. The benefits payable are subject to the rules of your existing employer's occupational pension plan.

What other benefits can I choose?

You or your employer can take out additional life cover. This extra life cover can be used to provide your dependants with an additional tax-free lump sum and/or benefits if you die before you retire.

- Life cover is paid for by making additional monthly or yearly payments
- If you are joining a Retirement Account Plan on which we reduced the number of charges on 25 February 2002, you may also have the option of paying for your life cover by cancellation of units from your fund each month
- The cost of life cover depends on how much you choose to buy and your age and health
- When you apply for life cover you may have to answer some questions on your health and we may also contact your doctor for a report
- If you stop paying into your plan your life cover will also stop

Your life cover must stop if you remain in service with your employer after your normal retirement date. No life cover is payable if you die on or after your 75th birthday.

Can I transfer my plan?

In certain circumstances we may be able to pay a transfer value into a new employer's pension plan or other suitable pension plan. We make no transfer charge. However if you have invested in with-profits we may reduce the price of units in certain circumstances.

Your illustration gives examples of how much you could transfer to another plan depending on when you transfer.

Can I change my mind?

The Trustees of the plan have a legal right to cancel the contract. They have a 30 day period to consider if they want to change their minds. This 30 day period starts from the date they receive the plan documents. During this period, if they decide to cancel, they should write or telephone, please see the 'How to contact us' section on page 16.

If you change your mind after your application has been accepted you should discuss this immediately with your employer/the Trustees in the first instance.

If the plan is started with a single payment and cancelled during the 30 day period, the amount returned may be less than the amount paid in. This is because we may make a deduction to reflect any market loss we have experienced between the date we received the payment and the date we received the instruction to cancel.

If the plan is cancelled, and we have already received payments, we will refund the payments to the person who made them.

Please note, for regular payments, it is only the initial payment that will have cancellation rights.

If you decide to increase the level of payment in the future there is no right to cancel that increase.

At the end of the 30 day period the Trustees will be bound by the terms and conditions of the plan and any money received by Standard Life will not be refundable under the cancellation rule.

How will I know how my plan is doing?

You may be able to register at our website – **www.standardlife.co.uk** – to see your plan details including the current value.

We will send you a yearly statement to show you how your plan is doing.

You can also get an up-to-date valuation at any time by calling our customer helpline.

5. Other information

How to complain

We have a leaflet that summarises our complaint handling procedures. If you'd like a copy please ask us.

If you ever need to complain, please contact us (see How to contact us on page 16). If you are not satisfied with our response, you may be able to complain to:

The Financial Ombudsman Service, Exchange Tower, London E14 9SR

Telephone: **0800 023 4567**
Fax: 020 7964 1001

Online: **www.financial-ombudsman.org.uk/contact-us/**

Complaining to the Ombudsman will not affect your legal rights.

Terms and conditions

This Key Features document gives a summary of Standard Life's Retirement Account Plan. It does not include all the definitions, exclusions, terms and conditions. If you would like a copy of these, please ask your financial adviser, your employer or contact us direct.

We have the right to change some of the terms and conditions. We will write to you and explain if this happens.

Law

In legal disputes the applicable law will usually be the law of the country where the trustees are based.

Language

The English language will be used in all documents and future correspondence.

Compensation

The Financial Services Compensation Scheme (FSCS), established under the Financial Services and Markets Act 2000, has been set up to provide protection to consumers if authorised financial services firms are unable, or likely to be unable, to meet claims against them.

Your plan is classed as a long term contract of insurance. You will be eligible for compensation under the FSCS if Standard Life Assurance Limited (SLAL) becomes unable to meet its claims and the cover is 100% of the value of your claim.

If you choose one of our funds that invests in a mutual fund run by another firm, you are not eligible for any compensation under the FSCS if that firm is unable to meet its claims. SLAL is not eligible to make a claim on your behalf so the price of a unit in our fund will depend on the amount that we recover from the firm.

In addition to FSCS protection your funds will be protected by the requirement for the fund manager to appoint a depository and custodian.

One of the primary functions of the custodian is the safekeeping of securities and cash in deposit accounts, held in the name of the depositary. This has the effect of segregating the funds from the fund manager's own monies and effectively protects the client's investments should the fund manager become insolvent. For the investor this means that the only time they would need to look to the FSCS for compensation would be in the event of the fund manager acting dishonestly, fraudulently or negligently.

If you choose one of our funds that invests in a fund run by another insurer you are not eligible for any compensation under the FSCS if that insurer is unable to meets its claims. SLAL is not eligible to make a claim on your behalf.

For further information on the compensation available under the FSCS please check their website www.fscs.org.uk or call the FSCS on 0800 678 1100 or 020 7741 4100. Please note only compensation queries should be directed to the FSCS.

If you have any further questions, you can speak to your financial adviser or contact us directly.

You can also find more information at www.standardlife.co.uk/investor-protection

Solvency and financial condition report (SFCR)

The Solvency II directive is a European (EU) directive for insurance companies. Among the requirements are that companies produce a publication of a SFCR, to assist policyholders and other stakeholders to understand the capital position under Solvency II. Further information and details of the report can be found at: **www.thephoenixgroup.com/investor-relations/solvency-and-financial-condition-report**

6. How to contact us

Remember, your employer and/or financial adviser will normally be your first point of contact.

If you have any questions or would like to make any changes to your plan, you can phone or write to us using the details below: **0345 60 60 086** Call charges will vary.

Please have your plan number ready when calling.

Standard Life
Standard Life House
30 Lothian Road
Edinburgh
EH1 2DH

7. About Standard Life

Standard Life Assurance Limited's product range includes pensions and investments.

Standard Life Assurance Limited is on the Financial Services Register. The registration number is 439567.

Standard Life Assurance Limited is registered in Scotland (SC286833) at Standard Life House, 30 Lothian Road, Edinburgh EH1 2DH.

Standard Life Assurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. **www.standardlife.co.uk**

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