

# Tailored Investment Bond

## Key features

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

The Financial Conduct Authority is an independent financial services regulator. It requires us, Standard Life, to give you this important information to help you to decide whether our Tailored Investment Bond 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 is for a UK Bond and is for use by residents habitually resident in the UK, Channel Islands or the Isle of Man. However, if your Bond is written under trust, this Key Features Document is only suitable for use by trustees habitually resident in the UK. Due to the technical nature of trusts, it is important that you speak to your adviser before making a decision.

You can only buy this product through a financial adviser or intermediary. They will give you advice and answer any questions you may have. There is likely to be a charge for advice.

This Key Features Document gives you information on the main features, benefits and risks of your Bond.

You should read this document carefully so that you understand what you are buying, and then keep it safe for reference. For full details of the Bond, please refer to the Terms and Conditions document (TB62) if you have any queries in relation to our respective rights and obligations.

You should also ensure that you read your Personal Illustration, the product Key Information Document (KID) and where relevant, Key Investor Information Document (KIID) or the Supplementary Information Document (SID). These should be provided to you by your adviser.

The personal illustration will show how much you may get in the future; there is no guaranteed return. It is no more accurate than the KID. However, it is based on your actual payment and on growth rates that we feel are most suitable for your investment choice, rather than projections prescribed by legislation.

This Key Features Document and your Personal Illustration should be read together.



Protected

If you want further information about your Bond, please speak to your financial adviser in the first instance. You can also phone our customer helpline. Although we will be happy to answer your questions, we can't give you financial advice. Our contact details can be found on page 11.

A Bond can also be held in trust and can help with wealth protection and inheritance tax planning. If you wish your Bond to be held in trust you will find further information in 'Protecting your assets' (IHTS10).

More general information can be found in our guide, 'Investing in onshore bonds' (TNB10). And for details of funds you can invest in, ask for 'Investment Bond fund availability' (GEN11E).

Full details of the terms and conditions that apply to your Bond can be found in your Policy Provisions.

## 1. Its aims

The Bond aims to give you capital growth and/or income, over the medium to long term.

You can access your money by taking regular or one-off withdrawals. Please see the 'Can I take money out?' section on page 4 for further information.

## 2. Your commitment

To invest a minimum payment of £15,000 or £60,000 if you select the Discounted Gift Plan.

To keep at least £2,500 in your Bond if you wish it to stay open. This is not a requirement for the Discounted Gift Plan (during the settlor's lifetime) or Loan Plan (while there is still an outstanding loan).

Your Bond is a medium to long-term investment. While the Bond has no fixed term, this means that it should usually be held for at least five years.

## 3. Risks

This section is designed to tell you about the key product risks that you need to be aware of at different stages of your investment.

### At the start

If you change your mind and want to cancel your Bond within the 30 day cancellation period, you may get back less than you paid in. See 'Can I change my mind?' on page 9 for more information, including when you can cancel.

If the policy is taken out in trust, the trust will continue if you cancel the Bond. Due to the legal framework of the trust, once the trust has been set up, it cannot be easily cancelled.

### During investment

Your Bond can invest in a range of funds. The price of units in these funds depends on the value of the underlying assets after charges. They vary in their level of risk and their value can go down as well as up and may be worth less than what was paid in.

To spread your risk, you should consider investing in different investments and asset classes. Then you won't need to rely on the performance of a single investment or asset class.

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. Your investment may be worth less than you paid in.

You'll probably be one of many investors in each fund you're invested in. 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 applicable when the transaction takes place – these prices could be very different from the prices on the day you made the request.

Some funds invest in funds 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.

If you put your Bond in a trust, the trust conditions will need to be followed when making changes to the Bond. It is important for trustees to ensure that any changes they make to the Bond or withdrawals made do not breach the trust conditions. We strongly recommend that you speak to your adviser. There is likely to be a cost for this.

### **When taking withdrawals**

You can take money out of your Bond, but this will reduce its value.

If you take withdrawals that are greater than any capital growth on your Bond, the capital value of your Bond will fall.

Please see the 'Can I take money out?' section on page 4 for more information.

If your Bond is part of a Discounted Gift Plan regular withdrawals must be taken from outset and cannot be changed during the settlor's lifetime.

### **Cashing in your Bond**

What you get back depends on the performance of the funds you choose to invest in, and our charges.

As with any investment, the value of your fund can go down as well as up, and may be worth less than you paid in.

Although your Personal Illustration gives an indication of what your investment might be worth, the figures are not guaranteed and will depend on several factors.

You may get back less than the amounts shown in your Personal Illustration because:

- Any capital growth could be lower than shown in your Personal Illustration
- Laws and tax rules may change in the future. The information here is based on our understanding in September 2020. Your personal circumstances and where you live in the UK also have an impact on tax treatment

- You withdraw money from your Bond earlier or more frequently than anticipated
- You take regular withdrawals which are larger than any growth in your investments
- The charges could go up
- We change the basis on which we set the price of an investment-linked fund
- The performance of the investments is lower than anticipated

If your Bond is part of a Discounted Gift Plan you cannot cash in or assign the Bond during the settlor's lifetime.

If your Bond is part of a Loan Plan you cannot cash in or assign the Bond whilst there is an outstanding loan.

If you wish to cash in your Bond, please speak to your financial adviser or contact Standard Life. Please see the 'How to contact us' section on page 10.

## **4. Questions and answers**

This section is intended to help answer some general questions you may have, before covering subjects such as:

- Payments
- Investment choices
- Income and withdrawals
- Charges and discounts, and
- Tax

### **What is a Tailored Investment Bond?**

A Tailored Investment Bond is a lump-sum investment which is made up of individual policies, or 'segments'.

The Bond can be divided into as many as 1,000 identical segments, provided that each has a minimum investment of £150. If you do not tell us how many segments you want, we will give you 100.

Your money is invested with the aim of growing your capital and the possibility of a regular income.

If you choose to invest in the Distribution Fund, you have the option to reinvest your income distributions back into the Distribution Fund.

## Can I invest in a Tailored Investment Bond?

The minimum age of a bondholder is 18.

The minimum age of a life assured when taking out a Bond is three months. The maximum age of a life assured is 84.

The life assured is the individual upon whose life payment of the benefits under the Bond depends.

If you select the Discounted Gift Plan, the minimum age for the settlor(s) next birthday is 51. To allow time for underwriting to take place, we have set the maximum age to be six months before the settlor's 90<sup>th</sup> birthday.

You have to be habitually resident in the UK, Channel Islands or Isle of Man to invest in a Bond. You should speak to your financial adviser if you are not sure whether you qualify as being habitually resident in any of these locations.

If the plan is held under trust, it is only suitable for use by trustees who are habitually resident in the UK.

Up to six people can jointly own the Bond, and up to six lives assured can be named under the Bond.

### How flexible is it?

You can make additional payments into your Bond. Please see the 'What payments can I make?' section on page 4. This option is not available for Discounted Gift Plan or Loan Plan.

You can take withdrawals from your Bond. Please see the 'Can I take money out?' section on page 5.

You can also choose to switch your investment to other funds, although there may be conditions for doing this. Please see the 'Where is my payment invested?' section on page 4.

You can also transfer ownership of part or all of your Bond. This is called 'assigning'. You will need to request a deed of assignment and restrictions may apply, particularly if the Bond is held in trust.

The new bondowner should be resident in a country we are permitted to conduct business in. Please speak to your adviser for details.

## 4.1 What payments can I make?

### Minimum payment

The minimum payment is:

- £15,000, or
- £60,000 if you select the Discounted Gift Plan.

### Maximum payment

There is no maximum.

### Additional payments

You may be able to make additional payments to your initial payment, subject to a minimum payment of £2,500 per additional payment and any maximum age limit.

Additional payments can only be invested in the funds available at the time of making the payment.

This option is not available for Discounted Gift Plan or Loan Plan.

### Payment methods

Payments less than £1,000,000 can be made by:

- BACS
- Faster payment
- CHAPS/Telegraphic Transfer, or
- Cheque.

Cheques must be made payable to 'Standard Life Assurance Limited'.

Payments of £1,000,000 or more must be made by CHAPS/Telegraphic Transfer.

Your bank may charge you for making a payment by CHAPS/Telegraphic Transfer.

## 4.2 Where is my payment invested?

You can invest your payment in a fund, or funds from the wide range we offer. You can invest in a maximum of 100 funds at any one time. Each fund is made up of units and your payment is used to buy units in your choice of fund(s).

Some funds will be riskier than others, so it is important to discuss with your financial adviser which funds best match your needs. Further information on the funds available can be found in 'Investment Bond fund availability' (GEN11E) and on our website [www.standardlife.co.uk/funds](http://www.standardlife.co.uk/funds)

Please note that we may place an investment restriction(s) on any fund at any time, including additional payments and switches from other funds.

What you get back when you cash in your Bond is directly related to the value of the funds you invest in.

## Switching your investment

You can switch between investments without liability for tax.

A request to switch will result in your existing holdings being sold and new holdings being purchased. Please refer to the Policy Provisions (TB62) for details of how switch instructions are processed, and contact us for details of the timings that will apply to specific transactions.

All investment choices are made at your own risk, so it is important to seek appropriate financial advice. There is likely to be a cost for this. Standard Life is not responsible for the performance or solvency of the external providers of the investments available through the Bond.

## 4.3 Can I take money out?

You can take money out of your Bond, but this will reduce its value. You can take regular withdrawals (or an income distribution if you are invested in the Distribution Fund), one-off withdrawals or fully cash in your Bond.

Please see the 'Withdrawals' section under 'What about tax?' on page 7 for information on the tax treatment of withdrawals for UK residents.

### Regular withdrawals

You can take regular withdrawals every:

- month
- three months
- four months (not available for Discounted Gift Plan)
- six months, or
- year.

The minimum regular withdrawal amount is £100.

The minimum regular withdrawal amount for a Discounted Gift Plan is £250.

The maximum regular withdrawal rate is 10% a year of your initial investment less any partial cash-ins.

You can take withdrawals from one month after the start date of your Bond. Payment will be made direct to your requested bank account.

You must keep at least £2,500 invested in your Bond if you wish it to stay open. If the value of your Bond falls below £2,500, your Bond may be automatically cancelled and the money returned to you. This is not a requirement for the Discounted Gift Plan (during the settlor's lifetime) or Loan Plan (while there is an outstanding loan).

Your regular withdrawals can be:

- a fixed cash amount, or
- a percentage of your initial investment less any partial cash-ins.

You can change your withdrawal amount, subject to any limits that apply at the time.

You can also take one-off withdrawals. The minimum for a one-off withdrawal is £500.

### Income distributions (these are only available if you have invested in the Distribution Fund)

The distribution from the Distribution Fund is declared on 16 February and 16 August of each year. You can take the Income Distribution every:

- month
- three months (Feb, May, Aug, Nov)
- six months (Feb, Aug)

If you choose to receive an income distribution monthly or three monthly, the income distribution is paid into your Distribution Cash Fund and then paid at the frequency you have selected to reach your bank account 3-4 working days after the 16<sup>th</sup> of the month.

The amount of income distribution payment you receive is based on what you paid in, the level of the income distributions you ask for and the level of the income distributions we declare. We announce the level of the income distribution in February and August each year.

You can choose to reinvest the distribution payments back into the fund.

The Distribution Fund aims to provide an income of 5% a year. If you choose to take this, please remember that, if the fund does not generate sufficient income to meet the 5% target, and a lower distribution is declared, units would be cancelled to meet the shortfall. This will cause the capital value of your Bond to fall.

If the Distribution Fund does not generate sufficient income to meet the 5% target but a 5% income distribution is still declared, part of the income distribution payment will be funded from capital in the Distribution Fund, as the unit price will be reduced and this will reduce the value of your Bond.

### Withdrawal payments within a Discounted Gift Plan

The settlor(s) specifies the amount and frequency of the fixed regular withdrawal payments they wish to receive from the Plan (this is called the 'retained payments'). They can choose fixed regular withdrawal payments of between 0.5% and 10% (increasing in steps of 0.05%) of the initial payment.

The settlor is only entitled to the fixed regular withdrawal payments as specified in the Trust Deed. These payments are set at outset and can not be stopped or changed. The payments will stop if the investment is reduced to nil or the death of the surviving settlor.

Taking ad hoc withdrawals during the settlor's lifetime for a beneficiary would be a breach of trust. Trustees can use one-off withdrawals to pay trust fees.

#### **4.4 What is the Phased Investment Option (PIO)?**

This option allows you to invest all your money in the Standard Life Money Market Life Fund, and then gradually switch part of your investment out of that fund into other funds over the course of a year.

If you were to invest all of your money into your chosen fund on one day, the performance of your investment would depend on the price of the fund on that day. There is a risk that markets may then fall suddenly. The phased investment option spreads your investment over a year to reduce the impact of this risk, as you will get an average price over the year. With this option you start by investing all your money in the Standard Life Money Market Life Fund. We then gradually switch your investment out of that fund into your chosen fund over the course of a year.

To use this option, you must invest entirely in the Standard Life Money Market Life Fund.

You can choose:

- a 100% switch, which means that 100% of your investment will be switched from the Standard Life Money Market Life Fund and invested gradually over one year in your chosen fund(s), OR
- a partial switch, which means that only part of your investment will be switched from the Standard Life Money Market Life Fund and invested over one year in your chosen fund(s), leaving the balance of your money invested in the Standard Life Money Market Life Fund.

The PIO only applies if you specifically select to set up this option either when you apply to open your Bond, or at any time when the Bond is in force. If you have selected this option, please note that all other terms and conditions for your Bond will continue to apply.

#### **How does the PIO work?**

The first switch will happen three months after the PIO is set up. For example, if you set up the PIO on the 15<sup>th</sup> of January, the first switch will happen on the 15<sup>th</sup> of April. Every time a switch is carried out, a switch statement will be issued to you.

##### **100% switch**

If you choose to switch 100% of your investment out of the Standard Life Money Market Life Fund, your switch will be processed as follows:

- Month 3: 25% of the fund value switched.
- Month 6: 33.33% of the remaining fund value switched.
- Month 9: 50% of the remaining fund value switched.
- Month 12: The remaining fund value will be switched.

The percentages vary each month because each switch is based on the value of your investment at the time of your switch and not on your original investment amount.

##### **Partial switch**

If you choose the partial switch, we will switch the percentage that you choose to switch out of the Standard Life Money Market Life Fund into your chosen fund(s) every three months.

For example, if you choose to switch 20%, we will switch 20% of your fund value in month 3 and 20% of the fund value in each of months 6, 9 and 12 from the Standard Life Money Market Life Fund into your chosen fund(s).

This will mean that 80% of your investment will be switched into new funds and 20% of your investment will remain in the Standard Life Money Market Life Fund.

##### **Cancel the PIO**

If you want to cancel this option, you must phone us on **0345 60 60 002**, at least five working days before the next switch is due to take place. Call charges will vary.

Once an instruction to cancel a switch is received, all future switches using the PIO will also be cancelled. Your money will remain invested in the funds applying at the time of cancellation of the PIO until you contact us with any new switch instructions.

## 4.5 What are the charges, rebates and discounts?

We charge for managing your Bond. These charges will affect the value of your Bond.

How much you pay is determined by the four components below:

- **Allocation rate** – the amount of your payment that is used to buy units in the funds of your choice.
- **Fund Management Charge** – the charge for managing the investment options you choose.
- **Product rebate** – we provide a rebate on charges.
- **Large Fund Discount** – discount based on the size of your overall investment that can offset part of the charges.

The charges that will apply to your Bond will be set out in your Personal Illustration.

We regularly review our charges and may alter them to reflect changes in our overall costs, or assumptions. The charges and their effect on the value of your Bond are shown in your Personal Illustration. Any increases will be fair and reasonable.

For further information on how we may review our charges, please see your policy provisions document (TB62).

### 4.5.1 Allocation rate

The allocation rate refers to the amount of your payment that is used to buy units in the funds of your choice. The standard allocation rate is 100%. Please see your Policy Schedule for your actual allocation rate.

### 4.5.2 Fund Management Charge

This charge is made for the management of your investment(s) and/or for administration costs. The charge varies depending on the investment(s) chosen, and is taken from the investment(s) each day before the unit price is calculated.

The yearly rate of this charge is shown on your Personal Illustration.

## Additional Expenses

Fund managers may charge an additional expense to cover costs such as fees for trustees, registrars, auditors and regulators. This charge is likely to vary. The current amount is included in your Personal Illustration.

### 4.5.3 Product rebate

A product rebate of 0.4% a year will be applied to your Bond, reducing the effect of the Fund Management Charge. The rebate applies to all funds and is achieved by creating extra units in your fund(s) at the end of each month.

### 4.5.4 Large Fund Discounts

When your investments are of a certain size, we will apply Large Fund Discounts to offset part of the effect of the charges. Please refer to your Personal Illustration for details of the Large Fund Discounts that will apply to you.

Large Fund Discounts will be applied by creating units in proportion across the funds at the end of each month.

Total size of investments within bond	Discount
£50,000 – £99,999.99	0.05%
£100,000 – £149,999.99	0.10%
£150,000 – £249,999.99	0.15%
£250,000 and over	0.20%

## 4.6 What about tax?

This tax information applies only if the Bond is owned by an individual or individuals resident for tax purposes in the UK.

For trusts it is only suitable if you (the Settlor(s)), Trustees and your Beneficiaries are resident in the UK and intend to remain resident in the UK. If this is not the case then there could be additional tax consequences. Many different factors determine whether a person is resident in the UK so you should speak to adviser if you are unsure about this.

If the Bond is owned by a company or partnership, please refer to your financial adviser for more information. There is likely to be a charge for this.

Standard Life pays tax on the income and any gains on the fund(s) investments. This means that if you are a non taxpayer or a basic-rate taxpayer, you will normally have no additional tax to pay on the proceeds of the Bond.

## Withdrawals

You can take tax-deferred withdrawals each year of up to 5% of the total payments made into your Bond, up to a maximum of 100% of the total amount paid into the Bond. If you do not use your allowance in a particular policy year, you can carry it forward to a future year. This includes any income distributions you take.

If you cash in all or part of the Bond, or take withdrawals amounting in any policy year to more than 5% of the total amounts paid into your Bond, part of your benefit may be treated as a 'chargeable gain' and may be liable to income tax.

## Chargeable gains

You will have to pay tax on a chargeable gain if you are a higher-rate or additional rate taxpayer. The rate for this will not be more than the difference between basic and higher rates or additional rates of income tax.

The chargeable gain is calculated by the government as follows:

- When you cash in your Bond, the chargeable gain is generally the amount you receive plus any amounts you have previously taken, less the total amounts paid into the bond, less any chargeable gains subject to UK tax which have arisen on previous withdrawals.
- The chargeable gain if a cash sum is paid on the death of the last person covered by the Bond is generally the cash-in value of the Bond immediately before death plus any amounts you have previously taken, less the total amounts paid into the Bond, less any chargeable gains subject to UK tax which have arisen on previous withdrawals.
- If you take a withdrawal (including any income distributions), a chargeable gain is calculated for the current policy year by adding all the withdrawals made during the year and deducting the amount of the 5% allowance available, as described previously. Any chargeable gain on your investment bond will be taxed as income in the tax year it arises. However 'top slicing' relief may reduce the tax payable on the gain. This relief is based on the tax that would have been paid on the average gain. Your financial adviser can explain how this works in more detail.

Chargeable gains are normally assessed on the Bond owner. Therefore, if you are a couple paying different rates of tax, it may be more tax efficient for the partner with the lower tax rate to own the Bond. If you want this to be explained further, please seek financial advice. There is likely to be a charge for this.

Your Bond may be split into segments, depending upon the amount you have invested. When you take a partial withdrawal, you may choose to take an equal amount from each segment or to cash-in individual segments.

The way you choose to take a partial withdrawal from your Bond, and your personal circumstances, can affect the amount of tax you may have to pay on that withdrawal. It can also affect the amount of tax you may have to pay on your personal savings and income. Before taking money out of your Bond, we strongly recommend that you speak to your financial adviser. The government will not let us cancel your withdrawal once we have completed it.

The full gain will be added to your income and this may reduce your income tax personal allowance, entitlement to the personal savings allowance, tax credits and child benefit.

## Time spent outside of the UK

If you are temporarily living abroad and there is a chargeable gain on your Bond, you may have tax to pay when you return to the UK. It may be possible to reduce the chargeable gain for the time you spent abroad, during the period from the start of your Bond to the date of the chargeable event. This is known as Time Apportionment Relief. Top slicing relief is reduced for the period you spent abroad. If you want this to be explained further please seek financial advice.

## Inheritance tax (IHT) liability

If your Bond was not set up under trust, it will form part of your estate on death, and may therefore increase your IHT liability. Please seek financial advice if you want to set your Bond up under trust. There is likely to be a charge for financial advice.

## Trusts

Trust tax is a complex area and will vary depending on your individual circumstances. If your Bond is held in trust please refer to your legal and/or tax adviser for more information. If you have placed your Bond in trust or intend to do so, please refer to 'Protecting your assets' (IHST10) and the Standard Life Trusts Questions and Answers documents.

Laws and tax rules may change in the future. The information in this Key Features Document is based on our understanding in September 2020. Your personal circumstances and where you live in the UK also have an impact on tax treatment. The future tax position of your Bond or your own tax position may alter.

## 4.7 What happens to my Tailored Investment Bond if I die?

The Bond will continue until the death of the last life assured.

When the last surviving life assured dies, we will cancel all of the units invested in funds at the date we are notified of the death of the last life assured. We will then deduct any exit charges applied by external investment managers to give the cash-in value.

Once all of the investments under your Bond have been sold, we will then pay out 100.1% of the total cash-in value.

If your Bond is written under trust, the cash sum will be paid to the trustees after the death of the last surviving life assured.

## 4.8 Other important questions

### Can I change my mind?

You have a right to cancel your contract if you change your mind about investing in the Bond. You have a 30 day period to consider if you want to change your mind. This 30 day period starts from the day you receive your policy schedule and policy provisions (TB62).

During this period, if you decide you want to cancel your contract, you should call us or write to us at the address shown in the 'How to contact us' section on page 11, instructing us to cancel the contract. Where there is more than one Bond owner, or where the Bond is set up under trust, all Bond owners/trustees must sign the letter. Please ensure that you include your Bond number in any correspondence with us. If you cancel your contract during the 30 day period, you may get back less than you paid in. This is because we may make a deduction to reflect any market loss we have experienced between the date we received your payment and the date we received your instruction to cancel.

If you decide to cancel your contract, and we have already received payment, we will refund the payment to the person who made it.

Where we believe we may be unable to sell funds readily, we may defer the purchase of certain funds until the 30 day period has expired.

### How will I know how my Bond is doing?

You can check your Bond details by logging on to your dashboard at [www.standardlife.co.uk](http://www.standardlife.co.uk)

We will also send you a statement each year giving the value of your Bond.

You can call our customer help line on **0800 634 7471** for an update. Please have your Bond number ready when calling. Call charges will vary.

## 5. Other information

### If you need to complain

We have a leaflet that summarises our complaints handling procedures. If you would like to see a copy please contact us.

If you need to complain, write to us at the address shown in 'How to contact us' on page 11.

If you aren't satisfied with our response you may be able to complain to:

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

Tel: **0800 023 4567**

Online: **[www.financial-ombudsman.org.uk/contact-us/](http://www.financial-ombudsman.org.uk/contact-us/)**

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

### Terms and Conditions

This Key Features Document only gives a summary of the terms and conditions of your Bond. For the full terms and conditions that apply to your Bond, you should read your policy provisions and the trust deed if your Bond is held in trust.

We may change some of the terms and conditions of your Bond. We will notify you if this happens.

### Law

In legal disputes, the law that applies is usually the law of the country in which you are resident when you take out your Bond.

### 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 contract 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 (including Standard Life Investments Limited) and the underlying fund manager goes into default you will be protected up to the value of 100% of the first £85,000 per 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 depository. 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.

For further information on the compensation available under the FSCS please check their website **[www.fscs.org.uk](http://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](http://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](http://www.thephoenixgroup.com/investor-relations/solvency-and-financial-condition-report)

## Paying your financial adviser

We don't facilitate adviser charges by deducting money from the Bond. You should agree any charges for advice or other services with your financial adviser and pay any agreed fee directly to them.

## 6. How to contact us

Although your financial adviser should normally be your first point of contact, you can contact us if you have any questions or would like to make any changes to your Bond.



If you would like to contact us, you can always phone us, or write to us. You can call us on **0800 634 7471**. Call charges will vary.



Standard Life  
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## 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 439567.

Standard Life Assurance Limited is owned by the Phoenix Group and uses the Standard Life brand under licence from the Standard Life Aberdeen Group. You can find more information about Standard Life Aberdeen plc's strategic partnership with Phoenix at [www.standardlife.com/partnership](http://www.standardlife.com/partnership)

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](http://www.standardlife.co.uk)

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