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The Retirement Account

Key Features

This is an important document and you should read it before deciding whether to buy your Retirement Account from us.

Key Features

The Financial Conduct Authority is a financial services regulator. It requires us, Canada Life, to give you this important information to help you decide whether The Retirement Account 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.

This Key Features booklet gives you a summary of The Retirement Account. It will help you decide whether you want to buy your Retirement Account from us.

Please read this Key Features booklet with:

- Your personal illustration – which shows the benefits you may get from us (based on the information you have provided);
- Investment Fund Summary booklet and fund fact sheets for the non-insurance investments and insurance funds you can select;
- The Retirement Account Terms and Conditions; and
- When reading these Key Features "we", "us", "our" or "Canada Life" should be read as referring to Canada Life Platform Limited, acting as plan administrator in respect of The Retirement Account or to Canada Life Limited as the insurer in respect of any investment policy and/or Guaranteed Income only.

Who is The Retirement Account for?

The Retirement Account may be suitable for you if:

- You are UK resident, are aged 18 or over and have £20,000 or more to invest in The Retirement Account at the start.
- You and/or your employer want to contribute and build up a fund for your retirement.
- You want to consolidate the Pension Savings you've built up elsewhere with other pension providers.
- You want to use some or all of your Pension Savings to purchase investments.
- You want:
  - a flexible retirement income, which means you take an income directly from your pot;
  - to take your pension pot as a number of lump sums;
  - to buy a guaranteed income for life; or
  - to combine more than one of the above options.
- You want your spouse/partner or other beneficiaries to receive benefits after your death.

The Retirement Account may not be appropriate if:

- You have less than £20,000 to invest at the start.
- You want to contribute to your Pension Savings but your employer already offers an alternative pension scheme. This might be a better option, so you should discuss this with your financial adviser.
- You want to take your whole pension pot immediately in one go.
- You do not have a financial adviser.

Aims, your commitment and risks

Its aims

- To build up a sum of money to help meet your retirement goals.
- To provide you with a wide choice of investment options to meet your investment objectives.
- To provide you with a range of flexible withdrawal options for your retirement.
- To provide you with a range of flexible death benefit options to provide for your loved ones.
- To provide you with tax planning features to help you manage your finances efficiently in retirement.

Your commitment

- To comply with The Retirement Account terms and conditions.
- To regularly review your Retirement Account (including the level of any contributions being made, your investment choice and the form and amount of any benefits taken) with your financial adviser to ensure it continues to meet your needs in the future.
- To notify us of any relevant changes in your personal and financial circumstances.
- To provide us with accurate information about your health and lifestyle if you choose a Guaranteed Income.

Risks

With investments

- The risks in your Retirement Account depend on the investments you have chosen.
- The money you have saved into your pension pot could continue to grow, but it could also go down in value, as with any investment.
- The level of income you can take from your investments is not guaranteed.
- You may run out of money earlier than expected if investment returns are poor and/or you are taking out too much money from your pot.
- A reducing pot could result in less money being available to purchase a Guaranteed Income from your Retirement Account later in life and also reduce the value of death benefits for any beneficiaries.

With a guaranteed income for life

- Annuity rates change regularly, so if you buy a Guaranteed Income in the future the rates may be better or worse than those we offer at the start of your Retirement Account.
- Over time, inflation will reduce your Guaranteed income's buying power, especially if you have not chosen an option where your income increases over time to help guard against inflation.
- The Guaranteed Income will finish when you die, unless you choose to include death benefits when you set up the income.
- We may stop offering new Guaranteed Income policies at any time on giving notice to you. So if you wish to use your Retirement Account monies to buy a Guaranteed Income in the future, you may have to do so with another provider instead.

Other risks

- Charges and other costs of running The Retirement Account may increase in the future and be higher than expected.
- Future changes in legislation and taxation may affect your benefits.
- You can choose to cancel your Retirement Account within 30 days of receiving your schedule of benefits. If you do, the value of your pension pot may have fallen and you may receive less back than you paid in. Also the transferring scheme may not accept the return of your pension fund.
- If you transfer in money from another registered pension scheme there may be penalties and/or you may lose valuable benefits, including guarantees from the transferring scheme. In addition there may be higher costs associated with The Retirement Account than those that applied under the transferring scheme.

Questions and answers

Set out below are a series of questions and answers about The Retirement Account to help you understand how it works. If you have any further questions or if there is anything here that you do not understand, then you should contact your financial adviser.

Q1. Is The Retirement Account a stakeholder pension?

No. The charges may be higher than those set by the Government for stakeholder pensions. Stakeholder pensions and workplace pensions are widely available and you should check if they are more suited to your needs.

Q2. How does The Retirement Account work?

You need to pay in at least £20,000 to your Retirement Account at the outset, which can be made up of transfer in payments from another registered pension scheme and/or one-off contributions.

The Retirement Account is a Self-Invested Personal Pension (SIPP), which means that you can make decisions about how you want your pension pot to be invested (see Q12).

The Retirement Account has two parts. One is designed to build up a pot for your retirement (the Pension Savings pot) and the other is designed to allow you to take benefits (the Pension Drawdown pot). You can choose to have some or all of your Retirement Account in the Pension Savings pot, and/or some or all in the Pension Drawdown pot, depending on your circumstances and your retirement intentions.

If your Retirement Account consists only of pension savings when you apply you will be asked to choose a retirement age, which is the age when you think you'll retire. This is so we can provide you with a forecast of what your benefits might be at that age and provide you with information on your retirement choices in the years leading up to your selected retirement age. However, you are not bound to take your benefits at this age, you can access your benefits at any time from age 55 (or earlier if you have a protected pension age or if you are in ill-health and meet HMRC requirements), or take them later than your retirement age.

Q3. What is the Pension Savings pot?

Before money in your Retirement Account is designated (transferred into the Pension Drawdown pot) for the payment of retirement benefits, it forms your "Pension Savings" pot.

You (or a third party) and your employer can pay regular and/or one-off contributions to build up the Pension Savings pot. You can also transfer Pension Savings you've built up elsewhere with other pension providers into your Retirement Account in order to consolidate your retirement savings.

You can invest your Pension Savings pot in the range of investment options which we make available (see Q12). These investments provide the opportunity for growth but they can go down in value too.

You can take an "uncrystallised funds pension lump sum" from your Pension Savings pot, (see Q8). However you cannot take pension benefits (apart from an uncrystallised funds pension lump sum) from your Pension Savings pot; you will have to transfer or move some or all of your Pension Savings pot to your Pension Drawdown pot in order to take other benefits.

Q4. What is the Pension Drawdown pot?

The Pension Drawdown pot is the part of your Retirement Account which can be used to provide you with retirement benefits. The Retirement Account offers flexible drawdown, so you have a number of options about how to take benefits from your Pension Drawdown pot.

Your Pension Drawdown pot can be made up of transfers in of previously drawdown funds from another registered pension scheme, and/or by transferring or moving some or all of your Pension Savings into your Pension Drawdown pot.

You can invest your Pension Drawdown pot in the range of investment options which we make available (see Q12). These can be the same or different as the ones you chose for any Pension Savings pot you have. As with your Pension Savings pot, this gives your Pension Drawdown pot a chance to grow, but it could go down in value too.

Q5. When and how can I move money into my Pension Drawdown pot?

You can move money into your Pension Drawdown pot from age 55 (or earlier if you have a protected pension age or are in ill-health and meet HMRC requirements).

Each time you move an amount from your Pension Savings pot into your Pension Drawdown pot, up to a quarter of the amount you move can usually be taken as a tax-free lump sum.

However, you have the flexibility to take just the tax-free cash and leave some or all of the residual amount invested in your Pension Drawdown pot or take it as a taxable withdrawal.

You may be able to move money regularly from your Pension Savings pot on a monthly, quarterly or yearly basis. If you do this, we will pay you 25% of each amount you move as a tax-free lump sum and pay the rest to your Pension Drawdown pot and (if you ask us to) some or all of it to you as taxable income.

You should talk to your financial adviser about what is best for you before moving money in to your Pension Drawdown pot.

Q6. What benefits can I take from my Pension Drawdown pot?

You can leave money in your Pension Drawdown pot invested in the range of investment funds and take withdrawals from it as you choose to. You can choose to:

- take a taxable regular income;
- taxable lump sums; and/or
- use some or all of your Pension Drawdown pot to purchase a guaranteed income from us (this is called a 'Guaranteed Income'). A Guaranteed Income pays a guaranteed regular income for life into your Pension Drawdown pot (see Q13).

You can choose a combination of the above options over time to suit your needs.

You should talk to your financial adviser about what is best for you before taking benefits or buying a Guaranteed Income.

Q7. Do I have any choice about when my income payments are made?

You can choose to have regular income paid to you monthly, quarterly or yearly. You can choose to have your payments made to you on the 12th, 20th or 28th of the month, although you may receive your payments earlier than your chosen date. For example, if your chosen date falls over a weekend or on a bank holiday.

Q8. Can I take my Pension Savings pot in one go?

When you become eligible to take benefits from your Retirement Account at age 55 (or earlier if you have a protected pension age or are in ill-health and meet HMRC requirements) and provided you've not previously taken any benefits, then you can take your whole Pension Savings pot in one go.

This type of withdrawal is called an 'uncrystallised funds pension lump sum' or 'UFPLS' and while a quarter of the amount you take will normally be tax-free, the rest will be subject to income tax. You should talk to your financial adviser before considering this.

Q9. How can contributions be made?

The Retirement Account provides choice and flexibility for contributions. Contributions can be paid by you (or a third party on your behalf) and/or by your employer.

- You (or a third party on your behalf) can make one or more one-off contributions;
- Your employer can make one or more one-off contributions as well as or instead of your one-off contributions;
- You (or a third party on your behalf) can make regular contributions monthly, quarterly or yearly;
- Your employer can make regular contributions monthly, quarterly or yearly alongside or instead of your regular contributions;
- You, a third party and/or your employer can change the level of regular contribution they make (subject to minimum amounts that we specify);
- You, a third party and/or your employer can stop and start contributions or change their frequency; and
- You can choose for contributions made by you or a third party to increase each year in line with the Retail Prices Index.

If you choose to make regular contributions, there is a minimum gross contribution of £250 each month, £750 each quarter and £3,000 each year. Each one-off contribution must be at least £500. While there is no maximum amount that can be paid into your Account, we can only accept contributions from you that are eligible for tax relief.

Q10. Will I get tax relief on my contributions?

Yes, any contributions that you make or a third party makes on your behalf are eligible for basic rate tax relief provided the gross contributions do not exceed your relevant UK earnings, or £3,600 in a tax year, whichever is greater. You pay these contributions to us net of tax and we add the tax relief to your Retirement Account. If you pay additional or higher rate tax then you can claim extra relief from the Government through your tax return. Contributions can be made until you reach age 75.

Questions and answers

Contributions above the Annual Allowance will be subject to a tax charge that effectively cancels out the tax relief on these amounts. See Q19 for more information.

Tax relief is not provided on contributions made by your employer. However, your employer can treat any contribution it makes as a deductible business expense.

Q11. How can I transfer in to The Retirement Account from another registered pension scheme?

You can, at any time, transfer in money that you have with another registered pension scheme or Qualifying Recognised Overseas Pension Scheme to your Retirement Account.

The money you transfer into your Retirement Account will be allocated in the following ways:

- Transfers in that haven't yet been designated as drawdown will be paid into your Pension Savings pot; and
- Transfers that are already designated as drawdown will go into your Pension Drawdown pot. No tax-free cash will be available in respect of these amounts but you can choose to take benefits (income and/or taxable lump sums) immediately or at a later point.

Q12. What are my investment choices?

You can invest your Retirement Account in a wide range of flexible investment options.

You can choose to:

- Buy a unit-linked insurance policy which pays benefits calculated in accordance with the value of insurance funds that you can select;
- Invest directly in a range of investment funds;
- Buy a Guaranteed Income;
- Use a combination of these options.

We make a range of passive and actively-managed investment funds and insurance funds available to you. The investment funds and insurance funds may invest your money in shares, bonds, property and other financial investments. The mix of assets in the fund determines the balance between the potential risk and reward.

If you need a more bespoke approach to your investments, there is also the option to ask us to invest in model portfolios and managed portfolios across our fund range.

Choosing the right investments is difficult especially as we are all living longer and your money may have to provide you with income for the rest of your life. That's why we insist that you use the services of a professionally qualified financial adviser who can guide you through the process. This is equally important to any beneficiary who may inherit your funds in the event of your death.

Whether it is best for you to invest directly in investment funds and/or in the insurance policy to give you access to insurance funds will depend on your personal circumstances. You should speak to your financial adviser about what is best for you.

The same range of investment funds and insurance funds are available across The Retirement Account but you can choose different funds for your Pension Savings pot and Pension Drawdown pot if you wish.

You can find out more information on the available investment choices in The Retirement Account Investment Fund Summary booklet.

Q13. What is a Guaranteed Income?

You can purchase a Guaranteed Income using money in your Pension Drawdown pot. This will provide you with a lifelong guaranteed regular income and you may find it is a sensible way of covering your fixed day to day living expenses in retirement, alongside the State Pension scheme and any other pensions or sources of income you may have.

You can increase your guaranteed income at any time by purchasing an additional Guaranteed Income using money in your Pension Drawdown pot.

The income you receive will depend on how much money you allocate to the Guaranteed Income. It also depends on your age, lifestyle, state of health and other factors including annuity rates at the time, and any optional benefits you choose.

For example, if you smoke, have high blood pressure, are on prescribed medication or have a medical condition, you may be eligible for an 'enhanced' Guaranteed Income (also known as 'impaired', 'lifestyle' or 'underwritten' income). This means you could be eligible for a higher amount of income on the basis that you won't live as long and therefore the income may not be paid out for as long as someone without these conditions.

Q14. What options and choices do I have under the Guaranteed Income?

You can choose to have the following additional features added when you buy your Guaranteed Income, but you can't change your mind once it has started. You can't have both an Income Guarantee and a Money-Back Guarantee under the same Guaranteed Income.

Money-Back Guarantee

You can protect your income payments through a 'Money-Back Guarantee', which means if you die without having received the full value allocated to the Guaranteed Income, a lump sum (minus total gross income payments) is payable. As a result a Money-Back Guarantee gives the ability to protect up to 100% of the amount allocated to the Guaranteed Income.

Income Guarantee

You can choose to guarantee your income payments for a period of up to 30 years. This means in the event of your death the income continues to be paid for the remainder of the guaranteed period. At the point there is a claim for this benefit, your beneficiary(ies) can choose to exchange outstanding Income Guarantee instalments for a lump sum which we calculate at that time. You can't choose an Income Guarantee and a Money-Back Guarantee together.

Dependant's Income

A Guaranteed Income that provides an income just for you is known as a 'single life income'. However you can provide an ongoing income for a nominated dependant (spouse, partner or other dependant) should you die, known as a 'joint life Guaranteed Income'. This will provide a lower income to you but payments will continue to your dependant (if he/she is still alive) after you die. The amount paid can be 50%, 66%, 75% or 100% of your Guaranteed Income. Should you outlive your dependant, income from the Guaranteed Income will stop on your death unless you also have an Income Guarantee and the period covered by that guarantee has not yet ended.

Escalating Guaranteed Income

To help protect your income against inflation you can choose an 'escalating' guaranteed income which increases over time. Your income will start at a lower level than a Guaranteed Income' without escalation and will increase by your chosen amount each year. Increases can either be a fixed amount of up to 10% each year, or linked to the Retail Prices Index (RPI).

The alternative is a 'level' guaranteed income that will remain fixed but, as you get older, the effects of inflation are likely to mean that you can buy less with the same income.

These options all come at an additional cost to you and are paid for by a reduction in the Guaranteed income we will pay you.

Q15. Should I shop around before deciding which retirement option to take?

Yes. It is important that you shop around to find the best deal for you, as you would with any other purchase. Canada Life may not offer the option you want or other providers may be able to offer you a better deal, so it is worth comparing what each provider can offer. You have the option to transfer out money from your Retirement Account to an alternative pension offered elsewhere.

The MoneyHelper website provides more information on Shopping Around: **https://www.moneyhelper.org.uk/en/pensions-and-retirement/taking-your-pension/annuity-options-and-shopping-around**

Q16. What are my options if I decide to purchase more Guaranteed Income later on in life?

The Retirement Account is designed so that you can buy additional Guaranteed Income whenever you choose by using money in your Pension Drawdown pot. In addition you can choose different options, including different dependants, for each purchase.

We can choose to stop offering the provision of a further Guaranteed Income, or change the terms on which we offer a further Guaranteed Income, at any time. If this happens you may need to purchase a Guaranteed Income from another provider in the future.

Q17. What happens to the Guaranteed Income on my death?

In the event of your death, if you have chosen not to include a Dependant's Income or Income Guarantee under any Guaranteed Income, your Guaranteed Income will end.

Any Dependant's Income you have chosen to include under a Guaranteed Income will be payable to your spouse/civil partner when the Guaranteed Income was purchased, or an unmarried partner who is living with and financially dependent (or interdependent) on your income when the Guaranteed Income is purchased.

Questions and answers

This person will also receive the balance of any Income Guarantee payments due under the Guaranteed Income. A Beneficiary's Retirement Account will automatically be established for any Dependant's Income and Income Guarantee payments from any Guaranteed Income you set up.

Where you have opted for both an Income Guarantee and a Dependant's Income, and you die during the Income Guarantee period, the level of your guaranteed income is payable for the remainder of the Income Guarantee period. At the end of the Income Guarantee period, the income will reduce to the chosen level of the Dependant's Income, provided your dependant is still alive at that time.

Where you have opted for both a Money-Back Guarantee and a Dependant's Income, a lump sum may be payable on the later of your death and your dependant's death. The lump sum will be your chosen Money-Back Guarantee percentage, multiplied by the original purchase price, less the total gross income payments, including any Dependant's Income, to date.

Q18. What happens to The Retirement Account on my death?

The Retirement Account will end on your death. Any remaining value in your Retirement Account will be made available to your beneficiary(ies) after the payment of any outstanding plan charges and adviser fees, and the recovery of any income paid to you in error after your death.

Canada Life has discretion over the exact form of benefits and the recipients in respect of:

- a Guaranteed Income Money-Back Guarantee;
- your remaining Pension Savings pot;
- your Remaining Pension Drawdown pot that has not been allocated for a Guaranteed Income; and
- Income Guarantee payments under a Guaranteed Income where there is no named dependant.

You can let us know who you would like to receive benefits following your death by instructing us in writing. Nomination(s) you make are not binding on us but will be considered carefully, so it is important that you keep your nomination(s) up to date so that we can take your wishes into account. Beneficiaries chosen to receive benefits will, subject to our eligibility requirements at the time, have the following options:

- Establish their own Retirement Account, retain and/or choose investments and withdraw money as and when they wish.
- Purchase a Guaranteed Income.
- Take the money allocated to them as a lump sum.
- A combination of the above options.

If your beneficiaries establish their own Retirement Account, any remaining Pension Savings will automatically be moved into a Pension Drawdown pot. They can choose to take benefits as a series of payments as opposed to a single lump sum. If you die on or after age 75, the payments are liable to income tax at the recipient's marginal rate and so structuring payments in this way could help manage the amount of tax they pay.

When we receive formal notification of your death, payment of any adviser charges from your Retirement Account will stop. Any outstanding payments that are due to your financial adviser may still need to be settled. Your personal representatives will be able to authorise a one off adviser charge to be paid from your Retirement Account by writing to us.

Q19. What about Tax?

Tax on investments

You will not have to pay tax on money whilst it remains in your Retirement Account. The investments in your Retirement Account are generally free of UK Income Tax and Capital Gains Tax, apart from Income Tax paid on dividends from UK companies.

Tax on income

If you take a regular income from your Retirement Account you will pay income tax in the same way as you pay tax on earned income, through the PAYE system. This would also apply to any lump sum payments you decide to take from your Pension Drawdown pot and a proportion of any payments you decide to take from your Pension Savings pot. You may be able to manage the amount of income tax you pay depending on your financial circumstances and the options you choose.

You can speak to MoneyHelper (See Q28), HMRC or a financial adviser to further understand how your decisions will determine the amount of tax you will pay.

Tax on Death

If you die before your 75th birthday any income and/or lump sum payments will be tax-free when paid to your beneficiaries. If you die from age 75 onwards then income and/or lump sum payments made to your beneficiary(ies) will be taxed at their marginal rate of income tax.

Lifetime Allowance (LTA)

The lifetime allowance (LTA) is an overall limit imposed by HM Revenue & Customs on all the Pension Savings you have built up over time in all your pension schemes up to 6th April 2024.

If the value of your total Pension Savings in all your schemes and the benefits you are taking exceed the LTA or are near to the LTA you should speak to your financial adviser in the first instance. You should be aware that HMRC can impose a fine if you make a false declaration about the LTA.

Lump Sum Allowance

From April 2024 the way pension benefits are tested when they come into payment has changed. Prior to this date individuals were able to save pension benefits up to the 'Lifetime Allowance'. Anything more than this limit, £1,073,100, had an additional rate of tax applied.

The Lump Sum Allowance, set at £268,275, represents the maximum amount of tax-free lump sum an individual can take from all their pension benefits over their lifetime. Any amount of lump sum above this limit is taxed at the individual's normal rate of income tax.

Money Purchase Annual Allowance (MPAA)

This is the maximum amount that can be paid in one year into your defined contribution pension savings and still get tax relief if:

(a) you have already taken money out of any pension pot as cash (in one go or as smaller lump sums); or

(b) you have started taking income from a flexible retirement income product or from a lifetime annuity which could decrease, such as an investment-linked annuity.

13.16 The MPAA does not apply if you have only used some or all of your pension pot to buy a lifetime annuity.

13.17 The MPAA is also triggered for payments from a pre-April 2015 capped drawdown plan that exceeds the cap and in certain other limited circumstances. If you exceed the MPAA a tax charge is made which claws back any tax relief that was given at source. If your taxable earnings in the year are below the MPAA then tax relief on defined contribution pension savings is limited to 100% of your earnings (or, if you have no earnings, to the prevailing threshold for tax relief on contributions in each tax year). The MPAA limit does not apply to other pension savings. The current MPAA can be found on the HMRC website **www.gov.uk/government/publications/rates-and-allowances-pension-schemes/pension-schemes-rates**.

Annual Allowance

This is a limit on how much tax-free money you can build up in your pension in any one year based on your own contributions, any employer contributions and any contributions made on your behalf by someone else. The Annual Allowance applies across all your pension savings, not per scheme. If you exceed the Annual Allowance, a tax charge (the "Annual Allowance Charge") is made which claws back any tax relief that was given at source. See also the Money Purchase Annual Allowance (see section C13.15). The current Annual Allowance can be found on the HMRC website **www.gov.uk/government/publications/rates-and-allowances-pension-schemes/pension-schemes-rates**.

Please note

- Tax rules depend on individual circumstances and may change.
- We recommend you get professional advice if you need more information on tax.

Questions and answers

Q20. Are there any other tax planning opportunities I should be aware of?

The Retirement Account has been designed to offer you options that will help you, and any beneficiary in the event of your death, to manage and control tax.

Income flexibility

The Retirement Account gives you the flexibility of dividing the money you allocate to your Pension Drawdown pot between purchasing a Guaranteed Income and keeping the remainder invested in the range of investments we make available to you. This means you can balance the security of a guaranteed income with the flexibility and easy access of Pension Drawdown.

Because the Guaranteed Income is held within your Pension Drawdown pot it has some advantages over a traditional pension income, including the flexibility to control how much income you receive, and therefore how much income tax you pay. For example, at any time, you can choose for some of your Guaranteed Income to be retained in your Pension Drawdown pot instead of being paid to you. By not taking this income you will not be liable for income tax as the gross income remains in your Retirement Account and can be invested in your chosen investments. At any time you can change your mind and take the relevant income, which will then be subject to income tax.

Not only could this be useful for income tax planning but it also means that you have the opportunity to build up a larger Pension Drawdown pot which you can take money from in the future and/or leave to your beneficiaries. This same flexibility extends to your beneficiaries, so after you die, if they are in receipt of a Dependant's Income and/or an Income Guarantee (See Q18), they can control their income in the same way.

Death benefits

Following your death your beneficiaries can, subject to our eligibility criteria at the time, set up their own Beneficiary Retirement Account and take benefits as a series of payments as opposed to a single lump sum to help manage their tax situation.

Q21. Can I transfer the value of my Retirement Account elsewhere?

You can transfer some or all of your Pension Savings and/or all of your Pension Drawdown to another registered pension scheme at any time. If you decide to transfer these funds, we may take a charge that will include any outstanding adviser charges.

If you choose to transfer out your Pension Drawdown pot and you have previously instructed us to buy a Guaranteed Income, then only the remaining Pension Drawdown pot can be transferred. You can't transfer the value of any Guaranteed Income to another registered pension scheme. In order for the transfer of your Pension Drawdown pot to proceed you must convert the Guaranteed Income into a lifetime income with us in your name outside of your Retirement Account.

There may be tax implications for you and/or your dependants if you choose to do this, so you should ensure that you obtain adequate professional advice before deciding whether or not this option is appropriate for you.

Q22. How will I know how my Retirement Account is performing?

We will send you a yearly statement to show you how your Retirement Account is performing. You should review your Retirement Account on a regular basis to ensure it continues to meet your needs. Your financial adviser can help you with this. You can check the prices of funds online and you can obtain your current Retirement Account value by phoning our customer services helpline. Our contact details can be found in the 'Contact us' section.

Q23. What are the charges for The Retirement Account?

All of the charges outlined below are detailed in your personal illustration.

Annual Charge

We will take an annual charge which is a percentage of the investments and cash you hold in The Retirement Account, and which is deducted monthly from your Retirement Account. The charge is outlined in your personal illustration and The Retirement Account Technical Summary, which can be found on our website.

Annual Management Charge (AMC)

An annual management charge will be deducted, on a daily basis, in determining the unit price of each investment fund. There may also be additional expenses which are taken directly from the investment funds, or from the underlying investments in the investment funds. These additional expenses are the normal costs, taxes, duties and other charges incurred in holding, purchasing, managing and selling the assets of the investment funds. Details of the overall charges that are currently applied to any investment funds are on our website: **www.canadalife.co.uk**.

Other Charges

Other charges may apply to The Retirement Account, such as a charge if you ask us to make a high number of changes to your investment choice each year. Our current charges can be found on our website.

Amending our charges

We can make changes to the charges associated with your Retirement Account. Wherever possible, we will give you notice of any change at least 60 days in advance.

Q24. Can I use the money in my Retirement Account as a way to pay a discretionary investment manager?

A discretionary management charge is a charge that you agree with a discretionary investment manager in return for having your money invested in accordance with a model portfolio. A discretionary management charge is not a payment for any services provided by the discretionary investment manager to us. This payment is in addition to our charges described in Q23. You can ask us to pay the discretionary management charge on your behalf. Where we agree to do so, we will deduct the discretionary management charge from the amount in your Retirement Account.

Q25. Can I use money in my Retirement Account as a way to pay my financial adviser?

An Adviser Charge is a charge that you agree with your financial adviser in return for their financial advice and related services. An adviser charge is not a payment for any services provided by your financial adviser to us. This payment is in addition to our charges described at Q23.

You can ask us to deduct amounts from your Retirement Account to pay Adviser Charges in respect of The Retirement Account on your behalf. We can pay Initial Adviser Charges, Ongoing Adviser Charges, Regular Contribution Adviser Charges and/or One-off Adviser Charges.

You can choose to pay any adviser charges from your own money instead of having them paid from your Retirement Account. We do not charge for making payments to your financial adviser on your behalf.

Initial Adviser Charge

An Initial Adviser Charge is a charge for financial advice that you pay when you set up your Retirement Account. You can ask us to pay an Initial Adviser Charge on your behalf. Where we agree to so do, we will deduct the Initial Adviser Charge from the amounts we receive from the transferring scheme(s) and/or one off contributions. This will reduce the amount allocated to your Retirement Account.

Regular Contribution Adviser Charge

A Regular Contribution Adviser Charge is a charge for the financial advice that you pay from each regular contribution that you make into The Retirement Account. You can ask us to pay a Regular Contribution Adviser Charge on your behalf. Where we agree to do so, we will deduct the Regular Contribution Adviser Charge from each regular contribution that we receive. This will reduce the amount allocated to your Retirement Account.

Ongoing Adviser Charge

An Ongoing Adviser Charge is an ongoing charge for financial advice that you receive on an ongoing basis in relation to your Retirement Account. You can ask us to pay an Ongoing Adviser Charge on your behalf. Where we agree to do so, we will deduct the Ongoing Adviser Charge from the amount in your Retirement Account.

One-off Adviser Charge

There may be other 'one-off' Adviser Charges that you agree with your financial adviser. You can ask us to pay these One-off Adviser Charges on your behalf. Where we agree to do so, we will deduct the One-Off Adviser Charge from the amount in your Retirement Account.

Questions and answers

Q26. What if I change my mind about The Retirement Account?

You have the right to cancel your new Retirement Account at any time up to 30 days from receiving your first schedule of benefits. We will write to you and provide a notice about your right to cancel. You need only return this cancellation notice if you wish to cancel your Retirement Account. If you decide to cancel your Retirement Account, you must return the cancellation notice within 30 days. You must also return any amounts you have received from The Retirement Account, including any tax-free cash payments.

Cancellation notices must be returned to:

Canada Life
PO Box 288
Uckfield
TN22 1PH

Q27. What if I don't have a financial adviser?

The Retirement Account is designed to be sold only to people who have received financial advice about whether it is right for them. We believe that it is important that you seek help from a professional adviser before deciding whether to invest. That's why we only make our services available via independent advisers who can help you make the right decisions. You're entitled to a free guidance session under a service created by the Government called Pension Wise. You should take advantage of this, but we believe you will still require the additional services of a specialist retirement adviser.

If after taking out your Retirement Account you no longer have a financial adviser, Canada Life will be unable to provide you with financial advice and so we'll suggest that you seek the services of another financial adviser. If you choose not to have an adviser, we will accept no responsibility for the risks associated with any transactions you request us to complete on your behalf.

Q28. Is there anything else I need to know?

State Benefits

The amount of money that you take from your Retirement Account could affect any state benefits that you are entitled to. For more information about state benefits, visit: **https://www.gov.uk/browse/benefits**

Seeking help

There are a number of ways that you can find out more about your pension options. For example, you can speak to:

- MoneyHelper - the free and impartial money and pensions Government guidance service: **www.moneyhelper.org.uk/en** (0800 011 3797)
- Pension Wise - this forms part of the MoneyHelper service that offers free, impartial guidance about your defined contribution pension options, including the ability to have an appointment with a trained adviser: **www.moneyhelper.org.uk/en/pensions-and-retirement/pension-wise** (0800 138 3944)
- A financial adviser: MoneyHelper provides an online directory of regulated advisers: **www.moneyhelper.org.uk/en/pensions-and-retirement/taking-your-pension/find-a-retirement-adviser**
- Your employer
- Your current pension provider
- Other pension providers

To help you decide which options may suit you, Pension Wise is a free service from MoneyHelper providing impartial government guidance about your defined contribution pension options. For help with pensions call 0800 138 3944 to book an appointment with a pension specialist. They will explain the options available for taking your pension money. You can speak to them over the phone or face to face at one of their locations near to you. If you would like advice regarding your options, you should speak with your financial adviser.

Scams

Beware of pension scams. People contacting you unexpectedly about an investment or business opportunity that you've not spoken to them about before. You could lose all your pension money as well as face huge tax charges or additional fees. Speaking to Pension Wise or the Pension Advisory Service, or seeking help from a financial adviser,

can help to minimise the risk of falling victim to a scam. For more information on how to protect yourself from scams, visit the Pension Regulator's website: **www.pension-scams.com**

What to do if you're unhappy

We hope you will be delighted with our service, but if we fall short, we want to know. Please contact our Customer Centre using the details shown in the 'Contact us' section on page 15.

If you are not happy with our response to a complaint, you might have the right to refer it to the Financial Ombudsman Service or the Pensions Ombudsman. We tell you about any ombudsman referral rights you have at the time. Making a complaint, unless made to the Pensions Ombudsman, does not hinder your right to take legal proceedings.

If you have a complaint or dispute regarding the manner in which The Retirement Account has been sold you should contact:

Financial Ombudsman Service

Exchange Tower
London E14 9SR
Phone: 0800 023 4567
Website: **www.financial-ombudsman.org.uk**
Email: info@financial-ombudsman.org.uk

For complaints about our service:

If you have a complaint or dispute concerning your workplace or personal pension arrangements you should contact:

The Pensions Ombudsman

Phone: 0800 917 4487
Website: **www.pensions-ombudsman.org.uk**
Email: enquiries@pensions-ombudsman.org.uk

If you have general requests for information or guidance concerning your pension arrangements contact:

MoneyHelper

Phone: 0800 011 3797
Website: **www.moneyhelper.org.uk/en**
These are free services. Using them will not affect your legal rights or your right to take legal action.

Terms and Conditions

This Key Features Document gives you a summary of The Retirement Account and the plan. Full details are set out in The Retirement Account Terms and Conditions. It is important that you read the Terms and Conditions before you take out The Retirement Account, and speak to us or your financial adviser if there is anything that you do not understand. If we need to make any significant changes to the terms and conditions of your Retirement Account, we'll write to you.

Law

Your Retirement Account is subject to the law of England, which will be used to resolve any dispute.

The information in this Key Features Document is based on our understanding of current law relating to pensions. How you are taxed depends on tax law and on your circumstances, both of which may change in the future.

Language

All information and communications about this plan will be in English.

Your client category

Our regulator, the Financial Conduct Authority, asks us to classify our clients based on their familiarity with financial services. You are a 'retail client' which means you get the highest level of protection by getting the clearest explanation of what you're buying and more detail about the risks.

Proof

Before we pay money to you (or any other person entitled to receive benefits) we must have proof of entitlement. This may include proof of identity, address and age, and evidence that you (or your beneficiaries, if appropriate) are still alive. We will use electronic means (this may include credit reference agencies) to obtain this proof. If we do not have enough proof of identity and entitlement, we may be unable to make payments.

Compensation

Depending on how your Retirement Account is invested, below is an outline of the compensation arrangements that may be available to you.

Questions and answers

Insured funds and Guaranteed Income

You can invest some or all of money in your Retirement Account in insured pension funds. We make these funds available to you through a unit linked insurance policy. When you invest in the insurance policy with Canada Life, you purchase units in Canada Life's own funds which either hold assets directly or hold units in external funds. The funds in our Core and Governed range are pension funds available through this insurance policy.

In either case, the insurance policy is with Canada Life and our insurance policies are covered by the Financial Services Compensation Scheme (FSCS) which was set up to provide protection to customers if authorised financial services firms are unable to meet claims against them. This means that 100% of the value of the insurance policy should be covered by the FSCS in the event that Canada Life couldn't pay your claim. However, if an underlying fund manager were unable to meet its claims, this would not be covered by the FSCS, so the value of the insurance policy would depend on the amount we could recover from the fund manager.

Non-insured funds

You can invest some or all of money in your Retirement Account in Open-Ended Investment Companies (OEICs) which are professionally managed collective investment funds. In contrast to insured funds, OEICS are funds available for investment directly with a fund manager through The Retirement Account and as there is no need for an insurance policy they are termed 'non-insured' funds. If an OEIC fund manager were unable to meet claims against them, The Retirement Account trustee would make a claim on your behalf and the Financial Services Compensation Scheme would cover a claim of up to £85,000 in respect of the affected OEIC fund.

Note that FSCS compensation is limited to UK authorised funds. Compensation for funds not authorised in the UK will vary according to local regulation.

Money on Deposit

Your Retirement Account may hold money on deposit with a bank authorised by the Prudential Regulation Authority (PRA). All cash is held by the trustee within the trust, so in the event of a failure of Canada Life, cash will be ring-fenced from Canada Life's own money and will continue to be held on trust for you within your Retirement Account. In these circumstances, if the bank could not meet its claims, The Retirement Account trustee could make a claim on your behalf and the Financial Services Compensation Scheme would cover a claim up to £85,000 in respect of the affected bank. This £85,000 is the overall limit that applies to all monies held with that bank whether inside or outside your Retirement Account.

If you'd like more information about the compensation arrangements that apply please ask your financial adviser.

Failure of Canada Life Platform Limited as SIPP Administrator

The Financial Services Compensation would cover any claim you may have against the administrator of your SIPP up to 100% of the value of your investments.

Information about compensation arrangements is also available from the Financial Services Compensation Scheme, who can be contacted on 0800 678 1100 or via their website at **www.fscs.org.uk/contact-us**

Solvency and Financial Condition

The latest Solvency and Financial Condition report for Canada Life Limited can be found on our website. This report will assist you in understanding the Company's regulatory position and financial strength under Solvency II regulations.

Website: **www.canadalife.co.uk/our-company/about-us/solvency-ii/**

About Canada Life

Canada Life has been providing retirement solutions for our customers for a long time. We've actually been in the UK since 1903, looking after the retirement, investment and protection needs of customers.

We're here to help you get ready for your retirement with confidence, by making things clear and straightforward.

Our vision is to help build better futures and be a world class financial services provider. Putting customers at the heart of everything we do and working in line with our values of people, excellence, integrity and together.

We help to build better futures. Visit www.canadalife.co.uk to find out more.

What you can expect from Canada Life

At Canada Life we believe in being here to support you through retirement, so we make it our mission to make the process of dealing with us as easy and as smooth as possible. We've been around for a long time. In fact, we were founded in 1847 in Canada, making us the oldest Canadian life assurance company. Canada Life is part of Great-West Lifeco Inc., one of the largest Canadian life and health insurance companies. We have £1,539bn of assets under administration as at 31 Match 2022.

Great-West Lifeco serves several million people worldwide, providing a wide range of retirement savings and income plans, as well as comprehensive protection contracts for individuals and families.

Canada Life Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registered in England and Wales no. 973271. Registered office: Canada Life Place, Potters Bar, Hertfordshire EN6 5BA. Canada Life Platform Limited, trading as Canada Life, is a subsidiary of The Canada Life Group (UK) Limited, and is authorised and regulated by the Financial Conduct Authority. Registered in England and Wales no. 8395855.

You can check these details at **www.fca.org.uk/register,** or by calling the FCA consumer helpline on **0800 111 6768**.

Contact us

Here are our contact details in case you have any questions or want to tell us about any changes to your personal details:

By post

Canada Life
PO Box 288
Uckfield
TN22 1PH

Call us
0800 032 7690

Lines are open Monday to Friday from 8am to 6pm

By email
customers.ra@canadalife.co.uk

Online
www.canadalife.co.uk/retirement-account

You can download all of our documents from our website: www.canadalife.co.uk

Braille, large-print and audio formats are available on request. All calls may be monitored or recorded to help with staff training and quality control.

40-940 0324R – Promotion approved 03/04/24