

For customers

Aegon Platform key information document

Including the Aegon Self-invested Personal Pension (SIPP) and
Aegon General Investment Account (GIA) key features documents.

For Aegon SIPP applications

The information that follows is accurate to the best of our knowledge and belief
as at 10 April 2018.

If you'd like a large print, Braille or audio CD version of this leaflet, please call 0345 604 4001.

This document is intended for customers:

- Who receive financial advice and recommendations from an intermediary.
- Who use an intermediary that doesn't provide financial advice.
- Who no longer have an intermediary.

We use the term 'intermediary' to mean either a financial adviser or an intermediary, as relevant to you.

You should be aware that certain product options are only available through an intermediary. We highlight when this is the case. We also note tasks typically performed by intermediaries in this document and recommend use of an intermediary where we think it is relevant to do so.

If you're uncertain about your options, or if you have a question, your intermediary will be able to help if you have one. You can also contact us, please see the contact us section for details. Alternatively if you want to find an intermediary in your area, please visit www.unbiased.co.uk

Please note that this document doesn't cover Aegon Retirement Choices, One Retirement, or Retiready.

Other documents

It's important that you understand how the Aegon Self-invested Personal Pension (SIPP) and where applicable, the Aegon General Investment Account (GIA) works and what the risks are before you decide to buy an Aegon SIPP. Please take some time to read this document alongside:

- Your Aegon SIPP illustration.
- Key Investor Information Documents (KIIDs) and fund factsheets for each fund you invest in.
- Our SIPP charges guide.
- The Aegon Platform terms and conditions, and
- The additional Aegon SIPP terms and conditions.

You can find copies of the documents by logging into your online dashboard if you have access, and viewing it in the document library. Please [contact us](#), or your intermediary for copies if you don't have access.

Before you start reading

We've tried to use plain language to make these key features easier to understand. We highlight technical terms the first time they appear in the document and explain them in the definitions section at the end of this document.

We refer to 'you', 'we' and 'us' throughout the document. 'You' means the owner of the product and 'we' and 'us' means Aegon. In this document, Aegon means Scottish Equitable plc as the provider of the Aegon SIPP and, Aegon means Cofunds Limited for the Aegon GIA.

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Part 1: Key information on the Aegon Platform

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What is the Aegon Platform?

The Aegon Platform is a digital service that lets you and your intermediary, if you have one, arrange, manage and track your investments more easily. It offers:

- Access to a wide variety of products and investments in one convenient digital service.
- Online management of your Aegon Platform account.
- 24/7 access – to let you see how your portfolio is performing.

The products available via the Aegon Platform

With the Aegon Platform, you'll hold an Aegon Platform account. This gives you access to a range of products that you can choose to apply for: an Aegon SIPP, Aegon ISA and an Aegon GIA.

If you open an Aegon SIPP, you'll receive a customer number for the Aegon Platform account and a separate product number for each Aegon product you open in your Aegon Platform account.

Who are Aegon?

Aegon is a leading provider of long-term savings, investment and pension solutions provided through intermediaries to individuals and employers, and complemented by a range of life insurance and protection products. Aegon's mission is to help people achieve a lifetime of financial security and make financial planning simple, easy and rewarding.

What's the role of the Aegon Platform?

We're responsible for holding your investments safely on your behalf. Aegon has separate subsidiary companies dedicated to securely holding investments separately from Aegon's own corporate assets and prevents Aegon from mixing investors' money with its own. Aegon SIPP Nominee 2 Ltd holds your SIPP assets, and Cofunds Nominees Ltd, would hold any GIA investments you may have.

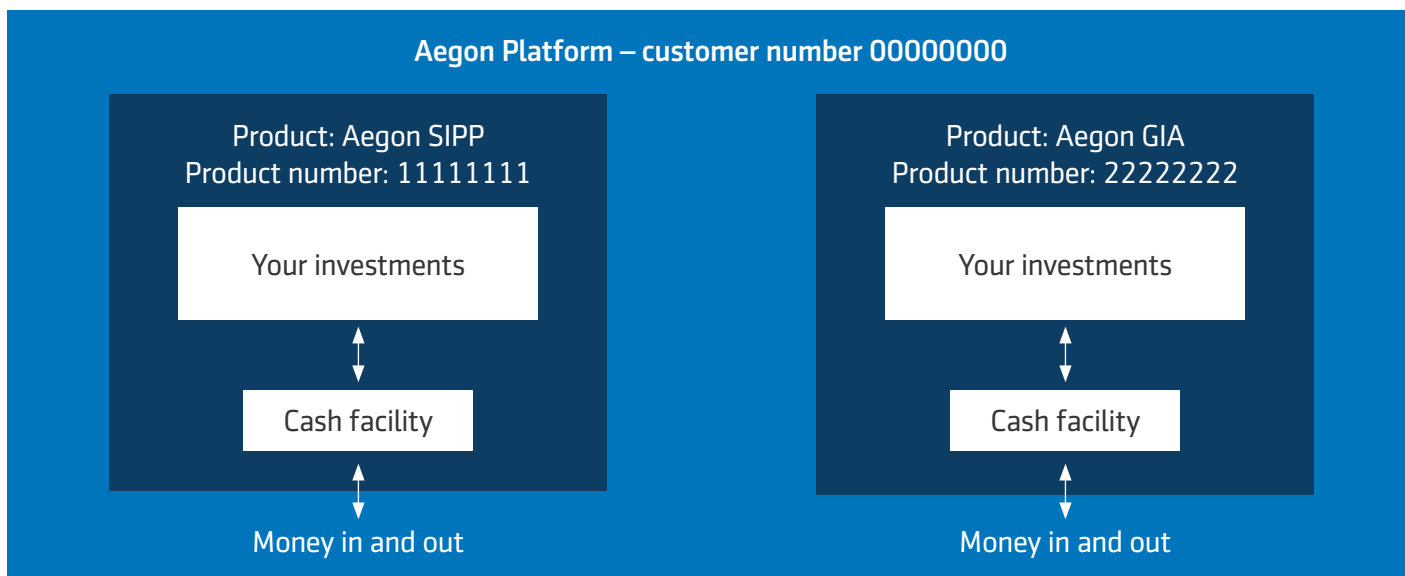
We don't assess or advise on the suitability or appropriateness of your investments. Your intermediary, if you have one, will do this for you

Your Aegon SIPP application

You're applying for an Aegon SIPP. As you'll see in the diagram below, when you apply for an Aegon SIPP, we'll also automatically open a separate product called an Aegon General Investment Account (GIA), if you don't already hold a suitable Aegon GIA with us. This gives you the choice to pay your Aegon SIPP fees and charges from your Aegon GIA.

There is no additional cost for opening the Aegon GIA. There are also no GIA charges if you don't use this product (ie no investments or cash in it). We'll only start charging for your Aegon GIA if you choose to invest in it in future, or if you hold money in the cash facility. See 'Your charges' for more information.

How your Aegon SIPP is structured when you open your account will depend on your personal circumstances. The diagram below provides a simplified overview of an uncrystallised (savings only) SIPP and the separate Aegon GIA. Please also refer to 'What's the structure of the Aegon SIPP?' on page 11 for additional details.



The cash facility

As shown in the diagram above, when you open an Aegon SPP, and we automatically open an Aegon GIA, each product will have its own cash facility. When you pay money into the Aegon SIPP, we pay it into the Aegon SIPP's cash facility before it's invested. We'll also pay out withdrawals, and some of your charges and fees from here unless you instruct us to pay them from your Aegon GIA. We tell you in the charges section how to do this.

- It's your and your intermediary's responsibility, if you have one, to make sure there's always enough money in the cash facility to meet any charges due. If you don't, we may have to sell some of your investments to cover the charges due. See 'your charges' below for more information.
- Money in your cash facility earns interest. We'll calculate interest on any cash held in your cash facility each day, and credit that amount to your cash facility once a month. You can find the current [interest rate](#) on our website.

Others involved in your investment:

Intermediary: May arrange to buy and sell investments on your behalf, and may provide financial advice and other ongoing services. Aegon only operates with intermediaries authorised and regulated by the Financial Conduct Authority (FCA).

Your intermediary has responsibility for ensuring the investment is suitable for you. Your intermediary may charge you a fee for the services they provide.

HSBC: the bank where your cash facility money will be held. Aegon use these separate accounts to keep investors' money separate from its own.

Investment managers: also known as investment providers, they manage and provide the different investments options available through the Aegon Platform.

Your charges

What charges will apply to my SIPP?

The Aegon Platform has a clear and flexible charging structure so you'll know exactly what you're paying for. There are three main charges associated with your Aegon Platform account:

- Annual charge – this pays for the administration of your Aegon Platform account.
- Investment charge – this covers the investment manager's charge for your chosen investments.
- Intermediary charges – if you have an intermediary, you'll agree a fee for the advice or service they provide. If you want to, you can pay your intermediary from your Aegon Platform account.

How much will I have to pay?

Please refer to your illustration to see details of the charges that apply to you. You'll find a copy in your document library if you have access. Alternatively, your intermediary if you have one will be able to provide you with details. Charges might vary in the future. You can also find full details of the charges that may apply in our [Charges guide](#).

If you change your intermediary, your annual and intermediary charges might change or if we're notified that you no longer have an intermediary, the charges will stop. It's important you understand how future changes such as changing your intermediary could affect your charges. Your new intermediary can give you an illustration to show the effect of this. Please read the [terms and conditions](#) for full information.

Paying investment charges

The investment charge is normally calculated daily and either taken directly from the investment or taken into account in the fund's unit price calculation, so you won't see it as a separate charge. Please refer to the Key Investor Information Documents or fund factsheets for details of the charges that apply to the investments selected.

How to pay your annual charge and any intermediary charge

You have two options for how to pay your annual charge and any intermediary charge:

1. From your Aegon SIPP

Choose this option if you're happy to use some of your tax-efficient SIPP savings to pay your SIPP charges.

If you choose to do this, we'll take your charges from your Aegon SIPP using the method shown below.

2. From your Aegon GIA

Choose this option if you don't want to use some of your tax-efficient SIPP savings to pay your SIPP charges.

To do this, the Aegon GIA must be in your name only and must also be registered under the same service profile as the Aegon SIPP. (Service profile is a product grouping that groups all your Aegon Platform products together that are either: linked to a particular intermediary, or that aren't linked to any intermediary). If you choose to do this, we'll take your Aegon SIPP charges from your Aegon GIA using the method shown below. Please note that there's a charge for any cash balances held in the Aegon GIA.

How we collect your Aegon SIPP and any intermediary charges?

How we collect the charges depends on the option selected above, as well the value of your investments and cash balance.

If you choose to pay charges from your SIPP

We'll use the following method:

1. If you have enough available cash in the Aegon SIPP's cash facility to cover a charge

We use the available cash from the Aegon SIPP's cash facility to pay the full charge.

2. If you don't have enough available cash in the SIPP's cash facility

If there isn't enough money in your cash facility, we'll automatically take any available cash, then sell from the highest value investment available to the smallest until we have enough to cover the remaining charge due.

If you don't want to pay charges with the highest value investment available, you can tell us what fund you want us to sell from to raise cash to pay your charges.

If the value of your chosen investment is too low to cover a particular charge, we'll use the remaining value available of that investment, then sell from the highest value investment available to the smallest to cover the charge.

If you choose to pay charges from your Aegon GIA

We use the following method if you choose to pay your Aegon SIPP charges from your Aegon GIA:

- **If your GIA has enough available cash in the cash facility to cover the charge**
We use the available cash from the Aegon GIA's cash facility to pay the full charge.
- **If your GIA has some available cash and/or enough investments to cover a charge**
We follow the process detailed at point two directly above. If we have to sell investments from your Aegon GIA to pay charges this could create a Capital Gains Tax liability depending on your personal circumstances. See the 'Tax' section on page 25 for more information.
- **If you don't have enough available cash and investments in the Aegon GIA to cover the charge**
If your Aegon GIA doesn't have enough in the cash facility or in investments, we'll re-direct the charge back to your Aegon SIPP and deduct from that product.

How do I tell you to pay Aegon SIPP charges from my Aegon GIA?

If you want to do this, please contact your intermediary if you have one, or complete a [Change to product details form](#) and a GIA direct debit form.

Please remember that you'll need to keep the cash facility of your Aegon GIA regularly topped up to cover the charges due. You can also use the Change to product details form to do this or you can set up a monthly direct debit for an amount to cover the charges due.

Other important information

How to contact us

If you've any questions about your product at any time you should contact your intermediary in the first instance. You can also phone, write or email us.

Aegon Cofunds Administration. PO Box 17491, Edinburgh EH12 1PB

Call us on: 0345 604 4001, Monday to Friday, 9am to 5.30pm. Email: AegonCofundsAdministration@aegon.co.uk
We might record and monitor calls for security reasons, to help improve our service and to resolve any complaints. If you're contacting us by email please don't send any personal, financial or banking information as it isn't a secure method of communication. Call charges will vary.

If you'd like a large print, Braille or audio CD version of this leaflet, please call 0345 604 4001.

How do I make a complaint?

We hope you never have cause to complain, but if you do, you can contact us by:

Phone: call our helpdesk on 0345 604 4001.

Post: you can write to us at Complaints Department, Aegon Cofunds Administration, PO Box 17491, Edinburgh, EH12 1PB.

Email: CustomerExperienceComplaints@aegon.co.uk

Calls may be recorded and monitored. Call charges will vary. You can contact us by email but it isn't a secure method of communication. You may want to use other contact methods to send any personal, financial or banking information.

You can also read our [complaints procedure](#) for full details.

If you're not satisfied with our response

For any Aegon SIPP related complaint we can't settle can initially be referred to:

The Pensions Advisory Service, 11 Belgrave Road, London, SW1V 1RB.

Phone: 0300 123 1047.

Website: www.pensionsadvisoryservice.org.uk

and may then be referred to:

The Pensions Ombudsman, 11 Belgrave Road, London, SW1V 1RB.

Phone: 020 7630 2200

Email: enquiries@pensions-ombudsman.org.uk

Website: www.pensions-ombudsman.org.uk

Any other complaints, including Aegon GIAs, that we can't settle can be referred to: The Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London, E14 9SR. Phone: 0800 023 4567.

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Making a complaint to Aegon or referring it to the Financial Ombudsman Service won't affect your legal rights. If your complaint relates to an investment, you should speak to your intermediary or the investment manager in question.

Is my product covered by the Financial Services Compensation Scheme?

You may be able to seek compensation from the Financial Services Compensation Scheme for up to £50,000 if we can't meet our obligations (for example, if we were to become insolvent or unable to meet the claims against us). See our factsheet for more information: [Aegon Platform Investor Protection guide](#).

You can get more information about compensation arrangements from the Financial Services Compensation Scheme by calling them on 0800 678 1100 or 020 7741 4100. Full details are also available from your intermediary if you have one.

Are there any risks?

Platform risk: As you're investing through a platform there's a risk that an investment manager's systems and ours may show that you hold differing amounts while transactions are being processed. If the systems weren't aligned and Aegon went out of business at the same time, you may not get back the full value of your investment.

Investment risk:

- The value of investments, and any income taken from them, can fall as well as rise and you may get back less than you invest. In addition, there's the potential for reduction in the value of your investment as a result of selling investments for withdrawals.
- There are specific risks relating to the funds you can invest in. Investment risks can be found in the relevant Key Investor Information Document or fund factsheet.

Terms and conditions

This key information document gives you the key features of the Aegon SIPP and Aegon GIA products. It doesn't include all the definitions, exclusions and terms and conditions. You can find full details of the products in the [terms and conditions](#). We supply a copy of the Aegon Platform terms and conditions, and the additional Aegon SIPP terms and conditions, when you open your Aegon SIPP with us. These documents are saved in your online document library, which you can view, if you have access, by signing in to your account. Or for the most up to date copy please visit our [website](#) or [contact us](#).

We have the right to make changes to the terms and conditions in certain circumstances. If this happens, we'll write to you and explain the changes.

How does Aegon support intermediaries?

To help intermediaries give the best possible service, we may provide them with marketing and promotional support, technical services and training. We may also provide them with hospitality where this is of reasonable minimum value and designed to enhance the quality of service to the customer. Typically the value of this support is less than £100 each year, but it can be more where for example additional training is required. If you want to find out more you can ask your intermediary, or Aegon, to provide specific details of any benefits provided.

Client categorisation

There are various categories of client set out in the financial regulations. If you buy one of the Aegon products referred to in this document, we'll treat you as a 'retail client'. Being a retail client gives you the greatest level of protection under the regulations and ensures you get full information about any products you buy.

If, under the regulations, you're a professional client or eligible counterparty, we'll still treat you as a retail client although this wouldn't necessarily mean that you'd be eligible to refer any complaints to the Financial Ombudsman Service or to make a claim under the Financial Services Compensation Scheme.

Conflicts of interest

Aegon maintains a [Conflicts of interest policy](#) in accordance with all FCA Conduct of Business rules.

Order execution policy

Aegon maintains an [Order execution policy](#) in accordance with all FCA Conduct of Business rules.

Law and language

All correspondence will be made in English. All communications from us will normally be by letter or telephone. The law of England and Wales will apply to any legal dispute and the courts of England and Wales shall have exclusive jurisdiction to settle any such dispute. Full details of the legally binding contract between you and Aegon is contained or referred to in the terms and conditions.

Part 2: Key features of the Aegon Self-invested Personal Pension (SIPP)

keyfacts[®]

Provided by Scottish Equitable plc

The Financial Conduct Authority is a financial services regulator. It requires us, Aegon, to give you this important information to help you decide whether the Aegon SIPP 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.

If you're unsure about any of the information provided, or have any questions, please speak to your intermediary if you have one, or contact us.

Its aim

The Aegon SIPP aims to:

- Let you build up a pension fund in a tax-efficient way, using one or more of the range of investment funds available on the Aegon platform.
- Let you keep your savings invested, even after you start taking pension benefits.
- Give you significant flexibility over how and when you take your pension benefits. (See 'When can I start taking pension benefits?' for more information.)
- Give you the possibility of leaving death benefits to your beneficiaries.

Your commitment

You're committing to:

- Regularly reviewing your Aegon SIPP with your intermediary if you have one. This will let you check that you're on track to achieve your expected goals.
- Making sure there's enough cash in your cash facility to cover any income withdrawals and all your charges if you're paying them from your Aegon SIPP.
- To keep any money invested in your plan until you take your benefits, which is usually at any time from age 55. (The minimum pension age will increase from 55 to 57 by 2028 (See 'When can I start taking pension benefits?' for full details).
- Letting us know if you're no longer entitled to receive tax relief on your contributions or if you've exceeded your tax relief limit.
- Letting us know if you flexibly access pension benefits from any other money purchase pension scheme you hold as this will restrict any contributions that can be made to a money purchase pension scheme, including the Aegon SIPP as the **Money purchase annual allowance** will apply to you.

Risks

- The value of your investments can go down as well as up, so the value of your pension fund isn't guaranteed. It's particularly important to remember this if you're close to taking your benefits, or you're taking part or all of your pension benefits as drawdown your investments may not have much time to recover from any losses.
- Your pension income may be lower than your illustration shows for a number of reasons. For example:
 - changes to tax rules and regulations;
 - you stop making contributions, or make contributions at a lower level than illustrated;
 - charges being higher than illustrated;
 - you take benefits at an earlier age than illustrated;
 - your savings are worth less than expected; and
 - lower than expected annuity rates when you retire.
- For risks specific to each fund, please see the relevant fund specific information, including fund Key Investor Information Documents (KIID), factsheets or fund prospectuses.

We always recommend using an intermediary when taking decisions relating to your Aegon SIPP.

Questions and answers

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Understanding and opening your product

What's the structure of the Aegon SIPP?

How your Aegon SIPP is structured depends on your personal circumstances and can change over the lifetime of the product depending on the options you choose. In simple terms, the Aegon SIPP can have, a savings part for paying pension contributions and transfers from other pension providers into, and a flexi-access drawdown part for paying your drawdown income from. You can have one or both 'parts' detailed below depending on how your Aegon SIPP is set up.

Pension savings

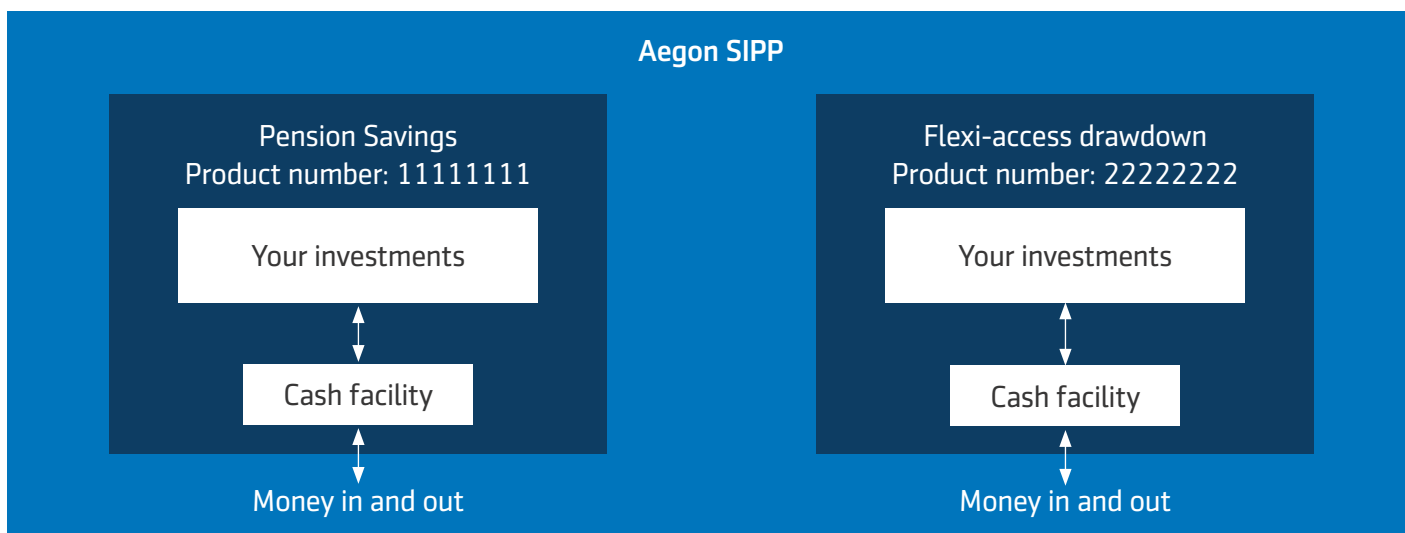
This is where pension contributions and transfers from other pension providers are paid into. These savings are known as your uncrystallised pension savings. Transfers from other pension providers must be from pension savings you haven't taken benefits from (ie uncrystallised pension savings). This part will have its own cash facility as you can see in the left-hand side of the diagram on the next page.

Flexi-access drawdown

Flexi-access drawdown (FAD) lets you take an income from your pension while it's still invested. Before you can access a FAD pension from your Aegon SIPP, you need to have a minimum SIPP plan value of £20,000.

If you transfer existing drawdown funds from another pension provider, you'll have an additional FAD account and cash facility for each drawdown transfer you make.

When you take any FAD income withdrawals you'll be subject to the money purchase annual allowance (MPAA) if this doesn't apply already. See the 'Tax – When you take your pension benefits' section for more information.



Can SIPPs be held jointly?

No, SIPPs can only be held in a single name.

Is the Aegon SIPP a stakeholder plan?

No, it isn't a stakeholder plan, but a stakeholder plan may meet your needs as well as this plan and is generally available.

What are the charges?

For information on your specific charges please refer to your illustration and the [charges guide](#).

Who can open an Aegon SIPP?

To open an Aegon SIPP you:

- Must be aged 16 or over, (if you're under the age of 18 and not resident in Scotland the application will have to be signed by a parent or legal guardian).
- Must also be a **Relevant UK individual**.
- Must be **habitually resident** in the UK.
- Can't apply if you're a US citizen or US tax payer.

How can I open an Aegon SIPP?

An intermediary can open an Aegon SIPP on your behalf. You can also open the SIPP yourself, but we always recommend using an intermediary to ensure you correctly assess product suitability, the wide range of investment options available and also to ensure you can access all the product features and investment options.

Can I transfer into (or out of) a SIPP?

Yes. Transferring your pensions to one pension provider can give you the convenience of having all your pension investments in one account. This can make it easier to follow your investment performance and to make changes to your portfolio as required. Also, all your pension investments will be detailed on one consolidated statement.

There's no guarantee that you'll get a higher return if you transfer an existing pension to the Aegon SIPP. You may also lose benefits available in your current pension scheme if you do this. Please speak to an intermediary before making any transfer decisions.

Transfers in

You can transfer funds into the Aegon SIPP from another registered pension scheme, we'll also consider requests to transfer in from a **recognised overseas pension scheme**.

If you're transferring capped drawdown pension funds to your Aegon SIPP, we'll automatically convert them to flexi-access drawdown as **capped drawdown** isn't available on the Aegon SIPP. We won't be able to convert the funds back to capped drawdown once we accept the transfer. You should consider if this is right for you before you transfer.

Transfers out

You can also transfer your funds out of your Aegon SIPP to another registered pension scheme, or to a **qualifying recognised overseas pension scheme** and we won't charge you - but you might be charged by the other scheme. The manager of the investments that you have in your Aegon SIPP may also charge you for the sale or re-registration of those investments.

What if I'm transferring drawdown pension funds from another pension provider that I inherited?

If you're transferring drawdown pension funds from another pension provider to your Aegon SIPP that you inherited on the death of someone else, the following will apply:

- You must be at least the minimum age detailed earlier for taking out an Aegon SIPP.
- You won't be able to take a tax-free lump sum.
- Where we accept your transfer you can take income from your flexi-access drawdown. See the 'What about tax?' section for more information.
- These drawdown pension funds won't count towards the **annual allowance**, or **lifetime allowance**. Also taking flexi-access drawdown income from those inherited drawdown pension funds won't trigger the Money Purchase Annual Allowance. See the 'What about tax?' section for more information.
- The drawdown pension funds transferred must be kept separate from all other drawdown pension funds you hold in your Aegon SIPP.

If you're transferring capped drawdown pension funds to your Aegon SIPP, we'll automatically convert them to flexi-access drawdown as **capped drawdown** isn't available on the Aegon SIPP. We won't be able to convert the funds back to capped drawdown once we accept the transfer. You should consider if this is right for you before you transfer.

What options are available for paying money into my Aegon SIPP?

Method	Regular payments	Single payments	Transfer payments
Cheque	✗	✓ No post-dated cheques accepted	✓
BACS, CHAPS, Faster Payments	✗	✓	✓
Direct Debit	✓ including regular payments to GIA to cover charges	✗	✗
Direct Debit	✗	✓	N/A

How much can I pay into the Aegon SIPP?

There's no maximum limit on how much you, your employer or a third party can pay into your Aegon SIPP each tax year, but there may be tax consequences to consider. See the 'What about tax?' section for more information. You can pay in:

Single contributions and transfers	Regular contributions
From £1 (no maximum limit)	From £1 (no maximum limit)

Can I change my contributions or take a break from paying into my SIPP?

Yes. You can change your regular contribution amount at any time. You can also stop, or take a break from paying contributions then restart paying in whenever you like, and leave your savings invested. Charges will still apply if you have a positive value on your Aegon Platform account.

Any break is likely to reduce your future pension income. You should speak to your intermediary, if you have one, if you're thinking of taking a break from paying into your Aegon SIPP.

What about tax?

A pension is one of the most tax efficient ways to save for your retirement. This section explains the main factors that determine the tax that applies to your Aegon SIPP. This information is based on our understanding of current legislation, taxation law and HM Revenue & Customs practice, which may change.

The tax treatment depends on your individual circumstances and may be subject to change in future.

Terms used in this section

We have to use a number of technical terms when discussing the subject of pension tax. Please use the glossary at the end of this document when reading this section.

Tax relief on your personal contributions

Contributions you pay to your Aegon SIPP are eligible for tax relief. We reclaim basic-rate tax relief at source on pension contributions if you're a UK taxpayer which means you get an uplift of 20% on your net pension contributions. (Please note that members aged 75 or over won't receive tax relief on personal contributions.)

If you pay income tax at a rate higher than basic rate, either as a UK or Scottish taxpayer, you can claim even more of your tax back from HMRC on your yearly tax return or by asking your tax office to adjust your tax code.

A worked example (excludes Scottish resident taxpayers)

You contribute	You get 20% tax relief	Your total gross contribution is	Reclaimable tax on contributions	Value	Effective cost of £10,000 contribution
£8,000	This adds an extra £2,000 to your pension	£10,000 (£8,000 + £2,000)	Basic rate taxpayers 0%	N/A	£8,000 (£10,000 - £2,000)
			Higher-rate taxpayers 20%	£2,000 (20% of £10,000)	£6,000 (£10,000 - (£2,000 + £2,000))
			Additional-rate taxpayers 25%	£2,500 (25% of £10,000)	£5,500 (£10,000 - (£2,000 + £2,500))

Scottish resident taxpayers are subject to different rates of tax, but use the same calculation method as shown in the table above. The reclaimable tax on these contributions will be:

- Intermediate rate taxpayers 1%
- Higher rate taxpayers 21%
- Top rate taxpayers 26%

Limits apply to the amount of tax relief available each year

There's a limit on the amount of pension contributions you can make each year that benefit from tax relief. This is known as the annual allowance. The value of any tax relief depends on your individual circumstances:

- You can benefit from tax relief on gross personal contributions of up to £3,600 if you earn less than £3,600 each year, or
- You get tax relief on gross pension contributions of up to 100% of your **relevant UK earnings**.
- When contributions (personal and employers) in a tax year are over the annual allowance, they're subject to the annual allowance charge on the excess.
- It may be possible to reduce or completely avoid the annual allowance charge using 'carry forward'. This lets you carry forward unused annual allowance from the previous three tax years to use in the current tax year. Limits apply.
- A tapered annual allowance applies to higher earners. Please see '[What is tapered annual allowance?](#)' for more information.

Find out more information on the [annual allowance and carry forward](#).

Money purchase annual allowance

It's possible to trigger a reduced annual allowance limit, known as the money purchase annual allowance (MPAA). If the MPAA applies to you, pension contributions above the limit to your money purchase pension schemes are subject to a tax charge. (This excludes transfer payments.) There are a range of actions that trigger this, but the most common are:

- taking an Uncrystallised funds pension lump sum (UFPLS) from your pension pot;
- you had a flexible drawdown plan before 6 April 2015; and
- you start taking income from a flexi-access drawdown pension.

Special rules apply in the first year the MPAA applies to you. Please speak to your intermediary for more information. You can also find out more [here](#).

Tax on your investments

Income tax and Capital gains tax

Growth in the value of your Aegon SIPP is free from capital gains tax. UK dividends and interest distributions from UK funds are paid gross. There's no further income tax to pay on these.

Cash facility

Money in your cash facility earns tax-free interest. We'll calculate interest on any cash held in your cash facility each day, and credit that amount to your cash facility once a month. You can find the current [interest rate](#) on our website.

Tax on rebates

Rebates are taxed at the basic rate of tax. You may be able to reclaim this tax from HMRC or be liable for additional tax depending on your individual circumstances.

When you take your pension benefits.

Tax on income payments

You can normally take up to 25% of your pension pot as tax-free cash. Any flexi-access drawdown pension income you take is taxed at your marginal rate of income tax.

If you meet certain conditions to take your pension pot as an Uncrystallised Funds Pension Lump Sum (UFPLS), or a small-pot lump sum, normally 25% of the amount you take is tax free, with the rest being taxed at your marginal rate of income tax.

Lifetime allowance

There's a limit on the total value of pension scheme savings that you can crystallise before a tax charge applies. This limit is known as the lifetime allowance. If you have protection against a reduction in the lifetime allowance, you'll have either a higher lifetime allowance limit, or full protection from the lifetime allowance charge for the value of the whole of your pension savings – (conditions apply).

Every time you take benefits from your pension scheme(s) we compare the value crystallised against your remaining lifetime allowance to see if a lifetime allowance charge applies. [Find out more.](#)

Tax on payment of death benefits

As a general rule, the tax due on any lump sum or income paid to your beneficiaries depends on your age when you die. If you die:

- Before reaching age 75 – death benefits will be tax free if paid within a two year period. Any lifetime allowance charge due must be paid by the person receiving any lump sum or income.
- On or after age 75 - death benefits will be subject to the recipient's marginal rate of tax.

It's important to note that this is just a simplified overview, exceptions exist in certain circumstances. For more detailed information please visit our '[How are death benefits from pensions taxed?](#)' FAQ.

Managing your investments

What are my investment options?

The Aegon Platform offers a wide range of different investment options, so there's lots of choice and flexibility. This lets you build an investment portfolio that has the potential to meet your financial goals. For a full overview of the investment options available please visit our website. If you have an intermediary, they'll be able to help you find the right investments to meet your needs if you're unsure.

Where are contributions and/or transfer payments invested?

We'll put contributions and/or transfer payments into your cash facility, then invest them according to your instructions after taking any applicable charges. If we don't receive an investment instruction, the cash will stay in the cash facility.

How can I monitor my investment?

You can check online to see how your Aegon SIPP investments are performing if you have access. We'll also send you statements every three months showing the value of your investments. You can also contact us or your intermediary.

Can I change the investments in my SIPP?

Yes, you can do this as often as you want. This is known as switching.

If you sell and buy an investment as part of the same switch request, (known as a linked trade) we'll place the instruction to buy your new fund(s) when we know the sell price(s) of the fund(s) you're switching out of.

Important

If you choose to change how you're invested, there can sometimes be a gap between investment managers paying the proceeds from the fund(s) you sold, and the purchase of your new fund being processed. To minimise this sort of delay, and the time your savings could be uninvested as a result, we'll use any available cash in your cash facility, then make up the difference for you to buy your new fund(s) before we receive the proceeds from the fund(s) you sold.

If we have to do this, your cash facility will show a negative balance until we receive the sale proceeds. Typically we'll receive sale proceeds after one to three business days, but it can be up to six days depending on the investments being sold.

In these circumstances any negative balance in your cash facility won't affect your product value. This is because we account for the proceeds from the pending sale instruction when we calculate your product value. We'll send you a contract note confirming the details when the transaction is complete.

What are the options for income generated by my investments?

You have two options for the money generated as income in an investment (income distributions):

- Reinvest the income back into the same fund at the next trading point, so that it helps to grow your savings over time.
- Leave income as cash within the cash facility of your Aegon SIPP. Any income left as cash in the cash facility may be used towards payment of charges. It's also available for requested withdrawals if the income distribution is paid from your flexi-access drawdown pension investments.

What's rebalancing and how do I access it?

Over time the value of the different investments you hold will change as some investments perform better than others. This means the mix of investments you hold will drift from the original mix, and may no longer be in line with your objectives. Rebalancing moves your investments back in line with your original investment mix.

You'll need an intermediary if you want to set rebalancing up. Your intermediary would instruct a rebalance of your investments on an ad-hoc, quarterly or yearly basis for your Aegon SIPP. We don't charge anything extra if you use this feature.

Taking pension benefits

How much could I get when I take my pension benefits?

Your Illustration shows some examples to give you an idea of benefits available from your Aegon SIPP. We'll also provide you with an update once a year on the anniversary of opening your pension savings and/or flexi-access drawdown part(s) of your Aegon SIPP.

When can I start taking pension benefits?

You can start taking pension benefits from your Aegon SIPP from age 55. (The government has indicated that the State Pension Age will increase to 67 in 2028. The intention is that the minimum pension age will be 10 years under the State Retirement Age, ie 57 in 2028.) You may be able to take benefits from your account earlier than this if you're in ill health or have a protected low pension age that continues to apply under your Aegon SIPP.

What choices will I have when I take my pension benefits?

How you take your pension benefits is largely up to you, but get it right and it can give you more control and a higher level of income in retirement. It's important you think about the different options available as different products and providers offer different things.

There are a number of ways you can take your pension benefits. You can take your pension benefits all at the same time, or you could decide to take them as and when you need them over a period of time.

You may have the option of a:

1. Cash lump sum
2. Guaranteed income
3. Flexible income
4. Mix and match of these options

We give you an overview of these options on the next page.

1. A cash lump sum

You can normally take a cash lump sum in three ways if you meet certain conditions to do so.

- **A full lump sum** - you can take your full pension pot as a cash lump sum.
- **A partial lump sum** - this option lets you take money out a bit at a time. You'll be able to take out as much of your savings as you want, when you want, leaving the rest invested. (You need to keep a minimum of £1,000 in the Aegon SIPP if you choose this option. If you don't, you must take a full lump sum.)

(Both of the above options refer to Uncrystallised Funds Pension Lump Sum payments.)

- **Small-pot lump sum** - you can take up to three pension pots each worth £10,000 or less as a cash lump sum from your uncrystallised pension savings.

With each option above, normally 25% of the amount you take is tax free, with the rest being taxed at your **marginal rate** of income tax.

2. Guaranteed income

You can take some of your pension pot as tax-free cash, this is normally up to 25%, then use the balance to provide a guaranteed annuity income (taxed as PAYE income).

An annuity normally provides a guaranteed regular retirement income for the rest of your life.

There are a number of different types of annuity, but the main ones are: lifetime annuities and an enhanced/impaired life annuities. Enhanced/impaired life annuities are available from some providers and they pay a higher income than lifetime annuities based on certain health and lifestyle factors.

Annuities can be set up in a range of ways, but the initial income you'll get reduces if you add extra features. Typically these features include options such as regular income increases, joint-life payments (pays an income to your spouse, partner or another dependant if you were to die first), or a guaranteed payment period that pays an income for a fixed period of time if you die before the end of the guarantee period.

When you're ready to take your pension benefits, you have the option to buy an annuity with the provider of your choice using your Aegon SIPP pension savings (the Aegon Platform doesn't offer an annuity product). It's important to shop around, taking account of your personal circumstances to get the best deal. This is because different providers offer different rates and types of annuity products.

3. Flexi-access drawdown

You can take some of your pension pot as tax-free cash, this is normally up to 25%, then use the balance to provide a flexible income. The income you receive will be taxed at your marginal rate of income tax. This option lets you keep your pension invested, and gives you the flexibility to choose a regular and/or one-off income at a time that suits you. You can start, stop or vary your payments to suit your needs and yearly tax position. It's an adaptable option, but be aware the more you take out, the greater the risk that your savings will run out. However, in the event of your death, any savings left may be passed on to your beneficiaries.

What income options are available with flexi-access drawdown?

You can take regular income and/or one-off income payments at any time. The options available are:

Income type	Withdrawal type	Withdrawals	Frequency options
Regular income payments	A fixed monthly amount	From £25 per payment.	Monthly, quarterly, half yearly or yearly
Single income payments	A single lump sum amount	From £25 to your full product value.	N/A

You can choose regular income payment dates of either 9th, 18th, or 27th. This is the date we'll pay your regular income payment to your nominated bank account from your cash facility. It will take approximately three additional business days to clear into your chosen bank account.

How will you pay income from my flexi-access drawdown?

This will depend on the type of income requested:

- **Regular income payments** – we'll pay any regular income from the cash facility of your flexi-access drawdown product. If there isn't enough cash in the drawdown cash facility to make payment, we'll sell down some of your investments. The process for this is the same process as outlined in the 'If you have some cash and enough investments to cover a charge' in the 'Your charges' section.
- **Single income payment** – you and your intermediary, if you have one, will need to make sure there's enough cash in the cash facility of your Aegon SIPP for us to make any payment.

Income payments may be subject to tax. Please refer to the tax section for more information.

What happens to my Aegon SIPP savings when I die?

Death benefits

You can nominate one or more individuals, a trust or a charity, to be considered as beneficiaries, and also set out how much you'd like to be allocated to each of them when you die.

Important points

- You should be aware that the nominations you make aren't binding on us. This means that while we can take your wishes into account, the final decision on who to pay the death benefits to, and how much to allocate to them, rests with us. We may choose other or additional persons as beneficiaries.
- Your product contains conditions or restrictions, such as a minimum amount that we can accept for drawdown pension, and that the beneficiary must be a UK resident. We may only be able to offer the option of a lump sum death benefit where restrictions apply. Please note that there's no minimum age for beneficiaries that opt for flexi-access drawdown using assets inherited from an existing Aegon SIPP customer.

What's a death benefit nomination?

This is your request to tell us who you'd like the value in your Aegon SIPP passed on to when you die. Whoever you choose is known as your nominated beneficiary.

Why is it important to make a nomination?

It's important to consider making a death benefit nomination and to keep it up to date as:

- We can take your wishes, and any other relevant information available to us, into account when we decide who to pay the death benefits to.
- We may also be able to offer a wider range of benefit options to any individual beneficiaries you nominate.
- We'll always refer to the most recent form we received before your death.

Read our [Death benefits guide](#) for more information.

How do I make a death benefit nomination?

You can do this by completing our [Death benefit nomination form](#).

Other important information

If I change my mind, can I cancel my Aegon SIPP?

Yes, you have 30 days from the date you receive your product documents to cancel. This will be the later of:

- two days (excluding Sundays) after we post out the contract note; or
- the date you receive your confirmation of application into your document library. We'll tell you if a different cancellation period applies to you.

Regular contributions

Only the first regular contribution that you've made will have cancellation rights. If you choose to cancel, we'll return this contribution to where it came from. If you decide to increase the level of contribution in the future you won't have a right to cancel that contribution but you can reduce or stop future contributions at any time.

Single contributions

Only a single contribution used to open a product will have cancellation rights. We'll return this contribution to where it came from. Any single contributions made to an existing product won't be returned under the cancellation rules.

Transfer payments

If you decide to cancel a transfer payment we'll return the money to the transferring scheme. If the transferring scheme doesn't agree to accept the money back, and you still want to cancel, you'll need to arrange for another pension provider to accept the payment.

How do I cancel?

If you want to cancel, we need to receive a signed letter instructing us that you'd like to cancel at the following address: Aegon Cofunds Administration, PO Box 17491, Edinburgh Park, Edinburgh, EH12 1PB

Provided you cancel within the 30-day period¹, your cash, any ongoing adviser charge that we've not yet taken from your cash facility, and any Aegon Platform annual charge will be returned to you. We'll let you know if we've paid out an ongoing adviser charge and you can contact your intermediary regarding this.

¹subject to the conditions below.

Please note:

- If the value of your investment falls between the date your money was invested and the date Aegon receives your instruction to cancel, you may receive back less than you invested.
- If the value of your chosen investment rises between these two dates, you'll only receive back the amount invested.
- We pay interest on cash held in the cash facility but you'll only get back the value remaining after we account for any applicable payments detailed above.
- One-off intermediary fees requested at or around the time of the original investment won't be returned to you after we take the fee to pay your intermediary - please contact your intermediary to arrange refund of one-off fees.

Before sending your money to you, Aegon may need to carry out additional security checks and ensure all payments have been cleared, which may delay payment to you.

If you start taking pension income

Cancellation rights will apply the first time you take pension benefits from your uncrystallised funds and move into flexi-access drawdown in your Aegon SIPP. You'll have 30 days from the date you receive your Benefit crystallisation event statement to cancel. If you do cancel, you'll need to return any payment(s) already made to you, including any Pension Commencement Lump Sum.

Uncrystallised Funds Pension Lump Sums have no cancellation rights. Once we pay you, the transaction can't be reversed and you can't pay the money back to us.

labelling="Section-Header">Cancelling after 30 days

You won't be able to cancel outside the 30-day period, and the investment will be subject to the risks detailed in this document and the KIID(s) for the fund(s) you have chosen to invest in. You won't be able to access your money until you take your pension benefits. The earliest you can normally take your pension benefits is age 55.

labelling="Section-Header">Cancelling a SIPP transfer

The 30-day period also applies to SIPP transfer requests. Provided you cancel within the 30-day period, you may choose to transfer the SIPP back to your previous SIPP provider (if they're willing to accept it), or transfer to another SIPP provider.

labelling="Section-Header">Complaints

If you wish to complain about any aspects of the service you've received, please refer to the 'How do I make a complaint' section on page 7.

Making a complaint to us, The Pensions Advisory Service or the Financial Ombudsman Service won't affect your legal rights.

labelling="Section-Header">Can I get compensation from the Financial Services Compensation Scheme?

If you meet the eligibility criteria of the Financial Services Compensation Scheme you will be able to seek compensation from the Financial Services Compensation Scheme for up to £50,000 if we can't meet our obligations (for example, if we were to become insolvent or unable to meet the claims against us).

Full details are defined in our [Aegon Platform Investor Protection guide](#). If you don't have online access, please ask your intermediary for a copy if you have one or contact us on 0345 604 4001. You can also find more information about compensation arrangements from the Financial Services Compensation Scheme by calling them on 0800 678 1100 or visiting www.fscs.org.uk

Part 3: Key features of the Aegon General Investment Account (GIA)



Provided by Cofunds Limited

The Financial Conduct Authority is a financial services regulator. It requires us, Aegon, to give you this important information to help you decide whether the Aegon General Investment Account (GIA) 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 document is important as it governs your rights as an investor.

If you are unsure about any of the information provided, or have any questions, please speak to your intermediary if you have one, or contact us.

Its aim

To provide you with an account where you can:

- use it to pay your Aegon SIPP fees and charges to avoid charges eating into your tax efficient SIPP savings; and
- invest directly into a wide range of investments.

Your commitment

This will depend on how you choose to use your Aegon Platform account. There are two options:

1. If at any point you choose to use your GIA product for paying your SIPP fees and charges, you commit to:

- Making sure there's enough cash paid into your cash facility to cover the charges due to be taken from your GIA. Please see the questions and answers section below for full details of how this works.

2. If at any point you choose to use your GIA product for investing, you commit to:

- Making sure there's enough cash in your cash facility to cover all your charges and any income withdrawals.
- Regularly reviewing your GIA with your intermediary if you have one, to check that you're on track to achieve your expected goals. You can keep your investment for as long as you want, but you should consider it as a medium to long-term investment. You should be prepared to invest for at least five years, ideally longer.
- Making payments within the minimum amounts shown below (there is no maximum amount):

Type of investment	Minimum amount*
Initial investment amount	£1
Regular investment amount	£1 a month
Additional lump sum investment	£1
Transfer	£1

*Some assets might have their own minimum investment amount. For details of the minimum investment amounts, speak to an intermediary or refer to the fund Key Investor Information Document.

Risks

If you use your Aegon GIA for investment purposes, your main risk is that the value of your investment and the income from them can go down as well as up. You may get back less than you invest.

For risks specific to each fund, please see the relevant fund-specific information, including Fund Key Investor Information Documents, factsheets or fund prospectuses.

We may have to sell some of your GIA holdings, if you have any, to cover any charges due from your GIA if you don't have enough cash in your cash facility. If we have to sell investments this could create a Capital Gains Tax liability depending on your personal circumstances. Please see the questions and answers section below for full details.

Questions and answers

Index – use the links below to navigate this section of the document.

• Understanding and opening your product	23
• Managing your investments	24
• Withdrawals	25
• Tax	26
• Other important information	26

Understanding and opening your product

What are the main features of investing in a GIA?

Our GIA is a general purpose investment account that lets you hold a wide variety of investments. Unlike a SIPP it doesn't offer any tax advantages. It can also be used to pay charges related to your Aegon SIPP. See the charges section for more information.

- You can invest single and/or regular payments and transfer in from another GIA provider.
- You're not usually subject to restrictions on when you can access your money.
- It also incorporates a cash facility.

Please note that if you don't use your GIA product for investing or paying your SIPP fees no commitments will apply. You can find out more about the Aegon GIA on [our website](#).

Can I transfer my GIA(s) from another GIA provider?

Yes. We'll accept transfers in to and away from Aegon and we won't charge you for this. However, the other GIA provider may charge or may not accept such transfers. You may also be charged for re-registering your investments in the name of a new provider.

Can I open another GIA?

Yes, you can open as many GIAs as you like for different savings purposes.

You can open a GIA yourself through your secure online service if your intermediary, if you have one, has granted you permission to do so. Alternatively, an intermediary can open a GIA on your behalf.

Please see investing via the Aegon Platform for more information.

What are the charges?

For information on your specific charges please refer to your illustration and the [charges guide](#).

How much can be paid into my GIA?

There is no maximum amount that you can pay into an Aegon GIA.

What options are available for paying money into my Aegon GIA?

Method	Regular payments	Single payments	Transfer payments
Cheque	✗	✓ No post-dated cheques accepted	✓
BACS, CHAPS, Faster Payments	✗	✓	✓
Direct Debit	✓	✗	✗
Debit Card	✗	✓	N/A
Direct Debit	N/A	N/A	✓

Can I change my payments or take a break?

Yes. You can change or stop regular payments at any time within the minimum amounts. Any payment break is likely to reduce the amount shown in your illustration.

Managing your investments

Where are my payments invested?

We'll put your payments directly into your cash facility. We'll then invest them according to your instructions. The Aegon Platform offers a wide range of different investment options, so there is lots of choice and flexibility. If you have an intermediary they'll be able to help you find the right investments to meet your needs if you're unsure.

You can set up a regular investment instruction for certain types of investment. Some transactions might need your signed approval.

You can find more information about your investment options on our factsheets and in the relevant Key investor information document(s), which can be found online, or speak to an intermediary.

Can I change what I'm invested in?

Yes. If you sell and buy an investment as part of the same switch request, (known as a linked trade) we'll place the instruction to buy your new fund(s) when we know the sell price(s) of the fund(s) you're switching out of.

Important

If you choose to change how you're invested, there can sometimes be a gap between investment managers paying the proceeds from the fund(s) you sold, and the purchase of your new fund being processed. To minimise this sort of delay, and the time your savings could be uninvested as a result, we'll use any available cash in your cash facility, then make up the difference for you to buy your new fund(s) before we receive the proceeds from the fund(s) you sold.

If we have to do this, your cash facility will show a negative balance until we receive the sale proceeds. Typically we'll receive sale proceeds after one to three business days, but it can be up to six days depending on the investments being sold.

In these circumstances any negative balance in your cash facility won't affect your product value. This is because we account for the proceeds from the pending sale instruction when we calculate your product value. We'll send you a contract note confirming the details when the transaction is complete.

Switching when receiving income distributions

If you're taking consolidated natural income¹, we'll still pay out any income distributions you're due to receive after you fully switch out of an investment.

¹ We combine all income distributions received to your cash facility since your last payment and pay out a single combined income payment to your nominated bank account.

What's rebalancing and how do I access it?

Over time the value of the different investments you hold will change as some investments perform better than others. This means the mix of investments you hold will drift from the original mix, and may no longer be in line with your objectives. Rebalancing moves your investments back in line with your original investment mix.

You'll need an intermediary if you want to set rebalancing up. Your intermediary would instruct a rebalance of your investments on an ad hoc, quarterly or yearly basis for your Aegon GIA. We don't charge anything extra if you use this feature.

How can I monitor my investment?

If you have access, you can check online to see how your Aegon GIA investments are performing. We'll also send you statements every three months showing the value of your investments.

Withdrawals

Can I withdraw money?

Yes, you can withdraw some or all of your money whenever you want. Withdrawals are available as a single payment or regular payments. Your options are shown below:

Income type	Withdrawal type	Withdrawals	Frequency options
Regular	A fixed monthly amount	From £25 per payment. You can set this payment to increase by Retail Prices Index or by 1% to 5% per year.	Monthly, quarterly, half yearly or yearly
Single	A single lump sum amount	From £100 to your full product value.	N/A

You can choose regular withdrawal payment dates of either 9th, 18th, or 27th. This is the date we'll pay your regular withdrawal to your nominated bank account from your cash facility. It will take approximately three additional business days to clear into your chosen bank account.

If we sell any investments to make a withdrawal, you might be liable for Capital Gains Tax depending on your personal circumstances. It's important you speak to an intermediary to talk over how this could affect you. You can withdraw all your money at any time and close your GIA if you want to. There's no charge for doing this.

How will you pay my withdrawals?

This will depend on the type of withdrawal requested:

- **Regular withdrawal** – if you request regular withdrawals from your Aegon GIA, we'll pay the withdrawal from the cash facility of your Aegon GIA. If there isn't enough cash in the Aegon GIA's cash facility to make payment, we'll sell down some of your investments. The process for this is the same process as outlined in the If you don't have enough available cash in the SIPP's cash facility section on page 7.
- **Single withdrawal** – if you request a single withdrawal from your Aegon GIA, you and your intermediary if you have one will need to make sure there's enough cash in the cash facility of your Aegon GIA for us to make payment.

Tax

What tax could I pay if I only use my GIA to pay my SIPP charges?

Interest earned from cash held in the Aegon GIA's cash facility is taxable.

What tax could I pay if I invest in my Aegon GIA?

1. Income Tax

The tax treatment on funds will depend on the type of fund you hold.

Unit trusts and OEICs

The treatment of income will depend on whether a fund is dividend-paying or interest-paying:

- Income from dividend-paying funds is currently paid gross. Individuals currently benefit from a tax free £5,000 dividend allowance (this will be £2,000 in the 2018 / 2019 tax year). Any dividends over your tax-free dividend allowance will be subject to tax at your marginal rate of income tax.
- Income from interest-paying funds, is paid gross from 6 April 2017.

Your Personal Savings Allowance means that if you're a basic-rate taxpayer you'll be able to earn up to £1,000 in savings income tax free. Higher-rate taxpayers will be able to earn up to £500. Additional-rate taxpayers don't qualify for a Personal Savings Allowance. Any interest you earn over your Personal Savings Allowance will be subject to tax at your marginal rate of income tax.

2. Capital Gains Tax

If you sell your investment, any growth may be subject to Capital Gains Tax (CGT), if you exceed your annual CGT allowance. Share class conversions may be subject to CGT.

Sale of funds to pay charges from your GIA

Please note that if charges aren't paid for from the cash facility of your GIA, selling funds to pay them is a withdrawal from your investment and will create a potential CGT liability.

3. Tax on rebates

Rebates are taxed at the basic rate of tax. You may be able to reclaim this tax from HMRC or be liable for additional tax depending on your individual circumstances.

The tax treatment depends on your individual circumstances and may be subject to change in future. Please speak to an intermediary for more information on tax.

Other Important information on the Aegon GIA

What happens to my Aegon GIA when I die?

When we're told about your death, your Aegon GIA will remain invested until we receive an original full death certificate and an original or certified copy of the grant of probate confirming the appointment of your personal representatives. Once we receive this, we'll recognise the personal representative(s) of your estate as the holder(s) of the GIA, then pay them.

If I change my mind, can I cancel?

Yes, you have 30 days from the date you receive your product documents to cancel. This will be the later of:

- two days (excluding Sundays) after we post out the contract note; or
- the date you receive your confirmation of application into your document library. We'll tell you if a different cancellation period applies to you.

How do I cancel?

If you want to cancel, we need to receive a signed letter instructing us that you'd like to cancel at the following address: Aegon Cofunds Administration, PO Box 17491, Edinburgh Park, Edinburgh, EH12 1PB

Provided you cancel within the 30-day period¹, your cash, any ongoing adviser charge that we've not yet taken from your cash facility, and any Aegon Platform annual charge will be returned to you. We'll let you know if we've paid out an ongoing adviser charge and you can contact your intermediary regarding this.

¹subject to the conditions below.

Please note:

- If the value of your investment falls between the date your money was invested and the date Aegon receives your instruction to cancel, you may receive back less than you invested.
- If the value of your chosen investment rises between these two dates, you'll only receive back the amount invested.
- We pay interest on cash held in the cash facility but you'll only get back the value remaining after we account for any applicable payments detailed above.
- One-off intermediary fees requested at or around the time of the original investment won't be returned to you when they have already been paid to your adviser – please contact your intermediary to arrange refund of one-off fees.

Before sending your money to you, Aegon may need to carry out additional security checks and ensure all payments have been cleared, which may delay payment to you.

Cancelling after 30 days

You won't be able to cancel outside the 30-day period, and the investment will be subject to the risks detailed in this document and the KIID(s) for the fund(s) you have chosen to invest in. If you want to withdraw after this period then all fund management charges will apply and there may be a potential tax liability applied to your investment.

Cancelling a fund transfer

The 30-day period also applies to transfers/re-registration requests. Provided you cancel within the 30-day period, you'll be given the options below. Please indicate which option you want in your cancellation letter.

- Transfer/re-register your investment back to the previous fund manager - Aegon requires confirmation of your client account number with the fund manager in question. If you don't supply your account number Aegon may not be able to re-register your investment.
- Cancel the contract and return your money to you – if you choose this option you may be subject to Capital Gains Tax.

Complaints

If you wish to complain about any aspects of the service you've received, please refer to the 'How do I make a complaint' section on page 7.

Making a complaint to Aegon or the Financial Ombudsman Service won't affect your legal rights.

Can I get compensation from the Financial Services Compensation Scheme?

If you meet the eligibility criteria of the Financial Services Compensation Scheme you will be able to seek compensation from the Financial Services Compensation Scheme for up to £50,000 if we can't meet our obligations (for example, if we were to become insolvent or unable to meet the claims against us).

Full details are defined in our [Aegon Platform Investor Protection guide](#). If you don't have online access, please ask your intermediary for a copy if you have one or contact us. You can also find more information about compensation arrangements from the Financial Services Compensation Scheme by calling them on 0207 741 4100 or visiting www.fscs.org.uk

Part 4: Definitions

Term	Definition
Annual allowance	<p>The annual allowance is the overall maximum amount of pension contributions you, your employer and third parties can make each year that benefit from tax relief.</p> <p>The tax-relievable limit for personal and third party contributions is still restricted to the higher of 100% of relevant UK earnings or £3,600, per year.</p>
BACS	<p>An electronic system to make payments directly from one bank account to another. They're mainly used for Direct Debits and direct credits from organisations. Payments work on a three day cycle, taking three working days to clear.</p>
Capital Gains Tax	<p>A tax on the increase in the value of things you own (like investments held in your Aegon GIA for example) during the time you have owned them. Any tax is due when you 'dispose' of them (usually by selling them or giving them away). The rate of tax you pay depends on your personal tax position. Tax is only payable on gains in excess of the annual exemption. You can find out more at www.gov.uk/topic/personal-tax</p>
Capped drawdown	<p>A drawdown pension lets you to take an income from your pension while it's still invested. Capped drawdown is a form of drawdown pension that limits (caps) the amount of income you can take from the drawdown pension pot.</p> <p>Capped drawdown was replaced by flexi-access drawdown for individuals setting up a new drawdown plan from 6 April 2015.</p>
Certified copy	<p>Certifies that a document is a true copy of the primary document. It doesn't certify that the primary document is genuine, only that it's a true copy of the primary document.</p>
CHAPS	<p>A same-day automated payment system for processing payments made within the UK.</p>
Flexi-access drawdown (FAD)	<p>A flexi-access drawdown pension lets you take any amount of income from your pension while it's still invested. FAD is a form of drawdown pension that replaced the previous drawdown pension options for individuals setting up a new drawdown plan from 6 April 2015.</p> <p>With FAD, there is no minimum or maximum limit on the income you can take from the drawdown pension.</p>
Faster payments	<p>A payments-clearing scheme for electronic sterling payments in the UK. Most electronic payments sent through FPS will arrive at the recipient bank on the same day – as long as both the sending and the recipient banks are participating in the scheme and the payment amount falls within the scheme limit.</p>
Grant of probate	<p>If you're dealing with the estate of someone who has died, you need to obtain what's known as a 'Grant of Probate' (in England and Wales) before you can distribute their assets as set out in their will. (If you're in Scotland, the process is similar but called Certificate of Confirmation.)</p>
Gross	<p>Gross means before tax is deducted.</p>
Habitually resident	<p>This means that a person's main permanent residential address must be within the UK and that is the address that they complete on their application form. (Aegon is authorised to sell only to individuals who live in the UK).</p>
Income distributions/ (distributions)	<p>Investment income is passed back to investors by the fund provider.</p>
Lifetime allowance	<p>There's a limit on the total value of tax privileged pension savings that an individual is allowed. If you take any pension scheme benefits (lump sums and regular income) above this limit, then a lifetime allowance charge applies. This limit is known as the lifetime allowance.</p>

Marginal rate of income tax	The marginal rate of tax is the highest percentage of tax payable on your next pound of income after taking into account your other income, your available allowances and the agreed tax bands.
Money purchase annual allowance	The maximum that you, your employer or a third party can pay into all your money purchase arrangements each year without penalty, after you have flexibly accessed pension benefits after 5 April 2015 under money purchase registered pension scheme. Find out more.
Money purchase pension scheme	Money purchase pensions build up a pension pot using your contributions and your employer's contributions (if applicable) plus investment returns and tax relief. The Aegon SIPP is a money purchase pension.
Qualifying Recognised Overseas Pension Scheme	This is a recognised overseas pension scheme that meets conditions set by HMRC so that it can take a transfer payment from a UK registered pension scheme.
Relevant UK earnings	Earnings as defined in Section 189 of the Finance Act 2004. It includes: <ul style="list-style-type: none"> • employment income; • income derived from the carrying on or exercise of a trade, profession or vocation that is chargeable to tax; • income arising from patent rights and treated as earned income; and • general earnings from an overseas Crown employment which are subject to tax. <p>Where relevant UK earnings aren't taxable in the UK due to a double taxation agreement, those earnings aren't regarded as chargeable to income tax and so won't count towards the annual limit for tax relief on pension savings.</p>
Relevant UK individual	This is an individual who fulfils the following in a tax year: <ul style="list-style-type: none"> • has relevant UK earnings that they pay income tax on for that year; • is resident in the UK at some time in that year; • was resident in the UK at some time during the five tax years immediately before that year and when they became a member of the pension scheme; or • has general earnings for that year from being employed by the Crown overseas that are subject to UK tax, or is the spouse or civil partner of someone who has these (as explained in section 28 of the Income Tax (Earnings and Pensions) Act 2003).
Re-registration	Transferring of assets via re-registration moves your investments from one provider to another without selling them in the process.
Recognised overseas pension scheme	This is a pension scheme which is established in a country or territory listed in the Pension Schemes (Categories of Country and Requirements for Overseas Pension Schemes and Recognised Overseas Pension Schemes) Regulations 2006. An overseas pension scheme may also be a recognised overseas pension scheme if it's of a description prescribed in those regulations, or if it satisfies any requirement of those regulations.
Registered pension scheme	A pension scheme must be registered with HMRC to offer you tax relief on your pension contributions and tax advantages through your investments.
Tax relief	Tax relief is the tax we reclaim on your pension contributions. We reclaim tax relief on your pension contributions at a rate of 20% and pay it into your pension. So, if you contribute £80 a month, £100 will be invested automatically in your plan – that's an additional £20 at no extra cost to you. <p>If you pay income tax at a rate higher than basic rate – either as a UK or Scottish taxpayer, you can claim even more of your tax back from HMRC on your yearly tax return or by asking your tax office to adjust your tax code.</p>
Trust	A trust is a way of managing assets (money, investments, land or buildings) for people. There are different types of trusts and they are taxed differently.

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APLT379319 05/18