

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 April 2022.

If your personal circumstances mean you need any additional support, or if you'd like a large print,
Braille or audio CD version of this document, please call 0345 604 4001 (call charges will vary) or
visit aegon.co.uk/support

This document is intended for customers:

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

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

If you're uncertain about your options, or if you have a question, your adviser will be able to help if you have one. You can also contact us, please see the contact us section for details. If you don't have an adviser, you can visit moneyhelper.org.uk/choosing-a-financial-adviser to find the right one for you.

This document doesn't cover Aegon Retirement Choices, One Retirement, or Retiready.

Other documents

It's important that you understand how the Aegon SIPP and where applicable, the Aegon 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 [Aegon SIPP charges guide](#).
- [Aegon Platform terms and conditions](#).
- 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 them in the document library. Please [contact us](#), or your adviser 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 when 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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About the Aegon Platform

The Aegon Platform is a digital service that lets you and your adviser, 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.

What products are 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 your Aegon Platform account and a separate product number for each Aegon product you open.

About us

We're a purpose-led business that helps our customers reach a lifetime of financial security. We work with advisers, employers and individuals to offer long-term savings, investments, pension solutions and protection products. Aegon UK started out as Scottish Equitable back in 1831. Over the years, we've evolved our brand by combining our proud heritage with Aegon's global strength and insight.

The role of the Aegon Platform

We're responsible for holding your investments safely on your behalf. We have subsidiary companies dedicated to securely holding investments separately from our own corporate assets, and this prevents us from mixing investors' money with our own. Aegon SIPP Nominee 2 Ltd holds your Aegon 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 adviser, if you have one, will do this for you. If you don't have an adviser it's up to you to decide on the appropriateness of the investments selected. If you need help or advice, please speak to an adviser.

Your Aegon SIPP application

When you apply for an Aegon SIPP, we'll also automatically open an Aegon 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 (for example no investments or cash in it). We'll only start charging for your Aegon GIA if you choose to invest in it in the 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. Please refer to [What's the structure of the Aegon SIPP?](#) for additional details.

The cash facility

When you open an Aegon SIPP, 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 adviser'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](#) for more information.
- Money in the cash facility for any products you hold under your Aegon Platform account 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:

Adviser: may arrange to buy and sell investments on your behalf, and could provide financial advice and other ongoing services. We only operate with advisers authorised and regulated by the Financial Conduct Authority (FCA).

Your adviser has responsibility for making sure the investment is suitable for you. Your adviser may charge you a fee for the services they provide.

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

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

Your charges

What charges will apply?

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.
- **Adviser charges** – if you have an adviser, you'll agree a fee for the advice or service they provide. If you want to, you can pay your adviser 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 adviser 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](#).

Changing your adviser could affect your charges as your annual and adviser charges might change. Your new adviser can give you an illustration to show the effect of any changes. If we're told that you no longer have an adviser, the charges will change. You'll pay our standard annual charge and we'll confirm details of the charge before it starts.

How do I pay?

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.

Annual charge and adviser charge

You have two options.

1. From your Aegon SIPP

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

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

2. From your Aegon GIA

Choose this option if you don't want to use some of your tax-efficient Aegon 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.) If you choose to do this, we'll take your Aegon SIPP charges from your Aegon GIA using the method explained below.

How do we collect charges?

This depends on the option selected above, as well the value of your investments and cash balance.

If you choose to pay charges from your Aegon 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 Aegon SIPP's cash facility

If there isn't enough money in your cash facility, we'll automatically take whatever is available, then sell some of your Aegon SIPP investments 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'll 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 charges**
We use the available cash from the Aegon GIA's cash facility to pay charges.
- **If your GIA has some available cash and/or enough investments to cover a charge**
We'll take the available cash from the cash facility and then sell some of your Aegon GIA investments, from the highest value investment available to the smallest until we have enough to cover the remaining charge due. 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 for more information.
- **If you don't have enough available cash and investments in the Aegon GIA to cover charges**
We'll re-direct charges 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 adviser if you have one, or complete a [Change to product details form](#) and an [Aegon 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.

Other important information

How to contact us

If you've any questions about your product at any time you should contact your adviser in the first instance. You can also phone, write to us, or visit our support and contact pages at aegon.co.uk/support


 Post: Aegon Cofunds Administration, Sunderland, SR43 4DN

 Call us on: 03456 044 001, (call charges will vary) Monday to Friday, 9am to 5.30pm.

If your personal circumstances mean you need any additional support, or if you'd like a large print, Braille or audio CD version of this document, please call us on the number above or visit aegon.co.uk/support

How do I make a complaint?

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

 Phone: call our helpdesk on 03456 044 001. Calls may be recorded and monitored. Call charges will vary.


 Post: you can write to us at Complaints Department, Aegon Cofunds Administration, Sunderland, SR43 4DN.

You can also read our [complaints procedure](#) for full details. A printed version of our complaints procedure is available on request. See our 'How to contact us' section above.

If you're not satisfied with our response

Any Aegon SIPP related complaints you can also contact:


The Pensions Ombudsman.

 Phone: 0800 917 4487

 Website: www.pensions-ombudsman.org.uk

Any other complaints, including Aegon GIAs, that we can't settle can be referred to:

The Financial Ombudsman

 Phone: 0800 023 4567

 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 adviser 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 £85,000 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 [Aegon Platform Investor Protection guide](#) for more information.

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. You can also go direct to fscs.org.uk. Full details are also available from your adviser 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 [Aegon Platform 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 Aegon Platform terms and conditions in certain circumstances. If this happens, we'll write to you and explain the changes.

How Aegon supports advisers

We provide intermediary firms and advisers with additional benefits that are designed to enhance the quality of their service to you. These benefits may include some or all of the following: training, software, seminars and marketing materials. Further details of any benefits received from us are available on request from your intermediary firm/ adviser.

How we pay our employees

We pay our employees a base salary, and dependent on their role, a yearly bonus. The bonus paid is based on meeting a number of targets set at the beginning of the year. These include the level of profit the company makes from new and existing business. It is also dependent on non-financial targets, such as the quality of service we provide.

Client categorisation

There are various categories of client set out in the financial regulations. If you buy this product, we'll treat you as a 'retail client'. Being a retail client gives you the greatest level of protection under the regulations and makes sure 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 would not necessarily mean that you would 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

During the life of your investment conflicts of interest may arise between you and us, our employees, our associated companies or our representatives. A conflict of interest is where our duties to you as a customer may conflict with what's best for us. To ensure we treat customers consistently and fairly Aegon maintains a [Conflicts of interest policy](#) on how to identify and manage these conflicts.

Aegon UK Retail Order Execution Policy

Aegon maintains an [Aegon UK Retail Order Execution Policy](#) in accordance with all FCA Conduct of Business rules. You should read this document before investing as it tells you how we deal with investment instructions.

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 us 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 FCA 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're buying, and then keep it safe for future reference.

Scottish Equitable plc is regulated by the FCA in carrying out insurance business and is part of Aegon UK.

If you're unsure about any of the information provided, or have any questions, please speak to your adviser 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 pension savings invested, even after you start taking pension benefits.
- Give you 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 adviser 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 until you take your benefits. The earliest you can normally access your pension under current legislation is age 55 (increasing to age 57 on 6 April 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, as 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
- 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. You can find copies of the documents by logging into your online dashboard if you have access, and viewing them in the document library. Please contact us, or your adviser for copies if you don't have access.

We always recommend using an adviser when making 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 pension savings part for paying pension contributions 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

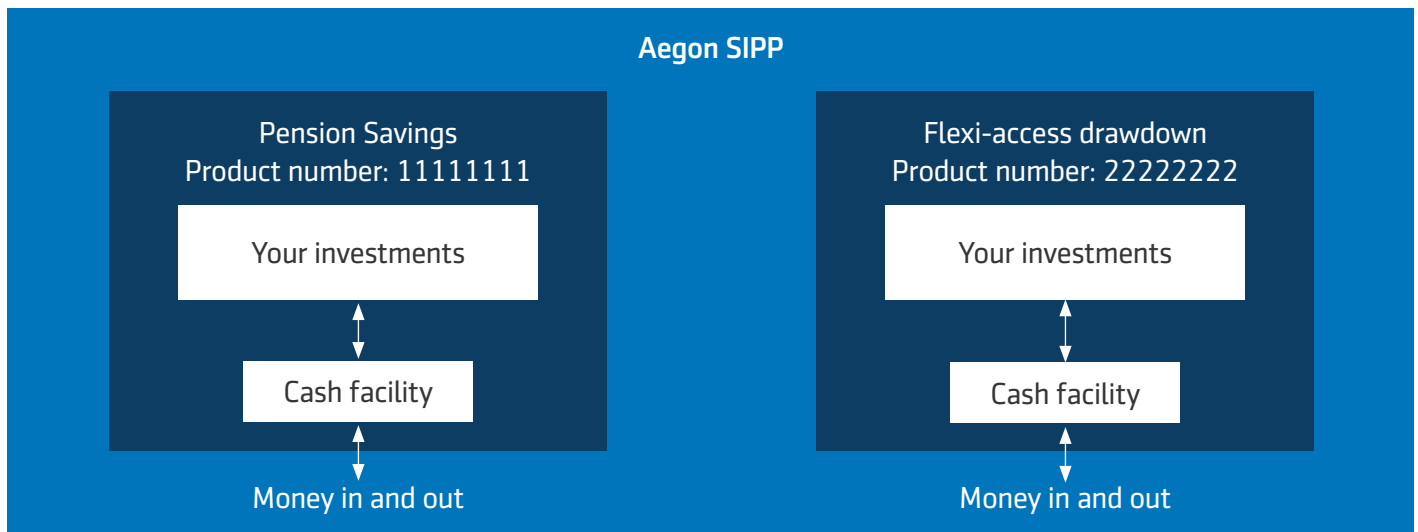
This is where pension contributions and transfers from other pension providers are paid into. These savings are known as your uncrystallised pension savings. Transfers from other pension providers must be from pension savings you haven't taken benefits from (uncrystallised pension savings). This part will have its own cash facility, from which charges and any lump sum benefits (once you're eligible for them) will be paid.

Flexi-access drawdown

Flexi-access drawdown (FAD) lets you take an income from your pension pot while it's still invested.

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 [What you should know about tax – When you take your pension benefits](#) section for more information.



Can Aegon SIPPs be held jointly?

No, Aegon 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 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 adviser can open an Aegon SIPP on your behalf. You can also open the Aegon SIPP yourself, but we always recommend using an adviser to make sure you correctly assess product suitability, the wide range of investment options available and also to make sure you can access all the product features and investment options.

Can I transfer into (or out of) an Aegon 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 adviser 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. If in doubt, please speak to your adviser.

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. If you transfer to a **qualifying recognised overseas pension scheme** you may in certain circumstances be subject to an overseas transfer tax charge. See [What you should know about tax](#) section for more information about this tax charge.

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 you should know 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 you should know 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	✗	✗
Debit card	✗	✓	N/A

Payments can only be made into the pension savings part of your Aegon SIPP.

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 you should know about tax](#) section below 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 Aegon 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 pension 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 adviser, if you have one, if you're thinking of taking a break from paying into your Aegon SIPP.

What you should know 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 taxation law and HM Revenue & Customs' practice, which may change.

The value of any tax relief will depend on 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 **relevant UK individual** 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 tax at higher than basic rate, you can claim the extra relief from HMRC on your yearly tax return, or by contacting your tax office to adjust your tax code.

Limits apply to the amount of tax relief available each year

There's a limit on the amount of pension contributions you or a third party can make each year that benefit from **tax relief**. 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**.

Annual allowance

This is the maximum amount of pension savings you can have each year that benefit from tax relief. When contributions (personal and employer) 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 number of ways the **MPAA** could be triggered, 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 adviser for more information. You can also find out more about **MPAA** on our website.

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

In some circumstances you may be due a rebate of a proportion of the fund manager charges you pay. These rebates are paid **gross**, so there's no further income tax to pay.

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**.

If you meet certain conditions to take your pension pot as an **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**. If you're under 75, you need to have enough lifetime allowance left to cover the amount of the **UFPLS**. If you're 75 or over, you need to have some available lifetime allowance left to be able to take an **UFPLS**.

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. For more information please visit our **Understanding your lifetime allowance FAQ**.

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 about **lifetime allowance** on our website.

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**.

Overseas transfers

Certain transfers to and from a qualifying recognised overseas pension scheme will be subject to an overseas transfer tax charge unless one of the exemptions specified under legislation applies. For more information on when the overseas transfer tax charge applies and the exemptions from that charge, visit [gov.uk](https://www.gov.uk).

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 adviser, they'll be able to help you find the right investments to meet your needs if you're not sure.

Where are my contributions and/or cash transfer payments invested?

We'll put contributions and/or cash 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 payment 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 adviser.

Can I change the investments in my Aegon 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.
- 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 adviser if you want to set rebalancing up. They 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 on 6 April 2028. The intention is that the minimum pension age will be 10 years under the State Retirement Age, for example 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. 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. Flexi-access drawdown
4. Mix and match of these options

We'll give you an overview of these options.

1. A cash lump sum

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

- An **UFPLS** which can be taken as a full lump sum where you can take your full pension pot as a cash lump sum. It can also be taken as a partial lump sum, which 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.
- 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.

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 pot 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 choose to pay your charges from your Aegon GIA** in the 'Your charges' section.
- **Single income payment** – you and your adviser, if you have one, will need to make sure there's enough cash in the cash facility of the drawdown part 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 your Aegon SIPP savings after death

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. For more detailed information please visit our [Death benefits guide for the Aegon SIPP](#).
- 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, Sunderland, SR43 4DN.

Provided you cancel within the 30-day period, subject to the conditions below, 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 adviser regarding this.

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 adviser 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 adviser - please contact your adviser to arrange refund of one-off fees.

Before sending your money to you, Aegon may need to carry out additional security checks and make sure 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.

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 access your pension under current legislation is age 55 (increasing to age 57 on 6 April 2028)

Cancelling a SIPP transfer

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

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.

Making a complaint unless made to the Pensions Ombudsman will not prejudice your right to take legal proceedings.

Can I get compensation from the Financial Services Compensation Scheme?

If you're a retail client your plan is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we, or the bank holding the money in your cash facility, can't meet our obligations (for example if we were to become insolvent and unable to meet the claims against us). This depends on the type of business and the circumstances of the claim. The Aegon SIPP is a contract of insurance. Insurance business of this type is generally covered for 100% of the value of the whole claim, without limit.

Money held in your cash facility is held on deposit with a banking third party on our behalf. If we become insolvent, your cash is protected in accordance with the Financial Conduct Authority's client money regulations. If the banking third party becomes insolvent, you may be entitled to compensation under the Financial Services Compensation Scheme. Deposits are covered for 100% of the first £85,000 of each customer's claim with each deposit-taking institution.

For more details please visit [fscs.org.uk](https://www.fscs.org.uk)

Solvency Financial Condition Report

The Scottish Equitable plc Solvency Financial Condition Report (SFCR) is available on our website at www.aegon-uk-sfcr.pdf

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



Provided by Cofunds Limited

The FCA is a financial services regulator. It requires us, Aegon, to give you this important information to help you decide whether the Aegon GIA is right for you. You should read this document carefully so that you understand what you're buying, and then keep it safe for future reference.

This document is important as it governs your rights as an investor.

If you're unsure about any of the information provided, or have any questions, please speak to your adviser 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 Aegon SIPP savings.
- 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 Aegon GIA product for paying your Aegon 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 Aegon 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 Aegon 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 Aegon GIA with your adviser 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 adviser 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 investments, and any income you take from it can fall as well as rise, isn't guaranteed and you could 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. You can find copies of the documents by logging into your online dashboard if you have access, and viewing them in the document library. Please contact us, or your adviser for copies if you don't have access.

We may have to sell some of your Aegon GIA investments, if you have any, to cover any charges due from your Aegon 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 these links to navigate this section.

• Understanding and opening your product	23
• Managing your investments	24
• Withdrawals	25
• Tax	26
• Other important information	27

Understanding and opening your product

What are the main features of investing in an Aegon GIA?

Our Aegon GIA is a general purpose investment account that lets you hold a wide variety of investments. Unlike an Aegon 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.

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

Yes. We'll accept transfers in to and away from us 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 Aegon GIA?

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

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

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 Aegon 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	✓ including regular payments to cover charges	✗	✗
Debit Card	✗	✓	✓
Re-registration	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.

Can Aegon GIAs be held jointly?

Yes, up to four joint holders can hold an Aegon GIA.

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. We offer a wide range of different investment options, so there is lots of choice and flexibility. If you have an adviser they'll be able to help you find the right investments to meet your needs if you're not sure.

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](#) in our factsheets and in the relevant Key investor information document(s), which can be found online, or speak to an adviser.

Can I change what I'm invested in?

Yes, you can switch between funds and do this online.

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.

¹We 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 adviser if you want to set rebalancing up. Your adviser 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. Please note that if you open a joint Aegon GIA only the primary account holder will have online access.

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 the Retail Prices Index or by 1% to 5% per year.	Monthly, quarterly, half yearly or yearly
Single	A single lump sum amount	Minimum £100	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 adviser to talk over how this could affect you.

You can withdraw all your money at any time and close your Aegon 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 Aegon SIPP's cash facility](#) section.
- **Single withdrawal** – if you request a single withdrawal from your Aegon GIA, you and your adviser 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 Aegon 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 UK dividend-paying funds is currently paid **gross**. Individuals currently benefit from a tax free £2,000 dividend allowance each tax year. Any dividends over your tax-free dividend allowance will be subject to tax at your **marginal rate** of income tax.
- Income from UK interest-paying funds, is paid **gross**. The frequency of the gross payment will depend on the particular fund, but it could be paid monthly, quarterly, six monthly or yearly.

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 each tax year. Higher-rate taxpayers will be able to earn up to £500 each tax year. Additional-rate taxpayers don't qualify for a personal savings allowance. Any interest you earn over you 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 Aegon GIA

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

3. Tax on rebates

We have to deduct basic rate tax from rebates. 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 adviser for more information on tax. This information is based on our understanding of current taxation law and HMRC practice, which may change.

Other important information

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 Aegon GIA.

Where there are multiple holders of the Aegon GIA and we're notified of the death of one of the holders, the Aegon GIA will automatically pass to the surviving holders.

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.
- 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, Sunderland, SR43 4DN.

Provided you cancel within the 30-day period, subject to the conditions below, 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 adviser regarding this.

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 adviser 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 adviser to arrange the refund of one-off fees.

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

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.

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?

Your investment is protected in accordance with Financial Conduct Authority regulations. If we become insolvent, you may be entitled to compensation under the Financial Services Compensation Scheme. Most types of investment business are covered for 100% of the first £85,000 for each investor's claim, so the maximum compensation is £85,000.

During the course of your investment, cash may be held with a banking third party on our behalf. If we become insolvent, your cash is protected in accordance with the Financial Conduct Authority's client money regulations. If the Banking third party becomes insolvent, you may be entitled to compensation under the Financial Services Compensation Scheme. Cash accounts are covered for 100% of the first £85,000 of each customer's claim with each deposit-taking institution.

Further details on compensation arrangements are available from us on request or direct from the Financial Services Compensation Scheme website www.fscs.org.uk

Part 4: Definitions

Term	Definition
Annual allowance	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 . You can find out more about this limit at www.gov.uk/tax-on-your-private-pension/annual-allowance
BACS	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.
Capital Gains Tax	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've 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, and isn't payable on pension savings. You can find out more at www.gov.uk/topic/personal-tax
Capped drawdown	A drawdown pension lets you 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. Capped drawdown was replaced by flexi-access drawdown for individuals setting up a new drawdown plan from 6 April 2015.
CHAPS	A same-day automated payment system for processing payments made within the UK.
Flexi-access drawdown (FAD)	A flexi-access drawdown pension lets you take any amount of income from your pension pot 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. With FAD, there is no minimum or maximum limit on the income you can take from the drawdown pension.
Faster payments	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.
Gross	Gross means before tax is deducted.
Habitually resident	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).
Income distributions/ (distributions)	Investment income is passed back to investors by the fund provider.
Lifetime allowance	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. You can find out more about the current limit at www.gov.uk/tax-on-your-private-pension/lifetime-allowance
Marginal rate	The marginal rate of income 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 a money purchase registered pension scheme . Find out more about MPAA on our website.
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 registered 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, 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.
Uncrystallised funds pension lump sum (UFPLS)	An UFPLS is a payment, as a lump sum, of part or all of the uncrystallised part of your Aegon SIPP. You can request an UFPLS at any time once you have reached the age that you can take your pension benefits. Normally 25% of the UFPLS is paid free of tax, with the rest being taxed at your marginal rate of income tax. If you're under 75, you need to have enough lifetime allowance left to cover the amount of the UFPLS. If you're 75 or over, you need to have some available lifetime allowance left to be able to take an UFPLS.