

keyfacts®

KEY FEATURES OF THE NFU MUTUAL PERSONAL PENSION ACCOUNT



NFU Mutual
INSURANCE | PENSIONS | INVESTMENTS

The Financial Conduct Authority is a financial services regulator. It requires us, NFU Mutual, to give you this important information to help you decide whether our NFU Mutual Personal Pension Account is right for you. You should read the document carefully so that you understand what you are buying, and then keep it safe for future reference. You should also read the illustration provided.

This Key Features Document is intended to give you a brief explanation of the most important features of the Personal Pension Account. The full terms and conditions are in the policy document. If you'd like a sample copy of these, please ask your NFU Mutual Financial Adviser, or:

 call us on 0800 622323

 write to us at: NFU Mutual, Customer Service (Financial Services), The Lakehouse, Ryon Hill Business Park, Warwick Road, Stratford-upon-Avon, Warwickshire, CV37 0UU.

We'll always send you a personalised copy of the policy document when we've set up your Personal Pension Account.

It's important that you also read our fund guide entitled '**Your guide to our funds**' provided with this Key Features Document (also available on our website [nfumutual.co.uk](https://www.nfumutual.co.uk)).

We are here to help

Contact us to have this document sent in large print, braille or audio tape or for whatever reason you're finding it difficult to understand this document. We'll do our best to help.

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WHO SHOULD BUY THIS PRODUCT?

The NFU Mutual Personal Pension Account is designed for people who need to build up a pension fund in a tax-efficient manner.

ITS AIM

- To build up a fund in a tax-efficient way which you can use to buy pension benefits.

YOUR COMMITMENT

- To make lump sum payment(s) and/or regular payments. If you reduce or stop payments it will reduce the pension benefits you get and the likelihood of you meeting any target pension income.
- To tell us immediately if you move abroad.
- To review your payments regularly as your earnings change.
- To regularly review your fund choice.

RISKS

When you can take your pension benefits

- Currently, you can take money out of your pension fund at any time from age 55, or earlier if you are in poor health. The minimum age at which you can take your pension benefits may rise to 57 in 2028.

What you might get back

- Your money is invested in whichever of our funds you choose. Our fund guide gives details of the funds currently available. Our funds have different levels of risk, most of them invest in the stock market. Fund values can go up and down, so there's a risk you could get back less than the amount you invest.
- Your pension benefits aren't guaranteed and they may be lower than your illustration shows if:
 - you stop or reduce regular payments
 - our investment performance is lower than we illustrated
 - the cost of converting your fund into a pension income is higher than we've assumed in your illustration
 - you take your pension benefits earlier than the date shown on your illustration
 - our charges increase
 - tax rules change.

- The Government will take into account any pension benefits you access when assessing whether you are entitled to means tested benefits such as Pension Credit.

About tax

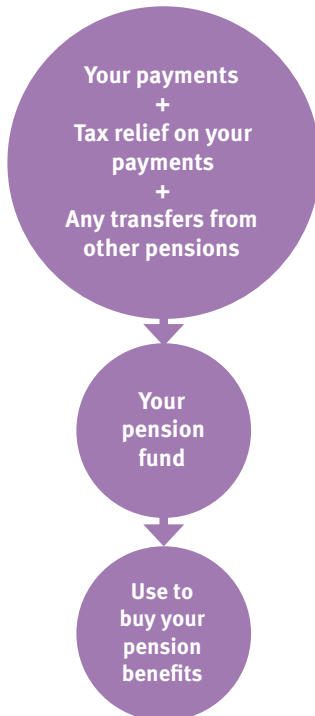
- The tax treatment depends on the individual circumstances of each customer and may be subject to change in future. Please read the section '**What about tax?**' for more information.
- There are limits on how much you can pay into your pension account each year, and how much you can build up in your pension fund. If you go above these limits you might not get tax relief, or you might have to pay a tax charge. You'll find more details under '**How much can I pay into my Personal Pension Account each tax year?**' and '**What about tax?**'.
- If you have substantial pension funds you may have registered with HMRC for Enhanced Protection (before 6 April 2009) or Fixed Protection 2012 (before 6 April 2012) or Fixed Protection 2014 (before 6 April 2014) or Fixed Protection 2016 (after 5 April 2016). If you have one of these four types of protection you'll lose it if you or anyone else makes a payment into this plan. You will not be able to apply for Fixed Protection 2016 if you make a payment into this or any other pension fund after the 5 April 2016. Please ask your NFU Mutual Financial Adviser if you're not sure whether this affects you.

Changing your mind

- If you change your mind about your pension account you can cancel it within 30 days and have your money back, but you could get back less than you've invested. This could happen if you've invested a lump sum and the value of your investment falls – please read the section '**Can I change my mind?**' for more information.
- If you're transferring funds into this pension account from another pension scheme, you'll have 30 days to change your mind before we ask the transferring scheme to send us your fund. If you change your mind after the transfer is made, there's no guarantee they'll accept your funds back, or that we'll return the full amount to them if the value of your investment has fallen.

QUESTIONS AND ANSWERS

How do pensions work?



What is the Personal Pension Account?

- It's an account that helps you save for your retirement in a tax-efficient way.
- The Personal Pension Account isn't a Stakeholder Pension Scheme as it doesn't meet the criteria set by the UK Government regarding minimum contributions, charges, and terms and conditions that stakeholder pensions must comply with. Stakeholder Pension schemes are generally available and may meet your pension needs as well as this scheme. If you are unsure if this product is right for you, refer to the section 'Is this product right for you?'

Who can take out a Personal Pension Account?

- You can take one out if you're under 75 and UK resident for tax. If you're under 18 (or 16 in Scotland) your parent or legal guardian must start it for you.

Who can pay into a Personal Pension Account?

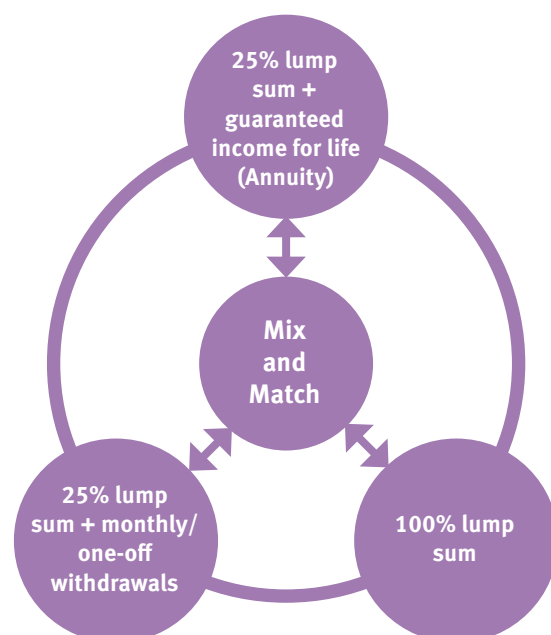
- One or more of:
 - you
 - your parent or legal guardian
 - another person on your behalf.

How flexible is it?

- It can accept lump sum and/or regular payments.
- You can start, stop and restart regular payments, or change the amount, at any time. Reducing or stopping your payments will reduce the pension benefits you build up and the likelihood of you meeting any target pension income.
- Your pension account can accept transfers from another pension scheme subject to a minimum amount of £5,000. You must ask for advice from an NFU Mutual Financial Adviser if you're thinking of doing this.
- You can change your investment choice between our different funds.
- You can change your target pension date at any time - however, if you invest in the With-Profits Fund, the new pension date you choose must be at least ten years after the date you last invested a lump sum payment, started or increased a regular payment, redirected or switched money into the With-Profits Fund and at least one year ahead. Please refer to the fund guide for more information about the With-Profits Fund.

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

There are three main options as to how to use your accumulated pension fund at age 55 or later:



- Use all your pension fund to buy a guaranteed taxable income for the rest of your life – this is known as an annuity. Alternatively, take up to a quarter of your pension fund tax-free and receive a smaller taxable income.
- 100% lump sum – Take a quarter of your pension fund tax-free and take all of the remainder as a single lump sum, which will be taxed as income at your marginal rate. You will need to plan how you will provide an income for the rest of your life.
- Flexible access – Take up to a quarter of your pension fund tax-free and re-invest the remainder to give it a chance to grow, although it could go down in value too. You can take one-off or monthly withdrawals which will be taxed as income at your marginal rate.
- Alternatively, take a mix and match approach for example an immediate lump sum and an annuity later.
- You might be able to take your pension benefits earlier than age 55 if you have to retire because of ill health.
- You don't have to stop working or retire to take your pension benefits.
- If you don't want to take your pension benefits by age 75, you can transfer all your pension account value to another pension which allows the benefits to be taken after age 75.
- We'll remind you about your pension benefit choices nearer the time.

What might I get when I take my pension benefits?

- Your illustration shows what you might get back. The amount you get back isn't guaranteed.
- If you haven't received an illustration, or you want an alternative personalised one, please call us on 0800 622323. Or you can write to us at the address given under the section '**How to contact us**' shown later on.

How much can I pay into my Personal Pension Account each tax year?

- You can invest lump sums, regular monthly or yearly payments, or a combination of both. The current minimum payments we'll accept are:
 - lump sum payments – £1,000
 - monthly payments – £25
 - yearly payments – £300
- You can only pay into your pension account until you reach age 75.
- You can pay in up to £3,600 no matter what your income.
- If you earn more than £3,600 you can pay in as much as you earn each year.
- HM Revenue and Customs set a yearly limit, called the annual allowance that you can pay into your pension and get tax relief. This includes payments that you, your employer or anyone else pay into any pension plans you have. The annual allowance for the 2018/19 tax year is £40,000. In certain circumstances, this amount will reduce to £4,000 for example if you have taken a taxable withdrawal from your fund.
- Individuals who have income for a tax year of greater than £150,000 will have their annual allowance for that tax year restricted. This is referred to as the tapered annual allowance and will apply to individuals with adjusted income of £150,000 and over and a threshold income of over £110,000. This means additional checks need to be made for high earners before a pension contribution is made by either an employer or an employee in order to avoid a tax charge.
- If you don't pay your full annual allowance into your pension account in one tax year you can carry it forward for up to 3 tax years.
- Please speak to your NFU Mutual Financial Adviser if you want more information about how the workings of the annual allowance, tapered annual allowance and carry forward rules may affect you.

What about tax?

- You currently get tax relief on your payments into the pension account at basic rate.
- If you are UK resident for tax, we'll claim any basic rate tax relief for you from HM Revenue and Customs, even if you're not a taxpayer. At the current basic tax rate of 20%, for each £100 paid into your pension account, we'll collect £80 from you and £20 tax relief from HM Revenue and Customs.
- If you are a Scottish taxpayer, we will claim basic rate tax relief at the Scottish rate of 20%.
- If you're a higher rate taxpayer, you can claim extra tax relief through your tax return.
- If you're a higher rate taxpayer and another person makes a pension payment for you, you claim the extra tax relief.
- We're not responsible for monitoring your payment levels, but we do have to tell HM Revenue and Customs about them.
- The pension account grows free of capital gains tax and pays no UK tax on income received.
- Your pension income will be taxed as earned income.
- HM Revenue and Customs have set a lifetime allowance, which limits how much you can build up free of tax in all your pension funds with all companies. The standard lifetime allowance for the 2018/19 tax year is £1,030,000. You have to pay extra tax on any amount above this (25% if you use it to buy a pension income or 55% if it's paid as a lump sum). If you think this might affect you, please speak to your NFU Mutual Financial Adviser.
- The Government may change the tax treatment in future.

How do I make payments?

- Lump sums – by cheque or direct credit.
- Regular payments – by direct debit. You can also pay regular yearly payments by cheque.
- If you are paying from a personal account we may make enquiries about the source of the

funds being used, or request documents to prove the identity of any individuals, associated with the transaction.

- If you're paying from a business account that's not solely or jointly in your name(s) we might carry out security checks to confirm where the money is coming from. We may require additional information about the business, including evidence of identity for anyone who owns a share in the business, as required under the Money Laundering Regulations. We may refuse to accept payment.

Will my regular payments be set up to increase automatically each year?

- You can choose to increase your payments automatically on each anniversary of the start date using the Government's Average Weekly Earnings index. We'll use the index value that's published 4 months before the increase is due to start. If there is no increase in Average Weekly Earnings at that time, or if it falls, your payments will stay the same.
- We'll then continue to increase your payments each year, unless you tell us not to, up to the annual allowance, see earlier section '**How much can I pay into my Personal Pension Account each tax year?**'.
- If you do not choose for your payments to increase automatically, it's very important that you regularly review the amount you pay as your earnings increase.

How are my payments invested?

- Unless you're setting up the plan to take a pension income straight away, we'll invest your payments in the funds you choose. You'll find details of our funds in the fund guide.
- You choose the funds which match your requirements. You can change your choice at any time.
- For lump sum or yearly payments, you must invest at least £300 in each fund you choose. For monthly payments, you must invest at least £25 in each fund you choose.
- The pension account is unit-linked. Put simply this means we divide each fund into units. Each payment you make buys a number of units in the funds you've chosen.

- Each fund has a unit price which we calculate each working day. We calculate the unit price for any day using the value of investments held by the fund at close of business that day.
- We'll buy units using the unit price applicable on the date we receive your payment at our registered office.
- We'll work out your pension account's value by multiplying the total number of your units in each of your funds by the fund's unit price. If unit prices go up and down, so will your pension account's value.
- The value of units in the With-Profits Fund depends on any bonuses added. Our fund guide gives more details about how our With-Profits Fund works.

Can I change my investment choice?

- There are 3 ways you can do this:
 - you can make one-off switches from one fund to another. You can make up to 12 fund switches in each policy year without charge. Each subsequent fund switch within the policy year will be charged at £100. We're not currently taking this charge. A policy year is 12 months from the start date of your pension account, and each following year beginning on the anniversary,
 - you can change where your future payments are invested,
 - you can choose the lifestyle switching option. See **'What is lifestyle switching?'** for more information on this.
- We'll cash in units in your existing fund and buy units in your new fund using unit prices that apply for the day we receive your written instructions at our registered office.
- You can only invest a lump sum payment, start or increase a regular payment or switch money into the With-Profits Fund if there are at least 10 years until your target pension date. Please refer to the fund guide for more information about the With-Profits Fund.
- We can delay your fund switch for up to 3 months. If you're switching from a fund that includes investments in property, we can delay the fund switch for up to 12 months. We won't delay a fund switch made under the lifestyle switching option.

What is lifestyle switching?

- It's a process where we gradually and automatically move your funds into funds compatible with your aims and attitude to risk in the run up to your target pension date.
- We offer a choice of 3 lifestyle switching options.
 - to buy a guaranteed income for life - an annuity - (with or without taking 25% tax free lump sum);
 - to take 100% of the fund value as a lump sum (of which only 25% is tax free);
 - to transfer to a flexible drawdown policy (after taking 25% tax free) to remain invested until you decide what to do
- Whichever you choose in the five years up to your target pension date, your investment will gradually be moved into the following funds and any future payments you make will be invested using the same strategy.
 - Guaranteed income (Annuity) - 75% Fixed Interest and 25% Deposit.
 - Lump sum - 100% Deposit.
 - Flexible Drawdown - 25% Deposit, 25% Index Linked and 50% Mixed Portfolio 40%-85% Shares.
- We'll contact you six months before lifestyle switching is due to start, to remind you of the choice you made and give you the chance to opt-in or opt-out.
- At that time, you can, instead, choose your own lifestyle switching strategy as long as there is at least one year until your target pension date. However, you cannot choose the With-Profits Fund as one of your target funds.
- You can change your lifestyle switching strategy at any time.
- Lifestyle switching doesn't guarantee the value of your pension account, it can still go up and down.
- The calculation of investment movements is done on a monthly basis.

Can I transfer my Personal Pension Account?

- You can transfer the whole value of your pension account to another pension company at any time. If you do this, your pension account with us will end.
- We can delay your transfer for up to 3 months. We may need to do this at times of difficult or unusual investment conditions. If you've invested in a fund which includes property investments, we can delay the transfer for up to 12 months.

How will units be cashed in when I take my pension benefits or transfer my Personal Pension Account?

- If you take your pension benefits from us, we'll cash in units in your fund(s) using unit prices on the date you start taking your pension benefits. This date can't be before you've completed all the forms we need, which we'll send you at the time.
- If you choose to buy your pension benefits from, or transfer your pension account value to another provider, we'll cash in units in your fund(s) using the unit prices on the date we receive all the required forms from the other provider.

What happens to my Personal Pension Account if I die before taking my pension benefits?

- If you die before taking your pension benefits, we'll pay the pension account's value at the date of your death as a lump sum.

What are the charges?

Charges paid directly from the funds

- We charge for managing your pension account and the investment funds. We take money from the funds to pay:
 - the costs of buying and selling assets in the funds
 - any tax due on those assets
 - any fees, levies and other charges we have to pay to operate and manage the fund.
- Your illustration shows our charges and the effect they have on reducing the value of your pension account over its lifetime.

Advice charge

- If you've received advice from an NFU Mutual Adviser they will charge for this.
- If you've agreed to have some or all of the advice charge taken out of your lump sum or regular payment, the amounts will be shown in the illustration provided.

Annual charge

- Over the course of each year, for the life of your pension account, we take a charge out of the value of the units in your pension account. The amount charged depends which funds you invest in. The maximum annual charge for any fund is 1.5%, but we're currently charging 1% for all of the funds.
- The annual charge for any fund may change if the cost of managing that fund or your pension account generally, changes. This could happen, for example, if there are changes to:
 - administration costs
 - taxation
 - regulation
 - the law
 - fund management costs.
- We'll give you 30 days advance notice if the annual charge changes.

Can I change my mind?


- You'll have 30 days to change your mind about your pension account. We'll tell you when the 30 days starts.
- You can cancel within the 30 days and have your money back, but you could get back less than you've invested. This could happen if you've invested a lump sum and the value of your investment falls. The amount we return to you will be paid net of basic rate tax.
- If you're transferring funds into this pension account from another pension scheme, you'll have 30 days to change your mind before we ask the transferring scheme to send us your fund.
- If you change your mind, write to us at the address given under '**How to contact us**'.
- If you don't cancel within the 30 days, your pension account will continue as set out in these key features and your policy document.

How can I check how my Personal Pension Account is doing?

- We'll send you a statement every year, shortly after the anniversary of your pension account's start date. This will show the value of your pension account and how much you've paid into it since your last statement.
- You can contact us for information about your pension account's value. You can also visit our website to check unit prices, nfumutual.co.uk. Fund prices for the With-Profits Fund aren't available on the website, for details you can contact us on 0800 622323.

How to contact us

- If you want to:
 - cancel your pension account within the first 30 days
 - change your regular payments
 - get information about your pension account's value
 - take your pension benefits, or make any other claim
 - change your target pension date
 - change your investment choice
 - transfer to another pension plan
 - ask any other questions

 call us on 0800 622323. Our telephone lines are open on weekdays from 8.30am to 6.00pm. We may record telephone calls for training, monitoring or security purposes.

Or

 write to us at:
NFU Mutual - Customer Services
(Financial Services)
The Lakehouse
Ryon Hill Business Park
Warwick Road
Stratford-upon-Avon
Warwickshire
CV37 0UU

Making a complaint

- If you need to make a complaint, please write to us or call us on 0800 622323, as indicated above, and we will do all we can to resolve the complaint to your satisfaction.
- If you're not satisfied with our response to a complaint, you can contact:

The Financial Ombudsman Service
(FOS)
Exchange Tower
London
E14 9SR
0800 023 4567
www.financial-ombudsman.org.uk

- Making a complaint won't affect your legal rights.

OTHER INFORMATION

Law and language used

- Under English law, people making contracts can choose which law applies. The law of England will apply to this pension account, unless you've agreed otherwise with us before it starts.
- Your Personal Pension Account and all our other communications with you will be in English.

Compensation

- If NFU Mutual is unable to pay claims because of financial difficulties, you may qualify for compensation from the Financial Services Compensation Scheme.
- You can contact the Financial Services Compensation Scheme for further details, on 0800 678 1100 or 020 7741 4100 or www.fscs.org.uk


About NFU Mutual

- NFU Mutual is The National Farmers Union Mutual Insurance Society Limited. It's a registered company that's limited by guarantee, which means its capital isn't divided into shares. Its Head Office is in the United Kingdom of Great Britain and Northern Ireland, situated at:

Tiddington Road
Stratford upon Avon
Warwickshire
CV37 7BJ

- NFU Mutual's main business is providing financial services and general insurance. It's authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority and is entered on their register under number 117664. You can contact the Financial Conduct Authority as follows:

 Consumer helpline: 0800 111 6768

 25 The North Colonnade
Canary Wharf
London
E14 5HS

 www.fca.org.uk
consumer.queries@fca.org.uk

Our Mutuality

- We are a Mutual company, which means we have no shareholders.
- We aim to pass on the benefits of mutuality to our financial services customers, by low charges and personalised service.
- In the unlikely event of de-mutualisation, any windfall payment arising from the policy you're taking out would be paid to The NFU Mutual Charitable Trust, instead of to you.

Financial strength

- To find out more about our financial strength you can read our "Solvency and Financial Condition Report" at nfumutual.co.uk/about-us/agm

Your policy document

- This key features document gives you a brief explanation of the most important features of the Personal Pension Account. It's based on our understanding of current law and tax practices, which can change.
- The full terms and conditions are in the policy document. If you'd like a sample copy of this, please ask your NFU Mutual Financial Adviser, or contact us as explained under '**How to contact us**'. We'll always send you a personalised copy of this when we've set up your Personal Pension Account.

Is this product right for you?

- If you're unsure if this product is right for you, please speak to your NFU Mutual Financial Adviser or call a Telephone Financial Adviser on 0800 622323. Financial advice is provided by NFU Mutual Select Investments Limited. NFU Mutual Advisers advise on NFU Mutual products and selected products from specialist providers. They will explain the advice services and charges.



NFU Mutual

[nfumutual.co.uk](https://www.nfumutual.co.uk)

The National Farmers Union Mutual Insurance Society Limited (No. 111982).
Registered in England. Registered Office: Tiddington Road, Stratford upon Avon, Warwickshire CV37 7BJ.
Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority
and the Prudential Regulation Authority.
For security and training purposes, telephone calls may be recorded and monitored.

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