A PENSION WORTH SHOUTING ABOUT

A guide to your Group Personal Pension Plan
CONTENTS

03 Welcome
A few words from our CEO

04 How a pension works
A reminder of the benefits pensions offer

06 Flexible saving
Keeping your retirement plans on track

07 Share our success
How your ProfitShare works

09 Investing your retirement savings
Deciding where to invest your retirement savings

11 Your retirement options
Sorting out your financial future

13 Your plan online
Getting to grips with your pension

15 Your dedicated servicing team
Getting in touch

We’re an old-fashioned bunch and being helpful and straightforward are principles we’ve kept since the olden days. So if you have any questions about your plan, just get in touch. We’d love to hear from you.
“You’re now a member of the **UK’s largest mutual** life, pensions and investment company.”

I’m delighted to welcome you to Royal London.

When we first opened our doors in 1861, we wanted to help people to help themselves. And it’s been our way of thinking ever since.

**Proud to be different**

We’re a different kind of financial services company because unlike our main competitors, we’re a mutual. This means we don’t have shareholders. Instead, we’re owned by you and our other members.

This means you can have your say on the future of our business by voting at our Annual General Meeting (AGM) and you’ll share in our success.

**What’s so great about mutuality?**

Having no shareholders means we don’t have dividends to pay. Instead, we use our profits to boost your retirement savings and provide you with better products and services.

I believe this has helped us build a strong reputation for providing an excellent service.

This guide tells you more about how your plan works and the benefits it offers. I hope it helps you get the most out of your retirement savings.

Isobel Langton  
CEO, Royal London  
Intermediary
HOW A PENSION WORKS

You contribute

The taxman contributes

Your employer contributes

Your retirement savings are locked away so you can’t dip into them

ProfitShare

Single contributions

Transfers from other plans

You’ll receive extra contributions into your plan
Each time you save into your plan, so will your employer and the taxman. This will help to boost your retirement savings. Contributions from the taxman are also referred to as ‘tax relief’ – they depend on your individual circumstances and may change in the future.

Top up your retirement savings
You can make single contributions into your plan at any time. So if you find yourself with spare cash, you could add it to your plan.

You could have all your retirement savings in one place
You can transfer retirement savings from other pension plans. This could make it easier for you to keep track of them. Transfer payments from one pension plan to another don’t receive tax relief. Transferring may not be in your best interests as you could lose valuable benefits which can’t be replaced. You should speak to a financial adviser before you make a decision.

Share our success
We’ll aim to give your retirement savings an extra boost by adding a share of our profits to your plan each year. So if we do well, so do you. We’ve called this your ProfitShare.
Your retirement savings are invested
to help them grow
You can stick with the plan default investment choice, or choose your own investments. Remember that investment returns are never guaranteed. So while your savings could grow, their value can also go down. This means you could get back less than you put into your plan.

Our investment options are reviewed by experts
This helps make sure they meet their objectives. This ongoing governance comes at no extra cost to you.

Take your retirement savings in a way that suits you
Take some or all of your plan as a cash lump sum – 25% of each lump sum will be tax-free. Or if you want a guaranteed income for life, take up to 25% of your plan as a tax-free cash sum and use the rest to buy an annuity.

You can also move to another plan that gives you the flexibility to take a regular income when you need it. Unlike an annuity, income payments are not guaranteed for the rest of your life. As the rest of your savings stay invested, both the income payments and the value of your plan may go down.
We’ve all been there. The car needs a service. The bills are mounting up. And then the boiler breaks down. Managing your finances isn’t always easy. So we’ve worked hard to ensure saving into your plan is as easy and flexible as possible.

**Freedom to change your contributions**
You can increase, decrease, stop and restart your contributions at any time. But remember that any changes to your contributions will affect your retirement savings.

**Keep your retirement plans on track**
Like any savings plan, your pension needs to be reviewed regularly. It’s the only way you’ll know if your retirement plans are on track.

**HOW TO**

**Change your contributions**
If you want to change your contributions, you should speak to your employer. They’ll tell you what changes you can make and how to make them. They’ll also tell you if they’ve set a minimum contribution level to join the plan or to receive employer contributions.

**Make a single contribution**
If you want to make a single contribution, you should contact your dedicated servicing team.

**Transfer another pension plan**
If you’re unsure about transferring retirement savings from other pension plans, you should speak to a financial adviser before you make a decision.

**KNOW YOUR LIMITS**
There’s a limit to the amount you can invest in pension plans every year before you’re taxed. It’s set by the Government and it’s called the annual allowance. Find out more at yourplan.royallondon.com, click on the Contributions tab and then the Know your limits tab.
SHARE OUR SUCCESS

We want you to feel the benefit of being part of Royal London. So we’ll aim to boost your retirement savings by giving you a share of our profits each year.

How it works

1. We’ll review our financial strength and performance at the end of each year.
2. We’ll work out if ProfitShare can be awarded.
3. We’ll add any award to a separate ProfitShare account within your plan.
4. You’ll see the value of your ProfitShare account in your yearly statement and our online service.
5. You can take the value of your ProfitShare account with the rest of your retirement savings any time after age 55.

- ProfitShare awards will be based on the value of the retirement savings you have invested with us on the date they’re awarded.
- Each year, we’ll aim to award between 0.15% and 0.25% of the value of your plan. You could get more or less than this and there’s no guarantee that we’ll be able to award ProfitShare every year.
- ProfitShare awards will be applied in April each year as long as your plan was in force on 31 December the previous year and on the date the award is given.
- ProfitShare doesn’t count as a contribution, so doesn’t affect your annual allowance and the contributions you can make to your plan each year.
- ProfitShare awards will be invested in the same investment choice as your other retirement savings.
What’s the catch?
There isn’t one. The ProfitShare you’re awarded will belong to you. We’ll never ask for it back.

What if I’m invested in with profits?
If you invest in with profits, we’ll work out your ProfitShare in a different way. You can find out more in the Royal London With Profits Fund factsheet.
INVESTING YOUR RETIREMENT SAVINGS

Today there are more investment choices than ever before. While choice is a good thing, you might find it difficult to decide on the best option for you. Here are a few things to consider when deciding where to invest your retirement savings.

How much risk are you willing to take?
Higher risk investments can help your money grow more. But there’s also a greater chance of losing money. And with lower risk investments, your money may not grow as much as you want it to. Of course, investment returns are never guaranteed. So while your savings could grow, their value can also go down. This means you could get back less than what you put into your plan.

You can get an idea of your attitude to risk by using our risk profiler at yourplan.royallondon.com, click on the Investments tab and then the Risk profiler tab.

How involved do you want to be?
You can stick with the investment your employer has chosen. This is also referred to as the ‘plan default investment’. If you want more control, you can choose your own investments.

Some investment options carry an extra charge. So if you decide to choose your own investments, or need help deciding on a suitable option, you should speak to a financial adviser.
Stay with the plan default investment choice
Your retirement savings will be invested here, unless you decide otherwise.

Choose from the Governed Range
This consists of Lifestyle Strategies and Governed Portfolios.

- They’re made up of a mix of different investments.
- They take into account the time until you retire.
- They’re designed for different attitudes to risk.

Choose from the fund range
You can access Royal London funds, managed by the Royal London Asset Management team, as well as funds managed by some of the world’s leading investment companies.

Find out more
For more information about the full range of investment options available to you, read our Pension investment options guide.

HOW TO

Change your investments
If you want to change your investments, contact your dedicated Customer Service team. They’ll tell you how to go about this, but they won’t be able to give you any financial advice.

You’ll find out how to contact them in your Plan details.
YOUR RETIREMENT OPTIONS

If the thought of sorting out your financial future is leaving you feeling a little perplexed, you’re probably not alone. The good news is, you can access your retirement savings any time after age 55, even if you’re still working. Here you’ll find more information about your options.

**Secure income**
Enjoy a guaranteed regular income for the rest of your life.

**Flexible access**
Take the income you need, when you need it.

**Cash payment**
Have all your savings paid as a cash lump sum.

**Leave it for now**
Put things off until the time feels right for you.

When you come to access your retirement savings, you can use a combination of these options. What’s more, you’re free to shop around. This means you don’t need to stay with the pension provider you’ve been saving with – you can take your savings to the market and see who can best meet your needs.
**Enjoy a secure income**

You can turn your retirement savings into a regular income that’ll keep going as long as you do. This option is also referred to as ‘buying an annuity’.

You give some or all of your retirement savings to an insurance company – and, in return, they’ll pay you a guaranteed, regular income every year for the rest of your life. How much income you can expect will depend on things such as the money you’ve saved, your age and health when you retire and any extra features you choose to add.

**Take it as cash**

You can take all your retirement savings in one lump sum, or spread it out over a series of smaller cash payments.

Usually, the first quarter of any cash payment will be paid tax-free. The rest will be subject to tax. Tax rules depend on your individual circumstances and may change in the future.

**Take control with flexible access**

Flexible access lets you dip into your retirement savings, while the rest stays invested in your plan. This option is also referred to as ‘income drawdown’. We currently offer this through our integrated drawdown facility - Income Release - within our Pension Portfolio product.

Unlike a secure income, your savings aren’t guaranteed to last the rest of your life. As your savings stay invested, there’s a risk your money could run out if your investments perform poorly, if you take too much money out of your plan or if you live longer than expected. To help make sure your savings last as long as you need them, you’ll need to regularly review the income you’re taking along with how your investments are performing.

**Leave it for now**

If you don’t feel ready to access your retirement savings when the time comes, you can leave them invested in your plan. While this means your savings can continue to grow, it also means they can fall in value – so you could end up with less money to live on.

If you’re not sure about what retirement option is right for you, you should speak to a financial adviser. You can also contact Pension Wise, a free and impartial retirement planning service, introduced by the government to help you understand your options.

**KNOW YOUR LIMITS**

There’s a limit to the amount you can have in this or any pension plan when you start taking your retirement savings. It’s set by the Government and it’s called the lifetime allowance. Find out more at yourplan.royallondon.com, click on the Retirement tab and then the Know your limits tab.
Whether you’re tech-savvy or a technophobe, you’ll find we’ve made your pension website easy to use. Here you’ll find everything from facts and figures to retirement planning tools. If you want to get to grips with your pension, yourplan.royallondon.com is the place to go.
Round the clock access to your plan details
You can access our secure online service 7 days a week.

Once registered, you can use it to:
• Check the value of your plan.
• Change your personal details.
• View all the contributions into your plan.

Keep an eye on your retirement savings
Our mobile app makes it easy to keep an eye on your retirement savings whenever you like. Download the app to see your contributions paid, what your savings are worth now and how they’ve performed, any charges paid and what your retirement savings could be worth when you retire.

Download the app for free and login using your online service details. If you’re not already registered for online service, the app will guide you through a short registration process. Just have your plan number handy.

RETIREMENT PLANNING TOOLS

Quick pension calculator
Helps you see how much income and tax-free cash you could get when you retire.

Retirement planner
Helps you work out if you’re on target for the retirement that you want.

Lifestyle planner
Helps you see how you could save more into your pension by cutting back on life’s little luxuries.

Risk profiler
Helps you get an idea of your attitude to risk.

Download on the App Store
Get it on Google Play
Providing an excellent service is our bread and butter. That’s why you’ll have a dedicated servicing team who will be on hand to answer your questions.

You’ll find the contact details for your dedicated servicing team in your Plan details.

They can provide you with any information you need about your plan, but they can’t give you any financial advice about what’s right for you.

If you need help making any decisions about your plan, you should speak to a financial adviser.

If you don’t already have a financial adviser, you can find one in your area by visiting unbiased.co.uk

Advisers may charge for their services – though they should agree any fees with you upfront.
We're happy to provide your documents in a different format, such as Braille, large print or audio, just ask us when you get in touch. All of our printed products are produced on stock which is from FSC® certified forests.

The Royal London Mutual Insurance Society Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. The firm is on the Financial Services Register, registration number 117672. It provides life assurance and pensions. Registered in England and Wales, company number 99064. Registered office: 55 Gracechurch Street, London, EC3V 0RL. Royal London Marketing Limited is authorised and regulated by the Financial Conduct Authority and introduces Royal London’s customers to other insurance companies. The firm is on the Financial Services Register, registration number 302391. Registered in England and Wales company number 4414137. Registered office: 55 Gracechurch Street, London, EC3V 0RL.