

LF Stakeholder Pension Plan

Key Features

This is an important document. Please read it and keep for future reference.



The Financial Conduct Authority is a financial services regulator. It requires us, Link Fund Solutions Limited (LFS), to give you this important information to help you to decide whether our Stakeholder Pension Scheme is right for you. You should read this document carefully so that you understand what you are buying, and then keep it safe for future reference.

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About this document

The purpose of this document is to explain the most important features of investment in the LF Stakeholder Pension Scheme.

The LF Stakeholder Pension Scheme is referred to as 'the scheme' or 'your plan' throughout this document.

It is important that you understand how the scheme works and what the risks are before you proceed. This document is intended to be a summary only and you should read it carefully with the **Terms and Conditions**, and the **Guide to Investment Risk and Investment Funds** documents.

Please also refer to the Prospectus for comprehensive details of:

- The service provision, general investor information and data protection practices
- The LF Stakeholder Pension Scheme and its investment objective
- The underlying funds and their investment objectives
- Fund risk factors and risk management
- Unit valuations and dealing processes
- Fund charges and expenses.

The Prospectus, Annual Report & Accounts, Interim Report & Accounts, and Annual and Interim Short Reports are available at pensions.linkassetservices.com or please contact us for a copy.

Helping you decide

If you are considering whether to invest in the LF Stakeholder Pension Scheme, this booklet will help you make that decision. You should be comfortable you understand the features of the LF Stakeholder Pension Scheme before you invest.

If you are at all unsure if the LF Stakeholder Pension Scheme is right for you, please seek financial advice. Financial advice must be sought if you wish to transfer from a Defined Benefit Scheme into the LF Stakeholder Pension Scheme. Our customer service team is happy to give you more information but they cannot give you financial advice. Our contact details can be found on page 11.

Introducing the LF Stakeholder Pension Scheme

The scheme is a simple, straightforward, tax-efficient way to save for your retirement.

You can invest from as little as £20. You can stop, start, increase or decrease regular contributions and pay in single contributions at any time.

INVESTMENT OPTIONS

Every payment you make into your plan is invested in accordance with your instructions in one or more of the funds set out below.

Each fund is divided into 'units'; all units in a fund are equal in value. Your share of a fund is the number of units you hold in it. The value of your pension savings is worked out based on the number of units you hold in a fund and the price applicable to those units.

The price of a unit in a fund depends on a number of factors, including the value of the underlying assets and whether there is more money going into or coming out of the fund. The value of your pension savings will go up and down in line with the unit price. You may get back less than you have invested.

For more information about how the unit price is calculated please see the LF Stakeholder Pension Scheme Prospectus, which is available at pensions.linkassetservices.com or on request.

You can switch between funds at any time. Currently, there is no charge for switching between funds and no limit on the number of switches. We will tell you should this change in the future.

The funds available are as follows (the funds' risks are described in the **Guide to Investment Risk and Investment Funds** document):

LF TRACKER PENSION FUND

The LF Tracker Pension Fund is invested in the L&G (N) Tracker Trust where investment management is provided by Legal & General Investment Management Limited. The Fund aims for long-term capital growth by tracking the capital performance of the UK equity market, as represented by the FTSE All-Share Index, by investment in a representative sample of company shares.

LF CASH PENSION FUND

The LF Cash Pension Fund is invested in the LGIM Sterling Liquidity Plus Fund, where investment management is provided by Legal & General Investment Management. The Fund aims to achieve a high level of return consistent with a high degree of capital security, investing principally in short-term deposits and other money market instruments.

LF CORPORATE BOND PENSION FUND

The LF Corporate Bond Pension Fund is invested in the L&G Sterling Income Fund where investment management is provided by Legal & General Investment Management Limited. It aims to produce a high level of income consistent with long-term preservation of capital in sterling terms. The Fund will predominantly invest in fixed interest securities issued by governments, other public issuers and companies worldwide.

SECURITY OPTION

The Security Option applies automatically, unless you specifically request otherwise. It allows you to reduce the level of risk your pension savings are exposed to during the last five years before your chosen retirement date. This is achieved by gradually switching your investment into the LF Cash Pension Fund. Please see the **Terms and Conditions**, for further information.

DEFAULT OPTION

You can choose to invest in up to all three constituent funds at any one time. However, if you do not make a choice, we will automatically invest your contributions in the LF Tracker Pension Fund.

Its aims, your commitment, risks

ITS AIMS

The aims of the LF Stakeholder Pension Scheme are:

- To build up pension savings in a tax-efficient way.
- To give you the option of taking part of your pension savings as a tax-free cash sum when you take your benefits.
- To provide a lump sum for your spouse, registered civil partner or your financial dependants if you die before you take your benefits.

YOUR COMMITMENT

- You understand the options available to you at retirement and the risks associated with this scheme. If you are at all uncertain or if you have any questions we strongly recommend that you seek advice from a financial adviser.
- The minimum contribution levels are:
 - £20 (gross) for single contributions;
 - £20 for transfer values;
 - £20 (gross) a month or £20 (gross) a year for regular contributions.
- To invest money that can remain tied up until you take your benefits. This is because benefits from the plan can't generally be taken before you reach age 55 (see Taking benefits and transferring your plan section on page 10 for further details).
- You will provide us with the information we need to test any benefits against your Lifetime Allowance.

RISKS

- The value of your investments can go down as well as up, so the value of your pension savings is not guaranteed. It is particularly important to remember this if you are close to taking your benefits. **You may get back less than you have invested.**
- The amount of pension income provided by your pension savings will depend on a number of things; these include charges and investment returns. Please see the Charges section on page 10.
- If you choose to buy an annuity, the rates available when you decide to take your benefits will additionally affect the amount of pension income provided by your pension savings.
- The fund or funds you choose to invest in will have specific risks. The funds are summarised in the Investment Options section on page 2, and described in more detail in the **Guide to Investment Risk and Investment Funds** document.
- Charges can change. Please see the Charges section on page 10 for more information.
- You should be aware that contributing to a pension scheme may not be suitable for you, particularly if small amounts of savings affect your entitlement to any means tested State Pension benefits.
- If you have obtained enhanced or fixed protection of your pension benefits from HM Revenue & Customs (HMRC), any contribution to this plan will mean that you lose your protection and your benefits will be subject to the Lifetime Allowance.
- If you decide to cancel within the 30 day cancellation period (please see the Next steps section on page 11), any refund may reflect a reduction in investment values.
- Each of the three constituent funds of the scheme invests in an underlying collective investment scheme. Please read the **Guide to Investment Risk and Investment Funds** so that you are fully aware of the level of risk associated with these funds.
- Future changes in legislation and taxation could affect the benefits of the scheme.

Questions and answers

Q. How can I pay into my plan?

A. We can accept the following types of payment:

- Regular monthly or annual contributions
- Single contributions
- Third party contributions (regular or single)
- Pension transfers.

There is no limit to how much you can contribute, though there are limits on the amount of tax relief you can get.

Q. How do I pay contributions?

A. You can pay regular contributions by Direct Debit on a monthly or annual basis. Single contributions can be paid by cheque at any time prior to taking your benefits. Your employer may also contribute to your plan.

Q. Can I make transfer payments to my plan?

A. Transfer payments can be made from other UK Registered Pension Schemes.

It is not possible to transfer the value of pension benefits that have already been used for income drawdown. If you want to know more about income drawdown, we recommend you discuss it with a financial adviser.

Q. What will an additional investment provide for me?

A. The example illustrations (starting on page 6) show what kind of pension savings you could build up from your additional investment, taking into account charges over the period, and shows how much pension income it could provide for you. We will also send you annual statements showing the value of your holding in the scheme.

Q. Can I change my contributions?

A. You can increase or reduce your regular contributions and also pay in single contributions at any time. However, the amount of any contribution you make must meet our minimum requirements.

For details of the current minimum contribution levels, please see the Your commitment section on page 2.

You and your employer (if applicable) can also choose to have contributions automatically increased each year. Please see section 3 of the Terms and Conditions for more information.

Q. What happens if I change my job?

A. Your plan is not tied to your current job, so you can continue to pay into it if you change employers.

If your new employer has a company pension scheme, it is usually best to join. However, you can still pay into your plan, but we recommend you discuss this with a financial adviser.

Q. What happens if I move overseas?

A. We are unable to accept new contributions if you moved abroad. If you move abroad and are no longer a resident of the UK you will not be able to top up your pension. Your pension savings will remain invested.

Q. What if I stop making contributions?

A. If you stop making contributions to the plan, your pension pot will remain invested as before. We will continue to deduct charges as detailed in the Charges section on page 10.

The value of your pension savings could decrease if underlying investment performance is negative, or if the level of charges is greater than any growth on your pension savings. You can start making contributions again at any time in the future, prior to taking all of your benefits.

Q. How will you keep me updated on the value of my plan?

A. We will send you an Annual Statement, showing you the value of your plan and any contributions made in that year. In addition, unit prices are published daily at pensions.linkassetservices.com. Alternatively you can obtain an up-to-date valuation by contacting us.

TAXATION

Q. What about tax?

A. There is no limit on how much you can contribute; however, there is an Annual Allowance setting out how much tax relief you can get. This limit varies depending on individuals' circumstances, including their level of income, and whether they have accessed their pension benefits. There is also a limit on the total amount that can be saved in pension funds without incurring a tax charge. This is the Lifetime Allowance. Your contributions before basic rate tax relief is added, are net contributions. Your contributions after basic rate tax relief is added, are gross contributions. We add tax relief up to the basic rate for any contributions you make, which we reclaim from HMRC and invest it into your plan on receipt.

The law and tax rates may change in the future and the value of tax relief will depend on your individual circumstances.

Any growth in your pension savings is free of UK tax. If you have no earnings, or earn up to £3,600 gross in a tax year, you can contribute £2,880 across all your pension schemes and get tax relief of £720, giving you a gross contribution of £3,600.

For example, if you pay £80 a month as your net contribution, we currently add £20, as the basic rate of tax is 20% (£80 divided by 0.8 = £100).

If you pay tax at higher rates, you may be able to claim further tax relief from HMRC.

Tax relief does not apply to:

- Transfer payments
- Employer contributions
- Any contributions after age 75.

Q. What is the Annual Allowance?

A. The Annual Allowance is the maximum gross contribution you can receive tax relief on in a tax year. The limit varies depending on your personal circumstances. There are further details online at www.hmrc.gov.uk and on our website at pensions.linkassetservices.com.

You may have to pay a tax charge if contributions to all your pension schemes by you, your employer or a third party exceed the Annual Allowance. For final salary schemes, contributions are defined as the increase in the value of member benefits. The Annual Allowance will not apply in the tax year in which you die or if you take your benefits on the grounds of serious ill health.

Where the total contributions to all your registered pension schemes exceed the Annual Allowance in a given year, unused allowances from up to three previous tax years may be available.

Q. What is the Money Purchase Annual Allowance (MPAA)?

A. If you flexibly access any of your pension benefits, the amount you can contribute into defined contribution pension plans reduces. This is known as the Money Purchase Annual Allowance (MPAA). You will incur a tax charge on any contributions into a defined contribution pension which exceed this level.

You will need to inform us if you have flexibly accessed any of your pension savings, your pension provider will tell you if you have.

Q. What is the Lifetime Allowance?

A. The government limits the amount you can build up in all your pension plans before you incur a tax charge. This is called the Lifetime Allowance (LTA).

If you exceed the Lifetime Allowance a charge may be applied against the excess, unless you have registered for pension protection. You must provide us with the Protection Certificate if this is the case.

If you think the Money Purchase Annual Allowance or Lifetime Allowance may affect you, you can get more information from the HMRC website at www.hmrc.gov.uk.

Important Note: For a summary of our understanding of current tax rates and allowances see our Summary of Pension Scheme Taxation. However, we are not authorised to provide you with tax advice and you should ensure you are aware of the tax treatment of your plan. You should consult HMRC or a suitably qualified tax Professional if you require information or advice relating to your own circumstances.

Illustrations

Important: The projected figures in the examples on pages 7 to 9 illustrate what your pension benefits could be worth in the future. You may get back more or less than this.

EXAMPLE ILLUSTRATIONS

Over the following pages, we've included some example illustrations of the benefits you might receive and the charges we make. There are three example illustrations based on the following three scenarios to age 65:

1. A 40 year old, contributing £50 gross each month for 25 years.
2. A 50 year old, contributing £50 gross each month for 15 years.
3. A 40 year old, contributing £100 gross each month for 25 years.

Important Information

- We can't tell you the exact level of benefits your plan will provide you with when you take them. This is because it will depend on the contributions you make, how well the investments in your pension savings grow, the charges taken from your plan and if you buy an annuity with your pension savings, the annuity rates at the time you take your benefits.
 - The examples are based on contributions being made into the LF Tracker Pension Fund. Example illustrations other than for the default LF Tracker Pension Fund are available on request.
 - We assume a rate of inflation of 2.5% each year and that it will remain at this level to the Selected Retirement Age.
 - We've assumed that the LF Tracker Pension Fund will grow at a rate of 2% a year (lower rate), 5% a year (mid rate) and 8% a year (higher rate). After taking into account the effect of inflation the 'real' growth rates are -0.5%, 2.5% and 5.5% respectively.
- If you choose not to invest in the LF Tracker Pension Fund, and therefore choose one or more of the other funds available, different assumed growth rates may apply.
- All figures take into account an assumption for the effect of inflation. This shows the value of money in real terms to give you an indication of how much a sum of money in the future would be worth today and is known as the buying power.
 - To change the pension savings into an income, we have used the standard pension rates set out by the Financial Conduct Authority.
 - The pension incomes assume the plan will end when you die, the payment amount will remain the same and will be payable monthly in advance for life. They assume that if you die in the first five years, the pension will continue to be paid each month until a total of 60 monthly payments have been made.
 - When you reach your own Selected Retirement Date you will have a range of options available to you about how you take your benefits. We will provide you with full details about these options at that time.
 - The illustrations assume the pension savings are within the Lifetime Allowance.
 - As this plan/promotion is offered directly by LFS, no advice costs are therefore currently payable. If you seek personal investment advice, your adviser will tell you how much this costs and how it is payable.
 - We will issue an annual benefit statement to you each tax year detailing the contributions made, your investments and the value of your plan.
 - Your investment is not guaranteed and it may pay back less than has been paid in.

EXAMPLE ILLUSTRATION OF BENEFITS FOR A MEMBER PAYING £50 EACH MONTH GROSS FOR 25 YEARS

Prepared for:

Age: 40 exactly

Selected Retirement Age: 65

Plan basis:

- A gross monthly level contribution of £50. The monthly cost to you will be £40 assuming a basic rate of tax of 20%.
- The projected benefits depend on the gross contribution continuing at this level until the Selected Retirement Age.
- The plan is invested in the LF Tracker Pension Fund.
- Please see the Charges section on page 10 for assumptions about our charges.

What might the benefits be worth?

Assumed Investment Return	Low real growth rate (-0.5% a year)	Mid real growth rate (2.5% a year)	High real growth rate (5.5% a year)
Total projected savings of:	£9,150	£13,700	£21,300
This could provide a full pension for your lifetime of:	£227 a year	£404 a year	£737 a year
OR a tax-free cash sum of:	£2,288	£3,425	£5,325
Plus a pension for your lifetime of:	£170 a year	£303 a year	£533 a year

When a negative (-) sign is shown in front of a growth rate it means that the assumed return of the investment will not keep pace with inflation. In other words the buying power will decrease. In addition, the amount of your pension savings is dependent on investment performance and the effect of charges, which can reduce the value of your pension in certain circumstances as shown below. Please remember that these are only examples and are not guaranteed – they are not minimum or maximum amounts. You may get back more or less than this.

Effect of charges

The table below sets out what the value of your pension savings might be if you were to transfer it to a different pension scheme, at the end of the periods shown.

WARNING – The charges mean the transfer value could be less than you paid in, particularly if you stop contributions during the early years. The last two columns are based on the mid growth rate from the table above, after inflation has been taken into account, which gives a ‘real growth rate’ of 2.5%.

At end of year	Total paid in to date	Effect of deductions to date	What the transfer value might be
1	£600	£6	£600
2	£1,180	£18	£1,190
3	£1,750	£36	£1,780
4	£2,310	£59	£2,360
5	£2,850	£88	£2,940
10	£5,360	£320	£5,760
15	£7,580	£790	£8,480
20	£9,530	£1,400	£11,100
Final	£11,200	£2,300	£13,700

What are the deductions for?

- The deductions include expenses, charges, and other adjustments – see the Charges section on page 10. Please see the LF Stakeholder Pension Scheme Prospectus if you require further information.
- The last line in the table shows that over the full term of the contract, the effect of the total deductions could amount to £2,300.
- Putting it another way, this would have the same effect as bringing down the real investment growth from 2.5% a year to 1.5% a year.

EXAMPLE ILLUSTRATION OF BENEFITS FOR A MEMBER PAYING £50 EACH MONTH GROSS FOR 15 YEARS

Prepared for:

Age: 50 exactly

Selected Retirement Age: 65

Plan basis:

- A gross monthly level contribution of £50. The monthly cost to you will be £40 assuming a basic rate of tax of 20%.
- The projected benefits depend on the gross contribution continuing at this level until the Selected Retirement Age.
- The plan is invested in the LF Tracker Pension Fund.
- Please see the Charges section on page 10 for assumptions about our charges.

What might the benefits be worth?

Assumed Investment Return	Low real growth rate (-0.5% a year)	Mid real growth rate (2.5% a year)	High real growth rate (5.5% a year)
Total projected savings of:	£6,700	£8,480	£10,800
This could provide a full pension for your lifetime of:	£174 a year	£261 a year	£388 a year
OR a tax-free cash sum of:	£1,675	£2,120	£2,700
Plus a pension for your lifetime of:	£131 a year	£195 a year	£291 a year

When a negative (-) sign is shown in front of a growth rate it means that the assumed return of the investment will not keep pace with inflation. In other words the buying power will decrease. In addition, the amount of your pension savings is dependent on investment performance and the effect of charges, which can reduce the value of your pension in certain circumstances as shown below. Please remember that these are only examples and are not guaranteed – they are not minimum or maximum amounts. You may get back more or less than this.

Effect of charges

The table below sets out what the value of your pension savings might be if you were to transfer it to a different pension scheme, at the end of the periods shown.

WARNING – The charges mean the transfer value could be less than you paid in, particularly if you stop contributions during the early years. The last two columns are based on the mid growth rate from the table above, after inflation has been taken into account, which gives a ‘real growth rate’ of 2.5%.

At end of year	Total paid in to date	Effect of deductions to date	What the transfer value might be
1	£600	£6	£600
2	£1,180	£18	£1,190
3	£1,750	£36	£1,780
4	£2,310	£59	£2,360
5	£2,850	£88	£2,940
10	£5,360	£320	£5,760
Final	£7,580	£790	£8,480

What are the deductions for?

- The deductions include expenses, charges, and other adjustments – see the Charges section on page 10. Please see the LF Stakeholder Pension Scheme Prospectus if you require further information.
- The last line in the table shows that over the full term of the contract, the effect of the total deductions could amount to £790.
- Putting it another way, this would have the same effect as bringing down the real investment growth from 2.5% a year to 1.5% a year.

EXAMPLE ILLUSTRATION OF BENEFITS FOR A MEMBER PAYING £100 EACH MONTH GROSS FOR 25 YEARS

Prepared for:

Age: 40 exactly

Selected Retirement Age: 65

Plan basis:

- A gross monthly level contribution of £100. The monthly cost to you will be £80 assuming a basic rate of tax of 20%.
- The projected benefits depend on the gross contribution continuing at this level until the Selected Retirement Age.
- The plan is invested in the LF Tracker Pension Fund.
- Please see the Charges section on page 10 for assumptions about our charges.

What might the benefits be worth?

Assumed Investment Return	Low real growth rate (-0.5% a year)	Mid real growth rate (2.5% a year)	High real growth rate (5.5% a year)
Total projected savings of:	£18,300	£27,500	£42,700
This could provide a full pension for your lifetime of:	£454 a year	£811 a year	£1,470 a year
OR a tax-free cash sum of:	£4,575	£6,875	£10,675
Plus a pension for your lifetime of:	£341 a year	£608 a year	£1,100 a year

When a negative (-) sign is shown in front of a growth rate it means that the assumed return of the investment will not keep pace with inflation. In other words the buying power will decrease. In addition, the amount of your pension savings is dependent on investment performance and the effect of charges, which can reduce the value of your pension in certain circumstances as shown below. Please remember that these are only examples and are not guaranteed – they are not minimum or maximum amounts. You may get back more or less than this.

Effect of charges

The table below sets out what the value of your pension savings might be if you were to transfer it to a different pension scheme, at the end of the periods shown.

WARNING – The charges mean the transfer value could be less than you paid in, particularly if you stop contributions during the early years. The last two columns are based on the mid growth rate from the table above, after inflation has been taken into account, which gives a ‘real growth rate’ of 2.5%.

At end of year	Total paid in to date	Effect of deductions to date	What the transfer value might be
1	£1,200	£12	£1,200
2	£2,370	£36	£2,390
3	£3,510	£72	£3,560
4	£4,620	£119	£4,730
5	£5,700	£178	£5,890
10	£10,700	£645	£11,500
15	£15,100	£1,600	£16,900
20	£19,000	£2,900	£22,200
Final	£22,500	£4,600	£27,500

What are the deductions for?

- The deductions include expenses, charges, and other adjustments – see the Charges section on page 10. Please see the LF Stakeholder Pension Scheme Prospectus if you require further information.
- The last line in the table shows that over the full term of the contract, the effect of the total deductions could amount to £4,600.
- Putting it another way, this would have the same effect as bringing down the real investment growth from 2.5% a year to 1.5% a year.

FUND SPECIFIC RISKS

Q. What are the fund specific risks?

A. The risks affecting funds within the LF Stakeholder Pension Scheme are detailed in the **Guide to Investment Risk and Investment Funds** document.

DEATH

Q. What happens if I die before I take my benefits?

A. Your pension savings can be passed on through family generations. When you set up your pension you will be asked to nominate a beneficiary or beneficiaries who will normally receive your savings when you die. However, this is at the discretion of the scheme administrator.

We will take into account your circumstances and any stated wishes before we decide who will receive your benefits. If you require further information on inheritance tax we recommend that you speak to a suitably qualified tax professional.

You can nominate more than one beneficiary and you can change your beneficiaries at any time. Your beneficiaries can use your pension savings in a variety of ways, and some are tax-free.

If you die before age 75, the value of your fund will normally be paid as a tax-free lump sum to your beneficiary. To ensure this happens, you must complete and return a Nomination of Beneficiary form to tell us who this is. If you die aged over 75, any lump sum death benefit paid to a beneficiary will be taxed as earned income. In some circumstances there could be an additional inheritance tax liability.

CHARGES

Q. How much does the plan cost?

A. We apply an Annual Management Charge, currently 1% a year (except for the LF Cash Fund which has an Annual Management Charge of 0.33%) of your pension savings value. This is taken into account when calculating the daily unit prices.

We can increase our charges from time to time, but we'll let you know at least 60 days before we make any change. As the LF Stakeholder Pension Scheme is registered as a Stakeholder Scheme with the Pensions Regulator, the Annual Management Charge will not be more than the maximum allowed for this type of scheme. The maximum Stakeholder charge permitted is currently 1.5% a year of the value of your pension savings for the first 10 years of your plan and 1% a year after that.

Further details of charges are included in the Terms and Conditions and the LF Stakeholder Pension Scheme Prospectus, which is available on request.

TAKING BENEFITS AND TRANSFERRING YOUR PLAN

Q. When can I take my benefits?

A. Under the LF Stakeholder Pension Scheme you can normally take your benefits from the age of 55. You may choose to take your benefits from your Selected retirement date, or from an earlier or later date as long as it is on or after the minimum pension age, currently 55. If you are unable to continue working because of ill health, you may be able to take your benefits from this plan earlier than the minimum age.

Q. What happens when I take my benefits?

A. You can access your pension savings from age 55. If you do this you can normally take up to 25% of your pension savings as a tax-free cash sum and the remaining 75% taxed as earned income.

You have the option to take up to 25% of your pension savings as a tax-free cash sum and use the remaining savings to invest in a drawdown plan with us, or a drawdown or an annuity with someone else. An annuity, in simple terms, is when some or all of your pension pot is paid to the annuity provider in exchange for a regular income. Your annuity income will be taxable depending on your individual circumstances.

Alternatively, you can transfer your whole pension savings to another suitable pension product where other options, such as taking your income directly from your pension pot, might be available.

The example illustrations (starting on page 6) give you an idea of how much pension savings you might build up (after charges have been taken) and what it could provide for you if you take your pension income as an annuity.

When you come to take your benefits we strongly recommend you seek guidance from the government's free and impartial guidance service Pension Wise – www.pensionwise.gov.uk – or take advice from a financial adviser.

Q. Can I transfer to another pension provider?

A. You can transfer the value of your plan to another Registered Pension Scheme at any time. We will not apply a charge to the value being transferred.

Q. What will affect my eventual pension income?

A. The value of your plan will depend principally on the investments you make and on the performance of those investments up to the time you choose to take your benefits.

If you choose to buy an annuity, the rates available at the time and the options that you select will affect your benefits considerably. Annuity rates can change significantly over short periods of time, both up and down.

NEXT STEPS

Q. What happens next?

A. Once your application has been processed and we have received your transferred pension savings, or further contributions, you will be issued with a Welcome Pack, which will include your plan schedule.

If for any reason, we are unable to invest your pension savings, the money will be held in a Client Money Account for up to ten working days. If after this time we are still unable to invest your pension savings, the money will be returned to your previous pension provider, subject to their acceptance. No interest is payable on monies held in the Client Money Account.

Q. Can I change my mind?

A. After we've accepted your application, we'll send you a cancellation form. If you decide to cancel, you'll have to complete and return the form to the address shown on it within 30 days of receiving it.

If you cancel, we'll refund any contributions that you have already paid into the plan.

You won't get back more than you've invested in the plan. If there's been a fall in the investment value of any single contribution, the amount we return will reflect this.

After 30 days, you won't be able to cancel your investment and this will continue to be invested as instructed. You will not be able to access your pension savings until you are eligible to take your benefits, which is normally from age 55 onwards.

How to contact us

If you have any queries you can contact us at:

LFS
PO Box 1249
Cheltenham
GL50 9YL

Telephone: 0345 603 0142 or +44 1242 663 413
if calling from abroad (Monday to Friday 9am – 5pm)
Email: SHPadmin@linkgroup.co.uk
Website: pensions.linkassetsservices.com

We may record and monitor calls to help us to improve our services. Calls to 0345 numbers cost no more than a national rate call to an 01 or 02 number. If you have a call package, calls to 0345 numbers may be included in your inclusive minutes.

Other information

ABOUT LFS

LFS is authorised and regulated by the Financial Conduct Authority and is part of Link Administration Holdings Ltd. LFS manages a range of core pension funds designed to meet different investment needs.

All the funds we invest in are subject to due diligence assessments prior to investment and periodically after that.

TAX AND ADMINISTRATION

The information in this Key Features document is based on our understanding of current law relating to pensions.

GOVERNING LAW

This contract is governed by English law. The terms and conditions and all communications will only be available in English. All communications from us will normally be by letter or telephone.

FCA REGISTRATION

LFS is authorised and regulated by the Financial Conduct Authority. We are entered on the Financial Services Register under number 119197. You can check this at www.fca.org.uk/firms/systems-reporting/register or you can call 0800 111 6768.

COMPENSATION

The Financial Services Compensation Scheme (FSCS) is designed to pay customers compensation if they lose money because a firm is unable to pay them what they owe. Your ability to claim from the scheme and the amount you may be entitled to will depend on the specific circumstances of your claim.

You can find out more about the FSCS (including amounts and eligibility to claim) by visiting its website www.fscs.org.uk or calling 0800 678 1100.

FSCS compensation covers payment up to 100% of the first £50,000 of the claim for each firm. However, the rules of the FSCS may change and the FSCS may take a different approach on the application of these rules to a firm depending on the circumstances of the failure of that firm.

HOW TO MAKE A COMPLAINT

If you wish to complain about any aspect of the service you have received from LFS, or if you would like us to send you a copy of our internal complaint handling procedure, please contact us using the details set out on page 11.

Complaints regarding our administration that we cannot resolve can initially be referred to:

The Pensions Advisory Service
11 Belgrave Road
London SW1V 1RB

Telephone: 0300 123 1047
Website: www.pensionsadvisoryservice.org.uk

and may then be referred to:

Pensions Ombudsman Service
11 Belgrave Road
London SW1V 1RB

Telephone: 020 7630 2200
Email: enquiries@pensions-ombudsman.org.uk
Website: www.pensions-ombudsman.org.uk

Sales related complaints that we cannot resolve can be referred to:

The Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London E14 9SR

Telephone: 0800 023 4567
Telephone: 0300 123 9123
(free for mobile phone users paying a monthly charge for calling phone numbers beginning with 01 or 02).

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

MAKING A COMPLAINT TO LFS

The Pensions Advisory Service or The Financial Ombudsman Service will not prejudice your right to take legal proceedings.

CONFLICTS OF INTEREST

During the life of your plan 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 is best for ourselves. To ensure we treat customers consistently and fairly, we have a policy on how to identify and manage these conflicts. A copy of the policy is available on request from the address shown on page 11.

CLIENT CLASSIFICATION

There are various categories of client set out in the financial regulations. For this LFS product, we will treat you as a 'retail client'. Being a retail client gives you the greatest level of protection under the regulations and ensures you get full information about any products you buy. If, under the regulations, you are a professional client or eligible counterparty, we will 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.

This information is a guide to the key features of this product. You will find full details in the Terms and Conditions, which form part of this document.

Further information is also available in the LF Stakeholder Pension Scheme Prospectus, which is available on request. All information is correct at the time of going to print.