



Active Money Personal Pension

Key features

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

keyfacts[®]

The Financial Services Authority is the independent financial services regulator. It requires us, Standard Life, to give you this important information to help you to decide whether our Active Money Personal Pension is right for you. If you're a new customer you should read this document carefully so that you understand what you're buying. If you're an existing customer you should read this document to help you with any changes you might be making to your plan. Please keep it safe for future reference.

Helping you decide

This document provides information about the service that Standard Life Client Management offers if you decide to invest in an Active Money Personal Pension.

It includes the key features giving you information on the main features, benefits and risks of the Standard Life Active Money Personal Pension (AMPP).

We provide you with a generic online illustration which will show the benefits that may be provided in the future. You can also request a personal illustration by calling us on 0845 278 5622 (call charges may vary).

Your key features document and generic illustration should be read together.

Standard Life Client Management will always be happy to answer any of your questions or give you more information. More details about the level of service available is provided on page 4. Our contact details can be found on page 14.



Other documents you should read

Your guide to an Active Money Personal Pension with Standard Life (AML10)

A comprehensive guide showing you the main features and benefits of the plan.

Active Money Personal Pension fund choices and charges guide (AMPP5ad)

A guide which gives you details of the funds you can choose from.

Terms & conditions (AMPP62)

Provides full details of the terms & conditions that apply to this plan.

You can get these documents from our website or by calling us.

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About Standard Life Client Management

AMPP is provided by Standard Life Assurance Ltd and sold through Standard Life Client Management (SLCM). SLCM is a subsidiary of Standard Life plc and advises on, and sells, products from subsidiaries of Standard Life plc and some external providers.

Standard Life Client Management Standard Life Direct – About our services and costs

1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. This document is designed by the FSA to be given to consumers considering buying certain financial products. You need to read this important document. It explains the service you are being offered and how you will pay for it.

2. Whose products do we offer?

	We offer products from the whole market.
Yes	We only offer products from a limited number of companies. Ask us for a list of the companies whose products we offer.
	We only offer products from a single group of companies.

3. Which service will we provide you with?

	We will advise and make a recommendation for you after we have assessed your needs.
Yes	You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.
	We will provide basic advice on a limited range of stakeholder products and in order to do this we will ask some questions about your income, savings and other circumstances but we will not: <ul style="list-style-type: none">▶ conduct a full assessment of your needs;▶ offer advice on whether a non-stakeholder product may be more suitable.

4. What will you have to pay us for our services?

Before we carry out any services for you we will inform you of the sales costs.

See ‘How can I pay for SLCM services?’ on page 11.

AMPP provided by Standard Life Assurance Ltd

Standard Life will provide remuneration, benefits and services to a Standard Life Direct representative involved in the sale of the AMPP.

Standard Life Direct representatives do not receive commission payments in the same way as other advisers who sell this product. Instead, Standard Life provides them with salary and performance-related bonus.

The sales costs that we expect to incur will be paid for out of the plan deductions over the life of each plan. Your Standard Life Direct representative will not be paid a cash sum equal to this amount.

5. Who regulates us?

Standard Life Direct is provided by Standard Life Client Management Limited.

Standard Life Client Management Limited, 1 Exchange Crescent, Edinburgh, EH3 8RA is authorised and regulated by the Financial Services Authority. Our FSA Register Number is 435970.

Our permitted business is advising, and arranging life assurance, pensions and investments.

You can check this on the FSA’s Register by visiting the FSA’s website www.fsa.gov.uk/register or by contacting the FSA on **0845 606 1234**.

6. Loans and ownership

Standard Life Client Management Limited is a wholly owned subsidiary of Standard Life Assurance Limited.

7. What to do if you have a complaint

If you wish to register a complaint, please contact us:



Write to Standard Life, Customer Relations, Standard Life House, 30 Lothian Road, Edinburgh EH1 2DH.



Telephone: 0845 60 60 042 (call charges may vary).

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. See 'How to complain' on page 13 for more details.

8. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. See 'Compensation' on page 13 for more details.

Investment

Most types of investment business are covered up to a maximum limit of £50,000.

Insurance

Insurance arranging is covered for 90% of the claim, without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS.

Other important information

Client Agreement

This document will also be referred to as a 'Client Agreement'. It will govern your relationship with Standard Life Client Management, in connection with your use of our services. The terms of this document will be effective from the date you receive a copy, either online, by post, in an email or at a meeting. Your acceptance of these terms is signified by you asking us to provide you with services.

You should read this document carefully. If you do not understand any point or if you have any questions, please speak to your Standard Life Direct representative or call 0845 278 5622.

Categorisation

The FSA requires firms to categorise their clients. Standard Life Client Management will categorise all their clients as 'retail', which provides the greatest level of protection under FSA rules. There may be certain customers, however, that are not eligible to have complaints referred to the Financial Ombudsman Service under the current FSA rules. This would cover certain types of businesses, charities or trustees. If you require further information, please speak to your Standard Life Direct representative.

Conflicts of interest

When we provide services to you that may involve a potential conflict of interest with our duty to you in any way, we shall ensure that the services we provide to you are made on terms which are not less favourable to you than if the conflict or potential conflict had not existed. A conflict of interest is where the interests of a business, including its managers and employees, conflict with those of a client, or where there is a conflict between one client, or group of clients and another client or group of clients of the business.

How to contact us

We can communicate with you using your preferred option from one or more of the following:

- ▶ Telephone
- ▶ Letter
- ▶ Email
- ▶ Fax

Further information

If you need any more help or information

- ▶ contact your Standard Life Direct representative on 0845 278 5622 (call charges may vary)
- ▶ visit www.fsa.gov.uk/consumer

Key features of the Active Money Personal Pension

This section gives you more information on the main features, benefits and risks of the Standard Life Active Money Personal Pension (AMPP).

We provide you with a generic online illustration which will show the benefits that may be provided in the future. You can also request a personal illustration by calling us on 0845 278 5622 (call charges may vary).

Your key features document and generic illustration should be read together.

Standard Life Client Management will always be happy to answer any of your questions or give you more information. More details about the level of service available is provided on page 4. Our contact details can be found on page 14.

1. Its aims

To provide a tax efficient way to save for your retirement.

To allow you to control and manage your payments and investments online.

To give you choice over how and when you take your benefits.

To provide you with a pension and a tax-free lump sum.

To provide benefits for your dependant(s) on your death.

To make it easy to upgrade your plan to an Active Money Self Invested Personal Pension (AMSIPP) if you need more investment choices or income options.

2. Your commitment

To make payments to your pension plan within the maximum limits set by HM Revenue & Customs and the minimum limits set for this product.

To tell us if you stop being entitled to receive tax relief on your payments.

To wait until you're at least age 55 before taking your benefits.

To regularly review your plan to check it's meeting your needs now and for the future.

3. Risks

This section is designed to tell you about the product risks that you need to be aware of at different stages of the plan.

At the start of the plan

If you change your mind and want to cancel the plan you may get back less than you paid in. See 'Can I change my mind?' on page 12 for more information.

If you're transferring benefits from another pension scheme, there is no guarantee that what you'll get back from your plan will be higher. You may also be giving up certain rights in the other pension scheme that you'll not have with your plan.

Investment

Investments available under your plan can vary in their level of risk. As with any investment the value of your fund can go up or down and may be worth less than what was paid in.

In order to maintain fairness between unitholders remaining in and those leaving a fund, we may, in exceptional circumstances, delay transferring or switching all or part of your funds. The delay could be for up to one month, or up to six months for those funds which invest directly or indirectly in buildings or land, because property can be difficult to sell. The delay could be much longer if the fund is linked to the fund of an external fund manager and that fund allows a longer delay.

If we delay a transfer or switch, we will use the unit prices that apply on the day on which the transfer or switch actually takes place. The prices on that day could be very different from the prices on the day that you made your request.

The valuation of property is generally a matter of a valuer's opinion rather than fact.

Some investments (such as property) may take longer to sell. You'll need to take this into account when you're reviewing your investments or planning to take your benefits.

The sterling value of overseas assets may rise and fall as a result of exchange rate fluctuations.

There are specific risks and information relating to investing in investment-linked pension funds that you need to be aware of. Please see 'Active Money Personal Pension fund choices and charges guide' (AMPP5ad) for details.

Buying a pension (annuity)

Your pension may be lower than shown in your illustration. This could happen for a number of reasons, for example if:

- ▶ investment performance is lower than illustrated
- ▶ annuity rates when you retire are worse than illustrated, for example due to interest rates being lower
- ▶ tax rules and legislation change
- ▶ plan charges increase above those illustrated
- ▶ payments into the plan are lower than illustrated
- ▶ you buy your pension at a different age from the age you asked us to use in your illustration.

4. Questions and answers

This section will help answer questions you may have. We start with some general questions and then cover payments, investment choices, benefits at retirement, tax, charges & discounts, and ways for you to pay for services of Standard Life Client Management. We end the section with 'Other important questions' on page 12.

What is an Active Money Personal Pension (AMPP)?

An AMPP is a personal pension.

How flexible is it?

Flexibility is one of the main attractions of an AMPP, in particular:

Payments

You can change the amount you pay, or stop or restart payments. See pages 8 and 9 for more details.

Investments

You have a wide range of funds to choose from and you can switch between these funds.

You can also ask us to upgrade your plan to an active money SIPP if you need more investment choices. You can find out more information about our SIPP in the key features document (GSIP17).

Taking your benefits

You can choose either a pension, or a tax-free lump sum with a smaller pension. Please see page 9-10 for more information.

You can also ask us to upgrade your plan to an Active Money SIPP if you need more income options.

Can I take out an AMPP?

You can take out an AMPP if you're under age 75 and resident in the UK.

If you're resident overseas, you may be eligible to make a transfer payment from a UK scheme into this plan but it all depends on the country in which you're resident. Call us for more details.

Is this a Stakeholder pension?

This plan is not a Stakeholder pension. Our minimum payment is higher and some charges can be higher than the government Stakeholder standards. Stakeholder pensions may meet your needs at least as well as an AMPP.

You can find more information on Standard Life's Stakeholder Pension in our 'Stakeholder Pension Plan Key Features Document' (SPP17). If you would like a copy, please call us on **0845 278 5626**. Call charges may vary and calls may be recorded and/or monitored to help improve customer service. You may wish to seek advice about which pension would be best for you.

Who will administer my pension plan?

By taking out an AMPP you'll become a member of the Standard Life Self Invested Personal Pension Scheme ('the scheme'). Standard Life Assurance Limited is the provider and administrator of the scheme and Standard Life Trustee Company Limited is the trustee of the scheme. The reason it's easy to upgrade from an AMPP to an Active Money SIPP is because both products are provided under the same scheme, so you don't need to transfer to a new scheme if you want more investment choices or income options.

What should I consider if I'm transferring benefits from another pension scheme?

You need to think about things such as:

- ▶ can this plan match the benefits you're giving up?
- ▶ are there any early retirement or ill health considerations?
- ▶ what level of benefits do you want to provide for your dependants?

Can I cash in my plan?

You can't cash in your plan at any time.

What other benefits can I choose?

We offer a separate plan, Pension Contribution Insurance, which can protect your payments in the future. For full details, call us on **0845 278 5626**.

Should I seek advice?

We recommend that you take financial advice and continue to do so during the lifetime of the plan.

4.1 What payments can be made?

How much can be paid into a pension plan?

HM Revenue & Customs has set limits on the total amount that can be paid into a pension.

In each tax year, if you're a 'relevant UK individual' you can pay:

- ▶ up to £3,600 (including basic-rate tax relief), regardless of your earnings, or
- ▶ up to 100% of your relevant UK earnings for that year (including basic-rate tax relief). If your earnings exceed the annual allowance then a tax charge may apply. See 'What about tax' on page 10. From age 75, only transfer payments will be accepted.

The above limits apply to the total payments made by you and any third party, to all your pension plans. They don't apply to payments made by your employer or to transfer payments.

Relevant UK earnings means:

- ▶ If you are employed, the income you receive from your employer in a tax year (including any bonuses, commission or benefits in kind that you receive), or
- ▶ If you are self-employed the income you receive in a tax year from carrying out your trade, profession or vocation, or from patent rights.

This income must be taxable in the UK.

You're a 'relevant UK individual' if:

- ▶ you are resident in the UK for tax purposes, or
- ▶ you have relevant UK earnings, or
- ▶ you were a UK resident sometime in the previous five years and when you joined, or
- ▶ you have, or your spouse or civil partner has, earnings from overseas Crown employment subject to UK tax.

What are the minimum payments?

To set up a plan the minimum payments are:

- ▶ £100 a month, or
- ▶ £1000 a year, or
- ▶ £1000 for single or transfer payment(s).

All the minimum payments, except transfer payments, include basic-rate tax relief.

There is no minimum amount for any additional single or transfer payments to an existing plan.

Overall, payments must not exceed the limits set by HM Revenue & Customs.

What payment options do I have?

You can:

- ▶ make payments, change the amount of regular payments, stop payments, take a payment break or restart payments at any time (stopping or reducing payments will reduce your future pension and/or tax-free lump sum).
- ▶ choose to have your payments increased automatically each year, by national average earnings or by a percentage chosen by you (between 1% and 10%).

Payments should be made using the following methods:

- ▶ direct debit (regular payments)
- ▶ debit card (single payments)
- ▶ cheque (single and transfer payments)
- ▶ telegraphic transfer (single and transfer payments)
- ▶ BACS (single and transfer payments).

Other information about payments

Any payments made will be paid to Standard Life Assurance Limited.

Enhanced protection was introduced on 6 April 2006 to help protect customers with large pension funds. If any payments (excluding transfer payments) are made to a pension plan after this date the protection could be lost. If you applied for fixed protection before 6 April 2012, you will lose that protection if you make payments on or after that date. Call us for more information.

4.2 What are my investment choices?

We offer a wide range of investment-linked pension funds to choose from. We also offer a range of externally managed funds to increase this choice. You can also choose to invest in our 'Lifestyle' funds.

Investment-linked funds are made up of 'units':

- ▶ Your payments are used to buy units in the funds you choose.
- ▶ The price of one unit in each fund depends on the value of the underlying investments.
- ▶ The value of your investment is based on the total number of units you have in each fund. If the unit prices rise or fall, so will the value of your investment.

You can switch your payments in and out of various funds to change the mix of investments. We may delay switching in some circumstances. You can only invest in 12 of our funds at any one time (or 11 if you have money in the Trustee Cash Account).

Trustee Cash Account

We also offer the facility to hold cash on deposit within the plan. It's held in an account that's owned and used by Standard Life Trustee Company Limited, the scheme trustee. The trustee will keep a record of how much you have invested in this cash account. You can choose to use it to pay any charges. See 'What are the charges and discounts' on page 11.

The rate of interest is normally 1% below the Bank of England base rate. You can check the rate by contacting us. The interest is accrued daily and applied on a monthly basis. Please note that, under the active money SIPP (AMSIPP) product, we currently call this cash account the 'Standard Life SIPP Bank Account'. If you see this term being used in some of the documents we send you, it has the same meaning as 'Trustee Cash Account'.

For more information on all investment options please see 'Active Money Personal Pension fund choices and charges guide' (AMPP5ad), or call us on **0845 278 5622** (call charges may vary).

Additional investments

One of the main attractions of the plan is the wide range of investment options available to you if you decide to upgrade your plan to an AMSIPP.

Who will manage my investments?

You can make investment decisions on your own, or ask us for further information.

Other information about investments

It's important to regularly review your investments.

You can change investments at any time.

4.3 What benefits can I take at retirement?

You can:

- ▶ buy a pension (known as an annuity), or
- ▶ take a tax-free cash lump sum and buy a smaller pension.

The tax-free lump sum taken can't be more than the limit set by HM Revenue & Customs.

Taking your retirement benefits

You can start taking retirement benefits any time from age 55.

Normally, retirement benefits will only be payable before age 55 on grounds of ill health. If your current state of health gives you cause for concern you should speak to us before making any decisions about your retirement benefits.

You can take all your retirement benefits on the same day or take them in stages. To take them all at once, you apply a single 'pension date' to your whole plan and it all becomes 'post pension date'.

To take your benefits in stages, you only apply a pension date to part of your plan at a time. That part becomes 'post pension date' and the rest of your plan remains 'pre pension date'. Your plan is made up of one or more accounts and you can apply a pension date to all or part of an account.

Tax-free lump sum

At a pension date you can normally take up to 25% of the new post pension date account as a tax-free lump sum. But you don't have to take a tax-free lump sum if you don't want to. You'll then use the rest of the new post pension date account to buy a pension.

Buy a pension (annuity)

This means that you pay some, or all, of your pension fund to an insurance company of your choice, who will in return pay you a pension for the rest of your life.

When you decide to buy a pension it will be bought using the annuity rates at that time.

4.4 What about tax?

Tax relief – pension payments

You'll get tax relief on payments normally at your highest Income Tax rate.

We'll claim the tax relief for you at the basic rate from HM Revenue & Customs and invest it in your plan. If you're a higher or additional rate taxpayer, you'll need to claim the extra tax relief through your tax return.

If you sacrifice salary in exchange for a payment from your employer to your plan, you don't get tax relief on that payment. But you do save tax on the salary you have sacrificed.

Please see 'Information about tax relief, limits and your pension' (GEN658) for more information.

Capital Gains Tax

Your investments are not liable for UK Capital Gains Tax.

Annual Allowance

HM Revenue & Customs has an Annual Allowance for the total payments that you, your employer and any third party can make to all your pension plans (excluding transfer payments).

You may have to pay a tax charge on any payments that exceed this limit. If the total payments to all your plans are less than the limit in one tax year, you may be able to carry forward the unused allowance for up to three tax years.

For more details, please refer to 'Information about tax relief, limits and your pension' (GEN658), or speak to your financial adviser.

Lifetime Allowance

HM Revenue & Customs has a Lifetime Allowance on the total funds in pension plans that can be used to provide benefits for you.

Please refer to 'Information about tax relief, limits and your pension' (GEN658), or speak to your financial adviser for more details.

Any funds over this allowance will be liable to a tax charge. Please refer to 'Information about tax relief, limits and your pension' (GEN658), or speak to your financial adviser for more details.

If you registered for primary or enhanced protection with HM Revenue & Customs before 6 April 2009, or for fixed protection before 6 April 2012, then you may have a higher personal allowance or the lifetime allowance may not apply. Call us for more details.

Tax-free lump sum

You can normally take up to 25% of your plan as a tax-free lump sum.

However, you could face a tax charge if you 'recycle' your tax-free lump sum. See our fact sheet 'Recycling of lump sums' (GEN449) for more information.

Income Tax – pension

Any pension you buy will be taxed as earned income under normal pay-as-you-earn (PAYE) rules.

Tax – death benefits

If you die before age 75, your dependants do not normally need to pay tax on the lump sum paid from your pre pension date accounts.

However, if any part of the lump sum exceeds your remaining Lifetime Allowance, that part will be taxed. And if you die aged 75 or older, any lump sum death benefit will be taxed.

Please refer to 'Information about tax relief, limits and your pension' (GEN658), or speak to your financial adviser for more details.

We explain about pre and post pension date accounts in 'Taking your retirement benefits' on page 9-10.

Other information about tax

A tax year runs from 6 April in one year to 5 April in the next year.

Tax rules and legislation may change.

The value of tax relief may change and will depend on your financial circumstances. The information we have given is based on our understanding of law and HM Revenue & Customs practice when we published this document in April 2012.

4.5 What are the charges and discounts?

This section shows you the main charges and discounts that apply. It should be read together with your personal illustration.

The following charges apply to our range of investment-linked pension funds:

Fund Management Charge

This is for the management of your funds and for our administration costs. The charge varies depending on the funds you choose to invest in.

Additional Expenses

Additional expenses such as trustees', registrars', auditors and regulators' fees may be deducted from some investment-linked funds. In addition, where the Standard Life investment-linked fund links to a Fund of Funds (a fund that holds other underlying funds as its investments) the additional expenses may also include the cost of managing the underlying funds. Where these expenses arise within the fund they have been taken into account in the calculation of the fund price. This charge is likely to vary.

We describe the fund management charge and additional expenses as a yearly rate but they're taken each day.

Details of both the current fund management charge & additional expenses for each fund can be found in our 'Active Money Personal Pension fund choices and charges guide' – AMPP5ad.

Servicing Charge

This charge relates to the management and distribution costs of the pension itself. It is taken to cover our costs for making this pension available online and providing telephone support. This is set as an annual percentage of the value of your funds and is taken by cancelling units proportionately from the funds you are invested in.

Switch charge for funds

Changing the funds you're invested in is called 'switching'. If you make more than 20 switches in any 12-month period, we reserve the right to charge for these additional switches and also reserve the right to charge if an external fund manager charges us for a switch you make.

Other information about charges

Further details of the charges for our services are shown in the next section. If you decide to use the services of an alternative financial adviser in the future the charges for commission and fees will be different.

Charges are regularly reviewed and may be increased to reflect increases in overall costs and/or changes in the assumptions made. Any increases in charges will not increase Standard Life's profit margins above reasonable levels.

The generic illustration shows our charges and the effect they have on reducing the value of your investments over the term of your plan.

Large Fund Discounts

You may receive a discount to reduce the effect of the fund management charge (FMC). It depends on the value of your plan and the funds in which you're invested.

Each month, we'll use the value of your plan, less any cash held on deposit in the Trustee Cash Account, to work out which discount percentage, if any, applies to you. The thresholds for the different percentages are set out in the table below.

In any month where you're eligible for a discount, we'll apply that discount by adding extra units to any qualifying fund you're invested in. You'll find more details on which funds qualify for large fund discounts in our 'Fund choices and charges guide' (AMPP5ad).

The table below shows the yearly rate of the discount. Any amounts invested in funds that don't qualify for a discount still count towards your plan value.

Plan value less cash on deposit	Discount %
Under £50,000	None
£50,000 - £249,999	0.3% a year
£250,000 - £499,999	0.4% a year
£500,000 +	0.5% a year

4.6 How can I pay for SLCM services?

Our charges are to cover the sales and advice costs that we incur, depending on how you want to deal with us. These are the costs for access to our experts. You will also have to pay the plan charges (which will vary depending on the product or types of investments that you choose). For more information on the charges please refer to AMPP5ad.

The initial charge applies to all single and regular payments made to your plan. The regular charge will be applied monthly to the value of your plan.

Buying an AMPP online

Regular service charge of 0.2% per year of the value of your plan.

Buying an AMPP by phone or through meeting one of our advisers

When we provide financial advice

Initial charge of 1.5% of the amount you invest plus a regular service charge of 0.2% per year of the value of your plan.

Where we provide information and you choose which option you want

No initial charge and regular service charge of 0.2% per year of the value of your plan.

Upgrading an AMPP to an Active Money SIPP

Where we provide financial advice through a meeting with one of our advisers

One-off fee of £450, and regular charge of 0.5% per year of the value of your plan.

Where we provide financial advice via the telephone

No fee and regular charge of 0.5% per year of the value of your plan.

Where we provide information and you choose which option you want

No fee and regular charge of 0.25% per year of the value of your plan.

If you would like more information on the active money SIPP ask us for the key features document (GSIP17) and 'Our services and charges' (SLCMAMPP20).

4.7 Other important questions

What happens to my AMPP when I die?

We'll pay the plan value in a lump sum. However, if any part of the lump sum exceeds the Lifetime Allowance described in the 'What about tax?' section on page 10, that part will normally be subject to tax. And if you die aged 75 or older, any lump sum death benefit will be taxed.

Please refer to 'Information about tax relief, limits and your pension' (GEN658), or speak to your financial adviser for more details.

We will decide who to pay the lump sum to. We take into account your circumstances when you die and anyone you have previously stated you want the money to go to.

Annuity death benefits

The death benefits payable from the annuity depend on the choices you make when you buy the annuity.

Can I transfer my plan?

You can transfer your plan to another pension scheme. It's important that you check with the administrator of the scheme you want to transfer to that they will accept the transfer.

Can I change my mind?

You have a legal right to cancel your payment if you change your mind. You have 30 days, from the date you receive your plan documents, to cancel.

At the end of the 30 day period you'll be bound by the terms and conditions of the plan and any money received by Standard Life will not be refundable under the cancellation rule.

Transfer payments

Before we can return any transfer payment, you must speak to the transferring scheme to get their agreement to accept the money back.

If they will not accept it back, and you still want to cancel, then you must arrange for another pension provider to accept the payment.

The transferring scheme may charge you for taking the payment back.

Regular and single payments

It's only the first payment that you choose to make that will have cancellation rights. If you decide to increase the level of payment in the future you'll not have a right to cancel that payment. However, you can reduce or stop future payments at any time.

You'll not have the right to cancel any additional single payments which you make.

What will I get back?

We'll refund payments to the person(s) who made them.

Transfer payments will be returned to the transferring scheme.

The amount we'll return depends on any fall in the value of your investment before we receive your instruction to cancel. If this happens, we may deduct an equivalent amount from the refund.

How do I cancel?

If you decide you want to cancel you should write to us. See 'How to contact us' on page 14.

How will I know how my AMPP is doing?

Online

We'll automatically register you for our online service (you'll get a user id and password when we set up your plan).

You can then check your plan details on our website: www.standardlife.co.uk

Yearly statement

We'll make your annual statement available online. If you prefer, you can still receive it by post. Further details about how you can receive your annual statement are included in your welcome pack.

You can also get a valuation or illustration by calling our AMPP Customer Centre. See 'How to contact us' on page 14.

5. Other information

How to complain

We have a leaflet that summarises our complaints handling procedures. If you would like to see a copy please contact us.

If you need to complain, write to us at the address shown in 'How to contact us' on page 14.

If you aren't satisfied with our response you may be able to complain to:

The Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London E14 9SR

Call: **0845 080 1800**

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

Website:
www.financial-ombudsman.org.uk

Complaining to the Ombudsman won't affect your legal rights.

Plan terms and conditions

For a full summary you should read 'The terms and conditions for your Active Money Personal Pension' (AMPP62).

We have the right to change some of the plan terms and conditions. We'll write to you and explain if this happens.

Law

The law of Scotland will decide any legal dispute.

Language

The English language will be used in all documents and future correspondence.

Compensation

The Financial Services Compensation Scheme (FSCS) has been set up to provide protection to consumers if authorised financial services firms are unable, or likely to be unable, to meet claims against them.

Your contract is a long-term contract of insurance. You will be eligible for compensation under the FSCS if Standard Life Assurance Limited (SLAL) becomes unable to meet its claims and the cover is normally 90% of the value of your claim.

If you choose one of our funds that invests in a mutual fund run by another firm (including Standard Life Investments Limited), you are not eligible for any compensation under the FSCS if that firm is unable to meet its claims. SLAL is not eligible to make a claim on your behalf so the price of a unit in our fund will depend on the amount that we recover from the firm.

If you choose one of our funds that invests in a fund run by another insurer, you are not eligible for any compensation under the FSCS if that insurer is unable to meet its claims. SLAL is not eligible to make a claim on your behalf.

For further information on the compensation available under the FSCS, please check their website www.fscs.org.uk

If you have any questions about whether your contract is covered or not, you can speak to your financial adviser or contact us directly.

Cash deposited in your active money personal pension

The Trustee Cash Account is provided by Barclays Bank PLC. This means that any money you hold in the Trustee Cash Account is regarded as cash savings you hold with Barclays Bank for the purposes of the Financial Services Compensation Scheme (FSCS). Therefore if you currently, or at any point in the future, have savings in the Trustee Cash

Account plus savings with Barclays Bank, and together these total more than the FSCS limit, presently £85,000, you may want to consider getting independent financial advice about your options for protecting your FSCS compensation limits.

Barclays Bank is a member of the FSCS established under the Financial Services and Markets Act 2000 which protects customers if a bank goes out of business. You may be entitled to compensation for cash elements of your active money personal pension from the FSCS if Barclays Bank cannot meet its obligations depending on the type of business and the circumstances of the claim.

For further information on the compensation available under the FSCS please check their website www.fscs.org.uk

If you have any questions about whether your contract is covered or not, you can speak to your financial adviser or contact us directly.

6. How to contact us



For servicing queries call our AMPP Customer Centre:
0845 278 5626

For Standard Life Client Management:
0845 278 5622

Please have your plan number ready when calling. Call charges to these numbers may vary.



0131 245 3221



ampp_customercentre@standardlife.com

There is no guarantee that any email sent to us will be received, or will not have been tampered with. You should not send personal details by email.



AMPP Customer Centre
Standard Life
1st Floor
1 Exchange Crescent
Edinburgh
EH3 8RA
United Kingdom

7. About Standard Life

Standard Life Direct is provided by Standard Life Client Management Limited.

Standard Life Client Management Limited, 1 Exchange Crescent, Edinburgh, EH3 8RA is authorised and regulated by the Financial Services Authority. Our FSA Register Number is 435970.

Our permitted business is advising, and arranging life assurance, pensions and investments.

Standard Life Assurance Limited's product range includes pensions and investments.

Standard Life Assurance Limited is on the Financial Services Authority Register. The registration number is 439567.



Advice, questions and help

Standard Life Client Management should be your first point of contact, as our AMPP Customer Centre can't give any financial advice.

If you have any questions, or would like to make any changes to your plan, please contact us. Your queries will be dealt with during business hours.

Find out more

If you'd like further information on this or any of our other products, or if there's anything more about Standard Life we can help you with, just call us on this number, or visit our website.

0845 278 5622

(Mon-Fri, 9am to 5pm). Call charges may vary and calls may be recorded and/or monitored to help improve customer service.

www.standardlife.co.uk

The Active Money Personal Pension is provided by Standard Life Assurance Ltd and sold through Standard Life Client Management.

Standard Life Client Management is a subsidiary of Standard Life plc and advises on, and sells, products from subsidiaries of Standard Life plc and some external providers.

Standard Life Client Management Limited is registered in Scotland (SC193444) at Standard Life House, 30 Lothian Road, Edinburgh EH1 2DH. Standard Life Client Management Limited is authorised and regulated by the Financial Services Authority. Calls may be monitored and/or recorded to protect both you and us and help with our training. Call charges will vary. Standard Life Assurance Limited registered in Scotland (SC286833) is the provider and scheme administrator of the Standard Life Self Invested Personal Pension Scheme and Standard Life Trustee Company Limited, registered in Scotland (SC076046) is the trustee. The registered office of each company is at Standard Life House, 30 Lothian Road, Edinburgh EH1 2DH. Standard Life Assurance Limited is authorised and regulated by the Financial Services Authority. *Calls may be monitored and/or recorded to protect both you and us and help with our training. Call charges will vary.* **www.standardlife.co.uk**