

# Key features of One Retirement

The Financial Conduct Authority is a financial service regulator. It requires us, Aegon, to give you this information to help you decide whether One Retirement is right for you. You should read this document carefully so you understand what you are buying, and then keep it safe for future reference.

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

If you'd like a large print, Braille or audio CD version of this document, please call 03456 10 00 10. Call charges will vary.

The information that follows is accurate to the best of our knowledge and belief as at May 2020.















However, please bear in mind the following points:

- If the value of your investment falls between the date your money was invested and the date Aegon receives your instruction to cancel, you may get back less than you invested.
- If the value of your chosen investment rises between these two dates, you'll only receive back the amount invested.
- We pay interest on cash held in the cash facility, but you'll only get back the value remaining after we account for any applicable payments described above.

### Can I cancel after 30 days?

You won't be able to cancel outside the 30-day period, and the investment will be subject to the risks detailed in this document and the KIID(s) for the fund(s) you have chosen to invest in. If you want to withdraw after this period, then all fund management charges will apply and there may be tax to pay on your investment.

### What happens if I don't cancel?

If you don't cancel in the 30-day period, your One Retirement account will continue.

### Who is Aegon?

We're a leading provider of long-term savings, investment and pension solutions –provided through financial advisers to individuals and employers, and complemented by a range of life insurance and protection products. Our mission is to help people achieve a lifetime of financial security and make financial planning simple, easy and rewarding.

### How to contact us

If you have any questions about your product, you should first contact your financial adviser, if you have one. You can also phone, write or email us.

Platform Client Services  
Aegon  
Edinburgh Park  
Edinburgh  
EH12 9SE

Call us on: 0345 680 1234, Monday to Friday,

9am to 5pm. Call charges will vary. We might record and monitor calls for security reasons, to help improve our service and to resolve any complaints.

Email: [clientservices@arc.aegon.co.uk](mailto:clientservices@arc.aegon.co.uk)

As email isn't a secure method of communication, please don't send any personal, financial or banking information.

### Making a complaint

We hope you never have cause to complain, but if you do, the first step is to contact us using the details in the 'How to contact us' section. We'll deal with your complaint in accordance with our complaints procedure.

You can contact us for a copy, or find it on our website [www.aegon.co.uk/support](http://www.aegon.co.uk/support)

If you're not satisfied with our response you can raise the issue with

The Financial Ombudsman Service  
Exchange Tower  
London  
EH14 9SR

Phone: 0800 023 4567

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Making a complaint to us or the Financial Ombudsman Service won't affect your legal rights.

For pension related complaints you can also contact

The Pensions Ombudsman  
10 South Colonnade  
Canary Wharf  
London  
EH14 4PU

Phone: 0800 917 4487

Email: [enquiries@pensions-ombudsman.org.uk](mailto:enquiries@pensions-ombudsman.org.uk)

[www.pensions-ombudsman.org.uk/](http://www.pensions-ombudsman.org.uk/)

If your complaint relates to an investment, you should speak to your financial adviser or the investment manager in question.

Others involved in your investment

- Financial adviser – may buy and sell investments on your behalf, and may provide financial advice and other ongoing services. Aegon only operates with financial advisers authorised and regulated by the Financial Conduct Authority (FCA).

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

- HSBC – the bank where your cash facility money will be held. We use separate accounts to keep investors' money separate from our own.
- Investment managers: also known as investment providers, they manage and provide the different investments options available through One Retirement.

### How does Aegon support financial advisers?

We provide financial advisers with additional benefits designed to enhance the quality of their service to you. These benefits may include some or all of the following: training, software, seminars and marketing materials.

Further details of any benefits received from us are available on request from your financial adviser.



## How we pay our employees

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

## Client categorisation

There are various categories of client set out in the financial regulations. If you buy this product, we'll treat you as a 'retail client'. Being a retail client gives you the greatest level of protection under the regulations and 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.

## Conflicts of interest

During your investment, conflicts of interest may arise between you and us, our employees, our associated companies or our representatives. To make sure we treat investors consistently and fairly, we're required to have a policy on how to identify and manage these conflicts.

A summary of our policy is detailed below. If you'd like a copy of our full policy, please contact us.

We:

- will consider the interests of all our customers and treat them fairly;
- will manage conflicts of interest fairly, to make sure all customers are treated consistently and to prevent any conflicts of interest from giving rise to a material risk of damage to the interests of our customers;
- have in place procedures to make sure that staff identify and report any new conflicts;
- will keep a written record of any conflicts or potential conflicts;
- if appropriate, we'll disclose any relevant conflict to a customer before undertaking business with them;
- will carry out an annual review to identify any new conflicts, and
- will ensure new business developments identify any new conflicts of interest.

This policy applies to any company to whom we delegate any of our responsibilities.

## Can I get compensation from the Financial Services Compensation Scheme?

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

For details of what you may be entitled to claim, please read our document - **Investor protection through Aegon Retirement Choices and One Retirement**

It's important to note that if you have other bank deposits with HSBC (the bank we use to provide the cash facility), the FSCS will combine these with the amount held in your cash facility. Only one FSCS deposit limit is available to offset against your combined holding with HSBC.

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

## Terms and conditions

This document explains the key features of One Retirement. It doesn't include all the definitions, exclusions, and terms and conditions. You can find full details in your Terms and conditions. Your document library contains the terms and conditions that applied when you opened your pension.

We have the right to make changes to the Terms and conditions in certain circumstances. If this happens, we'll contact you and explain the changes.

## Law and language

All correspondence will be made in English. All communications from us will normally be by letter or telephone. If, when the contract starts, you live in the UK, then your plan will be set up and governed by the law of the part of the UK where you live. Otherwise Scots law will apply.

## Solvency Financial Condition Report

The Scottish Equitable plc Solvency Financial Condition Report (SFCR) is available on our website at <https://www.aegon.co.uk/about-aegon/Solvency-II-reporting.html>

[aegon.co.uk](https://aegon.co.uk)



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