

Key Features

of the Suffolk Life SIPP (Deed Poll scheme)

This is an important document that helps you to understand how the Suffolk Life SIPP works and sets out the key features of your terms with Suffolk Life. It is part of a set all of which should be read together:

» Key Features

- » Your Personal Illustration
- » Schedule of Fees
- » Schedule of Allowable Investments
- » Terms and Conditions

The Financial Services Authority is the independent financial services regulator. It requires us, Suffolk Life Annuities Limited, to give you this important information to help you decide whether our Suffolk Life SIPP 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.

i About this product

The Suffolk Life SIPP is referred to as the SIPP throughout this document.

It is important that you understand how the plan works and what the risks are before you buy. Before you make an application in consultation with your **adviser** you must ensure that you have also seen the following relevant literature for our Suffolk Life SIPP:

- » Your personal illustration
- » Schedule of fees
- » Schedule of allowable investments
- » Terms and conditions
- » Policy provisions

These form the legally binding contract between you and Suffolk Life. Please read these carefully.

i What is the SIPP?

The SIPP is a self-invested personal pension, giving you the freedom to decide how the pension assets are invested. It provides a tax-efficient framework for saving for retirement.

The value of certain pension benefits may have to be held in separate arrangement(s) within the SIPP to comply with pension legislation.

i Entering drawdown

Before deciding whether to enter into **drawdown**, you should speak to your financial **adviser**. We do not provide advice.

i Meaning of words

We have included a glossary of terms on page 2. These defined words are printed in bold each time they are used.

Its aims

- » To provide you with a means to save for your retirement in a tax-efficient manner.
- » To build up a fund that you can use to provide an income when you retire. Alternatively you can choose to take a tax-free lump sum (**pension commencement lump sum**) with a reduced income.
- » To allow you, in conjunction with your **adviser**, to make investment decisions in respect of your pension, in accordance with the terms and conditions of the Suffolk Life SIPP.
- » To give you the flexibility to take benefits from your SIPP in stages, choosing when to draw income (including flexible drawdown) and when to purchase an **annuity**. You should consult with your **adviser** before deciding on how to take income from your SIPP.- See page 5 for further details about drawing benefits from your SIPP.
- » To give you flexibility over the provisions for your spouse, registered civil partner and/or dependants in the event of your death. This includes the availability of a lump sum (taxed if you are in **drawdown** or over 75) or to draw taxable income.

Your commitment

- » To make an initial contribution; transfer an existing pension or establish regular contributions (which may cease or change at any time without penalty) to your SIPP.
- » You must normally wait until you are at least 55 before taking your benefits.
- » Regularly to review, in conjunction with your adviser, the level of your contributions to ensure that your pension achieves your desired retirement income.

Risks

Many things could affect the level of your pension at retirement. The figures included within the illustration provided are only an indication and will not reflect what you receive if:

- » you take your pension earlier than your chosen retirement date;
- » you are unable to continue making contributions, as illustrated;
- » the value of your investments may go up and down and over the long term performance may not be as good as you hoped for or was indicated in the illustration;
- » the **annuity** rates are lower when you retire. **Annuity** rates can change substantially over short periods of time, both up and down. They could be worse when you buy an **annuity** than they are now.
- » the charges to your pension increase more than illustrated - please see the relevant schedule of fees for full details of the fees and charges that may be made to your SIPP;
- » the tax-efficient treatment of registered pension schemes changes in the future;
- » a pension sharing order is made by court against your SIPP reducing the value of your SIPP by the value of the pension credit; and/or
- » you do not keep to your commitments. This may result in a lower income at retirement or, in some cases, tax charges.

Other factors that could affect your pension include:

- » If the value of an underlying asset falls before you give notice of cancellation, any refund may reflect a reduction in the value of underlying investments. Please see 'Your right to change your mind' on page 6;
- » It may take time to realise the value of certain underlying assets, e.g. property, collective investment funds that invest in property and hedge funds;
- » The risks associated with your SIPP may be higher or lower for certain categories of underlying investments. You should also be familiar with the content of the key features document, key investor information document (KIID) or simplified prospectus that may be issued by the product provider of any underlying investments chosen by you or your **adviser**;
- » If you invest in complex investments (e.g. warrants, derivatives and hedge funds) you should ensure that the risks involved are acceptable. We will not assess the suitability or appropriateness of any underlying investment chosen by you or your **adviser**;
- » High withdrawals of income are unlikely to be sustainable during **drawdown**. They may reduce the future level of income that you can take from your SIPP or reduce your potential **annuity** by reducing the value of your pension fund;
- » Your SIPP may incur tax charges, e.g. where an underlying investment is or becomes **taxable property**, your SIPP value is in excess of your **personal lifetime allowance** when you take benefits or where you make contributions and you have relied on **enhanced protection**;
- » If all contributions to your pensions with **pension input periods** ending in any one tax year are more than the applicable **annual allowance**, you will be personally liable to pay a tax charge unless you have carried forward any unused allowance;
- » You may be better off and receive a higher income from buying an **annuity** rather than drawing an income from your pension fund. You should speak to your **adviser** before making any decisions.

Glossary of terms

Adviser	A financial adviser nominated by you who you authorise to receive communications in respect of your pension and to give instructions on your behalf.
Annual allowance	The maximum amount an individual may contribute to a pension in any given tax year and on which they may claim tax relief. The annual allowance at 6 April 2011 is £50,000.
Annuity	An annuity is an income in retirement purchased by a lump sum such as an accumulated pension fund. It is often paid monthly for the rest of your life and can continue to be paid to a dependant such as a spouse or registered civil partner after your death. It can be for a fixed amount or can increase each year, for example according to changes in the cost of living.
Carry forward	You can carry forward any annual allowance that you have not used from the previous three tax years to the current tax year (although you must use the current tax year's allowance first) providing you were a member of a registered pension scheme in that tax year.
Crystallised benefits	That part of your SIPP from which you have or are taking benefits.
Drawdown	Drawdown allows you to take a tax-free cash lump sum and then use the balance to pay you a taxable income. It allows you to put off buying an annuity whilst still receiving an income from your pension fund and to continue making your own investment decisions.
E-investment affiliate	A company with whom we are able to exchange information electronically, cutting out the need to handle paper.
Enhanced protection	A method of protecting those pension benefits (including future growth) built up before 6 April 2006 against the lifetime allowance.
Fixed protection	A method of protecting those pension benefits (including future growth) built up before 6 April 2012 against the lifetime allowance.
Pension commencement lump sum	A tax-free sum payable from your SIPP when you start taking benefits.
Pension input period	This is the period in which contributions made to all schemes are tested against the annual allowance.
Personal lifetime allowance	The total value you may accumulate across all of your pension plans, excluding the state pension, without your fund being subject to a tax charge when you take benefits or reach age 75. The lifetime allowance at 6 April 2011 is £1.8 million. From 6 April 2012 the lifetime allowance will be reduced to £1.5 million.
Protected rights	This refers to funds which have been built up by contracting out of the state second pension (S2P) or, previously, the State Earnings Related Pension Scheme (SERPS).
Taxable property	Assets that attract a tax charge if held by your SIPP which include residential property and physical assets such as cars, art or stamps.

Questions and answers

1. General

What is a personal pension?

It is a tax-efficient investment vehicle, designed to help you save for your retirement.

What is a Self-Invested Personal Pension?

A Self-Invested Personal Pension (SIPP) is a type of personal pension which allows you to make your own investment decisions in conjunction with your adviser within a range of investments permitted by regulations. These may be further restricted by the rules of the specific SIPP.

Please be aware that stakeholder pension schemes are also available in the market and might meet your needs at least as well as a SIPP.

What are protected rights benefits?

Protected rights benefits arise if you have contracted out of the State Second Pension (previously SERPS) and are, or have been a member of a contracted out pension scheme. This may be:

- » an appropriate personal/stakeholder scheme;
- » a contracted out money purchase occupational pension scheme;
- » a contracted out final salary scheme.

These rights may be held in the original pension scheme or currently in another appropriate personal pension/stakeholder scheme.

Can my SIPP accept protected rights?

No.

Can I use my SIPP to contract out of the State Second Pension?

No. Should you wish to continue to contract out of the State Second Pension you should consult with your adviser to help you find a suitable alternative.

How often will I receive a statement for my SIPP?

We will send you a valuation of your SIPP each year. We will value your SIPP as at the first day of the month in which we set it up. For example, if we set up your SIPP on 16 February 2011, we would value it on 1 February each year and send the statement shortly afterwards. Where you have an adviser, the statement will be sent to that adviser for them to forward to you. We may change the date of your statement in the future but we will ensure that the new date is within one year of the last valuation.

How is my SIPP valued?

The valuation will be based on the information we hold using the latest prices available to us. Where properties are held, these will be at original cost or subsequent valuation. The property valuation is not guaranteed and where shown as a valuation it reflects a property surveyor's opinion and is not guaranteed.

Can I transfer my SIPP to another pension?

Yes; you can transfer all or part of your SIPP to another UK registered pension scheme or, in certain circumstances, to an overseas scheme at any time. This is providing that the whole of your SIPP has not been taken as flexible drawdown income or used to purchase an annuity. If you transfer part of your SIPP then you may lose any entitlement to a lump sum in excess of 25% of the SIPP.

We do not charge for transfers out consisting solely of cash to a UK registered pension scheme. However, we do charge transaction fees in respect of the disposal of assets prior to a transfer out in cash or on assets that are transferred to another pension scheme without being sold. See the relevant schedule of fees for more details on the fees payable.

2. Tax benefits

What tax benefits are available on contributions?

You will pay contributions net of basic rate tax. We will reclaim the basic rate tax and add it to your SIPP. If you are a higher rate taxpayer, you can arrange the extra tax relief through your tax return.

If your employer also makes contributions, their contributions will be made gross and may be treated as an allowable deduction from the profits of your employer. These count towards the **annual allowance**.

Your gross personal contributions in a tax year must not normally be more than your annual earnings and the total contributions (i.e. personal and employer) must not normally be more than the **annual allowance**.

If you exceed the **annual allowance**, you may be able to **carry forward** any unused **annual allowance** from up to three previous tax years. You should therefore speak to your adviser about the level of contributions you make, the tax year they apply to and the tax relief available.

Contributions can continue past your 75th birthday but will not attract tax relief.

What tax benefits are available on investments within my SIPP?

Once contributions are paid into your SIPP, they are invested free of UK tax except in a few exceptional circumstances.

There is no UK income tax on investment income. UK tax deducted at source on income (other than tax credits on dividends from UK equities) can be reclaimed and there is no capital gains tax on your investment gains. It may not be possible or cost effective to recover overseas tax that has been deducted from income received on overseas income.

Holding investments that are or become **taxable property** will mean that the SIPP will incur tax charges.

What tax applies when benefits are taken?

When you retire you can normally take up to 25% of your pension benefits (subject to the lifetime allowance) as a tax-free **pension commencement lump sum**.

Any **drawdown** income or **annuity** received will be taxed as earned income.

3. Contributions

Can I make extra contributions?

Yes. You can vary the level of contributions at any time. There is no minimum contribution required. You must not pay contributions in the tax year you wish to enter flexible drawdown and there after (see page 5).

To give your pension benefits the best chance of keeping pace with your earnings, you would be wise to review your contributions regularly, every year if possible.

Your gross personal contributions in a tax year must not normally be more than your annual earnings and the total contributions (i.e. personal and employer) must not normally be more than the **annual allowance**.

Contributions can be paid by Direct Debit or cheque.

If you make contributions you will lose any **enhanced protection** you may have or any **fixed protection** that you may have or apply for.

What happens if contributions stop?

The assets within your SIPP will continue to be invested as instructed by you or your **adviser** and their value will continue to move up or down in line with the market value of the underlying investments.

We will also continue to deduct our annual administration charge and any other applicable charges from your SIPP fund in accordance with the terms and conditions.

Your pension benefits are likely to be less than illustrated.

4. Bank account

Where will monies be deposited?

When we receive them, all monies are deposited in the default SIPP bank account for your SIPP. If we do not receive any investment instructions monies will remain in the SIPP bank account.

We will operate the SIPP bank accounts and will be the authorised signatories.

What interest is earned on the default SIPP bank account?

Where the SIPP bank account has a credit balance the account may earn interest at varying rates depending on the amount deposited. Interest is calculated gross on a daily basis and is credited to your account monthly. The rates of interest are based on Bank of Scotland's base rate, which in turn generally mirrors the Bank of England base rate, and are paid on the whole balance, not just the part above the threshold.

The rates of interest at August 2011 are:

- » £0 to £49,999.99 1% below the bank's base rate*
- » £50,000 to £249,999.99 0.5% below the bank's base rate*
- » £250,000 and over 0.25% below the bank's base rate*

* Subject to a minimum of 0.15% provided the Bank of Scotland's base rate does not fall below 0.5%.

If the Bank of Scotland's base rate does fall below 0.5%, but remains above zero, the SIPP bank account will receive the higher of the above rates or zero.

The account balance bands and the variation from the bank's base rate may change in the future. The relevant interest rates at any time in the future will be available on our website, www.suffolklife.co.uk or on request on 0870 414 7000.

Where the interest earned on all Suffolk Life bank accounts with the Bank of Scotland exceeds the interest payable to your SIPP we will keep the difference.

5. Underlying investments

Where will my SIPP be invested?

You, your **adviser** or your chosen investment manager can choose how your SIPP is invested. This will be subject to the relevant Suffolk Life SIPP allowable investments schedule, a copy of which is available on our website www.suffolklife.co.uk or from your **adviser**.

Unless we have acted negligently, we will not be responsible to you

for any loss (including loss of profit) in relation to any investment or investment transactions.

We will not assess the suitability or appropriateness or otherwise of any underlying investment purchased as chosen by you and you will not benefit from the protection rules on assessing suitability.

Who will hold the investments for my SIPP?

You will need to ask us to appoint an investment manager or stockbroker to hold investments that are traded on a stock exchange. At any time, you can appoint, change or remove an investment manager.

How is property held for my SIPP?

The property will be purchased by Suffolk Life Annuities Limited from funds from your SIPP.

6. Compensation

Are you covered by the Financial Services Compensation Scheme (FSCS)?

Yes Suffolk Life Annuities Limited is covered by the FSCS.

In the event that we are unable to meet our obligations to you then you may be eligible to make a claim for compensation under the FSCS. The maximum amount that can be claimed is 90% of the value of the SIPP with no upper limit.

Further information about compensation arrangements is available from us on request or direct from the FSCS website www.fscs.org.uk. The FSCS correspondence address is 7th Floor, Lloyds Chambers, Portoken Street, London E1 8BN.

What happens if the provider of an underlying investment fails?

We will not be liable for any losses arising where a bank, investment manager, stockbroker, fund manager or provider fails. Any loss will be borne by your SIPP. The following provides details of potential claims that can be made under the FSCS in relation to your underlying investments.

Bank or other credit institution

Where a UK authorised bank or credit institution fails, including the default SIPP bank account we provide, as operator, of your SIPP should be an eligible claimant on your behalf under the FSCS. Under the FSCS should a bank fail then an eligible claimant can make a claim of up to £85,000 to the FSCS. Any claim we make on behalf of your SIPP would need to be included with any other claims you have with that bank (or banking group).

Investment manager or stockbroker

If the investment manager or stockbroker is authorised and regulated by the FSA for the services provided and is unable to meet its obligations then we may be able to make a claim under the FSCS in relation to any loss by your SIPP. Most types of investment business are covered for 100% of the first £50,000.

Investment firm providing an investment fund

If the fund manager or provider of an underlying investment (e.g. unit trust, OEIC or investment trust) is unable to meet its obligations then, where the fund manager or provider is covered by the FSCS in relation to the product, we may be able to make a claim in relation to any loss under the FSCS in respect of the assets held for your SIPP. Most types of investment business are covered for 100% of the first £50,000.

Insurer providing a trustee investment plan

If the insurer providing a trustee investment plan or similar product fails then no claim can be made under the FSCS.

7. Charges

What are Suffolk Life's charges?

Our charges for your SIPP are set out in the relevant Suffolk Life SIPP schedule of fees. Our fees for investment transactions will vary depending on both the type of investment and how the investments are held. Where investments are not held by an investment manager that reports to us electronically with the information we need (**e-investment affiliates**) an annual fee is payable together with transaction fees for each investment transaction. Please speak to your **adviser** or contact us for a list of **e-investment affiliates**. You should read our schedule of fees as well as this document prior to completing the application form.

How much will the advice cost?

This will be between you and your **adviser**. We do not give advice. If you have been charged for advice relating to your SIPP you may settle this personally or ask for it to be paid from your SIPP by completing the relevant section of the application form. We will only settle such a charge with your written consent.

8. Taking benefits from your SIPP

When can I take my benefits?

You can generally start to take benefits from part or all of your SIPP when you reach 55.

When you take benefits you can take a **pension commencement lump sum** and a regular income.

For the regular income, you can either choose **drawdown** or purchase an **annuity** from the **annuity** provider of your choice.

What happens if I am ill and cannot work?

If you become ill or are injured and are unable to continue with your normal occupation, you may be able to take benefits earlier than age 55.

If you are expected to live for less than one year and you have not taken benefits, you may be able to take the value of your benefits as a lump sum.

If you are under age 75 the lump sum will be tax free. If you are age 75 or over the lump sum will be taxed, currently at 55%.

How much income can I take in drawdown?

Drawdown enables you to take income from your SIPP without buying an **annuity**. There are two types of **drawdown** available – capped drawdown and flexible drawdown.

You should speak to your **adviser** about the level of income you need, your potential sources of income and your overall financial circumstances before deciding how to take income from your SIPP.

You can vary your regular income or take one-off amounts. It is your responsibility to ensure that there are sufficient funds in the SIPP bank account to meet these payments and, if there are insufficient funds ten working days before the payment date, we will not make the payment.

Capped drawdown

The Government has set a maximum limit for the amount of income you can receive under capped drawdown, as shown in your illustration(s). If you take the maximum level of income there is a possibility that this may not be sustainable and will impact the future level of income that you can receive from your SIPP.

The income limit must be recalculated every three years and every year after you are 75 and your income changed if necessary. At each review, we will give you an updated illustration showing the possible future benefits.

You can make further contributions to your SIPP after you have entered into capped drawdown if you have not **crystallised** the whole of your fund.

Flexible drawdown

Under flexible drawdown, there is no limit to the amount of income you can withdraw each year. Unlike capped drawdown, we will not regularly review your plan.

The Government will only allow flexible drawdown if you meet certain conditions. This includes having a secured income of at least £20,000 each year, currently, from the following sources:

- » State pensions;
- » Certain annuities and pensions from pension schemes;
- » Pensions from certain overseas schemes; and
- » Certain payments from the Financial Assistance Scheme.

Other types of income, including **drawdown** income, do not count towards the required minimum secured income of £20,000.

It is not possible to start flexible drawdown if contributions have been made to any pension in the same tax year and, once in flexible drawdown, it is not possible to make further contributions. You are responsible for any tax or other costs that arise should you make a contribution to any registered pension scheme once you have started flexible drawdown.

How much pension will I get if I buy an annuity?

The size of your pension will depend upon a number of factors, currently including:

- » your age, sex, health, lifestyle, type of **annuity** and the cost of converting your fund at the time you convert your SIPP into an **annuity**; and
- » the value of your pension fund at that time, which in turn will depend upon:
 - » how long it has had to grow;
 - » the investment return from the underlying assets; and
 - » the charges deducted.

An illustration based on your personal details and some assumptions should accompany this document for your reference. The amount you will get from an **annuity** with your SIPP cannot be guaranteed and will depend on how **annuity** rates are set at the time that you decide to buy an **annuity**.

When can I buy an annuity?

You may buy an **annuity** at any time from age 55. Remember when you do you will have to buy at whatever **annuity** rates are available at that time.

When you buy an **annuity** you can buy this from whichever life insurer you choose i.e. on the open market. If you die after buying an **annuity**, any spouse's, registered civil partner's or dependant's pension selected will continue for their lifetime or as otherwise provided.

9. Death benefits

What happens if I die before age 75 and before taking benefits?

A lump sum from your SIPP up to the value of your **personal lifetime allowance** can be paid to any nominated beneficiaries, who may be your spouse, registered civil partner, dependant or other individual, normally tax-free.

Any amount of your fund over your **personal lifetime allowance** which is taken as a lump sum is subject to a 55% tax charge payable by your personal representatives.

Alternatively the whole or part of your fund can be used to provide an income for your dependants by the purchase of an **annuity** or by taking **drawdown** income.

What happens if I die while in drawdown or after age 75?

Your SIPP gives you these options:

- » your spouse or registered civil partner can continue receiving **drawdown** income;
- » another dependant can continue **drawdown** income, in the case of a child this will generally cease at age 23;
- » your spouse, registered civil partner or dependant can buy an **annuity**;
- » the remaining fund can be paid to your spouse, registered civil partner, other dependant, or other individual, subject to a tax charge (currently 55%);
- » if you die while in **drawdown** and do not have any dependants, the remaining fund can be paid tax-free to your nominated registered charities.

When you choose, in consultation with your **adviser**, the level of income to take you should think carefully about whether there will be sufficient funds to provide for your dependants should you die before them.

Further Information

Contact us

Suffolk Life, 153 Princes Street, Ipswich,
Suffolk, IP1 1QJ, United Kingdom
Tel: 0870 414 7000 Fax: 0870 414 8000

Your client category

We will treat you as a retail client (as defined by the FSA) in respect of the services we will provide you, which means that you will benefit from the highest level of customer protection. This means that we will provide you with information in a more straightforward way than we would to a financial services company.

Your right to change your mind

You may change your mind about having a Suffolk Life SIPP.

When your membership starts you will receive a cancellation notice. This gives you the right to cancel it during the next 30 days. You should send your cancellation notice to the address detailed above under Contact us.

In certain circumstances (i.e. if you wish to invest your SIPP in an illiquid underlying asset during this period) you may waive your right to cancel the SIPP during the initial 30 day period.

To waive your rights you must expressly request this in writing to us. If you do make this request then you will lose your right to cancel your SIPP.

If you cancel your membership we will return any payment received to which the cancellation notice applies. The amount returned may be reduced for the following:

- » if the value of any underlying investment(s) fall(s) before we receive your cancellation notice, by an amount equal to the fall in value;
- » any charges or expenses incurred while your SIPP is self-invested; and
- » our charges and expenses for the administration costs of the investment transactions. Cancellation rights will also apply to any additional transfers.

It may not be possible to return the funds received from a transfer in to the original pension arrangement should you cancel the transfer in within the cancellation period. In this instance you will need to arrange for another pension arrangement to accept the transfer.

If you opt to enter into **drawdown** you will also receive a separate cancellation notice for this. This gives you the right to cancel the chosen option during the next 30 days. You will need to return any **pension commencement lump sum** and income paid to you within 30 days of invoking your right to cancel otherwise you will lose your right to cancel.

Tax

Drawdown and pension **annuity** income will be taxed as earned income. There are normally no tax disadvantages on stopping contributions or on transferring the benefits under your SIPP to another registered pension scheme.

The tax treatment and tax benefits of your SIPP outlined in this document are based on our understanding of current tax law at August 2011. The tax treatment depends on your individual circumstances and may be subject to change in the future.

Conflicts of interest

During the period where we are administering your SIPP, conflicts of interest may arise between you and us, our employees or our associated companies. A conflict of interest is where our duties to you as our customer may conflict with what is best for ourselves or other customers. To ensure that we treat customers consistently and fairly, we have a policy on how to manage these conflicts. A copy is available on request from our contact address shown above.

About Suffolk Life

Suffolk Life Annuities Limited is the provider and operator of the Suffolk Life SIPP. Suffolk Life Annuities Limited is an insurance company, authorised and regulated by the Financial Services Authority (FSA register number 110468). Suffolk Life Pensions Limited is the scheme administrator for the Suffolk Life SIPP, it is authorised and regulated by the Financial Services Authority (FSA registration number 116298).

You can check the above on the FSA's Registry by visiting the FSA's website www.fsa.gov.uk/register or by contacting the FSA on 0845 6061234 or by writing to The Financial Services Authority, 25 The North Colonnade, Canary Wharf, London, E14 5HS.

Suffolk Life is part of the Legal & General group.

Queries and complaints

For further information, or if you wish to complain about any aspect of the service you have received, please contact us at the address shown under Contact us. A summary of our complaints procedure is available on request.

If the matter of any complaint is not dealt with to your satisfaction, you can write to the Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR; telephone 0800 0234567.

The Pensions Ombudsman can also deal with complaints and disputes with personal pension schemes. The Pensions Ombudsman is completely independent and acts as an impartial adjudicator. The Pensions Advisory Service (TPAS) provides free help and advice to members of the public who have problems concerning their rights under pensions, including personal pension schemes. Its independent service is provided through a network of local advisers. The correspondence address for both organisations is 11 Belgrave Road, London SW1V 1RB.

Making a complaint, unless made to the Pensions Ombudsman, will not prejudice your right to take legal proceedings.

Law

All correspondence will be and has been made in English.

All communications from us will normally be by letter or telephone.

The law of England and Wales will apply to any legal dispute and the courts of England and Wales shall have exclusive jurisdiction to settle any such dispute.

Full details of the legally binding contract between you and us are contained or referred to in the terms and conditions or other documents referred to in that document.

Call recording

Telephone calls to or from us are recorded for training, monitoring and fact verification purposes.

www.suffolklife.co.uk

Suffolk Life is the trading name of Suffolk Life Pensions Limited (registered in England and Wales number 1180742) and Suffolk Life Annuities Limited (registered in England and Wales number 1011674). Both companies are authorised and regulated by the Financial Services Authority.

Suffolk Life Annuities Limited is an authorised insurance company and provider of the Suffolk Life Self-Invested Personal Pension.

Suffolk Life Pensions Limited is the scheme administrator of the Suffolk Life Self-Invested Personal Pension.

The registered address of both companies is 153 Princes Street, Ipswich, Suffolk, IP1 1QJ, United Kingdom.

Tel: 0870 414 7000 Fax: 0870 414 8000

Telephone calls to Suffolk Life are recorded for training, monitoring and fact verification purposes.

Call charges may vary between telephone providers.

SUFFOLKLIFE