Platinum **Plus**

Reminder of important facts

Investments

ROYAL LONDON

What is a Platinum Plus plan?

A Platinum Plus plan is designed to help your money grow over the medium to long term (typically at least five years).

If you took your plan out as part of an Individual Savings Account (ISA), you will get the benefit of tax efficiency.

Where your money is invested

We invest your payments into the RLCIS OB & IB Fund, referred to here as the with-profits fund. The with-profits fund's investment strategy is to achieve growth by investing in a wide range of assets, comprising UK and overseas shares, government and other bonds, property, cash and other investments. We hold a wide range of assets so that there is less risk to the value of the with-profits fund than if we invested mainly in a single type of asset, which may do very well or very badly.

This investment reflects a medium attitude to risk. Your investment has the possibility of providing a higher rate of return, than a bank or building society, over the long term from a balanced mix of lower and higher risk assets.

The cash-in value of your plan may go down as well as up and you could get back less than you have invested. Please also read the Market Value Reduction section of this guide.

We explain how we manage the with-profits fund in the Principles & Practices of Financial Management (PPFM) of the RLCIS OB & IB Fund document available on our website **royallondon.com/PPFM**.

Regular payments

When making regular payments into your Platinum Plus plan you're able to take up to two months' payment holiday every 12 months. If you stop making regular payments, other than by a prearranged payment holiday, you wont be able to restart your payments. If you're making regular payments into your Platinum Plus ISA then you can top-up your payments in each tax year provided the total you pay into your ISA is within the ISA limit for that year which covers all types of ISAs.

Bonuses

Bonuses are your share of the investment returns achieved by the with-profits fund. Bonuses may be added on an annual basis and a final bonus may also be added on death or when cashing in your plan. The addition of future bonuses depends mainly on future investment performance.

Market Value Reduction (MVR)

In certain circumstances, if you cash in part or all of your plan, we may apply a Market Value Reduction (MVR) to ensure that payouts are fair to all customers.

If we didn't do this, we would pay out more than your plan is worth. This would reduce the amount available for other customers when they leave the with-profits fund in the future, which would be unfair.

An MVR will not be applied in the event of a death claim.

Taking your money

You can take all or part of the value of your plan at any time. However, if you make any withdrawals this will reduce the overall value of your plan.

If your plan is part of an ISA then you should remember that you benefit from certain tax efficiencies.

If your plan is not inside an ISA, then, depending on your circumstances, you may incur an additional tax liability when you cash in part or all of your plan.

What happens if I die?

If you die, we will pay out 101% of the current value including any final bonus you may be entitled to.

Our client money arrangements

Royal London Savings Ltd maintain separate pooled client money accounts for ISA policies. This means that your cash will be held in an account with other ISA clients of ours. Your money may be held temporarily in one of these accounts whilst we process your instructions and will remain so until the associated payments have cleared. Money held in such client money accounts are held on trust and are segregated from our own firm money. Interest is not paid on any money held in this way.

Any cash held in your ISA account will be held separately from cash belonging to us. The banks we use acknowledge your money is held as client money which is protected in the event of the insolvency of Royal London Savings Ltd. In the event of Royal London Savings Ltd, or its banks, not meeting its liabilities, you may be eligible for compensation under the Financial Services Compensation Scheme (FSCS) up to a maximum of £85,000 for each client.

This limit is applied to banks that are separately authorised and can only be applied once, therefore banks operating under different brands within the same authorisation are covered under the same limitation. The compensation limit of £85,000 includes any other money held by you in accounts with the authorised banks we use, therefore if you have a current or deposit accounts with the same bank these will all count towards the compensation limit of £85,000. For further information visit **fscs.org.uk**.

Investing Responsibly

As the UK's largest mutual insurance and pension provider, we're committed to acting and investing responsibly. Visit **royallondon.com/responsiblebusiness** to read our latest report on our climate change commitments and the progress we've made so far in line with our requirements under the Taskforce on Climate-related Financial Disclosures (TCFD).

Additional information

This guide is a short reminder of the main features of your Platinum Plus plan. You should refer to the contract we sent to you when you took out your plan, together with any contract endorsements, for more detailed information. In the event of conflict between this guide and the contract, the contract will prevail.

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the Scheme if we can't meet our obligations to you under your plan. The maximum level of compensation you can receive is 100% of the value of the claim. For further information visit **fscs.org.uk**.

If you need more information contact our Customer Contact Centre

0345 605 7777

Monday to Friday 8am to 6pm excluding bank holidays.

Or visit **Royallondon.com/RLCIS**

We're happy to provide your documents in a different format, such as braille, large print or audio, please just ask when you get in touch.

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