



Key features of the **PensionBee** **Personal Pension**

The Financial Conduct Authority is a financial services regulator. It requires the Scheme Administrator to give you this important information to help you to decide whether the PensionBee Personal Pension is right for you. You should read this document carefully so that you understand what you're buying, and then keep it safe for future reference. You should be aware that stakeholder pensions are generally available and might meet your needs as well as the PensionBee Personal Pension.

Introduction

Date updated: 6 April 2024

Purpose of the document

Please read this document alongside the [Terms and Conditions](#), as well as any literature related to the investments you will select. This key features document sets out the aims of the product, your commitment and the risks associated with the PensionBee Personal Pension, as well as a series of questions and answers linked to the plan.

You must ensure that you understand the features, benefits and risks of your PensionBee Personal Pension so that you can be sure it will meet your needs and expectations. You should continuously review whether the PensionBee Personal Pension remains appropriate for your circumstances.

The PensionBee Personal Pension is governed by a [Trust Deed and Rules](#). In the event of any discrepancy between this document and the Trust Deed and Rules, the Trust Deed and Rules will prevail.

PensionBee Personal Pension aims

The PensionBee Personal Pension aims:

- To help you accumulate your retirement savings in a tax-efficient way
- To give you more flexibility and control in the management of your pension
- To enable you (when you decide the time is right and Government regulations allow) to access your pension savings from the minimum pensionable age (currently age 55 but increasing to age 57 from 6th April 2028, unless you are suffering from ill health)

Your commitment

- It is your responsibility to decide whether to invest in the PensionBee Personal Pension and then which PensionBee investment plan to invest your savings in
- Under current law, you will normally have to wait until you are at least 55 (rising to 57 in 2028) years of age before you will be able to withdraw savings from your PensionBee Personal Pension
- You are responsible for keeping PensionBee up to date with any relevant changes in your personal information
- You are responsible for informing PensionBee if you are no longer entitled to tax relief on your contributions

Please note: Your personal tax circumstances may be different to the general conditions outlined in this document. If you are unsure of your tax circumstances, you should speak with a professional advisor. PensionBee is not authorised to offer you financial advice. Nothing in this document constitutes financial advice.

Risks

- The value of your pension can fall as well as rise and is not guaranteed. You may get back less than you pay in
- The value of your pension at retirement will depend on a variety of factors, including the sum of your transfers and contributions, performance of your pension investments, fees deducted and the timing of your retirement
- Investment markets fluctuate and past performance is no guide to future returns
- Economic factors, such as interest rates and exchange rates, can affect the value of your pension
- Inflation reduces the purchasing power of your pension

- Pensions are long-term investments and are not appropriate for short-term needs
- This service is execution only; this means, we act on your instructions and we do not provide advice
- Some investments are higher risk - you should ensure you understand the risk profile before selecting a plan
- If you transfer your pension fund from another provider, you may lose valuable benefits or guarantees – if in doubt, you should seek advice from a suitably authorised and qualified adviser
- The tax rules relating to pensions may change, as may tax rates. This may affect the value of your pension and your retirement income
- A personal pension may affect your entitlement to means tested state benefits

Questions and Answers

How is a PensionBee Personal Pension established?

Application

PensionBee is an online only service and offers an online sign-up process. You may apply to join the PensionBee Personal Pension through our website or through our native app, which is available for iPhone and Android telephone owners. You must complete our application form and accept our [Terms and Conditions](#) in order to establish a PensionBee Personal Pension.

Transferring your pension(s)

Only eligible pension transfer requests will be accepted by PensionBee and PensionBee reserves the right not to accept a pension transfer. For a list of excluded pensions, please see section 5.3 of our Terms and Conditions. PensionBee can only accept transfers as cash from another provider. We are unable to accept assets transferred in specie.

By choosing to transfer your pension(s) to the PensionBee Personal Pension, you are accepting any and all differences between the plans, including benefits and guarantees. There are no guarantees that your new PensionBee Personal Pension will match the benefits of your old pension.

By transferring your pension into a new PensionBee Personal Pension you may be giving up the rights to guarantees over the kind of benefits you receive, the amount you receive and the level of increases that will be applied to your pension in the future.

Your existing provider may apply a penalty or other deduction in the value of your pension if it is transferred.

Customer contribution eligibility

A relevant UK individual will be eligible to receive tax-relief from the government as long as they are under the age of 75. PensionBee does not accept customer contributions that are not eligible for tax-relief.

To be classified as a relevant UK individual you must fit into one of the following categories:

- Those who are/have been a UK resident for tax purposes at some point during the current tax year
- Those who have been a UK resident for tax purposes at some point during the last five tax years and when joining the PensionBee Personal Pension
- Those who have relevant UK earnings subject to income tax

- Those who have, or have a spouse/civil partner with, general earnings from overseas Crown employment subject to UK tax

Relevant UK earnings are normally your total taxable earnings from UK employment. Relevant UK earnings can include:

- Salary from employment
- Bonuses
- Profit from self-employment

Relevant UK earnings generally do not include investment income or company dividends.

Seek professional advice if you are unsure.

What are the terms regarding contributions & allowances?

New contributions

You can contribute into your pension as regularly or as irregularly as you like (or not at all). Contributions can be paid by standing order, bank transfer or using our Easy Bank Transfer feature and there are no penalties for ceasing, reducing or altering your pension contributions. Please note that your benefits will be affected by the level of contributions paid and investment growth.

At PensionBee, we only accept personal contributions that are eligible for tax relief. If you are under 75, you can receive tax relief on contributions up to the greater of:

- £3,600 (this is the basic amount), or
- 100% of your annual relevant UK earnings

This is subject to the Annual Allowance, which is covered in the next section.

PensionBee can accept contributions from employers and may be able to accept contributions from third parties.

We will accept net personal contributions and reclaim tax relief at the basic tax rate on your behalf. The basic tax rate is 20%. This means that you will receive a 25% tax top-up on your net personal contributions. For example, if you were to contribute £100 each month, we will reclaim an extra £25 for you, meaning a total of £125 will be added to your savings amount.

Examples:

Monthly payments	Tax reclaimed	Total payment to your pension
£50.00	£12.50	£62.50
£100.00	£25.00	£125.00
£150.00	£37.50	£187.50
£200.00	£50.00	£250.00

Tax relief can take 12 weeks to arrive from HMRC. If you are a higher rate or additional rate taxpayer, you should reclaim further tax relief from HMRC via your self-assessment.

IMPORTANT: Please note that if you registered with HMRC for enhanced protection or fixed protection, the payment of any contribution to the Pension can lead to the loss of this protection – more information on this can be found in the Protection section.

The Annual Allowance

The Annual Allowance is the limit on the amount that can be contributed to your pension per year whilst still receiving tax relief.

Currently, the Annual Allowance is £60,000 for most people. The Annual Allowance will be reduced for those meeting both of the following criteria;

- with threshold income (taxable income after allowing for certain reliefs plus the value of certain pension-related salary sacrifice type arrangements) over £200,000 and
- with adjusted income (taxable income after allowing for certain tax reliefs plus the value of pension savings) over £260,000

The Annual Allowance will be reduced at the rate of £1 for every £2 earned over £260,000. Please see the table below for details:

Earnings	New annual allowance
Up to £260,000	£60,000
£270,000	£55,000
£280,000	£50,000
£290,000	£45,000
£300,000	£40,000
£310,000	£35,000
£320,000	£30,000
£330,000	£25,000
£340,000	£20,000
£350,000	£15,000
£360,000 +	£10,000

You will be subject to an Annual Allowance charge on any amount contributed above the Annual Allowance unless you have sufficient "carry forward" available.

The Money Purchase Annual Allowance is lower and may apply in certain circumstances. You can read more about this in the Money Purchase Annual Allowance section further below.

You may be able to "carry forward" your unused Annual Allowance from the previous three tax years, to cover any amount contributed in excess of the Annual Allowance.

"Carry forward" is subject to a maximum of £60,000 for the 2023/2024 tax year and a maximum of £40,000 for the 2022/2023 and 2021/2022 tax years. To use "carry forward" you must have been a member of a registered pension plan during the applicable tax years. The amount of "carry forward" you can carry is reduced by your Annual Allowance usage during those tax years. If you were affected by the Tapered Annual Allowance (as in force at the time) during any of these years then your Carried Forward Annual Allowance will be reduced. If, having made use of "carry forward" you still exceed the Annual Allowance, you may have to pay a tax penalty to HMRC.

The rules regarding the Annual Allowance may be subject to change in the future.

The Lifetime Allowance

The Lifetime Allowance was a limit on the amount of pension withdrawal that can be made from pensions – whether lump sums or retirement income – without triggering an extra tax charge.

The 2023/2024 Lifetime Allowance was £1.073m and has now been abolished. It has been replaced by the Lump Sum Allowance and Lump Sum Death Benefit Allowance from 6th April 2024 onwards, as detailed below.

Lump Sum Allowance (LSA) and Lump Sum Death Benefit Allowance (LSDBA)

The new authorised Lump Sum and Lump Sum Death Benefit Allowance, set to replace the Lifetime Allowance, is a fixed limit on the tax free cash that can be paid to a person as either a Pension Commencement Lump Sum (PCLS) or the tax free part of an Uncrystallised Funds Pension Lump Sum (UFPLS). The Lump Sum Allowance is set at £268,275 and the Lump Sum Death Benefit Allowance is £1,073,100. This means that commencing 6th April 2024, any withdrawal which exceeds these limits will be subject to income tax at your marginal rate, except where protections apply (please see details regarding protection below).

Protection

If you built up a sizeable pension pot before 6 April 2006 and registered for enhanced and/ or primary protection with HMRC then this may mean you have a higher Lump Sum Allowance and/or Lump Sum Death Benefit Allowance.

This also applies to individuals who registered for Protection when the Lifetime Allowance reduced further post 2006. Payment of a contribution to a registered pension arrangement can cause the loss of certain protections and it is therefore important that you check and understand which protection you have before a contribution is made by you, or on your behalf, to a registered pension.

What are the investment options?

Investment options

All customers can choose between the available plans, including:

- Tracker Plan (managed by State Street Global Advisors)
- Tailored Plans (managed by BlackRock Life Limited)
- Fossil Fuel Free Plan (managed by Legal & General)
- 4Plus Plan (managed by State Street Global Advisors)
- Preserve Plan (managed by State Street Global Advisors)
- Shariah Plan (managed by HSBC, and offered through State Street Global Advisors)
- Pre-Annuity Plan (managed by State Street Global Advisors)
- Impact Plan (managed by BlackRock Life Limited)

All money managers are authorised by the Financial Conduct Authority. All Plans are managed in accordance with the objectives of the relevant plan.

Your investment is personal to you. There is no cross subsidy or re-allocation of units or value between customers, either at the direction of or with the agreement of another customer, or through a unilateral decision of the Trustee

or Administrator. The same approach to unitisation and customer money determination is applied consistently across all customers. The PensionBee Personal Pension Plans are structured as long-term life insurance policies between the Trustees and the Money Managers due to the tax benefits associated with these arrangements.

Growth within the Pension is free from capital gains tax and income tax. Unused tax credits on UK dividends cannot be reclaimed. If you are required to pay tax in other jurisdictions, such as the USA, you should be aware of your obligations pertaining to that jurisdiction. Be aware that taxation rules can and do change. If you are unsure of the taxation rules that apply to you, you should speak with a professional.

As with all investments, there are risks associated with the investments and it is your responsibility to read the literature accompanying each investment, including any available Plan Factsheets, carefully before choosing a Plan. Plan Factsheets are available on the PensionBee website. The customer bears all of the investment risks associated with the investment.

Voting

PensionBee is a responsible and vigilant asset owner. We seek to challenge undesirable corporate behaviour through both engagement and voting. We do this to achieve long term sustainable returns and to further our vision of a world where everyone can look forward to a happy retirement in the form of financial freedom, good health and social inclusion. Further details on our objectives are outlined in the PensionBee ESG Policy: <https://www.pensionbee.com/esg-policy>.

PensionBee has voting rights in respect of the Tailored Plan, the Tracker Plan and the 4Plus Plan. The money managers of these plans allow their clients to exercise proxy voting via a menu of Institutional Shareholder Services (ISS) proxy voting guidelines. The proxy voting policy chosen by PensionBee in respect of the Tailored Plan, the Tracker Plan and the 4Plus Plan is ISS's SRI International Voting Policy. You can find the voting guidelines here: <https://www.issgovernance.com/file/policy/active/specialty/SRI-International-Voting-Guidelines.pdf>

We are not given voting rights for our underlying customer assets in Fossil Fuel Free, Preserve, Shariah, Pre-Annuity and Impact Plan. Our managers, BlackRock, State Street Global Advisors, Legal & General Investment Managers and HSBC use direct engagement and voting to advance material sustainability insights to enhance long-term risk adjusted return.

Monitoring your investment

To see the value of your pension, you can log in to the BeeHive or mobile app at any time.

Your BeeHive will allow you to:

- View the value of your pension
- View projections of your retirement benefits, known as Statutory Money Purchase Illustrations
- Add new contributions
- Withdraw your pension (after the age of 55, rising to 57 in 2028)

As a PensionBee customer, you will receive an Annual Statement illustrating the projection of your PensionBee Personal Pension. There are a number of factors that can change the total value of your Pension at retirement and should be noted when reviewing the report. These include:

- the reduction or ceasing of contributions into your Pension
- the performance of investments held in your Pension
- a change in the fees charged on your Pension (you will be informed should this occur)
- inflation and interest rates.

How do I take money out of the PensionBee Personal Pension?

Withdrawing your pension

You can take withdrawals, whether or not you continue to work, at any time from age 55 (rising to 57 in 2028). You can make withdrawals from all, or only part of your Pension. This will allow you to phase your withdrawals to suit your own personal circumstances.

The amount you can withdraw will be determined by the value of your pension at the time withdrawals commence based on the contributions paid, transfers received, withdrawals taken previously and the return on your selected Plan. Any funds left in your pension pot after a withdrawal has been made will remain invested in your selected plan, unless you choose a different plan.

As a pension is designed to fund retirement, large withdrawals or taking your entire pension pot in one go, will impact the sustainability of your retirement income over time. It's important to regularly review your decisions and take necessary actions regarding drawdown in line with your retirement goals.

In general, from April 2015, there are three options available for withdrawing your pension:

- Flexi-access (described further below)
- Annuity (a fixed annual income that can be purchased with pension savings that provides you with the relative security of a fixed income for the rest of your life. You should note that annuity rates can change over time and may be lower in the future.)
- Uncrystallised Fund Pension Lump Sum or UFPLS (25% of each payment is payable tax free and the remainder is taxed at your marginal rate. You may not be able to take an UFPLS if you have any Protection or other special conditions related to your tax circumstances.)

Flexi-access

Flexi-access gives you flexible access to your savings, allowing you to withdraw from your pension using a variety of methods, at a rate that suits your retirement plans.

You may choose to receive a pension commencement lump sum (otherwise known as tax-free lump sum) up to the lower of:

- 25% of your pension
- £268,275 (Lump Sum Allowance for 2024/2025 tax year)

If you are entitled to a protected lump sum of more than 25% in respect of pension rights built up before 6 April 2006 (e.g. as a consequence of registration for enhanced or primary protection), then a pension commencement lump sum of more than 25% may be paid.

A pension commencement lump sum is currently payable tax-free. You cannot take your tax-free cash with the intention of making additional contributions to your pension. This is known as recycling and you may incur a tax charge of between 40% and 55% on the payment (depending on how much tax you have already paid).

The Money Purchase Annual Allowance

Where a 'qualifying payment' under Flexi-access is made, you will become subject to the Money Purchase Annual Allowance limit of £10,000.

Generally, you are subject to the Money Purchase Annual Allowance (MPAA) when:

- Taking income from flexi-access (please note that flexible arrangements at 5 April 2015 were automatically converted to flexi-access)
- Taking an Uncrystallised Fund Pension Lump Sum (UFPLS)
- Taking income from a lifetime annuity arrangement
- Converting a capped drawdown arrangement to flexi-access drawdown and then taking income
- Taking a stand-alone lump sum for an individual who has primary protection (and protected tax-free cash)
- Taking income as a scheme pension from a plan with fewer than 12 members

If you do trigger the MPAA under any other pension, then it's your responsibility to inform us of this within 91 days of the trigger. If you are already subject to the MPAA, please supply the date the MPAA first applied to you.

Taxation of pension payments

All pensions paid will be subject to income tax under PAYE. Generally, 25% of your pension withdrawals are tax-free and the remainder is subject to tax at your marginal rate of tax. We use the emergency tax rate as a default until we receive your personal tax code from HMRC, and it is your responsibility to reclaim any additional tax paid from HMRC.

Early withdrawal

We will not facilitate any unauthorised payments from your PensionBee Personal Pension. Therefore, the normal age at which you can access your PensionBee Personal Pension is 55 (rising to 57 in 2028).

However, it may be possible to commence withdrawals before the age of 55 (57 in 2028) if you are in serious ill-health. If you are diagnosed with serious ill-health or a terminal illness that means your life expectancy is less than 12 months, and you have not yet started to make withdrawals, you can choose to withdraw your pension as a lump sum. Making withdrawals early may affect the value of your pension and subsequent withdrawals. If you make withdrawals earlier than you originally intended, your pension balance may be lower than expected and may not meet your needs in retirement. If you take income withdrawals this may erode the capital value of your savings. If investment returns are poor and a high level of income is taken this will result in your Pension falling in value and could result in a lower than anticipated income in the future.

You may also be able to withdraw your pension early if you are in ill health and unable to perform any job. This is subject to our rules and ill health policy, which is available on the website or on request.

Death benefits

Death benefits can be paid as a lump sum only.

Lump sums paid on death are normally free of any inheritance tax however this is subject to the payment meeting the criteria of an authorised payment. The table below details the tax charges applied on death. If the value of your Pension exceeds the Lump Sum Death Benefits threshold (currently £1,073,100), your beneficiaries may have to pay an additional tax charge.

Payment method	Before age 75	Post age 75
Lump sum	Tax-free	Taxed as income*

*Income is taxed at the beneficiaries'/ beneficiary's marginal rate of income tax. A death benefit payment may push the beneficiary into a higher tax bracket. Age refers to the age of the Customer at the time of death.

You may nominate the individuals you wish to receive benefits and your wishes will be taken into account. The amount payable to your nominated beneficiaries will depend on the value of your Pension at the time of death. You may complete a new nomination at any time.

What are the fees? What happens if I change my mind or want to leave PensionBee?

Fees

We do not charge any fees to transfer your pension(s). Once you have a pension balance with PensionBee, the annual management fee will cover the costs associated with managing your Pension and investments. Full details of the fees are set out on our website.

We do not require you to pay your fees in cash. Your fees are deducted daily from your investments by reducing the number of units you own in a particular PensionBee Plan. We take these fees for the duration of your Pension. Fees may vary in the future.

In addition, all investments include transaction costs related to the buying and selling of underlying securities (such as shares) in your plan. These include costs such as stamp duty reserve tax or levies charged by the regulatory or tax authorities. These are not fees earned by PensionBee, but the effect of transaction costs is to reduce the performance (or growth) of your plan so it is important that you know about them. Most money managers, including our money managers now separately disclose these costs. Transaction costs are generally very small in our plans as we work only with the largest money managers in the world. To learn more about transaction costs and how they have been calculated, you can download our explanatory paper from our website, where we also update the transaction costs on an annual basis.

Cancellation period

You have the right to change your mind and cancel the commencement of your PensionBee Personal Pension. Additionally, the right to cancel applies to any transfers from other providers and the point at which you first elect to make withdrawals from your PensionBee Personal Pension. There is no charge to exercise your cancellation right(s). If you wish to exercise your cancellation right, you must do so within 30 days of receiving your cancellation notice. If you do not cancel within the cancellation period your pension, transfer or withdrawal, as applicable, will continue. You may exercise your right to cancel by emailing us at contact@pensionbee.com. Please confirm whether you wish to cancel in any of the above circumstances.

On receipt of your cancellation instruction for a transfer, the monies will be returned to your previous pension provider, assuming that they are willing to accept the payment. If they are unwilling to accept the payment you will need to find an alternative registered pension to accept the transfer. It may not be possible to return the exact amount back to the previous pension if the value of your Plan has fallen or risen in the meantime. As with all investments, you may get back less than you paid if your Plan has fallen in value.

Transfer to another pension provider

You can generally transfer the full value of your Pension to another UK registered pension provider, at any time for free. The transfer can only be made as a cash payment to the new provider.

If your new provider is able to transfer electronically through the Origo Options system and is another institution regulated by the Financial Conduct Authority or appropriately authorised by The Pensions Regulator, we will aim to transfer your pension within 14 calendar days. If your new provider is not set up for electronic transfers and/or is not regulated appropriately, or if there is some other cause for concern in line with industry guidelines, your

transfer may take as long as six months and we may refuse your request to transfer out altogether in order to fulfil our own regulatory obligations. We may need to write to HMRC in order to confirm the registration of your new scheme. In all instances, we will endeavour to complete your transfer out of PensionBee as soon as possible.

If you have started to make withdrawals from your Pension, you must transfer the whole Pension from which you are withdrawing to your new pension at the same time.

If you have uncrystallised monies under your Pension (i.e. no withdrawals have commenced) you can choose to transfer all or only part of your Pension to another provider.

What might I get back from my plan?

The purpose of these projections is to show you how your PensionBee Personal Pension may perform until you reach retirement, the value of benefits you may receive and the effects of charges. This projection is illustrative and returns are not guaranteed. The performance of your PensionBee Personal Pension may be volatile and could vary significantly from this projection. You could get back more or less than the figures below and may get back less than you paid in. In order to get the most from this projection you should look up the number of years until retirement and the level of contributions and transfer in which is most relevant to your own personal circumstances.

Illustrative Projection

The figures in the table below show the projected value of your PensionBee Personal Pension based on varying levels of transfers, contributions and terms to retirement. We have assumed a real rate of return of 3% (a real rate of return is the rate of return adjusted to take into account inflation – this is explained in the key assumptions section below), an annual management fee of 0.7%.

Transfer	No Transfer		£20,000 transfer			£50,000 transfer		
	£50	£250	£0	£50	£250	£0	£50	£250
Monthly contribution								
Years to Retirement	Value (£) Monthly Income (£)							
5	3,900 20	19,800 110	22,400 130	26,400 150	42,200 240	56,000 320	60,000 350	75,900 440
10	8,400 40	42,100 240	25,100 140	33,500 190	67,200 390	62,900 370	71,300 410	105,000 610
15	13,400 70	67,000 390	28,200 160	41,600 240	95,300 560	70,500 410	83,900 490	137,600 800
20	19,000 110	95,100 550	31,600 180	50,600 290	126,700 740	79,100 460	98,100 570	174,200 1,020
25	25,300 140	126,500 740	35,500 200	60,800 350	162,000 950	88,800 520	114,000 670	215,300 1,260
30	32,300 190	161,800 950	39,800 230	72,200 420	201,600 1,180	99,600 580	131,900 770	261,400 1,530
35	40,200 230	201,300 1,180	44,600 260	84,900 490	246,000 1,440	111,700 650	152,000 890	313,100 1,840
40	49,100 280	245,700 1,440	50,100 290	99,200 580	295,800 1,740	125,300 730	174,400 1,020	371,000 2,180

How the charges reduce the value of your pension fund

Below we show the effect of charges on your pension. We have assumed a real rate of return of 3%, an annual management fee of 0.7% and monthly net contributions of £250 (£312.50 including tax relief).

At end of year	The payments into your plan (£)	Before the annual management fee is taken (£)	After the annual management fee is taken (£)
1	3,750	3,800	3,700
3	11,250	11,700	11,600
5	18,750	20,200	19,800
10	37,500	43,600	42,100
20	75,000	102,500	95,100
35	131,250	231,700	201,300

Charges reduce investment growth after inflation - this is known as "reduction in yield". A charge of 0.7% reduces the growth rate after taking into account the effects of inflation from 3.0% to 2.3%. You can use this reduction in yield figure to compare the PensionBee Personal Pension with other products.

Key Assumptions in this section

Nominal rate of return

We have assumed a nominal rate of return of 5%, reflecting the intermediate rate of return set by the Financial Conduct Authority. The rate of return is the rate at which your investments are projected to grow annually before the effects of inflation are taken into account. It is not a guaranteed rate of return and the past performance of any PensionBee Plans is not a guarantee of future returns. The actual rate of return may be different to the rate that we have assumed and the amount you get back could be more or less than the figures we have given.

Inflation

We have adjusted the growth rates to take inflation into account. Inflation is the rise, over time, in the costs of goods and services. Inflation reduces the purchasing power of your money. Think about how much £1,000 could buy 10 years ago and then think about what it can buy you today. The same will be true in the future. As a result of inflation, even if the monetary value of your investment increases, you may be able to purchase fewer goods with the same amount of money in the future. Inflation is projected at 2%. Inflation reduces the rate of return from 5% to 3%.

Charges

We have assumed you pay 0.7% in annual management fees, which is reflective of our Tailored Plan, our default plan. This fee does not take into account the 50% fee discount applied on the balance of funds above £100,000. Your actual charges may vary.

PensionBee has sought to aggregate all fees in a single annual management fee, which includes fund costs & platforms costs, for example. In addition to these fees, a pension's value may also be affected by transaction costs in relation to the underlying investments held in the pension. These transaction costs occur in most UK pensions, and might include currency conversion costs and transaction taxes. These are not fees charged by PensionBee and are automatically captured in the value of your investments, so they are not captured in PensionBee's annual management fee.

Annuity

We have assumed that all of your pension will be used to purchase an annuity. We have assumed your annuity will always commence at age 65, although you may choose to take your annuity once you reach 55 and any time thereafter. We have assumed your annuity will be paid at the beginning of each month for a minimum of 5 years and throughout your life thereafter. We have assumed your annuity payments will stay at the same level once they have begun.

Regulatory matters

Client categorisation

We categorise all of our clients as 'retail clients' under the Financial Conduct Authority rules for all services and transactions.

This helps us to make sure that you receive appropriate disclosure documents from us and that you're made aware of everything you need to know in a timely fashion. It also means you get the highest level of protection by getting the clearest explanation of what you're buying.

Advice

PensionBee have not offered you any independent financial advice.

It is strictly your decision whether to use any PensionBee service or whether to invest in and how much to invest in, the PensionBee Personal Pension.

Guidance for over 50s

If you do not have a financial adviser we recommend you use Pension Wise, a service provided from the Government that will offer free and impartial guidance.

The Pension Wise service is available on the internet, over the telephone and face-to-face for those over 50. Find out how to use this by visiting moneyhelper.org.uk/en/pensions-and-retirement/pension-wise.

Compensation

The FSCS is the UK's compensation fund of last resort for customers of authorised financial services firms; see further at <https://www.fscs.org.uk/what-we-cover/pensions/>.

The FSCS covers business conducted by firms authorised by the Financial Conduct Authority and the Prudential Regulation Authority (PRA), the independent regulators set up by the government to regulate financial services in the UK and protect the rights of consumers.

As the PensionBee Plans are structured as investments in long term unit-linked insurance policies, they are protected by the FSCS for 100% of your proven claims as assessed and accepted by the FSCS (without upper limit). This limit applies to a failure of the money manager.

Additionally, PensionBee is a Financial Conduct Authority regulated entity and accordingly you are covered for claims of up to £85,000 should we become insolvent.

Complaints

We hope you never need to complain as customer satisfaction is very important to us. We pride ourselves on our personal and reliable service, therefore if you do have any cause to complain to us about the service you are receiving we will ensure that your complaint is dealt with fairly.

You should contact us promptly if you are dissatisfied with any aspect of the PensionBee services. Your complaint will be handled in accordance with the Financial Conduct Authority rules. We treat every complaint very seriously and aim to resolve each complaint fairly and promptly. We have a written policy available on our website about how we deal with complaints.

Phone: 020 3457 8444

Email: complaints@pensionbee.com

Write to: PensionBee, 209 Blackfriars Rd, London SE1 8NL

We hope to resolve all complaints amicably. However, should we fail to resolve a complaint to your satisfaction or if we fail to do so within eight (8) weeks of receiving your complaint, you can also direct your complaint to the Financial Ombudsman Service. <https://www.financial-ombudsman.org.uk/contact-us>. 0800 023 4567 complaint.info@financial-ombudsman.org.uk

Making a complaint will not affect your legal rights.

Definitions, parties & governing documentation

Definitions

Money Managers

The group responsible for investing your monies in your PensionBee Plan in accordance with the objectives of the PensionBee Plan you invest in, which are currently: State Street Global Advisors (through Managed Pension Funds limited; this would include the Shariah Plan, for whom the underlying fund manager is HSBC), BlackRock Life Limited and Legal & General. Each of these Investment Managers are authorised and regulated by the Financial Conduct Authority.

PensionBee Personal Pension

The product you will obtain in transferring your existing pensions to PensionBee or opening a new pension with PensionBee. The PensionBee Personal Pension is governed by the Scheme Rules (the "Rules") as amended by subsequent deeds. We may simply refer to "the/your Pension" or "the/your PensionBee Pension" in this document for your ease.

PensionBee Personal Pension Plan

Your chosen pension investment plan within the PensionBee Personal Pension. The options available include the Tracker, Tailored, Fossil Fuel Free, 4Plus, Preserve, Shariah and Pre-Annuity Plans. We may simply refer to "the/your PensionBee Plan" or "the/your Plan" in this document for your ease.

BeeHive

The customer area on the PensionBee website. Customers will be given a login which will give them online access to their Account. Through the BeeHive, customers can track the progress of any pending transfers, view their balance and perform other administrative actions. Customers can also use the native app, which is available for iPhone and Android telephone owners.

Parties

Customer

You must be aged 18 or over to use the PensionBee Services.

PensionBee (Administrator)

PensionBee Limited is the Scheme Administrator of the PensionBee Personal Pension. As Administrator, it is our duty to handle the day-to-day running of the Scheme including but not limited to:

- Processing new joiners, contributions, transfers and withdrawals
- Providing Scheme information to individuals
- Processing Tax Relief claims
- Reporting to HMRC
- Instructing the investment & disinvestment of funds

PensionBee Trustees (Trustee)

PensionBee Trustees Limited is the Trustee of the PensionBee Personal Pension and is a bare trustee with responsibility for holding the assets of your PensionBee Plan, separate to its own assets.

Governing documentation

The Pension is registered with HMRC under Chapter 2 of Part 4 of Finance Act 2004. It is governed by a Trust Deed and Rules, as amended from time to time. The Trust Deed and Rules are available on request.

The information contained in this document is provided based on our understanding of current law, practice and taxation, which may be subject to change. The law of England and Wales will apply in all legal disputes.



PensionBee is authorised and regulated by the Financial Conduct Authority
(Ref: 744931) and registered in England and Wales (9354862).