

Pension Portfolio Account

Key Features Document

The LV= Pension Portfolio is provided through the platform operated and administered by Embark Investment Services Limited (the "LV= Platform"). Embark Investment Services Limited (EISL) which is a wholly owned subsidiary of Embark Group Limited, a company incorporated in England and Wales (company number 09955930). Embark Investment Services Limited is authorised and regulated by the Financial Conduct Authority (Financial Services Register number 737356).

The Financial Conduct Authority is a financial services regulator.

"Us", "our" and "we" mean the LV= Platform.

We are required to give you this **important information** to help you to decide whether our personal pension is right for you.

Important

You should read this document carefully so that you understand what you are buying and then keep it safe for future reference.

If you have any questions or there is anything you do not understand, please speak with your financial adviser.

Its Aims

The LV= Pension Portfolio (the Account) is a personal LV pension product.

Unless otherwise agreed with us, it is only available to you through a financial adviser.

The Account provides access to a wide range of investments that help to build your retirement savings. You can then take these savings at a time and in a way that suits you (subject to Government legislation and regulations). Your financial adviser will help you to decide if this Account is right for you.

If you are a parent or legal guardian of a child under the age of 18, you can also apply for an Account on their behalf. We call this a Junior Personal Pension. All information in this document also applies to LV= Junior Personal Pensions. Where we use the term 'you/your', where applicable this also refers to 'your child'.

What does the LV= Pension Portfolio do for you?

Builds up a sum of money, in a tax-efficient way, to help you meet your future retirement needs.

You achieve this by investing. An LV= Pension Portfolio gives you access to a wide range of investment options such as mutual funds and exchange-traded investments. It also provides the option to invest in the LV= Smoothed Managed Funds. For the avoidance of doubt, the following key features information does not relate to LV= Smoothed Managed Funds. Please refer to the separate Plan Conditions and other documentation specifically for Smoothed Managed Funds which provides details relating to how this product operates and is administered.

You and your financial adviser can choose which investments are right for you, based on your needs and attitude to risk.

Finally, when you decide the time is right (and Government regulations allow) you can access your savings in a number of different ways to suit your income needs. Under current legislation you will be able to access your pension from the age of 55

Your Commitment

What do we need you to do?

Take time to read the information in this document about the Account, including its features and risks and any other documentation we provide either directly or through your financial adviser.

With your financial adviser regularly review the contributions you make, the investment approach and any income you are taking, to make sure your Account meets your future income needs.

Make sure we have up-to-date information about you. Always tell your financial adviser when your circumstances change. For example, if you move house or you change your bank account or your country of tax residence.

Keep an ongoing relationship with a financial adviser who has an appropriate agreement with us. They will provide you with advice and take responsibility for setting up and administering the Account on your behalf.

You should review the investments held in your Account on a regular basis and speak with your financial adviser about their performance, considering your financial goals and risk profile. You should consider getting advice whenever your circumstances change and before you take money out of your Account.

Where applicable, you should view your investments as being for the long term. Remember that you will not ordinarily be able to take money out of your LV= Pension Portfolio until you are at least 55 years of age.

Agree with your financial adviser how you will pay them, or their associates, for their services to you. This will be the adviser charge. You can authorise us to deduct the adviser charge from your Account and pay it to them.

Withdraw money from your Account only in ways that are allowed under the pension and tax rules that apply at that time.

Provide us with an email address that you access regularly, where we can send notifications in respect of your Account.



Risks

What could go wrong?

The value of your Account depends on the performance of the investments you and your financial adviser choose to invest in. The value of these investments, and therefore your Account, can go down as well as up and you may get back less than you put in. Your retirement benefits are not guaranteed.

The level of risk and potential investment performance depends on the investments you invest in. Past performance is not a guide or guarantee of how your investments will perform in the future.

Many of the investments available to you are intended as medium to long term commitments. If you take money out early, you may not get back the full amount you invested.

Investments in property funds or those involving unquoted shares or other illiquid assets can be difficult to sell. The valuation of property is also a matter of opinion rather than fact.

When you want to buy or sell shares there may not be a market for the shares you are interested in.

If you opt to cancel after contributing or transfer from another provider within the cancellation period, you could get back less than you invested. If you cancel a transfer from another provider to us, the other provider may refuse to accept the return of the transfer money. Should this happen, it is advisable to discuss the options you have with your financial adviser.

The LV= Pension Portfolio allows income to be taken from Flexi-Access Drawdown. Taking income in this way may have implications on the maximum level of contributions you can make in the future. If you intend to continue making contributions after taking Flexi-Access Drawdown, you should discuss this with your financial adviser.

Your retirement income could be less than you expect if investment growth over the lifetime of the Account, annuity rates at the time you take your benefits, or both, are lower than expected. The retirement income could also be less if you reduce or stop payments into your Account.

If you receive means tested benefits, taking an income from your Account might mean they are reduced or stopped.

Any charges we apply to your Account will affect the value of your Account. These charges may vary from time to time. You can find more information about our charges, the financial adviser charges, and discretionary investment manager charges, and how we apply them, in the LV= Client Charges Guide. When a charge is applied to your Account you will receive confirmation details in the Charges Information Document that we issue.

If we cannot take any charges or other payments from your Account due to insufficient cash, we may need to sell some of your investments to meet these.

If you decide to leave your financial adviser and do not appoint a new one, your options to manage the Account may become restricted. This could lead to poor financial outcomes.

If you transfer money into your Account from another pension plan, the final pension benefits you receive could be less than if you stayed in your existing scheme. Your financial adviser will advise whether a transfer is in your best interests. They will also make clear any benefits you may be giving up. It is advisable to speak with your financial adviser before making any transfer decisions.

Over time, inflation will reduce the buying power of the money you have saved. For example, if inflation is 2% p.a., then in 20 years' time £10,000 will only buy the equivalent of what £6,729 buys today.

Your Account value may not be large enough to provide income for as long as you intended, in instances where you take a higher than planned level of income (for example as Drawdown Pension) over a long period of time.

If you take a large proportion of income in a short period, you may end up paying a higher rate of tax than usual.

To provide the same long-term income as buying an annuity, your Account will need to grow by more than the interest rate used to calculate the annuity. This higher growth rate is called the critical yield. Your retirement illustration will show critical yields for different periods, and you should discuss them with your financial adviser.

In order to obtain better interest rates, we may place money in a 95-day notice account or on deposit for fixed terms of up to 95 days. Account holders' cash holdings are segregated in accordance with the FCA rules and deposited in one or more pooled bank accounts. If account holders decide to withdraw all of their cash at the same time, either to buy assets or take a withdrawal, as there could be a delay of up to 95 days in us being able to access the cash holdings.

Questions & Answers

Who can invest?

To open an Account with us you must:

- be aged 18 years or over;
- be resident in the UK for tax purposes;
- not be a citizen or resident of the United States;

If you are a parent or legal guardian of a child under the age of 18, you can also apply for a Personal Pension Account on their behalf. We call this a Junior Personal Pension. All information in this document also applies to Junior Personal Pensions.

Is this the right option for me?

The Account may be right if you:

- are willing to invest your capital over the medium to long term, understanding that you may not be able to take money out until you are at least aged 55;
- want to benefit from tax relief on your contributions, subject to Government limits;
- want access to a wide range of investments and understand and accept the associated risks;
- want the option for a discretionary investment manager to help manage investments in your Account;
- want flexibility on how and when you take your retirement benefits;
- want a way to consolidate your other pension savings and start taking retirement income; or
- are prepared to maintain an ongoing relationship with a financial adviser who has an appropriate agreement with us.

Note: the LV= Pension Portfolio is not a stakeholder plan. Stakeholder plans are generally available and may meet your needs as well as this Account.

Your financial adviser will help you to decide whether the Account is right for you. They will also help you to understand how applicable tax and pension regulations could affect your choices.

How do I start saving in an LV= Pension Portfolio?

You can start saving in an LV= Pension Portfolio once your financial adviser recommends it is the right product for your needs. Once you have agreed to the recommendation, your financial adviser will then set up the Account for you in accordance with the Client Terms & Conditions (these contain the specific personal pension terms).

You, your employer, or another third party acting on your behalf can then make payments into your Account.

How much can I save in my personal pension?

An LV= Pension Portfolio can be started with a minimum payment of £50 paid regularly or as a one-off. There is no maximum limit on how much you can pay into your Account, however there are limits on the amount of contributions that are eligible for tax relief. It is advisable to ask your financial adviser to explain how your contributions benefit from tax relief and any limits that apply. More information about this and the Annual Allowance limit can be found in the What About Tax section.

The following types of payments can be made into your personal pension:

- regular contributions (monthly, quarterly, half-yearly and yearly);
 - one-off contributions; and
 - a transfer of investments from an existing third-party pension arrangement.
- There is also a choice of ways to make these payments:
- by Direct Debit;
 - electronically by Direct Credit (BACS, CHAPS, Faster Payment).

Once you have made payments into your Account, you will not normally be able to access your funds until you reach age 55 years under current legislation or 57 from 2028.

Once you reach the age of 75, you will no longer be able to contribute to your account.

Can I transfer in the value of other pensions?

Yes. We recommend you speak with your financial adviser to find out if the pension you want to transfer is accepted by us. They will be able to advise as to whether or not transferring is the right option for you, along with the benefits and risks involved.

If you do transfer, we will normally receive the money from your registered pension scheme into your LV= Pension Portfolio in one of two ways. As a:

- cash transfer;
- re-registration of investments.

A re-registration transfer can only happen if your LV= Pension Portfolio offers the same type of investments held in your existing pension scheme. Your financial adviser will be able to check this for you.

If the pension you are transferring is being used to provide Capped Drawdown then when you transfer your pension to us you can choose if the pension is to be converted to a Flexi-Access Drawdown Pension.

More information on the types of transfers available can be sourced from your financial adviser or in our Client Terms & Conditions

What are the charges?

The following shows the type of charges that could be applied to your Account depending on the services you choose to buy. Charges are deducted from the Available Cash part of your Account. A more detailed description of our charges is available in our Client Terms & Conditions. To find out the actual charges, refer to the LV= Client Charges guide and your Key Features illustration.

Initial charges, include an:

- initial adviser charge.

Ongoing and ad-hoc charges, include an:

- ongoing LV= platform charge;
 - ongoing LV= drawdown charge (in drawdown only)
 - ongoing adviser charge;
 - initial discretionary investment manager charge;
 - ongoing discretionary investment manager charge;
 - ad-hoc adviser charge;
 - manual communication charge;
 - applicable Stockbroker Partner charge.
- You can agree with your financial adviser for any ongoing charges relating to your Account to be deducted directly from your LV= GIA, if you have one.

There are also charges for investing in funds (including the LV= Smoothed Managed Fund range and these are dictated by the fund managers. Your financial adviser can give you more information on the fund charges which apply for your chosen investments. For the LV=- Smoothed Managed Funds you can find all the charging information in the LV=Smoothed Managed Funds Pension Portfolio Plan Conditions available at [LV.com/platform-documents](https://www.lv.com/platform-documents)

What might I get back?

Your financial adviser will give you, and discuss, an illustration provided by us showing what you might get back when you decide to take your benefits.

This is based on a number of assumptions, including:

- amount invested;
- performance of your investments;
- effect of charges;
- amount of any cash lump sum you take;
- amount of drawdown income you take;
- annuity rate that applies at the time;
- effect of tax;
- your chosen retirement date.

It is important to remember that the material effect of these assumptions will only be known at the date you decide to take your benefits, together with other factors such as inflation.

How will I know how my account is doing?

There are several ways you can keep up to date with how your Account is performing:

- You can obtain an up to date valuation of investments in your Account at any time by logging on to your LV= Account online (your online My LV= account). You will be required to supply an email address when your financial adviser applies for the LV= Pension Portfolio on your behalf. These details will be used to provide you with a secure user name and password. You can find out more in the Managing Your Account section.
- We provide you with a statement every three months showing the value of the investments in your account, any payments you have made, charges deducted, and any income or tax free cash you have taken (if you have accessed your pension benefits). The first statement will be issued three months after you open your account and will be placed in your Document Library.
- You can ask your financial adviser for an up-to-date valuation at any time.

What about tax?

How are contributions affected by tax?

If you are eligible to receive tax relief, the Government will pay an amount equal to the basic-rate of tax to each contribution you make. The tax relief you receive might be different depending on whether your main residence is in England/Northern Ireland, Scotland or Wales.

If you are eligible to receive tax relief we will automatically add an amount equivalent to the basic-rate of tax to your Account when you make a contribution. We will then claim the amount back from HM Revenue and Customs (HMRC).

You will not receive tax relief on any transfers or contributions made by your employer. However, your employer may be entitled to claim tax relief.

If you are a higher-rate or additional-rate taxpayer you can claim extra tax relief on your personal contributions directly from HMRC as part of your annual tax return.

This additional relief is not added to your Account by us.

There is a limit set by HMRC on the amount you can contribute to your Account that will benefit from tax relief (your Annual Allowance). Your own contributions will only attract tax relief on an amount of £3,600 (including the applied relief) or 100% of your UK relevant earnings if greater. Where total contributions to all of your registered pension schemes (including basic-rate tax relief) exceed your Annual Allowance in any given tax year, you will have to pay a charge on the excess (known as annual allowance charge).

You can confirm the current Annual Allowance by contacting your financial adviser or visiting [hmrc.gov.uk](https://www.hmrc.gov.uk). Your Annual Allowance is also likely to be reduced if you are a high earner. If you have flexibly accessed any of your pensions and triggered the Money Purchase Annual Allowance this will also limit the tax relief on your contributions. Please contact your financial adviser for more information.

The amount of the Annual Allowance charge is set at your marginal tax rate.

How are investments affected by tax?

Growth in the value of your personal pension is free from capital gains tax. Income generated by investments held within your SIPP are not subject to income tax.

How are retirement benefits affected by tax?

Any benefits you take from your LV= Pension Portfolio (after any tax-free allowance) will be subject to income tax. The level of tax you pay will depend on your circumstances.

You should therefore discuss your options and the effect of any tax with your financial adviser at that time.

You may also be able to take some of your savings as a lump-sum, where usually up to 25% is tax-free. You can find out more in our Client Terms & Conditions.

There is a limit to the amount of tax-free lump sum you can take. Your Lump Sum Allowance is £268,275 and is the maximum you can take from all registered pension schemes that you are a member of.

When you take the benefits from your Account, you will need to confirm any other tax-free lump sums that you have taken so that we can check you have a remaining tax-free allowance. If the amount of lump sum paid exceeds the allowance, it can still be paid, but it will be subject to income tax at your marginal rate.

There are circumstances where you may be able to increase your lump sum allowance over the £268,275 limit. You should ask your financial adviser about any Fixed Protection, Individual Protection or Enhanced Protection you may have.

For more information on the Lump Sum Allowance and Annual Allowance limits, visit [hmrc.gov.uk](https://www.hmrc.gov.uk) or speak with your financial adviser.

Managing your account

Your Account is set up and managed online by your financial adviser. Your financial adviser will complete all transactions for you. This will include:

- setting up a new contribution or transfer;
- changing the investments you are investing in;
- setting up any financial adviser charges;
- taking retirement benefits;
- making any other changes.

When you open an Account you will also be given access to view your Account online. This will allow you to see:

- which investments you are invested in;
- the value of those investments and how they are performing;
- any charges applied;
- any Account literature that we need you to read (placed in your Document Library).

Your adviser can opt to provide you with additional access for managing your account.

What if I leave my financial adviser?

As the LV= Pension Portfolio is set up and managed for clients by a financial adviser, it is important that if you leave your existing financial adviser you appoint a new one as soon as possible.

Appointing a new financial adviser could mean there are changes to our platform charges and to the financial adviser charges you pay. You should check these details with your new financial adviser before you proceed.

If you leave your financial adviser and do not appoint a new one, we may restrict some Account features.

The Client Terms & Conditions provide more detail on the consequences of leaving your financial adviser.

How do I know where to invest?

This is one of the most important decisions you will make. Your financial adviser will help you to choose your investments. Whether a particular investment is suitable for you will depend on your circumstances, your investment goals, and your attitude to risk.

Our service is execution only. Therefore, we will never advise or instruct you on investing your money.

Each investment you invest in will have specific investment risks associated with it and your financial adviser will tell you what these are.

The range of investments we make available include:

- mutual funds;
- exchange-traded instruments (ETIs) including securities;
- mutual funds and ETIs that make up model portfolios.

You can find out more about these types of investments from your financial adviser or in our Client Terms & Conditions. If you are considering LV= Smoothed Managed Funds as an investment option then you can also find specific information relating to that investment type in the LV= Smoothed Managed Funds 'Your guide to how we manage our unitised with-profits Smoothed Managed Funds business' available at [LV.com/platform-documents](https://www.lv.com/platform-documents)

What are distribution, dividend and interest payments?

Depending on the type of investments held, income payments may be generated from them. These payments are not guaranteed and can go down as well as up. The different types of payments are:

- distribution payments;
- dividend payments;
- interest payments.

More information on these payments is available from your financial adviser or in our Client Terms & Conditions.

How is investment income paid?

All distribution, dividend, or interest payments from your investments (other than investment income linked to model portfolios) will be added to your Account as Available Cash. This money can be used to pay charges on the Account.

Income can be reinvested in certain types of investments to help your fund continue to grow. You can find out which type of funds will accept income reinvestment in our Client Terms & Conditions.

What about cash?

Within each Account we offer a cash facility. We do this by providing access to a bank account operated by our banking partner. This bank account is not unique to your Account. It holds amounts of money (for all) customers of LV= Platform Services centrally.

Any money held in the cash facility may be eligible for interest payments. The rate applied will be determined by us and can be found on embarkgroup.co.uk/banking-and-interest-rates

What is a disinvestment strategy?

If we are due to take money from your Account to pay our charges or comply with any contractual obligations, you have or to facilitate financial adviser charges and there is not enough Available Cash we may automatically disinvest from your investments. This action will raise cash so the charges and costs can be deducted.

Where investments in the Account are held in a model portfolio managed by a discretionary investment manager or financial adviser, and there is insufficient cash available to cover our charges, any financial adviser charges or the discretionary investment manager charges, investments within the model portfolio may be sold to raise cash to cover these.

You can find out more about our disinvestment strategies in the Client Terms & Conditions.

Can I change my investments?

Yes, you can ask your financial adviser to make changes to your investments.

You may ask your financial adviser to:

- buy and sell investments;
- redirect regular contributions to different investments.

If you have invested in a model portfolio, the discretionary investment manager or financial adviser, may also instruct us to buy and sell investments when necessary to rebalance the model portfolio. This is done to make sure that the overall objective of the portfolio is maintained.

In some instances, there may be restrictions on the sale of investments, for example, if an investment is suspended from trading or where there are restrictions on when an investment can be sold.

What if I move abroad?

It is important that you inform us immediately if it is your intention to move abroad, as you may no longer be eligible to contribute to your LV= Pension Portfolio. You may also want to speak with your financial adviser as the move may affect other savings and investments you hold.

Taking your benefits

When can I take my benefits?

You can usually start taking your retirement benefits at any time from age 55 under current legislation, even if you are still working. If you are in ill-health, or have an earlier protected retirement age, you may be able to take your benefits earlier than this. From 2028 the normal minimum retirement age will rise to 57.

What choices do I have to take my benefits

When you approach your chosen retirement age, we will let you know what your options are at that time. You should also speak with your financial adviser to determine the options that are best for you. There is a the Government backed Pension Wise service offered by MoneyHelper (MoneyHelper.org.uk/pensionwise) which can also give you impartial information around the choices you have.

Currently the options for taking benefits include:

- converting your investments into retirement income by buying an annuity from an annuity provider;
- drawing an income directly from investments in your Account (Drawdown Pension);
- taking a tax-free pension commencement lump sum and using the remainder of your Account to either buy an annuity or take Drawdown Pension;
- taking the whole value of your investments as a cash lump sum.

Please note that different levels of taxation will apply to each option. You should speak with your financial adviser to find out more. The government backed Pension Wise service offered by Moneyhelper (MoneyHelper.org.uk/pensionwise) can explain more about the tax you might pay.

Any benefits you take from your Account will be paid in UK sterling into a UK bank or building society account.

What happens if I die?

On notification of your death any regular payments or withdrawals will stop. Any financial adviser charges and discretionary investment manager charges will be stopped at that time. Any investments in LV= Smoothed Managed Funds will also be moved to cash.

Except for any LV=Smoothed Managed Funds, as described above, the investments held in your LV= Pension Portfolio will remain unchanged. However, will be subject to market movements until we receive the required documentation from your Personal Representatives allowing us to distribute any proceeds.

We will consider any beneficiaries you nominate (you can do this using the Nomination of Beneficiaries form) when we decide who to pay the benefits to and how much each person will receive.

Your beneficiaries can choose to receive the benefits via one of the following options:

- as a cash lump sum;
- as a guaranteed yearly income, achieved by transferring the benefits and buying an annuity from an annuity provider;
- as a flexible income that they can increase or decrease by taking the benefits as a Drawdown Pension.

We will write to your beneficiaries setting out the options available to them. These benefits may be taxed, but this will depend on:

- your age at the time of your death. If you die before age 75, death benefits will normally be paid free of tax. However, if you die on or after your 75th birthday benefits will be subject to tax.
- whether you have sufficient Lump Sum and Death Benefit Allowance.

The tax-free Lump Sum and Death Benefit Allowance is £1,073,100 across all pension accounts that you have with us or other pension providers. This allowance may be reduced if you have previously received any tax free lump sums from this or other pension schemes. Any lump sum that exceeds this allowance will result in your beneficiaries paying tax at their marginal rate in relation to the excess.

The limit may be increased if you have Fixed, Individual or Enhanced Protection.

For more information on the Lump Sum and Death Benefit Allowance visit [hmrc.gov.uk](https://www.hmrc.gov.uk).

In some circumstances there may be a delay in passing the benefits on to your beneficiaries due to the type of investments held, for example, an investment may be suspended from trading.

Cancellation

Can I change my mind?

Yes you can. We will send you a Confirmation Schedule document which includes details of your Right to Cancel. You will have 30 days from when we issue your Confirmation Schedule in which to cancel. We will tell you if a different cancellation period applies to you.

If you utilise Drawdown Pension from your LV= Pension Portfolio, you will also have 30 days to change your mind.

Cancellation rights only apply to the first time you utilise Drawdown Pension on your LV= Pension Portfolio.

What will I receive back if I cancel?

The amount we pay back will depend on what action has been taken in respect of your Account prior to the time you cancel.

If you exercise your right to cancel within 30 days from when we issue your Confirmation Schedule. For a cash transfer or one-off payment we will return the payment, less any fall in the value of the assets purchased with that payment, and/or less any adviser charges we have deducted. We will also not refund you any charges applied by third parties like investment managers or stockbrokers for transactions you make.

How do I cancel?

For all cancellations, we will require you to call us on **0800 032 9357** to confirm your intention to cancel. On the call we will verify your identity and then ask you to send an email to us (from the registered email address we hold) confirming the following information:

- your name;
- your LV= platform reference;
- the date at the top of your Confirmation Schedule that refers to the application you want to cancel.

Other Information

How to complain

If you are unhappy with the way you have been treated by us, you always have the right to complain. You can write or call us at the address and number in the How to Contact Us section.

If you are not satisfied with our response, you can then raise the issue with:

Financial Ombudsman Service

Exchange Tower

London

E14 9SR

Phone: **0800 023 4567**

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

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

Referring the matter to the Ombudsman will not affect your right to take legal action later on.

If your complaint relates to the processing by us of your pension you could raise the issue with the:

Pension Ombudsman

10 South Colonnade

Canary Wharf

London

E14 4PU

Phone: **0800 917 4487**

Email: enquiries@pensions-ombudsman.org.uk

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

Terms & conditions

This document provides information on the key features of the LV= Pension Portfolio. It does not include all the definitions, exclusions and terms and conditions. You can find full details in our Client Terms & Conditions, available on our website. We will also provide an electronic copy in your Document Library if you decide to open an LV= Pension Portfolio.

We have the right to make changes to the Client Terms & Conditions. If this happens, we will let you know and explain the changes. Any changes will be added to your Document Library and posted on our website.

In the event of a conflict between the LV= Client Terms & Conditions and this KFD document, the LV= Client Terms & Conditions will prevail.

Client categorisation

We categorise all of our clients as 'Retail Clients' under the FCA rules for all services and transactions. This helps us to make sure that you receive appropriate disclosure documents from us and that you are told everything you need to know in a timely fashion.

Communication

Our contract with you is in English and all future communication about it will be in English.

Financial services compensation scheme

LV= platform is authorised by the FCA so you will have access to the Financial Services Compensation Scheme (FSCS).

In the event you suffer financial loss because of our failure or an investment failure, the actual level of compensation you receive will depend on the basis of your claim and where the money you have with us is invested. The FSCS only pays compensation for financial loss. Compensation limits are per person per firm and per claim category.

The FSCS may be able to pay you compensation if we or any banks with whom we place your money are no longer able to meet our or their financial obligations. If certain investments fail, you may also be eligible for compensation.

- **LV= Platform Failure - Failure** In the unlikely event the LV= Platform fails, you may be eligible to make a claim for compensation as a consequence of losing Investments you held in the LV= Pension Portfolio, the LV= ISA Portfolio, the LV= JISA Portfolio, and the LV= GIA for up to a maximum of £85,000. It is however unlikely you would need to make an FSCS claim for compensation in the event of an Embark Platform failure because your Cash and Assets are held by appointed third party custodians on a segregated basis and in accordance with FCA Client Money Rules. This means your Cash and Assets are always protected from such an event.
- **Bank Failure** - In the event a Banking Partner is unable to meet its Financial obligations to you, you may be eligible to make a claim for any losses up to a maximum of £85,000.
- **Asset Failure** - In the event of an Asset failure meaning the Asset may no longer be able to trade, you may be eligible to make a claim for any losses up to a maximum of £85,000 per Asset.
- **LV= Smoothed Managed Funds** - In the event your money is invested through an LV= Platform Services account into LV='s Smoothed Managed Funds and LV= ever got into financial trouble and couldn't honour its commitments, then:
 - You would be entitled to compensation from the Financial Services Compensation Scheme. The scheme's first responsibility is to seek continuity rather than to pay compensation. For long term insurance contracts, which include the LV= Smoothed Managed Funds, the scheme covers 100% of the claim. Please note that this level of cover only applies if LV= were to become insolvent, and would relate to the value of the long term insurance contract. The level of protection does not apply to the performance of individual funds or value. LV= solely owns the underlying assets that provide the investment returns for the Smoothed Managed Funds. If one of the external fund managers they use, in respect of these underlying assets, was to become insolvent LV= isn't protected under the FSCS. However, LV= has put in place robust oversight and governance for such investment and would look to take early action if they become aware of any significant issue with an investment manager they use.

- There would be no impact to the custody or value of any other investments held within the account (i.e. investments other than LV= Smoothed Managed Funds) as the responsibility of this is held by EISL. However, it could mean that for a brief period of time your ability to provide instructions in respect of these investments could be disrupted. In such circumstances you may have a claim against EISL in relation to our services in arranging investments, meaning you may be entitled to compensation under the Financial Services Compensation Scheme.

You can find out more about the FSCS and how it covers your savings in our Client Terms & Conditions

Law

You must be resident in the UK to open a new LV= ISA Portfolio on the LV= platform. The LV= ISA Portfolio will be set up and governed by the law of England and Wales.

Where you have declared to us to being tax resident in any non-UK country, or where based on information you have provided to us, or where based on publicly available information, we have assessed you to be tax resident in any non-UK country, we reserve the right to place restrictions on your account to limit further contributions, investment execution and any activity as we see fit.

How to contact us

If you have any questions about the LV= Pension Portfolio you should contact your financial adviser in the first instance. If you feel that you need to contact us, you can do so using any of the methods below.

LV= Platform Services
PO Box 24065
1 Tanfield
Edinburgh
EH3 1EY

You can contact us in any of the following ways:



lvplatformservices@LV.com



LVadviser.com



0800 032 9357

Lines are open 9am – 5pm Monday to Friday.
Calls will be monitored and/or recorded for training and audit purposes.

If you'd like us to send you this document or any future correspondence in another format, such as Braille or large print, please just let us know.

Liverpool Victoria Financial Services Limited: County Gates, Bournemouth, BH1 2NF.

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