

Lifetime Annuity from AXA Wealth Frequently Asked Questions

1) What is an annuity?

An annuity is the most widely-used retirement income product. This pays you an income for the rest of your life. 'Annuity rates' determine how much income you can get. These rates vary from company to company and change frequently.

A lifetime annuity is purchased using the funds accumulated in your pension fund. Once you decide to retire, you can use the fund you have built up to purchase an annuity which is guaranteed to be paid for the rest of your life.

You can elect to provide an income for a partner which would be paid in the event of your death for the remainder of their life. Annuities also provide you with many different options in relation to escalation (the amount your annuity will increase each year) and other additional death benefits.

Some companies can provide you with a higher income in retirement based on any lifestyle factors or medical conditions you may have. AXA Wealth do not offer this option.

We recommend that you seek the help of your financial adviser before making any decisions in respect of an annuity because once you have selected the options; you will not be able to change your mind, even if your personal circumstances change.

If you do not have a financial adviser you can visit the website www.unbiased.co.uk or www.financialplanning.org.uk

For more information on the features and options of annuities please visit the website www.moneyadvice.service.org.uk or call them on 0300 500 5000.

2) What options are available to me?

- Open Market Option - You don't have to buy an annuity from your pension provider. You can shop around to buy an annuity from another provider, much like you would for home or car insurance. This is called the Open Market Option. You could benefit from it because other companies could offer you a better deal than we can. This means you could get more income for the rest of your life from the same type of annuity. It may be particularly worth investigating this option if you are suffering from ill health as other companies may be able to provide you with a higher income in retirement if you have certain lifestyle or medical conditions. These are commonly known as enhanced or impaired annuities. You should be aware that another provider may have a minimum fund size they will accept to provide your benefits. AXA Wealth do not provide enhanced or impaired annuities.
- Legal & General – You can buy an annuity from Legal & General through the arrangement with AXA Wealth (see question 3). If you wish to see a quote of potential annuity benefits through this arrangement or receive a quote on an alternative basis you should request this from your financial adviser or from AXA Wealth at AXA Wealth, Winterthur Way, Basingstoke, Hampshire, RG21 6SZ.
- AXA Wealth – You can buy an annuity from AXA Wealth. You can request an annuity quote from us by calling 0845 122 3007 or in writing at AXA Wealth, Winterthur Way, Basingstoke, Hampshire, RG21 6SZ.
- Alternative products – Although annuities are the most widely used product that provides an income in retirement there are alternative products available which may suit your individual needs, such as drawdown pension. Please refer to the booklet provided within your recent AXA Wealth correspondence. The booklet is from the Money Advice Service

and is called 'Your pension – it's time to choose'. It has more information about retirement income products and other options. Make sure you read it.

To get a copy of this booklet you can contact AXA Wealth or visit www.moneyadvice.service.org.uk

3) What is the arrangement between AXA Wealth and Legal & General?

We have entered into an arrangement with Legal & General to allow you easy access to their pension annuity products.

The arrangement means we will compare our own annuity rates against Legal & General's before sending you the quote from the company that provides you with the highest income.

To do this, we will need to share your personal information with Legal & General. The information we will share will be your name, date of birth, gender and postcode and the same for your partner (where applicable). **Your personal information will only be used to produce an annuity quote. It will not be used for marketing purposes.** If you would like to know more about the way Legal and General protect and use your personal information you can access their on-line privacy notice at www.legalandgeneral.com/privacy-policy/

From 1st October our pre-retirement communications will have explained the information we need to provide to Legal & General in order to obtain an annuity quote. Unless you tell us or have previously told us otherwise, we will assume that you agree to your personal information being shared in this manner. If you tell or have told us that you don't want us to share your personal information, we will only be able to produce a quote for our own annuity, which is likely to pay you a lower income.

If you have not yet received any pre-retirement communications from AXA Wealth but are interested in receiving an annuity quote, we will require your confirmation that you consent to your personal information being shared with Legal & General for the purposes of producing an annuity quote.

Whilst we are confident that Legal & General will be able to offer you a better income in retirement than we can because we are not a specialist annuity provider, it is not guaranteed that the Legal & General Pension Annuity will be the best one for you. That's why when it comes to buying the right annuity we recommend that you speak to a financial adviser.

4) Why have we chosen Legal & General?

We recognise that we are not a specialist annuity provider and are unlikely to be able to provide our customers with a competitive annuity income in retirement. We have therefore sought to improve the service to our customers in this area by entering into this arrangement with Legal & General.

They may also be able to offer you a higher income if you have health risks, which is something we are unable to do.

5) How can I get a Legal & General annuity?

If you would like to receive a quote you should call AXA Wealth on 0845 122 3007 or you can write to us at

AXA Wealth,
Winterthur Way,
Basingstoke,
Hampshire,
RG21 6SZ.

If you have already received a Legal & General quote and wish to purchase a Legal & General Pension Annuity based on the quote you have received, you should complete the Legal & General application form and return it to AXA Wealth in the pre-paid envelope that accompanied the quote and application form. If you require another application form you should call AXA Wealth on 0845 122 3007 quoting your AXA Wealth Pension Plan number.

6) How can I get an AXA Wealth annuity?

If you would like to receive a quote you should call AXA Wealth on 0845 122 3007 or you can write to us at

AXA Wealth,
Winterthur Way,
Basingstoke,
Hampshire,
RG21 6SZ.

If you wish to accept the AXA Wealth quote, you should complete the application form we sent you and return it to us in the pre-paid envelope provided.

7) Can I change my mind?

If you apply for either annuity product, you have 30 days from the date you signed the application form to change your mind.

- If you wish to cancel the Legal & General you should write to Legal & General at:

Legal & General Assurance Society Limited
Annuity Income Service
PO Box 507
Cardiff
CF11 1RJ

Your plan will then be cancelled. If you do not take this opportunity to cancel, your annuity will continue and your income will be paid to you.

If you do decide to cancel, Legal & General will return the original payment to AXA Wealth once you've returned any annuity payments Legal & General may have paid you. Your original pension plan will then be reinstated by AXA Wealth after you've repaid any payment of cash lump sum you may have received. Failure to repay any outstanding money will result in the annuity continuing to be paid.

- If you wish to cancel the AXA Wealth annuity you should complete the cancellation notice form and send it to the address below or alternatively you can write to us using this address.

AXA Wealth,
Winterthur Way,
Basingstoke,
Hampshire,
RG21 6SZ.

Your plan will then be cancelled. If you do not take this opportunity to cancel, your annuity will continue and your income will be paid to you.

If you do decide to cancel, we will return the original payment to you once you've returned any annuity payments we may have paid you. Your original pension plan will then be reinstated after you've repaid any payment of cash lump sum you may have received. Failure to repay any outstanding money will result in the annuity continuing to be paid.

8) What if I don't want to take my benefits yet?

If you don't want to take your benefits at this time then you do not have to. We have sent you a deferral form in our recent correspondence, which allows you to change your selected retirement date to a future date of your choice. You should contact us if you cannot find this form.

If you are already taking income withdrawal through drawdown pension you can chose to buy an annuity at any time.

9) How do I contact an IFA?

If you do not have a financial adviser you can visit the website www.unbiased.co.uk or www.financialplanning.org.uk.

AXA Wealth, Winterthur Way, Basingstoke RG21 6SZ. Telephone number: 01256 470707. As part of our commitment to quality service, telephone calls may be recorded.

The AXA Wealth products are provided by AXA Wealth Limited. Information on the Legal & General Pension Annuity is supplied by AXA Wealth Services Limited a promoter and distributor of financial products and services. AXA Wealth Limited (No. 01225468) and AXA Wealth Services Limited (No. 02238458) are companies registered in England and limited by shares. Their registered office is 5 Old Broad Street, London EC2N 1AD.

Both companies are authorised and regulated by the Financial Services Authority.