utmost
LIFE AND PENSIONS

PART 1: KEY INFORMATION ABOUT YOUR INVESTMENT OPTIONS

YOUR INVESTMENT CHOICES

Introduction to Utmost Life and Pensions

The Equitable recently sent you a Decision Pack, which set out details of the ***Proposal*** being made to Scheme Policyholders. We encourage you to read that pack and cast your vote before you make an investment choice. The vote would determine whether or not the ***Proposal*** goes ahead. If it does, the value of your ***With-Profits*** investments would be increased, your policy would be converted to ***Unit-Linked***, the ***Investment Guarantee*** would be removed, and your policy would be transferred to Utmost Life and Pensions.

This pack tells you about the investment choices available and asks you to make a choice about the ***Funds*** you would like your ***Unit-Linked*** policy to be invested in.

If the ***Proposal*** goes ahead, your ***With-Profits*** policy would be changed, even if you voted against the ***Proposal*** or did not vote. It is, therefore, important for you to read this pack and understand the content irrespective of how you intend to vote. If, however, the ***Proposal*** does not go ahead, any investment instructions you provide as part of this process would be disregarded.

About us
Utmost Life and Pensions is a life and pensions company operating in the UK, one of the largest, most sophisticated insurance ***Markets*** in the world. We are currently looking after 100,000 customers, with £1.7bn of ***Assets*** under management. We're also part of the wider Utmost Group of Companies; a growing specialist life assurance group currently managing £33bn of ***Assets*** under administration and 240,000 customers.

We are committed to working with our policyholders to help them achieve their investment goals. Whether you are an experienced investor, the trustee of a pension scheme, or would like to invest in a strategy designed by the professionals, we believe we have an investment option to suit your needs.

We are delighted to introduce our new investment partner, J.P. Morgan Asset Management, an investment manager with a 150-year history and the scale and expertise that we believe would be necessary to help your money grow over time. Some of the investment ***Funds*** we would offer may also hold investments managed by Aberdeen Standard Investments who are the current investment managers for the Equitable.

We hope this booklet will help you make an investment choice that you are happy with for your future with Utmost Life and Pensions, if the ***Proposal*** goes ahead.

Stephen Shone
Chief Executive, Utmost Life and Pensions

For help with any of the terms in *bold italics* in this booklet, please see the Glossary in Part 2 of your Investment Choice Pack, Section 7.

PART 1
CONTENTS

1. INTRODUCING YOUR CHOICES

If the ***Proposal*** goes ahead, when your ***With-Profits*** policy is converted to ***Unit-Linked*** and transferred to Utmost Life and Pensions, your savings would move into a ***Unit-Linked Fund*** or ***Funds***. This Investment Choice Pack is designed to help you select the ***Unit-Linked Fund(s)*** you want to invest in. There is no option to invest in a ***With-Profits Fund***.

This booklet is Part 1 of your Investment Choice Pack and it includes key information about the investment options available to you and what you should consider when making an investment choice, including seeking further support and advice. It also explains what will happen if you do not make an investment choice.

Part 2 of your Investment Choice Pack includes detailed information about the full range of ***Fund*** choices which would also be available to you.

What are my options?

We understand that it can be daunting to make choices about where to invest your ***Funds***, particularly if you're not an experienced investor.

You have several choices of investment strategy and you could spread your ***Funds*** between them:

- ***Multi-Asset*:** If you don't want to make investment decisions yourself, you can choose from three simple ***Multi-Asset Funds***, each with a different risk profile. They give you access to a ready-made, broad ***Portfolio*** of ***Asset*** types designed for cautious, moderately-cautious, or growth-seeking investors.
- ***Investing by Age*** (pension policies only): A strategy that gradually reduces risk over time, depending on your age and how close you are to taking your savings. Over time, your investments automatically transition from the ***Multi-Asset*** Moderate ***Fund*** to the ***Multi-Asset*** Cautious ***Fund*** and eventually to the ***Money Market Fund***.
- **Other Self-Select *Funds*:** You can build your own investment ***Portfolio*** with ***Funds*** investing in a range of specific ***Assets*** such as ***Shares***, ***Bonds***, and cash. You can spread your money across more than one ***Fund***.

With Utmost Life and Pensions, we want you to rest assured that we'll do our utmost to help secure your financial future. A core aspect of this guiding principle is providing a *Fund* range that holds multiple *Asset* types and highly liquid investments, many of which are traded on major stock exchanges.

Part 2 of your Investment Choice Pack provides more information about each of the *Funds* available.
Section 3 of this booklet provides further information on the *Automatic investment options* available.

Automatic investment options

If you do not wish to choose ***Funds*** to invest in, you can select the ***Automatic investment option*** for your policy. These are also the options that would apply if you do not make any alternative investment choice.

These ***Automatic investment options*** have been chosen because we believe they would be appropriate for the needs of most policyholders, however you need to ensure you are comfortable with the level of risk and reward that these options present:

- **Pension** – *Investing by Age* (pension policies only): Your savings would be invested in a broad range of investments selected by professionals as being appropriate for your age and changing as you get closer to taking your savings.
- **Life** – ***Multi-Asset*** Moderate: Your savings would be invested in a ***Diversified*** range of ***Assets*** designed to deliver ***Growth***, with a moderate risk profile.

Whatever investment choice you make, you can also choose how quickly or gradually you would like to move your savings to your chosen investments. See Section 4 'Choosing your investment timeline' for more information.

What happens to future *Contributions*?

We will invest future ***Contributions*** into the same ***Unit-Linked Fund*** choice. You can change this at any point in the future. If you currently pay into the ***With-Profits Fund***, this will no longer be available.

If you don't currently pay into your policy, you may be able to restart your ***Contributions*** if you wish to do so, depending on your contract type. Call 0330 159 1530 to discuss how you can do this.

The outcome of the vote will be published on the Equitable Life website in November. If you prefer to wait until you know the outcome of the vote before making an investment choice, we encourage you to seek any help or advice you may need before the end of November so that you are ready to make your choice once the outcome is known.

WHAT HAPPENS IF I DON'T MAKE AN INVESTMENT CHOICE?

What would happen immediately on transfer?

If the ***Proposal*** goes ahead and you don't select a ***Fund(s)*** by 13 December 2019, your savings would move into a ***Secure cash investment*** for six months. This not only protects your savings but also provides you with more time to make an investment choice after the transfer to Utmost Life and Pensions goes ahead. While in the ***Secure cash investment***, the ***Unit price*** would be guaranteed not to decrease from the price at the initial investment date, although its value would be unlikely to keep pace with ***Inflation***. For life policies, the ***Fund*** value could fall where product charges are applied, for example, to pay for life cover, critical illness cover, or medical expense cover.

Transition to the *Automatic investment option*

If you still haven't made an investment choice at the end of the six-month period, your savings would gradually move into our ***Automatic investment option*** for your policy type, which has been chosen because of the investment characteristics and levels of risk and reward.

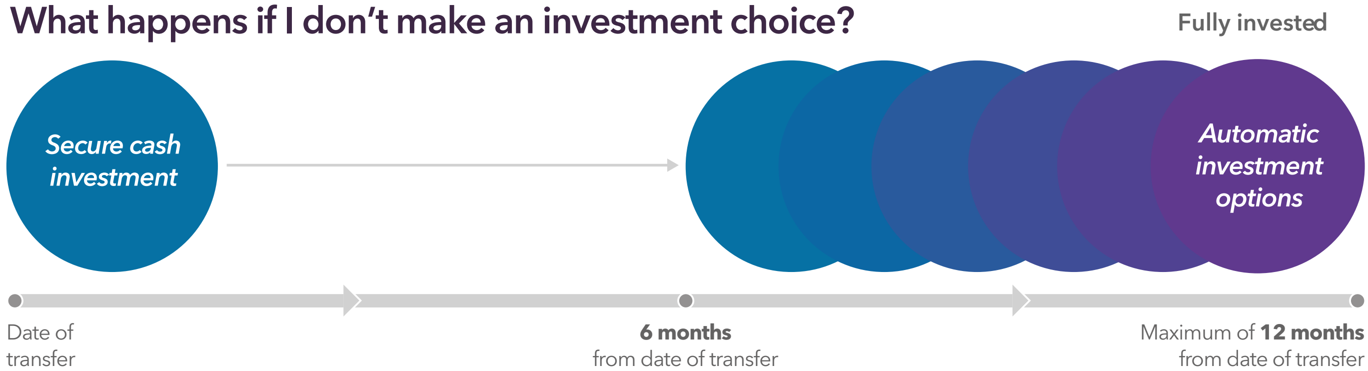
Your savings would transition to the ***Automatic investment option*** gradually over the following six months, to minimise the impact of ***Market fluctuations***.

Whether you make an investment choice now or not, you can ***Switch*** some or all of your investments to a different ***Fund(s)*** at any time in the future.

If you need further information or advice after you have read this section, see Section 6 'More help with your investment choice' or call the helpline on 0330 159 1530.

POLICY TYPE	PENSION POLICIES	LIFE POLICIES
First six months	***Secure cash investment***	***Secure cash investment***
Next six months Gradual transition over a six month period	***Investing by Age*** strategy	***Multi-Asset*** Moderate

What happens if I don't make an investment choice?



2. WHAT TO THINK ABOUT WHEN MAKING YOUR INVESTMENT CHOICE

Assessing your needs and goals

If you wish to make an investment choice, the key is to select a ***Fund*** or ***Funds*** to help you achieve your individual financial objectives, while also keeping risk and reward at a level that you are comfortable with and can afford. This section is designed to help you through your decision-making.

What to do next:

- Understand your financial objectives – what you want to do with your savings. For example, save for retirement, for family, as a nest egg. You may have pressing financial needs or you might have no immediate plans.
- Assess the length of time you want to invest for and your attitude to risk, to help establish the types of ***Funds*** that may be most suitable for you.
- Review the case studies on page 8. These illustrate some of the factors you might want to consider when making your choice. Your own individual circumstances are unlikely to exactly match those of the investors featured.
- Take a look at how different ***Funds*** have different levels of risk and reward. Risk ratings and ***Fund*** risk warnings are explained in Part 2 of your Investment Choice Pack. It's worthwhile spending some time understanding the risks involved with each type of ***Fund*** before making your choice.

What is a *Unit-Linked Fund*?

Unit-Linked Funds allow you to combine your money with other investors so that you can access a broader range of investments. You can invest in ***Assets*** such as ***Equities/ Shares***, ***Corporate bonds***, ***Government bonds***, and ***Cash/ Money Markets***. When you invest your savings, you buy units in the ***Fund***. The number of units you receive will depend on how much you invest and the price of the units at the time of purchase.

A number of different ***Unit-Linked Funds*** are offered to ***Unit-Linked*** policyholders and you can choose which ***Fund*** or ***Funds*** are right for you. Some provide a low ***Return*** with little risk of not getting your money back but may not keep pace with ***Inflation***. Other ***Funds*** can provide potentially higher ***Returns*** but with a higher risk to your money.

The value of all *Unit-Linked Funds* can go down as well as up and you may not get back the amount you invested. Past performance of *Funds* is not an indicator of future performance.

For help with any of the terms in *bold italics* in this booklet, please see the Glossary in Part 2 of your Investment Choice Pack, Section 7.

For more information about ***Unit-Linked Funds***, see Part 2 of your Investment Choice Pack, Section 5 '***Unit-Linked*** funds explained'.

If you need further information or advice after you have read this section, see Section 6 'More help with your investment choice' or call the helpline on 0330 159 1530.

Assessing your attitude to risk

Whenever you make an investment, you expose your savings to a degree of risk. Working out how much risk you can afford to take, and how much risk you are prepared to take, is important in helping you to select the ***Fund(s)*** most suitable for your needs.

Your time horizon

This simply means how long you want to be invested before you take your money.

Higher risk ***Funds***, such as ***Equity Funds***, can fluctuate in value over short time periods, but over the longer term they have the ability to provide higher ***Returns*** that can help to protect your savings from the effects of ***Inflation***.

If you invest in ***Equity Funds***, you should be prepared to do so for the medium to long term (a minimum of five years). This is because a longer ***Investment horizon*** gives you more time to ride out the short-term bumps caused by periods of ***Market Volatility***.

Bond Funds are lower risk than ***Equity Funds*** as they tend to change in value less dramatically and can therefore be more suitable if you have a shorter ***Time horizon***, although potential ***Returns*** are likely to be lower and may not keep up with ***Inflation***. There is also a risk that changes to interest rates could reduce the ***Market*** value of ***Bond Funds***.

Investors with very short ***Time horizons*** may wish to choose ***Money Market/Cash*** funds and ***Government bond*** funds, which are more focused on protecting your savings from losses at the expense of ***Returns***. However, ***Inflation*** can erode the value of savings invested in lower risk funds, and the buying power of your savings may reduce over time.

How you feel about taking financial risk and potential loss

A general rule is that the more risk you are prepared to take, the greater your potential ***Returns*** could be over time. On the downside, your potential losses may also be greater. The less risk you are prepared to take, the lower your potential ***Returns*** could be over time – but your potential losses may also be reduced.

However, even if you are able to invest over a long period of time, you may not be comfortable with the possibility of larger ***Fluctuations*** in the value of your savings.

Alternatively, you may be able to accept higher levels of investment risk if it helps you to meet your financial goals or if you can afford the risk of your ***Funds*** going down in value.

You can spread your risk and reduce the impact of ***Market fluctuations*** by investing in a combination of different ***Asset*** types, for example through one of our ***Multi-Asset Funds***.

It's important to bear in mind that the value of ***Unit-Linked Funds*** can go down as well as up and you may not get back the amount you invested. You should ensure you are comfortable with the level of risk and reward associated with any ***Fund*** you invest in.

CASE STUDIES

The following case studies are designed to illustrate some of the factors you might want to consider when making your choice. Your own individual circumstances are unlikely to exactly match those of the investors featured.

Case Study 1 – Doesn't want to choose where to invest their savings

If they do not make a decision at all, they can rest assured that their savings will be invested in a ***Secure cash investment*** for six months and then gradually transitioned to the ***Automatic Investment Option*** over the following six months – a solution we believe is appropriate for the needs of most investors.

Case Study 2 – A confident investor who is saving for retirement in approximately 20 years

An investor with a relatively long ***Time horizon*** and their investment experience suggests that they may want to consider ***Equity Funds*** or medium-to-higher risk ***Multi-Asset funds*** as part of their investment choice. They could also consider the ***Investing by Age*** strategy, which is designed to help their money grow while they can afford to take some risk, and then focus on protecting their savings as they become closer to taking their savings.

Case Study 3 – A policyholder who isn't relying on their Equitable savings for retirement

An investor in a strong financial position means they can potentially afford to take some risk with some of their savings, and may therefore be able to consider ***Equity*** and ***Corporate bond Funds*** or one of the ***Multi-Asset Funds*** within their investment choice.

Case Study 4 – Is just two years from taking their savings

At this stage in their retirement planning, they may consider ***Money Market/Cash Funds***, or UK ***Government bond Funds***, which offer greater protection to their savings, although ***Growth*** may be modest and the value of their savings may not keep up with ***Inflation***. A rise in interest rates could also reduce the ***Market*** value of ***Bond Funds***.

Case studies are for illustrative purposes only.

3. AUTOMATIC INVESTMENT OPTIONS

MULTI-ASSET MODERATE IS THE AUTOMATIC INVESTMENT OPTION FOR LIFE POLICIES

In the ***Multi-Asset*** Moderate ***Fund***, your money would be invested in a diverse range of ***Assets*** designed to deliver ***Growth***, with a moderate risk profile. This would be the ***Automatic investment option*** for life policies if you make no alternative investment choice.

We believe this investment strategy is appropriate for the needs of most life policyholders because it provides an investment strategy that focuses on growing savings at a moderate rate through investing in a broad range of ***Assets*** with a medium risk.

This investment strategy may not be appropriate for life policyholders who wish to have greater control of the ***Funds*** they invest in and prefer to self-select ***Funds*** with greater or less risk. For some policyholders, the ***Multi-Asset*** Moderate strategy would not provide them with the ***Growth*** they require in order to meet their financial goals, and they may be prepared to take greater risk with their investments in order to do so. For others, they may not want to take as much risk and prefer a lower risk ***Fund***, despite the reduced potential for growing their savings.

It's important that you review your investments regularly to ensure they remain suitable for your circumstances. You can change your investments at any time. See Section 6 (Part 2 of your Investment Choice Pack) 'Making changes to your investments in the future' for more information.

The value of ***Unit-Linked Funds*** can go down as well as up and you may not get back the amount you invested. You should ensure you are comfortable with the level of risk and reward associated with any ***Fund*** you invest in.

Details of the funds used within the automatic investment options are in Part 2 of your Investment Choice Pack, Section 2.

For information about who would manage your savings, see Part 2 of your Investment Choice Pack, Section 4 'Who would manage my savings?'

For general information about how *Unit-Linked* funds work, see Part 2 of your Investment Choice Pack, Section 5 '*Unit-Linked* funds explained'.

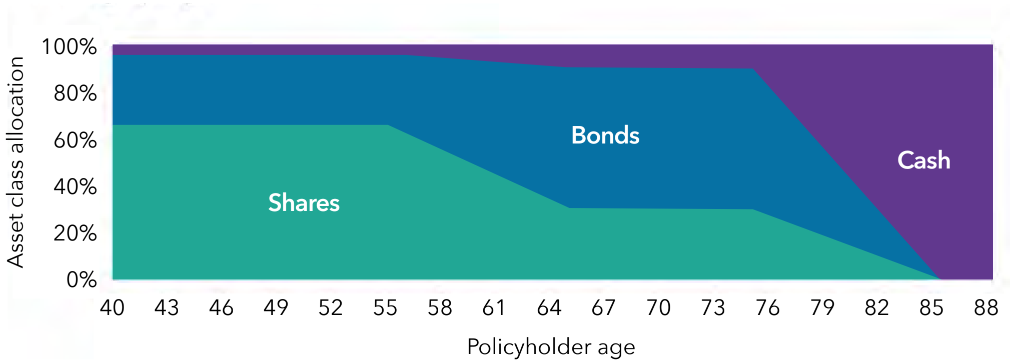
For help with any of the terms in *bold italics* in this booklet, please see the Glossary in Part 2 of your Investment Choice Pack, Section 7.

THE INVESTING BY AGE JOURNEY – THE AUTOMATIC INVESTMENT OPTION FOR PENSION POLICIES

The *Investing by Age* strategy automatically invests your savings in a *Portfolio* of *Assets* that gradually changes to less risky investments as you get older.

	Your investments gradually transition through the three funds as you get older				
	Up to age 55	55 to 65 years old	65 to 75 years old	75 to 85 years old	Over age 85
Growth Phase: *Multi-Asset* Moderate Your money would be invested in a diversified range of ***Assets*** designed to deliver growth, with a moderate risk profile. During this phase, you would be likely to see fluctuations in the value of your investments.	100% invested	Gradual reduction from 100% to 0%	0%	0%	0%
Defensive Phase: *Multi-Asset* Cautious To add some protection to your savings as you get older, you would gradually move into a more cautiously invested fund. Your savings would still be spread across a diversified range of investments, but the mix of ***Assets*** is chosen to reduce the risk of short-term falls in value.	0%	Gradual increase from 0% to 100%	100% invested	Gradual reduction from 100% to 0%	0%
Cash Phase: *Money Market* Your savings would be moved to lower risk cash investments to protect them from fluctuations in value. It's important to note that ***Inflation*** could be higher than the ***Return*** you may receive during this phase, meaning that the value of your savings would reduce over time.	0%	0%	0%	Gradual increase from 0% to 100%	100% invested

Investing by Age - Asset mix of the underlying *Funds*



You could choose our ***Investing by Age*** strategy where your money would be invested in a broad range of investments selected by professionals as being suitable for your age in the run up to retirement.

This is also the ***Automatic investment option*** for pension policies if you make no alternative investment choice.

The strategy has been chosen due to the investment characteristics and levels of risk or reward. It provides a strategy which focuses on growing savings at a moderate rate while you are younger through medium risk investments, and gradually transitioning to lower risk funds as you become older, and potentially closer to retirement or in retirement, and therefore protecting you from significant falls in the value of your savings.

This investment strategy may not be appropriate for pension policyholders who wish to have greater control of the funds they invest in and prefer to self-select funds because they want to take more or less risk. For some policyholders, the ***Investing by Age*** strategy may not provide them with the ***Growth*** they require in order to meet their financial goals, and they may be prepared to take greater risk with their investments at different points in time. For others, they may not want to take as much risk, even if they are further away from retirement.

The ***Investing by Age*** strategy is designed to protect your money as by the time you reach age 85, you would be fully invested in the ***Money Market Fund***, the lowest risk ***Fund***. This type of protection is typically used when you are about to buy an ***Annuity*** to protect your income in the future.

If you choose the ***Investing by Age*** strategy, you should also choose an investment timeline for your savings to gradually transition to the ***Fund***. See page 12 for more information.

It's still important that you review your investments regularly to ensure they remain suitable for your circumstances. You could change your investments at any time. See Section 6 (in Part 2) 'Making changes to your investments in the future' for more information.

The value of ***Unit-Linked*** funds can go down as well as up and you may not get back the amount you invested. You should ensure you are comfortable with the level of risk and reward associated with any ***Fund*** you invest in.

Details of the funds used within the automatic investment options are in Part 2 of your Investment Choice Pack, Section 2.

For information about who would manage your savings, see Part 2 of your Investment Choice Pack, Section 4 'Who would manage my savings?'

For general information about how *Unit-Linked* funds work, see Part 2 of your Investment Choice Pack, Section 5 '*Unit-Linked* funds explained'.

For help with any of the terms in *bold italics* in this booklet, please see the Glossary in Part 2 of your Investment Choice Pack, Section 7.

4. CHOOSING YOUR INVESTMENT TIMELINE

As well as choosing your ***Fund(s)***, you can choose how quickly or gradually you would want your savings to move to your chosen ***Fund(s)*** from the ***Secure cash investment***.

What will happen immediately on transfer?

If the ***Proposal*** goes ahead, on the date of transfer to Utmost Life and Pensions, your savings would immediately move into a ***Secure cash investment*** while your investment choice is implemented. While in the ***Secure cash investment***, the ***Unit price*** would be guaranteed not to decrease from the price at the initial investment date, although its value would be unlikely to keep pace with ***Inflation***. For life policies, the fund value could fall where product charges are applied.

Your savings would then be gradually transitioned into your chosen ***Fund*** or funds over one of three timeframes of your choosing. The same timeline would apply to all funds you choose.

Why wouldn't my savings be invested immediately?

Moving your savings to your chosen ***Fund*** or funds more slowly would mean that you avoid the risk of investing the entire sum immediately before a potential fall in the ***Market***. If the ***Market*** fell after you had invested all your money in one lump sum, then the entire value of your savings would be affected. If, however, you spread your investment, ***Market*** falls would only affect the sum invested so far, and future investments would benefit from lower ***Market*** prices.

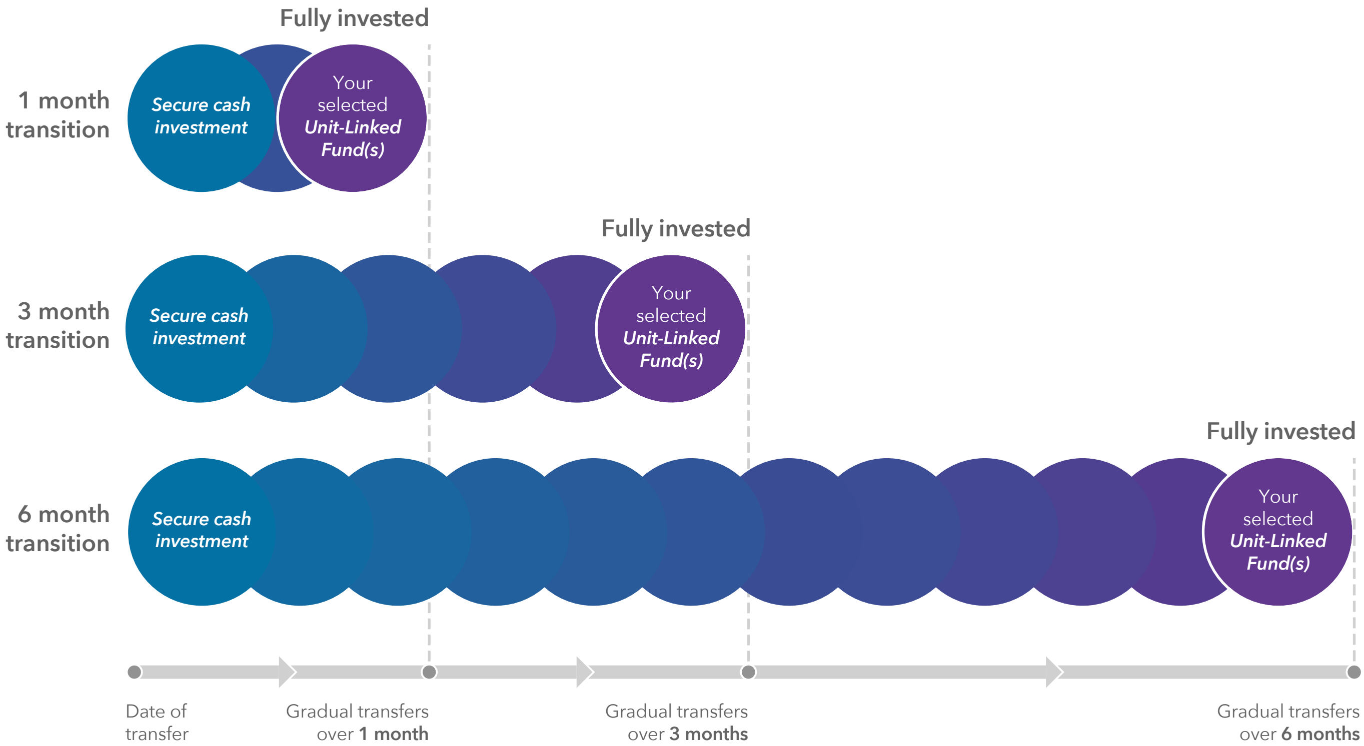
Why are you offering different timelines?

We're offering different investment timelines to give you the option of transitioning from the ***Secure cash investment*** to your chosen ***Unit-Linked*** investments over a shorter or longer timeline. You might want to choose a shorter timeline if your priority is to be fully invested quickly, or a longer one if you are more concerned about minimising the impact of any ***Market*** falls on your investments in the short term. If you select a fund but do not select an investment timeline, the six month transition timeline will automatically apply.

Your investment timeline options

	ONE MONTH TRANSITION	THREE MONTH TRANSITION	SIX MONTH TRANSITION
Secure cash investment How long will your money stay in the ***Secure cash investment***?	Up to one month	Up to three months	Up to six months
When will all your money be in your chosen ***Fund(s)***?	In one month	In three months	In six months

Your choice of investment timeline



For illustrative purposes only.

If you need more help to understand your options, call the helpline on 0330 159 1530.

What are the potential benefits and risks of each transition period?

When choosing a timeline, consider the following benefits and risks carefully and choose an option that best suits you.

	BENEFITS	RISKS
Six month transition	▶ Your savings would benefit for longer from the protection of the ***Cash funds***. While in the ***Secure cash investment***, the ***Unit price*** would be guaranteed not to decrease from the price at the initial investment date, although its value would be unlikely to keep pace with ***Inflation***. ▶ You could change your investment ***Fund*** choice while your savings are in the ***Secure cash investment***. A longer transition spreads out the risk of moving your money when the ***Markets*** are high and then subsequently fall.	▶ Moving your savings to your chosen ***Fund(s)*** over six months means they may lose out on some of the effects of rises in the ***Markets*** during that time. ▶ Keeping your savings in the ***Secure cash investment*** for up to six months means there is more potential that the value of your savings will not keep pace with ***Inflation***.
Three month transition	▶ Your savings would be invested in your chosen ***Fund*** in a relatively short time, but they would also benefit from a period of protection from falling in value while in the ***Secure cash investment***. ▶ As your savings are invested in cash for a few months, they are less likely to be affected by ***Inflation*** reducing their value, although that is still a risk.	▶ Moving your savings to your chosen ***Fund(s)*** over a three month period rather than one month means they may lose out on some of the effects of rises in the ***Markets*** during that time. ▶ There is some potential for the value of your savings to be affected by changes in ***Inflation***.
One month transition	▶ As you would be invested in your chosen ***Fund(s)*** as early as possible after the transfer date, your savings would have the potential to grow as soon as possible. ▶ As your savings are invested in cash for only a short time, they are less likely to be affected by ***Inflation*** reducing their value.	▶ Moving your savings to your chosen ***Fund(s)*** over a one month period increases the risk that they would be affected by a sudden fall in the ***Market***. ▶ Your savings would not benefit for long from the protection of the ***Secure cash investment*** where the ***Unit price*** would be guaranteed not to decrease from the price at the initial investment date, although its value would be unlikely to keep pace with ***Inflation***.

If you need help with your choice, see Section 7 'More help with your investment choice' or call the helpline on 0330 159 1530. For help with any of the terms in *bold italics* in this booklet, please see the Glossary in Part 2 of your Investment Choice Pack, Section 7.

5. CHARGES AND TAXATION

Should the ***Proposal*** go ahead, it is important that you understand any charges that would apply in relation to investing in ***Unit-Linked*** funds.

Annual Management Charge (sometimes known as *AMC*)

The ***Annual Management Charge*** on your policy would cover the expenses of managing your money, including:

- Administration costs
- ***Levies***, including those payable to regulators
- Investment management costs

We take the charge into account when we calculate the price of units in the ***Fund*** each day.

The ***Annual Management Charge*** that applies to each ***Fund*** is either 0.50% or 0.75%, as shown in Part 2 of your Investment Choice Pack, Section 3. As an example, for savings of £1,000, an ***Annual Management Charge*** of 0.50% on a ***Fund*** would cost £5 per year. An ***Annual Management Charge*** of 0.75% on a ***Fund*** would cost £7.50 per year.

The ***Annual Management Charge*** is usually reviewed at least annually to make sure that it is fair to you and covers our expenses. If the ***Proposal*** goes ahead, the charge would be guaranteed to be no more than 0.75% of the funds invested for at least one year after the transfer to Utmost Life and Pensions. Beyond a year, the ***Annual Management Charge*** would only be increased from these levels in limited circumstances, and will not exceed 1% in any event.

There is currently no charge for ***Switching*** funds, although we reserve the right to introduce one in the future. Our bid and offer prices are currently the same as we do not have any initial charges or exit charges at this time.

Transaction charges

The only costs that would not be covered by the ***Annual Management Charge*** are those related to the buying and selling of ***Assets*** in ***Underlying investments***, generally known as ***Transaction charges***. ***Underlying investments*** may include an adjustment in their price when large sums are invested or withdrawn. The adjustment protects the investments from expenses, such as ***Broker fees*** or ***Stamp duty***. We are required to disclose to policyholders the annual impact of these charges on the ***Unit-Linked*** funds. For Utmost Life and Pensions' new funds, transaction costs may be in the range of 0.2% and 0.3% for ***Multi-Asset*** or ***Corporate Bond*** funds. The highest cost of around 0.6% is generally in a UK ***Equity Fund*** due to stamp duty. ***Government bonds*** and ***Cash*** funds have much smaller costs between 0 and 0.05%.

You can find details of Equitable's existing ***Funds*** on www.equitable.co.uk. Future ***Fund*** information will be added to our website www.utmost.co.uk.

Taxation on investments

Tax legislation will continue to apply to your policy as it does now. For all life insurance policies (whether ***Unit-Linked*** or ***With-Profits***) the investment ***Returns***, net of expenses, are taxed. We make an allowance for this within the pricing of ***Unit-Linked*** funds. Pension funds' investment ***Returns*** (whether ***Unit-Linked*** or ***With-Profits***) are exempt from this tax.

We aim to ensure that the way we allow for tax in unit pricing is fair to all policyholders, and across all funds.

For help with any of the terms in *bold italics* in this booklet, please see the Glossary in Part 2 of your Investment Choice Pack, Section 7.

6. MORE HELP WITH YOUR INVESTMENT CHOICE

FIND OUT WHERE TO GET HELP OR FINANCIAL ADVICE

We know we're asking you to make very important decisions about your savings. The Equitable and Utmost are committed to supporting policyholders, and together we can arrange the appropriate support to help you through this process. If you think you need further information or advice, this section will explain the difference between these and the options available.

Helpline on 0330 159 1530 – will provide you with factual information to help you understand the investment options available.

Advice – takes into account your own specific circumstances to determine how to invest your funds. If you receive advice, your financial adviser would give you a recommendation on where your funds should be invested should the ***Proposal*** go ahead.

How do I get further information and support?

After reading the information in the pack, if you still have questions about the ***Proposal***, the Equitable has arranged for a dedicated team to provide you with further support. This team is provided by JLT Wealth Management Limited (JLT), who are experienced in supporting policyholders through processes such as this.

If you do wish to speak to JLT, we would recommend reading the material first in order to gain as much of an understanding about your investment choices as you can. We also recommend having your documentation to hand as this will help you to get the most out of the call.

You can access the helpline through the usual Customer Service number: 0330 159 1530.

Do I have to get advice?

No. We recommend you speak to JLT first before considering whether you also need financial advice before making this important decision about your savings.

How do I get advice?

You have several options for getting advice.

- The Equitable is providing access to subsidised financial advice operated by Hargreaves Lansdown. This is an online and telephone based service which can advise on your policy with the Equitable or your wider finances. More details about the costs of these services and how to access this advice can be found in the Hargreaves Lansdown leaflet enclosed in your Investment Choice Pack.
- You can ask a financial adviser to give you advice. They may charge you for this service, and the amount they charge may depend on whether you want advice about your policy with the Equitable, or a wider review of your finances. If you have an existing financial adviser, the Equitable has agreed to pay a contribution towards the cost of this advice.

If you seek to engage in a new relationship with a financial adviser, the Equitable will not contribute towards the cost of their advice.

Subsidised advice from Hargreaves Lansdown or your existing financial adviser is available until 13 December 2019.

Beware of scams and fraud, especially any unsolicited contact about your savings. Check companies are legitimate through the FCA register https://register.fca.org.uk

Advice from Hargreaves Lansdown

If I get advice from Hargreaves Lansdown, what will I have to pay?

- You'll pay £50 for online advice about your Equitable policy; Equitable will pay £150.
- You'll pay £95 for telephone advice about your Equitable policy; Equitable will pay £355.
- You'll pay 1% of the ***Assets*** advised on for telephone advice on both your Equitable policy and any other investments. This is subject to a minimum charge to you of £345. The Equitable will contribute up to £450. For example – for advice on ***Assets*** of £100,000, the total advice charge would be £1,000. £450 would be paid by the Equitable, meaning the cost to you would be £550.

From your existing financial adviser

The Equitable will subsidise up to a maximum of £355 for you to receive advice from your existing financial adviser. If your own financial adviser charges more than that, you will need to pay the rest.

Will I get my money back if the *Proposal* does not go ahead?

If you receive advice we will refund up to a maximum of £95 if the ***Proposal*** does not go ahead.

How will the Equitable pay me to cover the cost of advice I receive from my existing financial adviser?

- You will need to call the Equitable so that they can register your request and issue you with the subsidy claim form that you and your adviser would need to complete once you have received the advice.
- The Equitable will pay their contribution to your financial adviser direct – not you. Your financial adviser will need to request payment by:
  - Completing an Advice Confirmation Slip confirming that they have provided you with advice and requesting payment;
  - Confirming to the Equitable that they have the appropriate permission from the FCA to provide you with the advice;
  - Claims must be submitted to Equitable Life by 13 December 2019.

What if my financial adviser charges less than the Equitable's contribution?

The Equitable will meet the full cost up to the maximum contribution of £355.

Can I get advice from more than one adviser?

You can, but the Equitable will only pay a subsidy to one adviser.

I'm based overseas, will the Equitable contribute towards the cost of advice for me?

The Equitable will contribute to the cost of advice you need up to a maximum of £355 if it's provided by an appropriately authorised financial adviser who is based in the UK; or based in the country you reside in with a parent company in the UK and regulated by the FCA. Unfortunately, Hargreaves Lansdown are unable to provide you with advice if you are resident outside of the UK.

MAKING YOUR CHOICE

It's one telephone number for any queries or to access the helpline: 0330 159 1530.

Read the Decision Pack recently sent to you

This gives you detailed information about the ***Proposal*** and what to consider ahead of voting.

Read your personal illustration

This was sent to you with the Decision Pack. It will help you understand the current value of your policy, the amount that this might be increased by and the ***Investment Guarantee*** that would be removed if the ***Proposal*** goes ahead. It also shows values at a future date and a comparison of the position if the ***Proposal*** does not go ahead.

If you require an illustration on a different basis, please call the helpline.

Read Part 2 of your Investment Choice Pack

This gives more detailed information about the ***Unit-Linked Fund*** choices on offer.

Call the helpline

You can call the helpline for more information about your investment choice on 0330 159 1530 (9am to 5pm).

Speak to a financial adviser

A financial adviser will be able to look at your personal circumstances and give you a tailored recommendation. The Equitable will subsidise the cost of you using the services of Hargreaves Lansdown or your own existing adviser.

Vulnerable customers

Certain policyholders may be faced with particularly complex issues or identify themselves as being 'vulnerable', for example as a result of disability (either mental or physical), terminal illness, or having problems reading or understanding written materials. The Equitable and Utmost Life and Pensions are committed to supporting policyholders with these additional needs. If you feel you might benefit from additional assistance, please contact us and let us know your circumstances. We may be able to offer additional help and support.

General queries and help

Call 0330 159 1530 (9am to 5pm) or write to Equitable Life, Walton Street, Aylesbury, HP21 7QW. Go online to www.equitable.co.uk or www.utmost.co.uk

7. WHAT TO DO WHEN YOU'VE MADE YOUR CHOICE

How to let us know which ***Fund(s)*** you've chosen

Complete the Investment Choice Form enclosed

In this pack, you will find a form to complete to let us know your investment choice for each of your policies. Full instructions are provided with the form. If you need further help, please call 0330 159 1530.

Let us know if your personal circumstances mean you might benefit from additional assistance.

If the ***Proposal*** goes ahead, and the Equitable receives your form by 13 December 2019, your instructions will take effect from the date of transfer to Utmost Life and Pensions including the timeline you have chosen to transition from the ***Secure cash investment*** to your chosen ***Fund(s)***. Forms will still be accepted after this date, but your instructions may be processed after the Implementation Date.

Calls may be recorded for training or monitoring purposes.

Walton Street, Aylesbury, Bucks, HP21 7QW Tel : 0330 159 1530 Fax : 0845 835 5765 : www.utmost.co.uk

B1 UK Investment Guide Part 1