

# KEY FEATURES



**This brochure outlines the key features of our Pension Annuity.**

**'The Financial Conduct Authority is a financial services regulator. It requires us, Just, to give you this important information to help you decide whether our Pension Annuity is right for you. You should read this document carefully so that you understand what you are buying, and then keep it safe for future reference.'**

Please read this document together with your personal quotation which shows the benefits available to you.

If you have any questions please speak to your financial intermediary.

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## KEY FEATURES OF THE PENSION ANNUITY

### Its aims

- To provide a guaranteed income for life based on your personal, health and lifestyle information.
- To give you the opportunity to arrange retirement benefits suited to your personal and family circumstances. Please see the 'questions and answers' section for details of the options available.

### Your commitment

- To use all or some of your pension savings to buy our Pension Annuity.
- To make a decision to buy a guaranteed income for life and choose the options you want from the Pension Annuity.
- To answer all personal, health and lifestyle questions truthfully, accurately, with care, and to the best of your knowledge so we can pay you the amount of income you are entitled to.



### Risks

- Once the 30-day cancellation period has come to an end and your Pension Annuity has been set up, you can't change your payment options, even if your personal circumstances change. You won't be able to cash in your Pension Annuity.
- If you die without having chosen a **dependant's income** or one of the **other death benefit options**, your income will stop.
- The total income you receive may be less than the pension savings used to buy the Pension Annuity.
- Depending on the **income option** you choose, inflation may reduce the real spending power of your income payments over time.
- If we find out that the personal, lifestyle or health information given to us isn't correct, we may reduce your income and recover any extra amount we've paid to you or, if reasonable, cancel the policy and stop making payments.

### Important information

Deciding to buy a pension annuity is an important decision. You can buy one from us or another provider, and by shopping around you may be able to improve the income you receive. Your decision could affect your financial circumstances for the rest of your life.

### Options

Please see the 'questions and answers' section for details of all the options available.



## QUESTIONS AND ANSWERS

### What is a Pension Annuity?

A Pension Annuity is a way of turning your pension savings into a secure income that's guaranteed for life.

### Who can buy a Pension Annuity?

To buy a Pension Annuity you must be aged 55 (50 where allowed by law), have your only or main home in the UK (not including the Channel Islands or the Isle of Man), and be buying the annuity with funds from a UK-registered pension scheme. If you are also providing a lifetime income for a named dependant (your husband, wife, civil partner or someone else), they must be at least 40 years old.

### How much income will you pay me?

With this key features document, we've enclosed a personal quotation. This shows how much income you might expect to receive based on an assumed value of your pension savings and the combination of options you've chosen as well as your personal, health and lifestyle information.

If you make any changes to the combination of options you've chosen, any of the information you've provided changes, or the final amount of the pension savings we receive is more or less than the amount we assumed, the level of your income will change.

### What income options do I have?

You can have an income that stays the same for the rest of your life, or you can choose one of the following **income escalation** options.

- Income that increases each year by a fixed percentage.
- Income that increases or reduces in line with inflation.
- Income that increases in line with inflation, but will not reduce.

### How often can I receive my income payments?

You can choose to receive your income payments monthly, quarterly (every three months), half-yearly (every six months) or yearly. You can receive your income in advance (for the period to come) or in arrears (for the period that has passed).

### Can I take a tax-free lump sum?

You can usually take a tax-free lump sum of up to 25% of your pension fund, or 25% of the standard lifetime allowance, whichever is lower. The standard lifetime allowance is £1,073,100 (for the tax year 2023/24). If you have lifetime allowance protection, the amount of tax-free lump sum you can take may be higher. We wouldn't be able to provide a tax-free lump sum if you've already received this from your existing pension provider. The tax-free lump sum is sometimes called a 'pension commencement lump sum', or 'PCLS'.

### What if I need a larger lump sum?

If you need a larger amount, you can also take a **taxable lump sum**, although you must leave at least £2,000 with which to buy a guaranteed income for life. The taxable lump sum will be taxed as earned income.

If you take a taxable lump sum, this is treated as 'accessing your pension flexibly'. This will then reduce the amount you can contribute to a money purchase or hybrid pension scheme. For more information, please read our 'annual allowance factsheet', available at [wearejust.co.uk](https://wearejust.co.uk).

#### Income escalation

If you choose an income escalation option, you'll start with a lower income.

#### Lump sums

If you take a tax-free lump sum or a taxable lump sum, the amount of guaranteed income for life you'll be able to buy will be lower than if you hadn't taken a lump sum payment.

## Death benefit options

Choosing one of the death benefit options will reduce the amount of guaranteed income for life you receive each year.

### Can I provide a lifetime income for a loved one?

You can do this by choosing the 'dependant's income' option when you set up your policy.

- You can choose for all or part of your income to be paid to a named dependant when you die. This could be your husband, wife, civil partner or someone else, as long as they are at least 40 years old.
- In some cases your dependant may need to prove they are financially dependent on you.

If you choose a dependant's income, it will reduce the amount of guaranteed income for life you receive each year.

### What happens to my Pension Annuity when I die?

This depends on whether you decide to choose a guarantee period or value protection option (or both) when you set up your policy.

Choosing a guarantee period will make sure that your income will continue to be paid for a set period (the guarantee period) of between 1 and 30 years from the start of your Pension Annuity.

If you choose the dependant's income option, you can specify when the dependant's income should start. You can choose for there to be an overlap or no overlap.

**With overlap:** The dependant's income starts when you die, so until the end of the guarantee period we will pay both the annuity income and the dependant's income. Once the guarantee period has ended, only the dependant's income will be paid.

**Without overlap:** The dependant's income starts from the end of the guarantee period.

If you choose the value protection option, you can protect all or part of the amount you used to buy your Pension Annuity. When you die, we'll then pay your protected amount (minus any payments already made) as a lump sum. If you've chosen a dependant's income, you can choose for the lump sum to be paid after your own death or after both you and your dependant have died.

If you don't choose a guarantee period or value protection option, your income will stop when you die.

### If I choose the value protection option, could the protected amount be restricted?

Yes it can, but it will depend on the different options that you choose. If you choose to provide a dependant's income as well as choosing value protection, the amount you can protect is limited by the percentage of the dependant's income chosen. The percentage of dependant's income chosen and the percentage of value protection chosen can't add up to more than 100%.

For example, if you choose a dependant's income of 50%, the maximum level of value protection you can choose is 50%. We can also limit the amount of value protection for the most severe medical conditions. If you have any questions about this, or need further explanation, the best thing to do is to speak to a financial intermediary. They will explain in more detail.

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### **How can I be sure I'm choosing the combination of options that best suits my personal circumstances?**

Choosing one of the options described above will change the amount of income you receive each year. You should take this into account and balance it with your personal circumstances and needs.

To help you find the right combination of options, you can ask for several different quotes to see how much difference each option makes to the income we'll pay.

Some types of pension may mean certain options are included automatically or restricted because of legislation. For example, if your pension fund includes Guaranteed Minimum Pension (GMP), you usually have to include an income for a husband, wife or civil partner at a set rate.

### **Can I cancel if I change my mind?**

You can cancel your application or alter your chosen options before the annuity is set up, and up to 30 days after receiving an 'Important information about your right to cancel' form, which we'll send with your policy documents.

If you decide to cancel your annuity, you must return the 'Important information about your right to cancel' form to the address at the bottom of page 6, and any lump sum (or lump sums) and income already paid to you. Once the 30-day cancellation period has come to an end, you won't then be able to cancel your annuity.

When we receive your request to cancel, we'll try to return your money to your original pension provider. However, if they're not willing to accept this return, it's your responsibility to get agreement from another company to accept your money and tell us who this is.

### **What are your charges?**

We'll work out the charges to set up and manage the policy at the start of the policy and this will be reflected in the income provided.

### **What advice charges or commission do I pay?**

- **Adviser charge.** If you have received advice from a financial intermediary, and want us to pay the adviser charge from your policy, this charge will be reflected in your personal quotation. If this is the case, your financial intermediary should have discussed and agreed this with you before asking you to sign the application form.
- **Commission.** If you haven't received advice, but have received help and information from an intermediary in arranging your policy with us, we may pay commission to them. The details of any commission due will be shown in your personal quotation.



## MORE INFORMATION

### Tax

Your guaranteed income for life and, if it applies, your taxable lump sum will be taxed according to instructions from HM Revenue & Customs. Income of this type is taxed under the Pay As You Earn (PAYE) system.

Any death benefits due may be taxed. Below we have set out an overview of the tax position.

#### Any value protection lump sum may be taxed.

If you die	
Before age 75	The lump sum will be free of tax.
Aged 75 or above	The lump sum will be taxed as earned income of the person receiving it.

#### Any income paid after your death to your dependant or other beneficiary may also be taxed.

If you die	
Before age 75	The income will be free of tax unless your benefits were paid as a scheme pension. If your benefits were paid as a scheme pension, income payments after your death will be taxed as earned income of the person receiving it.
Aged 75 or above	The income will be taxed as earned income of the person receiving it.

How you are taxed depends on legislation and your circumstances. This may change in the future. Please speak to your financial intermediary for more details.

### Pension Wise

Pension Wise is a free and impartial government service from MoneyHelper. It offers tailored guidance (online, over the phone or face-to-face) to explain what options you have and help you think how to make the best of your pension savings.

Pension Wise can provide guidance and information on the the tax implications of different options and tips on getting the best deal, including how to shop around. Visit [moneyhelper.org.uk/pensionwise](https://moneyhelper.org.uk/pensionwise) for more details.

If you'd prefer to speak to someone over the phone or book a face-to-face appointment, you can call 0800 138 3944.

### Financial advice

A financial adviser will be able to help you understand your options and provide advice on the best course of action for you. You can find an adviser by visiting [unbiased.co.uk](https://unbiased.co.uk).

## Law

The law which applies to the terms and conditions of the contract will be English law. The contract will be written in English.

The information set out in this key features document represents our understanding of the law and HM Revenue & Customs' practices at the date of publication. Changes to tax rules and other laws may affect the contract terms.

## Client categories

There are various categories of client set out under financial regulations. We will treat you as a 'retail client', which gives you the greatest level of protection and means you get full information about any products you buy.

## If you have any questions

For more information about our Pension Annuity please contact:

Just, Enterprise House, Bancroft Road  
Reigate, Surrey, RH2 7RP.

Phone: 01737 233 297

(Lines are open Monday to Friday, 8.30am to 5.30pm.

We may monitor and record calls, and call charges may apply.)

Email: [support@wearejust.co.uk](mailto:support@wearejust.co.uk)



## COMPENSATION

We're covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the FSCS if we can't meet our obligations. This depends on the type of business and circumstances of the claim. Currently 100% of the value of a valid claim is covered with no upper limit. You can get more information about compensation arrangements from [www.fscs.org.uk](http://www.fscs.org.uk).



## WHAT TO DO IF YOU ARE UNHAPPY

The first thing to do is tell us what's gone wrong. You can share your concerns with our staff either in person or by telephone, fax, email or letter.

Call: 01737 233 297

Lines are open Monday to Friday, 8.30am to 5.30pm. We may monitor and record calls, and call charges may apply.

Email: [complaints@wearejust.co.uk](mailto:complaints@wearejust.co.uk)

Fax: 01737 227 113

Write to:

The Quality Assurance Team  
Just, Enterprise House, Bancroft Road  
Reigate, Surrey, RH2 7RP.

If you're not happy with the way your complaint has been handled, or you're unhappy with the outcome, you can refer it to the Financial Ombudsman Service at:

Exchange Tower, London, E14 9SR.

Call: 0800 023 4567

Making a complaint to the Financial Ombudsman Service won't affect your legal rights. Full details of our complaints procedure can be found on the Useful Information section of our website:

[wearejust.co.uk/useful-information/making-a-complaint](https://wearejust.co.uk/useful-information/making-a-complaint)

Or you can get a copy by contacting us using the details above.



## ABOUT US

We are Just. We believe that everyone deserves a fair, secure and fulfilling retirement. We're here to help you get the most out of yours.

### Just – quick facts

- We were awarded an 18th consecutive '5-star' award in the 'Pensions and Protection' category at the 2022 Financial Adviser Service Awards.
- We have already provided a better retirement income for over 650,000 people who have retired.
- Just is a trading name of Just Retirement Limited. Just Retirement Limited is a UK authorised insurance company, authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our Financial Services Register number is 232595.

## FOR MORE INFORMATION

Call: **01737 233 297**

Lines are open Monday to Friday, 8.30am to 5.30pm

Email: [policy.admin@wearejust.co.uk](mailto:policy.admin@wearejust.co.uk)

Or visit our website for further information: [wearejust.co.uk](https://wearejust.co.uk)

To see our Solvency and Financial Condition Report, please visit:  
[justgroupplc.co.uk/investors/results-and-presentations/regulatory-returns](https://justgroupplc.co.uk/investors/results-and-presentations/regulatory-returns)

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**FT** ADVISER

