Workplace Retirement Account Investment guide

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About this guide

This guide is produced by Friends Life on behalf of the trustees. In this guide we, us and our means the trustees.

It explains how you can invest your pension savings. If you’re not confident about making your own investment choices you can remain in the scheme’s default investment solution.

You should read the Investment fund aims and risk guide which can be found online at http://library.friendslife.com/aengs127c.pdf.

Our role as trustees

We, as trustees have a legal duty to ensure that the pension scheme offers a good range of high-quality funds for you to choose from. We do this by taking advice from investment experts and regularly reviewing how the funds are performing against our expectations. If the funds are not performing as we would expect, we may decide to change them.

This could include where a fund manager is proposing to increase charges as we have a duty to ensure that the funds offer you value for money.

Whatever the outcome of our review, and if we choose to close or replace a fund, please be assured that we will notify you in advance and explain the choices you have.
Choosing how to invest your Workplace Retirement Account

Why is investment important?
Regular contributions are paid into your Workplace Retirement Account. These contributions are used to invest and buy units in funds designed to increase in value over the long term.

A pension scheme should seek to get the best return possible for your savings whilst balancing this with the level of risk you are comfortable with. Choosing the funds you want to invest in is a very important decision.

Please be aware that the value of an investment is not guaranteed and can go up and down. The value of your Account could be less than what has been paid in.

Do I have to choose my own investments?
No, we’ve chosen a default investment solution that we believe is appropriate for most members.

When you join the pension scheme, contributions will initially be invested in the default investment solution, which is called the Annuity Investment Programme. You can find out how the Annuity Investment Programme works on page 7.

Contributions will continue to be invested in the Annuity Investment Programme, unless you choose to invest in one or more of the other funds available to you.

I’d like to choose my own investments; where do I start?

If you decide to make your own choices from the available funds, there are a number of things you need to consider, including:

- When you want to retire.
- How much income you’re likely to need in retirement.
- The type of investments you can choose from and how these are managed.
- Your attitude to investment risk and how this may affect your investment decisions.
- The charges for different types of fund management.

If you want to make your own investment choices, you can find out more about the available funds in the Investment fund aims and risk guide which can be found online at http://library.friendslife.com/aengs127c.pdf.

Once you’ve thought about these, you will be better prepared to make your investment choices with your retirement goals in mind. If you are unsure about making investment decisions we recommend you speak to a financial adviser; you may be charged for this advice.
Whatever fund(s) you are invested in you should regularly review them to make sure they are still meeting your needs.

**Find out more**
You can find out more information about all of the funds available to you on our website:

www.friendslifemymoney.co.uk

**Review regularly**
You should regularly review your investments, as the ones you use now may not be right for you as your circumstances change, especially as you get closer to retirement.
Charges and expenses

To cover the costs of running your Account and managing your investments, the following charges apply:

**Scheme Annual Management Charge (scheme AMC)**

This covers the cost of running your Account. It is a percentage of your Account value that is calculated and applied daily, but deducted monthly from your Account by selling fund units.

The government has introduced a cap on pension charges which applies to the default investment solution for all workplace pension schemes. This means that if you remain invested in the default investment solution your total annual charge will not be more than 0.75% of your fund value. If you choose to invest in other funds the charges may be higher than this.

You can be assured that your scheme meets government charge cap rules and that the trustees will monitor all investments to ensure you receive value for money.

**Fund Annual Management Charge (fund AMC)**

The fund AMC is charged by fund managers for managing a fund. It is normally calculated as a percentage of the fund’s value and deducted from the daily fund unit price.

**Additional Expenses**

Most fund managers have to pay expenses, such as fees to auditors, trustees and valuers. You can see what they are for each fund in the fund tables detailed on page 10 and in the Investment fund aims and risk guide.

**Total Annual Management Charge (total AMC)**

The total AMC will depend on which fund or funds you invest in. It is taken from each fund, over the lifetime of your Account. It is made up of the scheme AMC and the fund AMC. You can see the total AMCs for each of the available funds in the fund tables detailed on page 10 and in the Investment fund aims and risk guide.

All charges and expenses are reviewed regularly. If a scheme AMC or fund AMC changes Friends Life will let you know.
If you don’t want to choose your own investments

A default investment solution has been created for your employer’s pension scheme, into which contributions will be invested. This means you don’t have to make your own investment decision.

We have chosen this solution after taking advice from our advisers.

Although we have made this selection for those who don’t make an investment choice, there are no guarantees that this solution is the most suitable for your own personal circumstances.

The objective of the default investment solution is to provide an appropriate investment strategy for members who do not wish to make an investment choice for themselves. Up until 8 years from your planned retirement date the default investment solution aims to help your pension savings grow by investing primarily in shares (also known as equities). The value of your savings will fluctuate (increase or decrease) on a daily basis as a result of the performance of the fund used in the growth phase.

In the 8 years leading up to your retirement date, your savings are gradually moved into lower risk investments, such as fixed interest and money market investments. This phase aims to reduce the risk of your savings falling in value as you approach your planned retirement date, whilst maintaining some potential for growth. This is likely to produce lower rates of return.

Contributions will be invested in the funds which make up the Annuity Investment Programme. This programme has been designed to manage your pension investments for the life of your Account.

The chart on the following page shows how the programme aims to move your money to specific investment funds. The movements take place on a monthly basis as you approach your selected retirement date.
The percentages invested in each of these funds, shown above, will vary slightly according to financial market movements. Each column can represent one year or a number of years depending on the length of the programme. All movements of funds managed by the programme are at no extra cost.

As your investments are moved to different funds within the programme, your scheme AMC may change.

Whilst you are invested in this solution you are unable to invest in other funds at the same time.

If you wish to leave the programme at any time, you must let Friends Life know how you wish to invest future contributions.

Please be aware there is no guarantee that this programme will benefit the value of your Account when you come to retire. The value of an investment is not guaranteed and can go up and down. You could get back less than the amount paid in.

This investment programme may be subject to changes to the funds included in the programme or to the timings of the fund movements and their frequency, in accordance with the terms of your Account.

Details about each fund in the investment solution are shown on page 10.
There are potential advantages and disadvantages to investing in an investment programme.

**Advantages**

- The investment programme offers an alternative to having to change your investment funds independently as you head towards retirement.
- During the period leading up to your retirement, your pension fund is moved from investments with a greater exposure to the stock market into more cautious investments. This aims to reduce your exposure to risk from stock market fluctuations.
- Your investment programme can be amended if you choose to take your benefits earlier or later than planned.
- You can choose to leave the investment programme at any time.

**Disadvantages**

- There is no guarantee that the investment programme will prove beneficial to your pension fund.
- The value of your investments, even in lower risk funds, can fall as well as rise and the value of your pension fund is not guaranteed.
- Taking your retirement benefits earlier or later than planned may have an impact on your investment programme, and may mean that it is no longer suitable for your individual circumstances.
The funds you’re invested in

The table below shows the funds which make up the default investment solution. It shows each fund’s risk rating, total AMC and Additional expenses. Please see the Investment fund aims and risk guide which can be found online at http://library.friendslife.com/aengs127c.pdf for more information on the risk ratings, risk warnings and aims.

<table>
<thead>
<tr>
<th>Risk rating</th>
<th>Fund name</th>
<th>Fund aim</th>
<th>Fund type</th>
<th>Total AMC</th>
<th>Additional expenses</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Medium to high volatility</td>
<td>FL MyM BlackRock (30:70) Currency Hedged Global Equity Index (Aquila C) BlackRock state that the fund invests primarily in equities in both the UK and overseas markets. The fund has approximately 30% invested in the shares of UK companies and 60% invested into developed overseas equities with the currency exposure hedged back to Sterling. The remaining 10% is invested in emerging markets equities. The fund aims to provide returns broadly consistent with the markets in which it invests.</td>
<td>Passive</td>
<td>0.58%</td>
<td>0.02%</td>
</tr>
</tbody>
</table>

Risk warnings A, B, C, D, L, N
<table>
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</tr>
</thead>
<tbody>
<tr>
<td>4 Medium volatility</td>
<td>FL MyM</td>
<td>Legal &amp; General state that the fund aims to provide long-term investment growth through exposure to a diversified range of asset classes. The fund will hold between 20% and 50% in bonds, the remaining 50% to 80% will be held in a range of assets which may include equities, property, commodities and the shares of infrastructure companies. Exposure to each asset class will primarily be through investing in passively managed funds, although active management may be used for some asset classes. <strong>Risk warnings</strong> A, B, C, D, E, I, J, L, N</td>
<td>Active</td>
<td>0.70%</td>
<td>0.02%</td>
</tr>
<tr>
<td>3 Low to medium volatility</td>
<td>FL MyM Legal &amp; General (PMC) Pre-Retirement</td>
<td>Legal &amp; General state that the fund aims to provide diversified exposure to assets that reflect the investments underlying a typical traditional level annuity product. The fund invests in LGIM's index-tracking bond funds to gain exposure to these assets. The fund, however, cannot provide full protection against changes in annuity rates for individual members since these also depend upon a number of other factors (e.g. changes to mortality assumptions). The asset allocation is reviewed quarterly by LGIM's Strategic Investment and Risk Management team and the fund will not take short-term, tactical asset allocation positions. <strong>Risk warnings</strong> A, B, C, E, L</td>
<td>Active</td>
<td>0.62%</td>
<td>0.00%</td>
</tr>
<tr>
<td>Risk rating</td>
<td>Fund name</td>
<td>Fund aim</td>
<td>Fund type</td>
<td>Total AMC</td>
<td>Additional expenses</td>
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<tr>
<td>Lowest volatility</td>
<td>FL MyM BlackRock Institutional Sterling Liquidity</td>
<td>BlackRock state that the fund aims to maximise the income generated on investment consistent with maintaining capital and ensuring its underlying assets can easily be bought or sold in the market in normal market conditions. It will do this by maintaining a portfolio of high quality short term money market instruments. The fund invests in a broad range of fixed income securities and money market instruments. It may also invest in deposits with credit institutions.</td>
<td>Active</td>
<td>0.52%</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

**Risk warnings**: A, E, H
If you want to choose your own investments

As an alternative to the default investment solution you may be able to invest in self-select funds. These are designed for people who are confident in making investment choices and wish to tailor their investment to suit their individual needs. You may also be able to invest in alternative investment programmes. Details of the additional options available to you are detailed in the Investment fund aims and risk guide which can be found online at http://library.friendslife.com/aengs127c.pdf.

Help and further information

Further information

If you would like advice, you can find a local financial adviser in a number of ways, you may be charged for this service:

- Unbiased at www.unbiased.co.uk
- GOV.UK provides impartial UK Government information on pensions at www.gov.uk/browse/working/workplace-personal-pensions

Please note these sites are not provided by Friends Life. Therefore, they may not be regulated by the Financial Conduct Authority.

How to view and manage your Account

The easiest way to find out more about all of the funds and manage your investments is at:

www.friendslifemymoney.co.uk

You should review these before making any investment decisions.

General questions

Your employer will normally be your first point of contact for general questions. However, if you have a question about investments, please contact Friends Life, who administer the scheme on behalf of the trustees.
Notes
How to contact Friends Life

Call Friends Life on 0345 604 9915 on Monday to Friday between 8.00am and 5.30pm. They may record calls to improve their service. Calls may be charged and these charges will vary; please speak to your network provider.

Visit their website at
www.friendslifemymoney.co.uk

Email them at
mymoney@friendslife.co.uk

Write to them at
Friends Life, PO Box 2282,
Salisbury, SP2 2HY

These documents are available in other formats.
If you would like a Braille, large print or audio version of this document, please contact Friends Life.

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Telephone 0345 602 9189 – calls may be recorded.
www.friendslife.com

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