



Key Features of the Windsor Life Level Lifetime Annuity

keyfacts[®]

The Financial Services Authority is the independent financial services regulator. It requires us, Windsor Life, to give you this important information to help you decide whether our Level Lifetime Annuity is right for you. You should read the document carefully so that you understand what you are buying, and then keep it safe for future reference.

The Key Features is an important summary of this policy. Please read it along with the enclosed illustration.



Key Features of the Windsor Life Level Lifetime Annuity

Its aims

- To convert funds in a pension scheme for an income you, and if relevant your spouse or partner, receive for the rest of your life (lives).

Your commitment

- We do not allow you to cash in (surrender) or change the type of retirement income after you have started receiving it.

Risks

- Inflation may reduce what your retirement income can buy in the future.
- Your payments will stop when you die, even if this is shortly after your annuity has started. You can choose to guarantee your income for a minimum number of years from the start, or you can choose to have a percentage of your income go to your spouse or partner after you die.
- You cannot cash-in your income for a lump sum. Nor can you move it to another pension company after it has started.



Questions and answers

What is the Level Lifetime Annuity?

- This policy is a pension annuity. You use it to convert the value of your pension fund into a retirement income.
- The policy can include any or all of the following options, which you must choose at the start. The options you choose will affect how much retirement income you receive:
 - We can continue to pay your retirement income to your spouse or partner after you die. The level of this continued income is shown on your illustration.
 - You can choose a retirement income that is guaranteed to continue for a minimum number of years from the start.
 - Unless shown on your illustration, we will pay your income monthly.

Are there any restrictions to my annuity options?

- If your pension includes any Guaranteed Minimum Pension (GMP) you may have to take an increasing annuity. If your policy contains GMP, this will be detailed on the enclosed covering letter.

Will I have to pay any tax?

- Your retirement income will be taxed as earned income, so you will receive all the normal tax allowances.

What happens to my annuity when I die?

Spouse's or partner's benefits

- If you have chosen an annuity with this option then we will continue to pay the annuity to your spouse or partner, defined as:
 - Your husband or wife
 - Your civil partner
 - Another person who depends on you financially
- The death benefits will depend on the type of annuity you have chosen and are shown on your illustration.

Ordinary Rights – only

- For ordinary rights pensions, we only pay spouse's benefits to the person you name on your application form.

Protected Rights – only

- For protected rights pensions, we will pay benefits to your spouse or civil partner on the date of your death. If you are married, or if you have a civil partner on the date you take out your annuity, then you must include the spouse's or civil partner's benefit.



What are the charges?

- We include all costs in our annuity rates. You will not need to pay any further charges.

What happens if I lose touch with you?

- It is your responsibility to let us know where you live. We will make every effort to find you if you move away, but you should not rely on this.

Can I change my mind?

- You will have 30 days from the date you sign your Application Form, to change your mind. After this period you cannot change, transfer or cancel the annuity.
- If you do decide to cancel within the 30 days, we will need more information from you about what you want to do with your fund.



Key Features – Further Information

Type of policy

This is a lifetime annuity policy as defined in the Finance Act 2004, designed to convert funds built up under a Registered Pension Scheme into regular annuity payments to you for the rest of your life.

The terms “annuity” and “retirement income” have the same meaning in this document.

General

- We will only communicate with you in English.
- We do not offer financial advice, and all business you take out with us is on an execution only basis. (This means that you make your own decision and tell us what you want us to do after reading the information we send to you.)
- The Law of England will apply to any disagreements about the policy.

Eligibility

You may buy the policy using funds from any type of Registered Pension Scheme, including a Personal Pension Scheme, an Occupational Pension Scheme, an Additional Voluntary Contribution scheme, or funds received from an Open Market Option transfer.

There may be restrictions on the type of annuity available with certain funds.

Compensation

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the

scheme if we cannot pay your retirement income. The FSCS currently covers 90% of the total claim. You can get more information about compensation arrangements from the Financial Services Compensation Scheme.

Questions and complaints

For information about or changes to your policy, please contact:

Windsor Life
Customer Services Department
Windsor House
Telford Centre
TF3 4NB

Telephone: 0800 073 1777

If you want to complain about any part of the service you have received, please contact our Customer Services Department. We have a complaints procedure and you can ask us for a copy of this.

If you are not happy with how we deal with your complaint, you can then complain to:

The Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London E14 9SR

Telephone 0845 - 0801800

If you contact the Financial Ombudsman Service, or make a complaint, it will not affect your right to take legal action.

These Key Features (AP100 version 1.8 KF 03/10) are a guide to the product. They are based on Windsor Life’s understanding of the Law of England and HM Revenue & Customs practice as at March 2010. The statements made relate only to the products of Windsor Life and its group of Companies. Full details are contained in the policy document, which is the legally binding contract between you and Windsor Life.