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This document must not be distributed to or relied on by customers or any other persons.

Product Governance and Value Assessment One Retirement SIPP – March 2023

Updated February 2024

Product governance

We have a detailed proposition development policy to provide a framework for the development, approval and lifecycle management of propositions manufactured by Aegon UK. We do this to ensure they are designed to meet the needs, characteristics, and objectives of a target group of customers and are distributed accordingly. The Financial Conduct Authority (FCA) expects firms to identify any aspects of the design of a product or service that could lead to foreseeable harm or prevent customers pursuing their financial objectives. Under the Consumer Duty, Aegon UK will need to continue to demonstrate how the design of a product or service meets the cross-cutting rules and take appropriate action to avoid harm.

Product summary information

Here you can find the information about our One Retirement SIPP.

Product information	Detail
What is the Product?	One Retirement is a Self-Invested Personal Pension (SIPP) that provides access to a carefully selected range of investment funds within a tax-efficient pension wrapper.
Who is the target market?	<p>Designed for your clients who:</p> <ul style="list-style-type: none"> • Will make one off or regular contributions, or consolidate existing pension funds, aiming to accumulate assets above £30,000 in the One Retirement SIPP. • Require access to a range of insured funds across all major asset classes. • Are either in the accumulation stage and building their retirement benefits, or in the decumulation stage and considering taking income withdrawal. • May want to consolidate existing pensions held elsewhere. • Have received financial advice on suitability of the product based on the client's demands and needs.
Who isn't the product suitable for?	<p>Not designed for your clients who:</p> <ul style="list-style-type: none"> • Don't accept a degree of risk to their capital or who are planning to invest for less than five years. • Whose future saving profile will result in trivial pension funds. • Aren't habitually resident in the UK. • Are resident of the USA.

Product information	Detail
What's the suggested distribution strategy?	<ul style="list-style-type: none"> • Distributed through FCA authorised and regulated advisers who have clients within the target market, in line with the Aegon Terms of Business.
What are the main features, benefits and characteristics?	<ul style="list-style-type: none"> • To allow your clients to save for their retirement needs in line with their retirement objectives in a tax-efficient manner. • To allow your clients to build up a pension fund to be used to provide a tax-free cash lump sum and an income when they retire. • Access a range of insured funds to make choosing funds straightforward, with options across all major asset classes. • To allow your clients access to model portfolios when recommended by you. • To allow your clients to benefit from automatic rebalancing and automatic reinvestment of income. • To allow your clients the flexibility to take benefits from their pension in stages, i.e. when choosing to draw an income and/or buy an annuity. • To allow you and your clients to view and monitor accounts using a secure online service. • To provide you with the ability to control the level to which your clients can transact. • To allow your clients to nominate beneficiaries giving flexibility to provide for their dependants with lump sum and income options. • To allow your clients to consolidate other pensions with Aegon to potentially benefit from economies of scale and easier administration. • Aegon is able to support customers who no longer have access to advice. Aegon Assist, Aegon's retirement guidance service, can support these customers to enter drawdown. • The following link provides the One Retirement key features document: One Retirement Key Features
What are the risks?	<ul style="list-style-type: none"> • The value of a client's investment can fall as well as rise, isn't guaranteed, and the final value of their pension fund when they come to take their benefits could be less than has been invested. • The value of a client's pension fund could also be lower than expected if: <ul style="list-style-type: none"> – The level of charges, including your advice fees paid from the plan go up. – They stop or make lower contributions than anticipated to the plan. – They take benefits from the plan at an earlier age than expected. • The law and tax-efficient treatment of registered pension schemes may change in the future. • Clients who are no longer in a relationship with their adviser could suffer poor outcomes where they are reliant on services that are underpinned by ongoing advice. Aegon will continue to offer services but will not provide financial advice.

Product information	Detail
How are customers in the target market with characteristics of vulnerability supported?	<p>Aegon follows a Vulnerable Customers framework, which includes:</p> <ul style="list-style-type: none"> • Frontline staff are trained to identify and record signs of potential vulnerability and take appropriate steps to support vulnerable customers. • Staff are also supported by Vulnerable Customer Champions who supply 1-2-1 case guidance as and when required. • We aim to simplify our processes and client communications to give clients what they need whilst reducing unnecessary complexity. • Upon consent, vulnerabilities can be recorded capturing the support service required to help vulnerable customers with their needs.
What are the associated costs?	<ul style="list-style-type: none"> • Aegon's and any other investment charges are included within the illustration the client receives at outset then throughout the life of the policy, which will also include any adviser charges Aegon is facilitating. • From February 2024, Aegon's platform charge is not applied to monies held in the cash facility. <p>The following link provides the One Retirement Charges Guide</p>
Are there any circumstances which may cause a conflict of interest to the detriment of your clients?	<p>Aegon has a policy in place to identify and manage any conflicts that arise to ensure no detriment to customers.</p>

The information in this summary is based on our understanding of current taxation law and HM Revenue & Customs (HMRC) practice, which may change.

Outcome of value assessment – March 2023 (updated February 2024)

The purpose of the value assessment is so distributors can understand the products or services they distribute, enabling them to carry out their own value assessment.

Value assessment	Detail
Outcome of value assessment	<ul style="list-style-type: none"> • Considering the various factors as required by FCA rules and guidance, this product provides fair value to retail customers in the target market. • Aegon considers the product and associated service offers fair value on a forward-looking basis and that the costs and charges associated with the product are reasonable compared to the benefits.
When was the value assessment carried out?	<p>We carried out our value assessment in March 2023 (updated February 2024).</p>

Value assessment	Detail
What did the fair value assessment consider?	<p>Our assessment covers the Consumer Duty four outcomes of products & services, price & value, consumer understanding and consumer support, and applies for a reasonably foreseeable period. It includes the following:</p> <ul style="list-style-type: none">• The nature of the product including the benefits provided or which would be reasonably expected and its quality, including any limitations.• The charges to be paid by the customer to Aegon and a range of anticipated levels of distributor charges.• Customer insight – Net Promoter Score (an index used to measure the willingness of customers to recommend our products or services to others), customer complaints, treatment of vulnerable customers, feedback from other firms in the distribution chain.• Proposition design, features, and benefits – any barriers to exit, current and future events impacting the product.• Customer communications – review of key customer communications.• Processes and platforms – service performance, platform functionality, support for customers including vulnerable customers, incident management, complaints.• Distribution strategy – how the product is sold, whether appropriate and in line with the needs and objectives of the defined target market.

For more information speak to your usual Aegon representative.