



For financial advisers only

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

Product Governance and Value Assessment TargetPlan Retirement Income Account - April 2023

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 TargetPlan Retirement Income Account.

Product information	Detail
What is the Product?	The TargetPlan Retirement Income Account is a drawdown product which gives access to a range of investment funds for future potential growth. While it is invested, an income can be taken from the drawdown account on a flexible basis to take as much income as needed.
Who is the target market?	<p>Designed for members who:</p> <ul style="list-style-type: none"> • Are at least the minimum pension age or have ceased to carry on their normal occupation because of ill health. • Have an existing TargetPlan pension. • Have a UK bank account. • Are resident in the UK. • Are either in or are about to enter the decumulation stage and drawing on their retirement benefits. • May want to consolidate existing pensions held elsewhere.
Who isn't the product suitable for?	<p>Not designed for members who:</p> <ul style="list-style-type: none"> • Do not accept a degree of risk to their capital. • Want to purchase an annuity immediately. • Want to take their pension pot as a full cash lump sum. • Want access to non-insured funds, or insured funds not provided by Aegon. • Are not habitually resident in the UK. • Are resident in the USA.
What's the suggested distribution strategy?	<ul style="list-style-type: none"> • Non-advised drawdown product offered to existing TargetPlan members in accumulation. • Not available to members who do not already have a TargetPlan pension.



Product information	Detail
What are the main features, benefits and characteristics?	<ul style="list-style-type: none">• To allow members to select funds from a wide range of insured funds to invest in.• To give members the flexibility to provide for their dependents.• To allow members access to a tax-free cash lump sum.• To enable members to flexibly drawdown on their pension pot to meet their financial needs.• To give members the option to view and monitor accounts using a secure online service.• To provide members with the ability to process their own transactions.• To give members the opportunity to nominate beneficiaries with the flexibility to provide lump sum and income options for their dependants.• To allow your clients to consolidate other pensions with Aegon to potentially benefit from economies of scale and easier administration.• Members can access the TargetPlan Retirement Income Account key features at aegon.co.uk/TargetPlan.
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 value of their pension fund 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 take benefits from the plan at an earlier age than expected.• The value of the client's pension fund could be depleted sooner than expected if the amount of income taken is too high.• The amount of income being taken may need to be reduced if investment performance is worse 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 platform services but will not provide financial advice.
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 one to one 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.



Product information	Detail																									
<p>What are the associated costs?</p>	<ul style="list-style-type: none"> The Annual Management Charge (AMC) includes service and investment charges, so the cost will depend on which fund is chosen. The four pathway investment funds and their charges are shown below. Member charges may be higher if they choose a non-investment pathway fund. Members can access aegon.co.uk/TargetPlan to view the charges associated with each fund. <p>Investment Pathway fund charges (as of April 2023)</p> <table border="1" data-bbox="475 539 1522 1402"> <thead> <tr> <th>Fund Name</th> <th>Active / Passive</th> <th>AMC (active member) (% p.a.)</th> <th>Additional expenses (% p.a.)</th> <th>Risk rating</th> </tr> </thead> <tbody> <tr> <td>Aegon TargetPlan Growth Pathway: no plans to touch my money within next five years</td> <td>Passive</td> <td>0.41</td> <td>AMC is inclusive of additional expenses</td> <td>3</td> </tr> <tr> <td>Aegon TargetPlan Annuity Pathway: plan to set up guaranteed income within next five years</td> <td>Active</td> <td>0.40</td> <td>0.00</td> <td>2</td> </tr> <tr> <td>Aegon TargetPlan Flexible Income Pathway: plan to start taking long-term income within next five years</td> <td>Passive</td> <td>0.41</td> <td>AMC is inclusive of additional expenses</td> <td>3</td> </tr> <tr> <td>Aegon TargetPlan Cash Pathway: plan to take out all my money within next five years</td> <td>Active</td> <td>0.30</td> <td>0.03</td> <td>1</td> </tr> </tbody> </table>	Fund Name	Active / Passive	AMC (active member) (% p.a.)	Additional expenses (% p.a.)	Risk rating	Aegon TargetPlan Growth Pathway: no plans to touch my money within next five years	Passive	0.41	AMC is inclusive of additional expenses	3	Aegon TargetPlan Annuity Pathway: plan to set up guaranteed income within next five years	Active	0.40	0.00	2	Aegon TargetPlan Flexible Income Pathway: plan to start taking long-term income within next five years	Passive	0.41	AMC is inclusive of additional expenses	3	Aegon TargetPlan Cash Pathway: plan to take out all my money within next five years	Active	0.30	0.03	1
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<p>Are there any circumstances which may cause a conflict of interest to the detriment of your clients?</p>	<p>Aegon has a policy in place to identify and manage any conflicts that may 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 practice (HMRC), which may change.

Outcome of value assessment – April 2023

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 doesn't raise material fair value concerns. • 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?	We carried out our value assessment in April 2023.
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.