

For customers | Retiready

Stepped charging guide

If your personal circumstances mean you need any additional support, or if you'd like a large print, Braille or audio CD version of this document, please contact us on 03456 100 072 (call charges will vary) or visit [aegon.co.uk/support](https://www.aegon.co.uk/support)

Retiready – stepped charging guide

This guide applies to customers whose existing Aegon pension(s) have been transferred to Retiready by Aegon, and where their Retiready account has a stepped charging structure.

When stepped charging applies to your Retiready account:

- You'll see the details of the charges specific to your Retiready account in the Confirmation of transfer document that we send you, once your transfer to Retiready is complete;
- The illustration(s) in your online document library will show your specific pension charges; and
- These documents and this guide will be available in your online document library once your pension(s) have been transferred to Retiready.

Your charges may change in the future. If they do change we'll let you know and you'll be able to find your new charges in the Product charges section of your latest illustration(s), in your online document library.

The stepped charging structure will apply to all of your Retiready products including those you may purchase in the future.

How much is the annual service charge?

The annual service charge for Retiready is calculated based on the **total value** of all your Retiready products.

We won't apply the annual charge on cash held in a products cash facility. You may also be able to benefit from lower service charges if you have other eligible pension products with us. You may sometimes hear these pension products called 'off platform assets'. If you do have other eligible pension products with us, we'll automatically include them when calculating your annual service charge. You don't have to let us know about them.

When your fund value is within the thresholds in the 'Fund value' column, the applicable annual service charge percentage will apply to your whole Retiready account. This charge covers the cost of administering your Retiready account.

Fund value	Annual service charge percentage
Up to £19,999.99	0.75%
Between £20,000 and £49,999.99	0.45%
Between £50,000 and £149,999.99	0.40%
£150,000 and over	0.35%

The table above has been included as an example, the actual fund value and annual service charge percentage that applies to your account may differ from those shown. The annual service charge calculation applies to the value of your whole Retiready account. There's no maximum annual service charge applied to your Retiready account.

In addition to the annual service charge, a fund management charge will be applied by the investment manager and is included in the calculation of the fund price. To find out all the charges that apply to your Retiready account, please see the Confirmation of transfer document that we'll send you once your transfer to Retiready is complete. The illustration(s) in your online document library also show all your charges.

How often is the annual service charge taken?

The annual service charge is taken each month on or around the first business day.

How do you calculate the annual service charge?

In this example, if you have a Retiready pension valued at £15,000 we'd charge:

$$\begin{array}{ccccccc} \text{£15,000} & \times & 0.75\% & \div & 12 & = & \text{£9.38} \\ \text{Retiready} & & \text{Annual} & & & & \text{Total Retiready pension} \\ \text{pension value} & & \text{service charge} & & & & \text{monthly charge} \\ & & \text{percentage} & & & & \end{array}$$

Reducing your annual service charge further

Using the values shown in the first example, if you transfer £30,000 to your Retiready account by investing in a Retiready ISA, the annual service charge percentage would reduce from 0.75% to 0.45% as the total value of your Retiready account is now £45,000. So the annual service charge for your Retiready account would be:

$$\begin{array}{ccccccc} \text{£15,000} & \times & 0.45\% & \div & 12 & = & \text{£5.63} \\ \text{Retiready} & & \text{Annual} & & & & \text{Retiready pension} \\ \text{pension value} & & \text{service charge} & & & & \text{monthly charge} \\ & & \text{percentage} & & & & \end{array}$$

$$\begin{array}{ccccccc} \text{£30,000} & \times & 0.45\% & \div & 12 & = & \text{£11.25} \\ \text{ISA value} & & \text{Annual service} & & & & \text{ISA monthly charge} \\ & & \text{charge percentage} & & & & \text{Total } \text{£16.88} \\ & & & & & & \text{Combined monthly charge} \end{array}$$

Using the first example, if you have other eligible pension assets valued at £65,000, we'll use your total account holdings of £80,000 to calculate the annual service charge we take from your Retiready account. Therefore the annual service charge percentage would reduce from 0.75% to 0.40%. The annual service charge for your Retiready pension would then be £5.00 per month:

$$\begin{array}{ccccccc} \text{£15,000} & \times & 0.40\% & \div & 12 & = & \text{£5.00} \\ \text{Retiready} & & \text{Annual} & & & & \text{Total Retiready pension} \\ \text{pension value} & & \text{service charge} & & & & \text{monthly charge} \\ & & \text{percentage} & & & & \end{array}$$

Please remember, the figures shown are for illustrative purposes only and may differ from your actual charges.

