

KEY FACTS

SCOTTISH WIDOWS GUIDANCE SERVICES

IMPORTANT INFORMATION ABOUT OUR SERVICES AND COSTS

Scottish Widows Limited, PO Box 17037, 69 Morrison Street, Edinburgh EH3 8YD

This document explains the services you are being offered and how you will pay for them.

WHAT SERVICES DO WE PROVIDE?

We will arrange products from Scottish Widows Limited and Scottish Widows Unit Trust Managers only. You will not receive a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

WHAT WILL YOU PAY US FOR OUR SERVICES?

The cost of our services is included in the product charges. The costs include the cost of remuneration, services and support for our staff. You will receive a quotation which will provide details of the actual costs.

HOW WILL WE DEAL WITH YOU?

Unless we tell you otherwise, Scottish Widows will deal with you as a 'retail client'. Retail clients are afforded the highest level of protection under the rules of the Financial Conduct Authority (FCA). You should be aware that other organisations, including the Financial Ombudsman Service (FOS) and Financial Services Compensation Scheme (FSCS), may classify you differently. If they do, they may afford you lesser rights than those which normally apply to retail clients.

We will communicate with you in writing, via telephone or in person. We may also communicate via e-mail.

You will receive a Key Features or Key Investor Information Document and Supplementary Investor Information Document for any products that we arrange for you. These documents will contain important information about the product, together with the charges that are payable and the costs attributable to Scottish Widows.

Your financial circumstances are likely to change over time. It is, therefore, important that you regularly review your investments to ensure that they continue to meet your financial objectives.

WHO REGULATES US?

Scottish Widows Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our Financial Services Register number is 181655.

You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk/firms/systems-reporting/register or by contacting the FCA on **0800 111 6768**.

ARE WE COVERED BY THE FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)?

Yes, we are covered by the FSCS for arranging investments and insurance business. You may be entitled to compensation from the FSCS if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

- For arranging investments, including pensions and annuities, the FSCS provides cover up to a maximum limit of £50,000.
 - For arranging protection products, the FSCS generally covers up to 90% of the value of the claim, without any upper limit.
- For information on the FSCS cover which applies to the products provided by Scottish Widows Limited and Scottish Widows Unit Trust Managers Limited, please refer to the relevant product literature. Further information about the FSCS is available at www.fscs.org.uk

WHAT TO DO IF YOU HAVE A COMPLAINT

If you wish to register a complaint, please contact us either by **writing to Scottish Widows Limited, Customer Relations, 15 Dalkeith Road, Edinburgh, EH16 5BU** or by telephoning **0131 655 6000**.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

OUR CONFLICTS POLICY

In accordance with the Financial Services regulations, Scottish Widows, which is a member of the Lloyds Banking Group, has established and implemented a Conflicts Policy. The Conflicts Policy sets out how we must seek to identify and manage all material conflicts of interest.

Such conflicts of interest can occur in our day to day business activities, for example, where one of our clients could make a gain at the direct expense of another client, or we might be faced with an opportunity to make a gain but this would be to the direct disadvantage of one or more of our clients.

Depending on the exact nature of the conflict of interest involved, we may take certain actions in accordance with the Conflicts Policy to lessen the potential impact of the conflict. Such actions may include putting in place controls between the opposing sides of the conflict, which may control or prevent the exchange of information, and/or involve the appropriate management of staff activities and segregation of duties. In instances where such controls would not be enough to eliminate the potential material risk of damage to clients from specific conflicts, we'll disclose the general nature and/or source of those conflicts of interest to you before we take on the relevant business.

The Conflicts Policy may be revised and updated from time to time. If you'd like more information on the Conflicts Policy, or on any specific conflict of interest that you think might affect you, please contact us.