




JUST.

THE RETIREMENT SPECIALIST

 Please contact us if you'd like this document in an alternative format

DUE DILIGENCE INFORMATION

For Distributors

ABOUT JUST

Formed in 2016 following the merging of Just Retirement and Partnership Assurance, Just Group plc is a specialist UK financial services group, focusing on attractive segments of the UK retirement income market. We're a leading and established provider of retirement income products and services to individual and corporate clients.

Just has a compelling, clear purpose to help people achieve a better later life. We do this by providing advice, guidance, products and services which can provide them with security, certainty and peace of mind.

We have a strong brand, known and trusted for delivering outstanding service, which combines with a diversified distribution model to create a valuable franchise.

The companies within the Just Group are authorised and regulated in the United Kingdom by the Prudential Regulation Authority and/or the Financial Conduct Authority.

If you'd like to see who's on our Board of Directors and in our Senior Leadership team, please visit justgroupplc.co.uk/about-us/governance/leadership

A FEW KEY FACTS ABOUT JUST GROUP

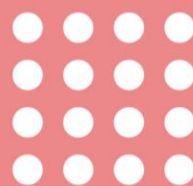
- Listed on the UK stock exchange FTSE 250
- AKG's financial strength rating of B+ (very strong)
- In 2023 Fitch reaffirmed Just Retirement Limited's credit rating at A+ and Just Group's at A
- Over 650,000 customers
- Managed in excess of £23 billion of customers' retirement savings

OUR UNDERWRITING EXPERTISE

Our in-house Demographic Risk team provide us with valuable insights into how medical and behavioural developments will impact future longevity. They do this by combining their medical, demographic and actuarial expertise with a deep knowledge of modelling biomedical data and underwriting selection, enabling us to make superior pricing and reserving decisions.

Prognosis™

- Prognosis™ is our own underwriting system that we've developed.
- Prognosis™ uses our market-leading mortality experience – five million person-years gathered over 20+ years of operations – to produce a more finely segmented underwriting assessment of prospective policyholders.
- We are continuing to invest in Prognosis™ with our objective of further enhancing its capabilities.



FINANCIAL STRENGTH AND PROFITABILITY

KEY PERFORMANCE INDICATORS 2023¹

13.5%

RETURN ON EQUITY₁
10.3% at 31 December 2022

£57M

UNDERLYING ORGANIC
CAPITAL GENERATION₁
£34m at 31 December 2022

£3,893M

RETIREMENT INCOME SALES
(SHAREHOLDER FUNDED)₁
2022: £3,131m, up 24%

£0.9%

NEW BUSINESS STRAIN₁
2022: 1.9%

224P

TANGIBLE NET ASSET
VALUE PER SHARE₁
2022: 190p

£377M

UNDERLYING OPERATING PROFIT₁
2022: £257m, up 47%

£355M

NEW BUSINESS PROFIT₁
2022: £266m, up 33%

£172M

IFRS PROFIT/(LOSS)
BEFORE TAX₁
2022: £(494)m

197%

SOLVENCY II CAPITAL
COVERAGE RATIO
(ESTIMATED)_{1,2}
199% at 31 December 2022FINANCIAL STRENGTH AND OTHER
INDICATORS

A+

FITCH INSURER FINANCIAL
STRENGTH RATING
for Just Retirement Limited
(2023: A+)

A

FITCH ISSUER DEFAULT
RATING
for Just Group plc
(2023: A)

1 Reported in Just Group plc | Annual report and accounts 2023.

2 Solvency II capital coverage ratios as at 31 December 2023 and 31 December 2022 include a recalculation of transitional measures on technical provisions ("TMTP") as at the respective dates.



SUPERIOR SERVICE

We're experts in what we do, and this is reflected in our service to customers and partners. We're known and trusted for delivering outstanding service. We have a consistent record of achieving Financial Adviser 5 Star service awards.

The foundations of our service culture and record are our systems, our fair approach, and a culture of ensuring issue resolution rather than speedy closure.

AWARDED FURTHER RECOGNITION FOR OUTSTANDING SERVICE

PENSIONS AGE



FINANCIAL ADVISER

5 STAR SERVICE AWARD 2023
(PENSION & PROTECTION)



FINANCIAL ADVISER

5 STAR SERVICE AWARD 2023
(MORTGAGES)



MORTGAGE SOLUTIONS

BEST PROVIDER FOR ADVISER SUPPORT,
TRAINING AND DEVELOPMENT



PRODUCTS

The following section details our four key product solutions.

- Pension Annuity
- Secure Lifetime Income
- Care Annuity
- Lifetime Mortgage

Target Market Statement and Fair Value Assessments for each product can be found at:

[Consumer Duty \(justadviser.com\)](https://justadviser.com)

GUARANTEED INCOME FOR LIFE SOLUTIONS

We offer two guaranteed income for life products: the Pension Annuity and the Platform-based Secure Lifetime Income.

There are no explicit charges for our guaranteed income for life solutions as costs are factored into the annuity rate.

Both products are 100% protected under the Financial Services Compensation Scheme.



PENSION ANNUITY

Our pension annuity gives clients a guaranteed income for life which isn't affected by interest rate changes or stock market volatility. We offer the following comprehensive range of benefits and options, helping you meet the individual needs of each client.

Dependant's pension

A dependant's pension pays a fixed percentage of the annuity to the dependant (for example, a spouse or civil partner) for as long as they live.

Clients can choose to cover any percentage of income, depending on their individual needs and circumstances.

Guarantee period

Clients can select a guarantee period (up to 30 years from the first payment), so if they die before the end of the guarantee, the income will continue to be paid until the end of the period.

Value protection

Clients can choose to protect up to 100% of the annuity purchase price. Should the policyholder die without having received the full value of their annuity purchase price in income, the value protection benefit will return a percentage of the annuity purchase price less the gross income payments made up to the date of death.

The protected amount less any payments already made is paid to the beneficiary as a lump sum.

The lump sum will be tax-free if a client dies before the age of 75, as long as it doesn't exceed their lump sum and death benefit allowance. Any amounts above this limit will be taxed at the beneficiary's marginal rate of tax. If they die when they're over 75 years old, the income will be taxed at the beneficiary's marginal rate of tax.

Escalation

Inflation can affect a client's retirement income over time. Clients can choose to automatically increase the income they receive each year by either a set percentage (for example, 3% or 5%), or by linking to a measure of inflation such as the Retail Prices Index (RPI). These options will reduce the starting income but give the client peace of mind that their income will grow by the rate chosen.

Overlapping benefits

If a client chooses both a dependant's pension and a guarantee period, they can specify when the dependant's pension starts. This decision is made when they set up their annuity. They can choose between:

- **With overlap** – the dependant's pension starts on the client's death during the guarantee period, so until the end of the guarantee period we'll pay both their annuity and the dependant's pension. Once the guarantee period has ended, only the dependant's pension will be paid.
- **Without overlap** – the dependant's pension only starts from the end of the guarantee period.

Timing and frequency

Clients can choose to take their retirement income monthly, quarterly, every six months or annually. It can be paid either in advance or at the end of the chosen frequency period (in arrears).

For full details please click on the link to Just Adviser – [Flexibility and options \(justadviser.com\)](https://justadviser.com)



Eligibility Criteria

- ✓ Minimum age – Annuitant 55 (50 where legislation allows) Dependant 40
 - ✓ Maximum age – None
 - ✓ Resident in the UK (not including the Channel Islands or Isle of Man) and be purchasing the annuity with funds from a UK registered pension scheme
 - ✓ Minimum purchase price: £2,000
 - ✓ Maximum purchase price: £2,000,000 (greater value may be available on request)
-

SECURE LIFETIME INCOME

Secure Lifetime Income is a newer option for enhancing drawdown portfolios. Sitting innovatively within a client's chosen drawdown arrangement, Secure Lifetime Income provides an element of guaranteed income alongside their retirement income portfolio.

Secure Lifetime Income is built upon the long established and proven concept of pooling longevity risk with other retirees. The guaranteed income it provides is also free from sequence risk and uncorrelated to the assets in the portfolio.

The freed-up capital within a client's retirement plan can then be used to:

- support more income
- improve legacy provision, or
- produce a more sustainable portfolio.

Eligibility Criteria

To be eligible for our Secure Lifetime Income plan clients must:

- ✓ have flexi-access drawdown funds held within a personal pension
- ✓ be between 55 and 90-years-old (90 at purchase)
- ✓ be resident in the UK (not including the Channel Islands or Isle of Man), and
- ✓ be purchasing Secure Lifetime Income with funds from a UK registered pension scheme.

Secure Lifetime Income is currently available through **7IM** and **Novia** investment platform services.

For full details please click here: [Secure Lifetime Income \(justadviser.com\)](https://justadviser.com/secure-lifetime-income)



CARE PLANS

Our Immediate and Deferred Care Plans are long-term insurance products, designed to pay a regular, tax-free income to a client's Registered Care Provider and help meet the costs of their care for as long as they live.

The amount payable is agreed at outset. Both products offer different benefits, so can be used for a variety of their needs.

Our two solutions to funding long-term care are both designed for people aged 60 or over, already receiving care (or will be within the next 12 months) and want to pay for it without any investment risk or threat to their eventual legacy.

Both products are 100% protected under the Financial Services Compensation Scheme.

Immediate Needs Care Plan

For those who need funding to start immediately, and want the certainty of a regular, guaranteed income for the rest of their life.

Can also include Capital Protection to repay a minimum percentage of the original investment if death occurs within a pre-agreed period.

Deferred Care Plan

For those who can afford to cover their own care fees for up to five years but would like the certainty of an income for life that starts at the end of the selected deferred period.

Each client, and their family, is likely to have different circumstances, needs and perhaps concerns about funding care. That's why our care plans offer various levels of protection, including:

Escalation Options

To help reduce the risk of a shortfall, clients can choose at outset for the income payable from an Immediate or Deferred Care Plan to increase each year by a fixed percentage. This can range from anything between 1% and 8%.

Alternatively, under the Immediate Care Plan, clients can choose for their income to increase each year in line with Retail Price Index (RPI). This will link the income to the general UK rate of inflation and can help maintain the buying power of the income. However, in the event of deflation, this can also mean that income payments may fall.

Death Benefit Options

A Care Funding Plan guarantees to pay an income for the rest of a client's life, but this income will stop when they die, and no further benefits will normally be payable.

Clients may be concerned that, if they die soon after the plan starts, the income paid could be less than their premium. Should they die early, then the benefits below will help clients to protect a proportion of that premium.

**Money Back Guarantee – as standard**

We offer a Money Back Guarantee (MBG) as standard on all our care plans. If the client dies in the first six months of taking out their care plan, we'll repay a percentage of the premium to their estate/beneficiaries, less any income already paid.

Month of Death	Amount Returned
Month 1	100% of amount invested less the total amount paid from the plan
Months 2-3	50% of amount invested less the total amount paid from the plan
Months 4-6	25% of amount invested less the total amount paid from the plan

Capital Protection option

Capital Protection is a Decreasing Term Assurance plan which allows clients to protect up to 75% of their initial premium for a given period.

The amount protected reduces over time, in line with the income payments made. Once the total payments made equal the total amount protected, a client's estate won't receive any benefits when they die.

Clients may buy capital protection for a single, one-off price, which they can do at the same time they pay for their Immediate Care Plan. The cost depends on the amount protected.

Capital Protection isn't available with our Deferred Care Plan.

For more information please see: [Our Care Funding Plan \(justadviser.com\)](https://justadviser.com/our-care-funding-plan)



LIFETIME MORTGAGES

Our Just for You Lifetime Mortgage is designed to help you tailor a client's lifetime mortgage to meet their individual financial and lifestyle choices. It provides them with a way to release equity from their main residence by using a loan secured against it.

Clients can request a tax-free initial lump sum with the option to take extra amounts in the future from a pre-agreed cash facility.

The interest rate is fixed for the duration of the loan. Unlike a conventional residential mortgage, lifetime mortgages do not require monthly repayments, or an income to service the loan. Instead, the interest is added to the loan each month (also known as compound interest).

Clients have the option to service some or all of the monthly interest amount to offset the impact of compound interest. The Just for You Lifetime Mortgage includes a 'No Negative Equity Guarantee', which means that clients will never owe more than their house is worth when it's sold. This is because the balance of the loan, outstanding interest and capital above the proceeds of the property when sold is written off by the lender.

The loan is only required to be repaid upon death of the last surviving borrower, or if the last surviving borrower moves into long term care. However, the loan can be repaid or reduced at any time, although this may be subject to an early repayment charge.

Medical Underwriting

Medical underwriting helps you to deliver a personalised solution for every client. And, with the Just For You Lifetime Mortgage, six in 10* people could borrow more or get a better interest rate.

Providing a clients' health and lifestyle information means they could get better deals and helps you respond to the FCA's challenge to demonstrate improved personalisation of advice.

*Source: Just Group analysis from proprietary database of circa 2 million person-years.

For further information please see: [Discover how six in 10 clients could benefit \(justadviser.com\)](https://justadviser.com/discover-how-six-in-ten-clients-could-benefit)

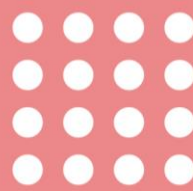
Green Mortgage Discount Feature

Lifetime mortgage clients could get a lower interest rate if their property has a valid Energy Performance Certificate (EPC) rating of A, B or C.

When the client applies, they can request a free EPC*, but if they decide not to request one we'll still check to see if their property has a valid rating and, if eligible, apply the discount.

The discount will be applied at offer stage.

*Please note that free EPCs are not currently available when your client is purchasing a new property, moving home or they're our existing customer borrowing more. A free EPC will not be completed for any property with a current valid rating of A, B or C, as the property already qualifies for the discounted rate.



Energy efficiency ratings explained

Every home must now have an EPC when it's built, sold or rented – this gives the property an energy efficiency rating from A or 100 (most efficient) to G or 0 (least efficient) and is valid for 10 years. To check whether your property has a valid EPC, please go to gov.uk/find-energy-certificate (England, Wales & Northern Ireland) or scottishepcregister.org.uk (Scotland).



Eligibility criteria

To be eligible for our Just For You Lifetime Mortgage clients must:

- ✓ be aged between 55 and 85 (age of youngest applicant if a joint application)
- ✓ be the only owner(s) of the property which must be their main residence on a continual basis (for joint applications, clients must own the property on either a joint tenants or tenants in common basis), and
- ✓ own an acceptable property worth £70,000 or over in England, Wales, Scotland or Northern Ireland.

For our latest lending criteria, please see our Just For You Lifetime Mortgage Lending Criteria Guide, which is available here: [lending-criteria-guide \(justadviser.com\)](https://justadviser.com/lending-criteria-guide)

For further information on lifetime mortgages, please see: [Lifetime Mortgages and Equity Release from us \(justadviser.com\)](https://justadviser.com/lifetime-mortgages-and-equity-release-from-us)

DATA SECURITY

Just Group employs various technical and organisational measures to maintain network, system and application security and to ensure the confidentiality, integrity and availability of data.

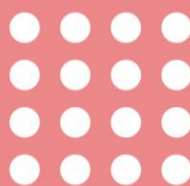
Operating and maintaining an Information Security Management System (ISMS) will assist us in centrally managing and reviewing risks and incidents that relate to information or cyber security whilst positively aligning our organisation to the globally recognised practices of the Information Security Standard ISO27001:2022.

We have processes, procedures and technologies to ensure that access to our systems is restricted to only those who require it and all systems are monitored via a central Security information Event Management system operating 24x7.

We have technical controls in place to restrict access to our systems, which include geographic restrictions on the countries from which we accept email and network traffic from.

Additional controls are in place to restrict the permissions given to our users by deploying Role Based Access Control, preventing the use of USB ports/CD ROM, the installation of software and requiring approved hardware.

We conduct regular phishing campaigns and provide mandatory information security training and awareness courses.



PRODUCT GOVERNANCE AND OVERSIGHT

Just has a well-established product oversight and governance framework in place to oversee how we design, monitor and review our products. We have robust processes which ensure our propositions are fit for purpose, designed to meet the needs of our intended target market, and are distributed appropriately. In line with more recent regulatory changes, we have made further enhancements to our framework.

We govern the launch of new products, or any material changes to our existing products through our product development process. We then regularly review our products and services to check that they remain suitable for our target market and continue to operate in line with customer expectations.

Our product oversight and governance ensures new products and significant product changes receive formal approval before they are made available and that:

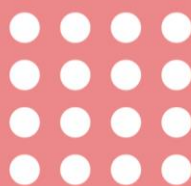
- products are developed to meet an identified customer need and deliver appropriate customer outcomes
- any differentiated needs or support customers with vulnerability may require are appropriately considered
- we clearly define our target market and who the product is not suitable for
- our products are offered through appropriate distribution channels
- new products and services are appropriately tested before they are made available
- our existing products continue to meet the needs of customers and provide fair value, and
- any identified risks and issues are evaluated, prioritised and acted upon.

For further information please see: [Product-oversight-and-governance.pdf \(justadviser.com\)](#)

BUSINESS CONTINUITY POLICY

Our Operational Resilience Framework states that the BCP (Business Continuity Plans) are regularly reviewed by the business, and these are attested to annually. We run a number of 'severe but plausible' Scenario Test exercises to understand the resilience and impact on our Important Business Services and to test our crisis management framework and identify improvement opportunities.

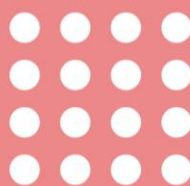
For IT resiliency, we schedule an annual Disaster Recover (DR) exercise to test and validate the DR plan for our key systems. The DR testing does not include software as a service (SaaS) applications, which have built-in resiliency capabilities to maintain availability and continuous service. These resilience plans are reviewed with suppliers in the form of a Due Diligence Questionnaire which is sent out annually and discussed in the Supplier Annual Reviews.



ADVISER SUPPORT

Our Business Development team provides full support to our retail distributors. The team can provide support in the following areas:

- Account management support: [Meet the team \(justadviser.com\)](https://justadviser.com)
 - Proposition and Product – both technical and practical assistance
 - Training and educational support (**please speak to your usual account manager for more details on what we can offer**)
 - Webinar, Academy and Video training content available:
[Webinars on-demand \(justadviser.com\)](https://justadviser.com)
[Video and Podcast Library \(justadviser.com\)](https://justadviser.com)
[Academies on-demand \(justadviser.com\)](https://justadviser.com)
 - Just Events Program: [Events Calendar \(justadviser.com\)](https://justadviser.com)
 - Paraplanner Support: [Paraplanner Support \(justadviser.com\)](https://justadviser.com)
 - Vulnerability Awards for adviser firms: [Vulnerable Customer Awards \(justadviser.com\)](https://justadviser.com)
 - Referral Service: [Referral services for annuities and equity release \(justadviser.com\)](https://justadviser.com)
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CUSTOMERS EXPERIENCING VULNERABILITY

We've taken vulnerable consumers into consideration at all stages of the product and service design process, including idea generation, development, testing and launch. As part of the continuous development of products and services we review our approach to ensure we continue to deliver good customer outcomes.

There are four identified key drivers which may increase the risk of vulnerability. These are:

- **Health** – health conditions or illnesses that affect the ability to carry out day-to-day tasks.
- **Life events** – major life events such as bereavement, job loss or relationship breakdown.
- **Resilience** – low ability to withstand financial or emotional shocks.
- **Capability** – low knowledge of financial matters or low confidence in managing money (financial capability). Low capability in other relevant areas such as literacy or digital skills.

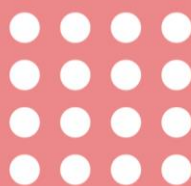
Some customer groups are more likely to display characteristics of vulnerability than others and may display more than one characteristic.

Due to the age profile and nature of our products, customers within our target markets could be more likely to experience characteristics of vulnerability.

To ensure we provide good outcomes to all our customers, we're committed to:

- Education and training for colleagues, ensuring they have the appropriate skills and experience to recognise and respond to the needs of vulnerable customers.
- Providing suitable customer service, support and communications.
- Adapting our policies and procedures, where appropriate, to support specific customer needs.
- Monitoring and evaluating relevant management information to support the identification of practical action and/or innovation that supports the delivery of good outcomes for our customers.

We recognise the importance of distributors in identifying and supporting customers with additional or different needs. Please get in touch if you would like any further information about how we can support you or your clients.



ESG CREDENTIALS

Making a positive impact

We've been trusted to look after more than £23bn of our customers' retirement savings. It's our responsibility to make informed, responsible choices and ensure our investment portfolio has a positive impact on society and the environment.

We were the first UK insurer to issue a Green Bond, and in 2021 we issued a Sustainability RT1 Bond, the first of its kind in the UK and European insurance sector.

GREEN BOND

£250M

We were the first UK insurer to issue a green bond in October 2020

SUSTAINABILITY BOND

£325M

We were the first European and UK insurer to issue a Sustainability RT1 bond in September 2021

INVESTMENT TARGET

£825M

We've a target to invest £825m in eligible green and social assets by 2025

Leaving a responsible footprint

We have an important role in helping the world transition towards a sustainable environment and low carbon economy. We've pledged publicly to reach net zero in scope 1 and 2 emissions by 2025. We've also committed to reach net zero in our Scope 3 emissions by 2050.

RENEWABLE ENERGY

99%

99% of our purchased electricity is from renewable sources and Renewable Energy Guarantees of Origin (REGO) certified

MARKET BASED BUILDINGS EMISSIONS

↓42%

We've reduced our market based buildings emissions by 42% in 2023

ECOTREE

50k

The number of trees we expect to plant each year in our partnership with Ecotree - one for every new customer over the next five years (since March 2023)



Creating a fair world

The way we conduct business, the way we treat customers, colleagues and all our stakeholders, as well as the role we play in wider society – these all help contribute to creating a fair world.

DIVERSITY

33%

Of our senior leaders are women in 2023, new target of 40% by December 2026

DIVERSITY

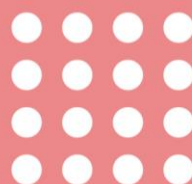
19%

Of senior leadership are from black, Asian or minority ethnic backgrounds

CUSTOMERS

5-STAR

Recognition for getting closer to our customers – 19 consecutive wins in the Financial Adviser Service Awards as a Pensions & Protection Provider



OUR TARGETS



By 2025

We'll reach net zero in our own operations



By 2030

We'll have made a 50% reduction on all our emissions, including our investments



By 2050

We'll be net zero on all our emissions, including our investments

OUR STRATEGY

Making a positive impact

We want to make a positive impact. All the money we invest from our customers' savings will be guided by our Responsible Investment Framework.



Leaving a responsible footprint

We want to leave a better world for future generations by reducing our impact on its natural resources. Our goal is to be net zero for our own operations by 2025



Creating a fair world

We want to contribute to a fair world by conducting our business responsibly, ensuring our customers get fair value and outstanding service.





FOR MORE INFORMATION

Call: **0345 302 2287**

Lines are open Monday to Friday, 8.30am to 5.30pm

Email: **support@wearejust.co.uk**

Or visit our website for further information: **justadviser.com**