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SECURE LIFETIME INCOME

Product Information and Target Market Statement

SUMMARY

This document covers the Just Secure Lifetime Income product currently available for new customers.

It's designed to provide you with the appropriate information to enable you to understand the product's key features, identified target market (including characteristics of vulnerability) and expected distribution strategy.

PRODUCT PURPOSE AND BENEFITS

Secure Lifetime Income is an innovative option which has been designed to complement the more traditional assets (such as equities and bonds) used in the construction of investment portfolios which underpin clients' drawdown arrangements.

Sitting within your client's chosen drawdown arrangement, Secure Lifetime Income provides an element of guaranteed income in contrast to the returns generated by invested assets (which are inherently more volatile).

As part of a retirement plan, Secure Lifetime Income is payable monthly for as long as your client lives and can improve outcomes for your client in a variety of circumstances.

Secure Lifetime Income uses the long established and proven concept of pooling longevity risk with other retirees to protect clients against the chance of living longer than expected. The guaranteed income it provides is also free from sequence risk¹ and uncorrelated to the returns of traditional assets used to support drawdown arrangements (such as equities and bonds).

This means Secure Lifetime Income can use less capital to generate a given amount of income compared to relying purely on a favourable sequence of returns from the capital markets.

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

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

Secure Lifetime Income is a trustee investment plan within a trust-based UK registered personal pension. The income is tailored for each client using their personal, health and lifestyle information.

Secure Lifetime Income is regulated by the Financial Conduct Authority (FCA) and is protected by the Financial Services Compensation Scheme (FSCS). Clients can claim 100% compensation in the unlikely event we are unable to meet our obligations.

Our service proposition is designed to provide a good client experience and outcomes.

For a fuller description and list of options, please refer to our specific product literature which can be found on our website justadviser.com

¹Returns from capital markets can be volatile and unpredictable in nature. Sequence risk is the order in which these returns arrive to a portfolio. It's increased during the retirement phase due to the addition of regular withdrawals alongside investment volatility. The sequence of returns experienced early in retirement can have a disproportionate impact on the sustainability of the portfolio.



LIMITATIONS

The limitations of the product are shown below.

- All clients have the option to include a 100% value protection death benefit which reduces over time as income is paid – but there's no limitation in terms of receiving the benefit for any client group, including those with vulnerabilities. Clients will need to make a choice about including this option.
- Clients can cancel the product up to 32 days from the plan start date. Once cancelled, the purchase price will be returned to the trust-based personal pension, less any income payments that have been made.
- After this cancellation period, the death benefit, if chosen, pays a lump sum in the event of death within a specified period from the plan's start date. The amount is equal to what was paid to purchase the plan, minus any income received.
- Secure Lifetime Income doesn't offer a surrender or encashment option. After the 32-day cancellation period ends, the plan can't be terminated and the benefits can't be exchanged for cash. If the client doesn't wish to withdraw any income for a period of time, they can invest the money from Secure Lifetime Income in their portfolio instead.

For further detail, please refer to our specific product literature which can be found on our website justadviser.com

ELIGIBILITY CRITERIA

To be eligible for our Secure Lifetime Income plan your client must:

- have flexi-access drawdown funds held within a trust-based 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)
 - be purchasing Secure Lifetime Income with funds from a UK registered pension scheme, and
 - invest a minimum of £10,000 up to a maximum of £1 million.
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TARGET MARKET

Clients who have access to flexi-access drawdown funds within an on-platform trust-based personal pension and are looking to include a proportion of guaranteed income alongside their other drawdown assets as part of a holistic, tax-efficient retirement income strategy.

- ✓ Individuals with flexi-access drawdown funds within a trust-based personal pension.
- ✓ Those either considering taking or taking income from their drawdown arrangements to help cover their expenditure in later life as part of a wider retirement income strategy.
- ✓ Clients who value the stability of guaranteed income alongside traditional investments.
- ✓ Seekers of personalised retirement solutions based on individual circumstances.
- ✓ Clients desiring the benefits of generating a retirement income on a single platform.
- ✓ Those who value flexibility to adapt to significant life changes.

The product is unlikely to be suitable for clients who:

- ✗ don't have a need for income now or in the future
- ✗ don't currently have crystallised assets within their personal pension plan
- ✗ are only seeking a short-term income solution, or
- ✗ don't require any flexibility in the delivery of their income, now or in the future.

HOW IS THIS PRODUCT DESIGNED TO BE SOLD?

Secure Lifetime Income is available through financial intermediaries on an advised basis only. If suitable, it will be recommended to your client as part of a personal recommendation for a retirement income strategy that enables them to meet their individual objectives.



CUSTOMERS WITH CHARACTERISTICS OF VULNERABILITY

We've taken vulnerable consumers into account 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.

- **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 are more likely to experience characteristics of vulnerability.

To ensure we provide good outcomes to all our customers, we're committed to the following.

- Educating 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 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.



FOR MORE INFORMATION

Call: **0345 302 2287**

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

Please note your call may be monitored and recorded and call charges may apply.

Email: SLInquiries@wearejust.co.uk

Or visit our website for further information: justadviser.com