

Key Features

Introduction

You should read this document carefully as it provides a summary of the main points about the Personal Management Investment Service (PIMS). Before applying for PIMS you should consult your financial adviser and also read the rest of our literature suite in full, including the:

- *Brochure*
- *The Facts*
- *Guide to Investment*

Your financial adviser will be able to advise you on suitable features, the charging structure and potential investments. You should keep this document in a safe place along with all other documents relating to your PIMS policy.

You may request a copy of the *Terms and Conditions* at any time.

Availability

PIMS is available to individuals, companies and trustees, who are not resident in the USA. Some restrictions will also apply to other countries, please contact us if you are in any doubt. Individuals need to be 18 years of age or older to apply for PIMS. If the youngest life assured is 85 years of age or older, we cannot accept the application.

Its aims

Your PIMS policy will give you the opportunity to invest a cash sum and/or any existing acceptable investments you may hold with the aim of increasing their value.

Your PIMS policy will allow you to link to a wide range of different investments, with the flexibility to switch between those investments at any time.

Your PIMS policy will allow you to take withdrawals at any time, in a number of different ways.

Your commitment

You must pay a premium of at least GBP50,000 (or currency equivalent) into your PIMS policy.

You should consider PIMS as a medium to long-term investment (5 years or more).

You are required to maintain a balance of 2% of your current policy value within the cash account.

You are obliged to tell us about any changes to your address, country of residence, citizenship or domicile as soon as possible after any change. You must also do this for lives assured.

Risks

The value of investments linked to your policy may go down as well as up, and you may get back less than you paid in. You should read the *Guide to Investment* which explains the risks associated with different types of investments.

Where the provider of an investment linked to your policy becomes insolvent or is unable to meet its liabilities for any reason, your policy will suffer the loss.

You should consider PIMS a medium to long-term investment; generally the longer that you hold your policy the greater the potential for growth. Therefore, the shorter the period of time you hold the policy, the more likely you are to get back less than you paid in as any growth may not have covered the charges taken. Early surrender fees could also impact this.

Withdrawals from your policy may mean that you get back less than you paid in if the investments linked to your policy do not grow enough to cover the withdrawals.

Changes to the law may affect the tax treatment of your PIMS policy or investments linked to it and reduce the amount you get back in the future. Please read the answer to "What about Tax?" in the following questions and answers section for details.

Questions and answers

Q What is PIMS?

A PIMS is an offshore bond that is designed to allow a cash sum to be linked to a wide range of investments (you may also transfer in any existing acceptable investments that you hold) in a way that is tax efficient and offers the potential for growth, over the medium to long term.

PIMS is only available as a life assurance policy and it has no fixed term. This means that it continues until the death of the last life assured.

Q How can I set up my PIMS policy?

A PIMS is available in 2 versions – PIMS Focused and PIMS Flexible

1. PIMS Focused policyholders are able to invest into a defined range of investment funds.
2. PIMS Flexible policyholders are able to invest into any investment acceptable to us.

The differences are explained further in *The Facts*.

PIMS has been designed with a charging structure that can be tailored to best suit your needs. There are 3 main elements to the charging structure that can be used separately or in combination:

- allocation rate
- establishment fee
- percentage administration fee

Please refer to *The Facts* for more details about the PIMS charging structure.

PIMS can be structured in up to 100 sub-policies. This is to help make the policy as tax efficient as possible. You may choose fewer sub-policies if you wish, but unless this is detailed in your *Application*, we will automatically set up the policy with 100 sub-policies. Your financial adviser can help explain why this might provide tax advantages to you in the future.

Q What might I get back?

A What you get back will depend on your initial premium and any additional premiums, the performance of your chosen investments over the lifetime of your policy, our charges and any withdrawals you may take.

Q Can I take money out?

A Yes, there are a number of ways you can take money out of your policy. We have set some minimum amounts that you can take and you must leave a minimum overall amount in your policy. These are detailed in *The Facts*.

Regular withdrawals

You can take regular withdrawals from your PIMS policy at any time. Regular withdrawals will be paid in your PIMS policy currency and can be paid:

- monthly
- quarterly
- half-yearly
- yearly

Regular withdrawals can be set up when you apply for your PIMS policy or can be requested at a later date.

One-off withdrawals

One-off withdrawals can be paid in any easily exchanged currency.

Sub-policy surrenders

In addition to withdrawals, you may also surrender whole sub-policies. This could have tax benefits for you, and we recommend that you discuss any withdrawals or surrenders with your financial adviser so that you can decide on the most effective method.

Policy surrenders

If you wish to fully surrender your PIMS policy you can do so at any time, simply by returning your policy documents to our head office address along with a completed *Surrender Form*.

Depending on your chosen charging structure your policy may be subject to an early surrender fee if you surrender before the end of the early surrender period.

Q What can I invest into?

A You can link the value of your PIMS policy to a wide range of different investments. PIMS Focused policyholders can choose from a defined range of investments funds, whereas PIMS Flexible policyholders can choose any investments acceptable to us. The *Guide to Investment* provides more detail about the different types of investments you can choose from.

Questions and answers continued

The guide also includes details about the benefits of investing through us, how to appoint a professional to help you with investment decisions, some of the restrictions placed on investments, how we review investments and the risks of investment.

Q What happens to my policy when I die?

A When the last life assured dies, your PIMS policy will end. We will then require written notification of death along with satisfactory documentation (legal entitlement - "probate") to be sent to our head office address, before we can pay out. The amount paid out will be 100% of the death benefit.

Q What are the charges?

A You can tailor elements of the PIMS charging structure to best suit your needs. There are 3 main elements to the charging structure that can be used separately or in combination:

- allocation rate
- establishment fee
- percentage administration fee

Where you have chosen the establishment fee, an early surrender fee will apply over 5 or 10 policy years, this will depend on your choice at outset.

Where you have chosen the percentage administration fee an early surrender fee will apply over 8 or 10 policy years, this will depend on your choice at outset.

In addition to these elements we charge a flat administration fee that will increase each year on the policy anniversary in line with the Isle of Man Retail Price Index. Further information on the Isle of Man Retail Price Index can be found at www.gov.im/treasury.

You may add an advice fee (subject to a maximum amount) should you wish to pay a professional (such as an investment adviser or discretionary manager) to help you with investment decisions.

A dealing fee applies when you buy or sell an investment, a custodian fee also applies. Depending on your choice of linked investments, it may be necessary to buy the investment through a stockbroker; if we have to do this an additional stockbroker fee will apply.

PIMS Focused policyholders may convert their policy to PIMS Flexible at any time on payment of a conversion fee. PIMS Flexible policyholders cannot convert to PIMS Focused.

Each premium paid into your PIMS policy will have its own set of charges.

All of the charges are detailed and explained in *The Facts*. We may alter our charges if our costs change unexpectedly. We will notify you 3 months ahead of any changes in-line with the *Terms and Conditions*.

Q What about tax?

A Royal London 360° is subject to Isle of Man tax laws. Therefore, any growth or income earned in your policy is not taxed. However, withholding tax may be deducted at source on income arising from investments held in some countries, which cannot be reclaimed by us.

You may have a personal liability to tax depending on the tax laws in your country of residence and your own personal circumstances. Tax implications should be discussed with your specialist adviser.

Q Can I change my mind?

A If you wish to fully surrender your PIMS policy you can do so at any time, simply by returning your policy documents to our head office address along with a completed *Surrender Form*.

Depending on your chosen charging structure your policy may be subject to an early surrender fee if you surrender before the end of the early surrender period.

If you decide to keep your policy, it will continue until the death of the sole or last life assured.

Q How will I know how my bond is doing?

A We will send you valuation statements every 6 months (unless we have agreed to an alternative) on your policy anniversary.

You can also access valuations online at our website at any time. Details of how to do this will be sent to you after your policy has started.

Alternatively you can also request a valuation by contacting us on the number shown in the "How to contact us" section. We may apply a charge if you request additional valuation statements in addition to those produced every 6 months.

Further information

How to contact us

If you wish to make an additional investment, a one-off withdrawal, a fund switch, or surrender your policy, please speak to your financial adviser first.

If you require further information or an up-to-date valuation for your PIMS policy you can contact us.

Head office address

Royal London 360 Insurance Company Limited
Royal London House
Isle of Man Business Park
Cooil Road
Douglas
Isle of Man
IM2 2SP
British Isles

Telephone: +44 (0)1624 681681
(we may monitor calls to improve our service)

Email: csc@royallondon360.com

Website: www.royallondon360.com

How to complain

If you wish to complain about any aspect of your policy please consult your financial adviser or write to our Head of Customer Services at our head office address.

Complaints about our products or service will be dealt with in accordance with the Complaints Handling Policy, a copy of which is available on request.

If a complaint regarding the administration of the policy is not dealt with to your satisfaction you can refer it to the Financial Services Ombudsman Scheme for the Isle of Man, Isle of Man Office of Fair Trading, Government Buildings, Lord Street, Douglas, Isle of Man, IM1 1LE. Telephone +44 (0) 1624 686500.

Terms and conditions

These *Key Features* only give you a summary of the main points to consider before investing in PIMS. The PIMS *Terms and Conditions* can be provided to you by your financial adviser and can be requested at any time.

The *Terms and Conditions* are part of the contract between you and Royal London 360 Insurance Company Limited. The contract is governed by the following documents:

- 1) your *Application Form*
- 2) *The Facts and Key Features* documents
- 3) the *Terms and Conditions*
- 4) your policy schedule
- 5) any endorsements to your policy schedule; and
- 6) any other document that evidences a change in the contract between you and Royal London 360°

If we need to make any changes to the PIMS *Terms and Conditions* we will tell you in advance.

Law and language

PIMS is governed by the law of the Isle of Man. We will always write and speak to you in English.

Compensation

Owners of policies issued by Royal London 360 Insurance Company Limited receive the protection of the Isle of Man's Life Assurance (Compensation of Policyholders) Regulations 1991 for up to 90% of our liability to them in the event that we are unable to meet our liabilities. We reserve the right to adjust the returns to cater for any levy or charge made on us under these regulations or similar legislation.

Important notes

PIMS is available exclusively in association with financial advisers. Your financial adviser can provide a final recommendation as to whether or not PIMS is suitable for you.

The information contained in these *Key Features* is based on our understanding of Isle of Man legislation as at August 2011.

Whilst every care has been taken in producing this document, we cannot accept responsibility for our interpretation or any subsequent changes to legislation. These *Key Features* are not intended as a substitute for legal or tax advice.

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