

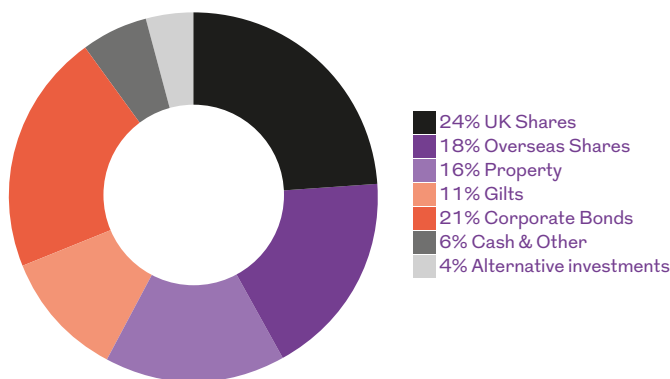
PLATINUM PLUS

An overview of your with-profits investment

Platinum Plus invests in the RLCIS OB & IB Fund, referred to here as the with-profits fund (also known as “the fund”), which is made up of the money of thousands of policyholders who invest within or outside an ISA. The fund’s investment strategy is to achieve growth in the value of the fund by investing in a wide range of assets, comprising UK and overseas shares, government and other bonds, property, cash, alternative and other investments.

By investing in a mix of investments, we create a diversified portfolio for you, meaning this product is less risky than, for example, a product that invests solely in the stock market.

The mix of investments as at 31st December 2018 is shown below:



Your returns are ‘smoothed’ over time, so that you are cushioned from the daily ups and downs of the stock market. In this way, with-profits investments might be suitable for long-term investors looking for the prospect of better returns than are typically available on cash savings, while not wanting full exposure to stock market volatility. However, the cash-in value of your investment may go down as well as up and you could get back less than you have invested. Please also read the Market Value Reduction (MVR) section of this guide.

What do you receive each year?

We add annual bonuses and review these on a regular basis. Annual bonuses allocate part of the profits of the fund to policyholders, increasing your plan value.

Please note that the addition of bonuses is not guaranteed.

What happens when you cash in?

When you cash in your investment, we aim to give you a fair payout which represents your fair share of the fund. We may apply a final bonus which will increase your payment when you cash in.

However, to ensure that those policyholders who leave the fund do not take more than their fair share at the expense of those customers who remain in the fund, we may apply a ‘Market Value Reduction’ (or MVR) which will reduce your cash-in value (see section ‘MVRs explained’ for further information).

Please remember that the yearly expenses of managing your plan are deducted from the investment profits of our with-profits fund before bonuses are determined.

MVRs explained

In certain circumstances, when you cash in your plan, we may reduce the cash-in value if it is greater than your fair share of the fund. We would do this by applying an MVR.

If we didn’t do this, we would pay out more than your plan is worth. This would reduce the amount available for other customers when they leave the fund in the future, which would be unfair.

When do MVRs not apply?

Importantly, MVRs can only apply if you cash in your investment. MVRs do not apply:

- if you don’t cash in
- to payments on death.

Details of the MVR were provided in the Key Features document you received when you made your investment and can also be found in your Terms and Conditions document.

How does an MVR apply?

Due to the current economic climate and market conditions there are no MVRs currently being applied on Platinum Plus policies.

How do we decide on the level of bonuses and MVRs?

We take decisions about applying an MVR very seriously. All decisions about bonus and MVR rates go through a rigorous governance process which includes obtaining the approval of our Board of Directors. To ensure that we are fair to our policyholders, we also follow the Principles and Practices of Financial Management (PPFM), which is a technical document that defines how we run our with-profits fund. This document is available to all policyholders (see details below).

How can I find out how bonuses and MVRs affect my current investment?

In the statement we send to you each year, we show you the cash-in value that applies to you at that time. You can also phone our Customer Contact Centre on **0345 605 7777** to obtain an up to date cash-in value.

Want to make a withdrawal?

A minimum withdrawal amount of £200 applies to Platinum Plus ISA withdrawals. This does not apply if you withdraw from your Platinum Plus investment held outside an ISA, or if you withdraw from your Platinum Plus Overflow account at the same time as your Platinum Plus ISA.

How can I find out more information about the with-profits fund?

The way in which we manage our with-profits fund is explained in detail in a technical document known as the 'Principles and Practices of Financial Management of the RLCIS OB & IB Fund' (PPFM).

This document is also available in a customer friendly format. You can view and download these documents, together with the most recent report about how we have complied with our PPFM, from our website **royallondon.com**. Please click on 'About us' followed by 'Corporate information', 'Corporate Governance' and then 'Principles and Practices of Financial Management (PPFM)'.

PPFM changes

There have been no PPFM changes over the last 12 months.

If you need more information contact our Customer Contact Centre

0345 605 7777

Monday to Friday 8am to 8pm and
Saturday and Bank holidays 8am to 5pm.

or for general information regarding your plan visit royallondongroup.co.uk/RLCIS



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