

Active Money Personal Pension

Key features

This is an important document. Please read it and keep for future reference.

The Financial Conduct Authority is the independent financial services regulator. It requires us, Standard Life, to give you this important information to help you to decide whether our Active Money Personal Pension is right for you. If you're a new customer you should read this document carefully so that you understand what you're buying. If you're an existing customer you should read this document to help you with any changes you might be making to your plan. Please keep it safe for future reference.

When we refer to 'Standard Life' we mean Standard Life Assurance Limited.

Helping you decide

This key features document will give you information on the main features, benefits and risks of the Standard Life Active Money Personal Pension (AMPP).

We provide you with a generic online illustration which will show the benefits that may be provided in the future. You can also request a personal illustration by calling us on 0345 278 5622. Call charges will vary.

If you are taking any of your benefits from your plan immediately, we will provide you with a specific illustration.

Your key features document and generic illustration should be read together.

You have access to the Government's free impartial Pension Wise service provided through Citizen's Advice or The Pensions Advisory Service. This guidance can be accessed by telephone 0800 138 3944, or face to face, or online www.pensionwise.gov.uk



Other documents you should read

Active Money Personal Pension fund choices and charges guide (AMPP5a)
A guide which gives you details of the funds you can choose from.

Terms & conditions (AMPP62)
Provides full details of the terms & conditions that apply to this plan.

You can get these documents from our website or by calling us.



keyfacts[®]



Protected

About Standard Life

This AMPP is provided by Standard Life Assurance Limited.

Managing your pension online

AMPP has been designed for you to manage it online. You have access to tools that make it convenient and easier to manage your money online. If you do not wish to use the online functions, you may have to pay a charge if you call us to carry out the task for you.

1. Its aims

- To provide a tax efficient way to save for your retirement
- To allow you to control and manage your payments and investments online
- To give you choice over how and when you take your benefits as a lump sum, guaranteed income for life (annuity) or flexible income (drawdown)
- To provide benefits for your beneficiaries on your death
- To make it easy to upgrade your plan to an Active Money Self Invested Personal Pension (AMSIPP) if you need more investment choices.

2. Your commitment

- To make payments to your pension plan within the maximum limits set by HM Revenue & Customs and the minimum limits set for this product
- To tell us if you stop being entitled to receive tax relief on your payments
- To wait until you're at least age 55 before taking your benefits. The government may increase this age in the future
- To regularly review your plan to check it's meeting your needs now and for the future.
- To use the online tools to manage your pension.

3. Risks

This section is designed to tell you about the product risks that you need to be aware of at different stages of the plan.

At the start of the plan

If you change your mind and want to cancel the plan you may get back less than you paid in. See 'Can I change my mind?' on page 8 for more information.

If you're transferring benefits from another pension scheme, there is no guarantee that what you'll get back from your plan will be higher. You may also be giving up certain rights in the other pension scheme that you'll not have with your plan.

Investment

Investments available under your plan can vary in their level of risk. As with any investment the value of your fund can go down as well as up and may be worth less than what was paid in.

Some investments (such as property) may take longer to sell. You'll need to take this into account when you're reviewing your investments or planning to take your benefits. The valuation of property is generally a matter of a valuer's opinion rather than fact.

There are specific risks and information relating to investing in investment-linked pension funds that you need to be aware of. Please see our fund choices and charges guide (AMPP5a) for details.

You'll probably be one of many investors in each fund you're invested in. You can transfer or switch your investments, but sometimes, in exceptional circumstances, we may wait before we carry out your request to transfer or switch out of a fund. This is to maintain fairness between those remaining in and those leaving the fund.

This delay could be for up to a month. But for some funds, the delay could be longer:

- It may be for up to 6 months if it's a fund that invests in property, because property and land can take longer to sell
- If our fund invests in an external fund, the delay could be longer if the rules of the external fund allow this

If we have to delay a transfer or switch, we'll use the fund prices on the day the transaction takes place – these prices could be very different from the prices on the day you made the request.

Buying a guaranteed income for life (annuity)

If you decide to take an annuity when you retire, the value may be lower than shown in your personal illustration. This could happen for a number of reasons, for example if:

- investment performance is lower than illustrated
- annuity rates when you retire are worse than illustrated, for example due to interest rates being lower
- tax rules and legislation change
- plan charges increase above those illustrated
- payments into the plan are lower than illustrated
- you buy your annuity at a different age from the age you asked us to use in your illustration.

Flexible income (drawdown)

- As your pension pot will remain invested, there's a risk that your investments could go down in value
- You need to consider the longer-term impact of making withdrawals from your pension pot because you could run out of money before you die.

4. Questions and answers

This section will help answer questions you may have. We start with some general questions and then cover payments, investment choices, benefits at retirement, tax, charges and discounts, and ways for you to pay for the services you receive. We end the section with 'Other important questions' on page 8.

What is an Active Money Personal Pension (AMPP)?

An AMPP is a personal pension.

How flexible is it?

Flexibility is one of the main attractions of an AMPP, in particular:

Payments

You can change the amount you pay, or stop or restart payments. See page 4 for more details.

Investments

You have a wide range of funds to choose from and you can switch between these funds.

You can also ask us to upgrade your plan to an Active Money SIPP if you need more investment choices. You can find out more information about our SIPP in the key features document (SLSIP17).

Taking your benefits

You'll have lots of choices when you're ready to take your benefits. You decide how best to take your benefits. Please see page 5 for more information.

Can I take out an AMPP?

You can take out an AMPP if you're resident in the UK.

If you are not a UK resident, we may still accept an application to join the scheme if the only type of payment you make to us is a transfer payment.

Is this a Stakeholder pension?

This plan is not a Stakeholder pension. Our minimum payment is higher and some charges can be higher than the government Stakeholder standards. Stakeholder pensions may meet your needs at least as well as an AMPP. You can find more information on Standard Life's Stakeholder Pension in our 'Stakeholder Pension Plan Key Features Document' (SPP17), available from standardlife.co.uk. You may wish to seek advice about which pension would be best for you.

Who will administer my pension plan?

By taking out an AMPP you'll become a member of the Standard Life Self Invested Personal Pension Scheme ('the scheme'). Standard Life Assurance Limited is the provider and administrator of the scheme and Standard Life Trustee Company Limited is the trustee of the scheme. The reason it's easy to upgrade from an AMPP to an Active Money SIPP is because both products are provided under the same scheme, so you don't need to transfer to a new scheme if you want more investment choices.

What should I consider if I'm transferring benefits from another pension scheme?

You need to think about things such as:

- Can this plan match the benefits you're giving up?
- Are there any early retirement or ill health considerations?
- What benefits do you want to provide for your dependants?
- Do any transfer penalties apply?
- Taking advice if you are transferring a pension that has any type of guarantee or if you are unsure if it's the right thing for you.

What if I am a beneficiary transferring from another scheme?

If you are a beneficiary and are taking out this plan using the death benefit from a pension product, there are some key differences you need to be aware of:

- You can take flexible income (drawdown) at any age
- You cannot take a tax free lump sum
- The only payment you can make is the death benefit you received from the pension product
- You can use the funds remaining in your plan to buy a Beneficiary's Annuity at any time
- You cannot combine this plan with any other pensions savings you have
- The funds in this plan do not count towards your Annual Allowance or Lifetime Allowance
- If the Planholder who died was under age 75 at date of death, any income taken by you through drawdown is normally tax free
- If the Planholder who died was aged 75 or over at date of death, any income taken by you through inherited drawdown is treated as Pay As You Earn (PAYE) income and may be taxable. HM Revenue and Customs will tell you how much to deduct from your income.

Can I cash in my plan at any time?

You can't cash in your plan at any time. You normally have to be 55. The government may change this age in the future.

Should I seek advice?

We recommend that you take financial advice and continue to do so during the lifetime of the plan. There may be a cost for this.

4.1 What payments can be made?

Payments in

HM Revenue & Customs has set limits on the total amount that can be paid into a pension.

In each tax year, if you're a 'relevant UK individual' you can pay:

- up to £3,600 (including basic-rate tax relief), regardless of your earnings, or
- up to 100% of your relevant UK earnings for that year (including basic-rate tax relief).

The above limits apply to the total payments made by you and any third party, to all your pension plans. They don't apply to payments made by your employer or to transfer payments.

If payments (apart from transfers) exceed the annual allowance then a tax charge may apply (see page 6).

From age 75, only transfer payments will be accepted.

Relevant UK earnings means:

- If you are employed, the income you receive from your employer in a tax year (including any bonuses, commission or benefits in kind that you receive), or
- If you are self-employed the income you receive in a tax year from carrying out your trade, profession or vocation, or from patent rights.

This income must be taxable in the UK.

You're a 'relevant UK individual' if:

- you are resident in the UK for tax purposes, or
- you have relevant UK earnings, or
- you were a UK resident sometime in the previous five years and when you joined, or
- you have, or your spouse or civil partner has, earnings from overseas Crown employment subject to UK tax.

What are the minimum payments?

To set up a plan the minimum payments are:

- £150* a month (£100 if done online), or
- £1,500 a year (or £1000 if done online), or
- £1,000** for single or transfer payment(s).

All the minimum payments, except transfer payments, include basic-rate tax relief.

*The minimum payment you can make when the plan value is more than £25,000, is £100 a month, or £1,000 a year.

**There is no minimum amount for any additional single or transfer payments to an existing plan.

Overall, payments must not exceed the limits set by HM Revenue & Customs.

What payment options do I have?

You can:

- make payments, change the amount of regular payments, stop payments, take a payment break or restart payments at any time (stopping or reducing payments will reduce your future benefits).
- choose to have your payments increased automatically each year, in line with national average earnings or by a percentage chosen by you (between 1% and 10%).

Payments should be made using the following methods:

- direct debit (regular payments)
- debit card (single payments)
- cheque (single and transfer payments)
- telegraphic transfer (single and transfer payments)
- BACS (single and transfer payments).

Any payments made will be paid to Standard Life Assurance Limited.

Payments out

To take a flexible income (drawdown), you normally need to have a pension pot of £25,000. There is no minimum if you are transferring from another Standard Life product. The minimum for an annuity is lower.

Other limits are:

- Each lump sum payment out should be for £1,000 or more.
- There is no minimum amount if you are taking a regular income.

4.2 What are my investment choices?

We offer a wide range of investment-linked pension funds to choose from. We also offer a range of externally managed funds to increase this choice. You can also choose to invest in our 'Lifestyle' profiles.

Investment-linked funds are made up of 'units':

- Your payments are used to buy units in the funds you choose.
- The price of one unit in each fund depends on the value of the underlying investments.
- The value of your investment is based on the total number of units you have in each fund. If the unit prices rise or fall, so will the value of your investment.

You can switch your payments in and out of various funds to change the mix of investments. We may delay switching in some circumstances. You can only invest in 12 of our funds at any one time (or 11 if you have money in the Trustee Cash Account).

Trustee Cash Account

We also offer the facility to hold cash on deposit within the plan. It's held in an account that's owned and used by Standard Life Trustee Company Limited, the scheme trustee. The trustee will keep a record of how much you have invested in this cash account.

The rate of interest is normally 1% below the Bank of England base rate. You can check the rate by contacting us. The interest is accrued daily and applied on a monthly basis. Please note that, under the active money SIPP (AMSIPP) product, we currently call this cash account the 'SIPP Bank Account'. If you see this term being used in some of the documents we send you, it has the same meaning as 'Trustee Cash Account'.



For more information on all investment options please see the fund choices and charges guide (AMPP5a), or call us on **0345 278 5622**. Call charges will vary.

Additional investments

One of the main attractions of the plan is the wide range of investment options available to you if you decide to upgrade your plan to an Active Money SIPP.

Who will manage my investments?

You can make investment decisions on your own, or ask us for further information.

Other information about investments

It's important to regularly review your investments. You can change investments at any time.

4.3 What benefits can I take at retirement?

You can take:

- a guaranteed income for life (known as an annuity), or
- cash in all or part of your plan, or
- take a flexible income (drawdown), or
- take a combination of all three options
- with all these options you can take a tax free lump sum – normally 25% of your pension pot. And you don't have to take all your benefits at the same time. You can take them in stages.

Taking your retirement benefits

You can start taking retirement benefits any time from age 55. The government may change this age in the future.

Normally, retirement benefits will only be payable before age 55 on grounds of ill health. If your current state of health gives you cause for concern you should seek financial advice before making any decisions about your retirement benefits.

Tax-free lump sum

When you start to take your benefits, you can normally take up to 25% of your pension pot as a tax-free lump sum. But you don't have to take a tax-free lump sum if you don't want to.

Take it all at once

You can take all your money out at once if you wish but remember, once you go over your tax-free cash limit you may have to pay income tax. You could end up paying more income tax if your withdrawal added to any other income in that tax year takes you into a higher rate tax band. You may pay less tax if you spread out your cash withdrawals and keep below higher rate bands.

Buy a guaranteed income for life (annuity)

This means that you pay some, or all, of your pension fund to an insurance company of your choice, who will in return pay you an income for the rest of your life. When you decide to buy an annuity it will be bought using the annuity rates at that time.

Flexible income (drawdown)

Allows you to take your pension income as and when you like. You'll have control over how much you take out and you can vary the amount to suit your needs and you can do all this online. The rest of your money in your pension will remain invested so your pension has the potential to keep on growing. You need to have regular reviews to make sure that your fund can sustain the level of income you require (otherwise your fund might run out of money completely).

There are different ways to take flexible income which is all explained on our website www.standardlife.co.uk We have provided easy to use calculators which help you better manage your money.

Whether you're thinking about flexible or fixed income, take time to shop around for the best deal. You might get a better retirement income.

The value of your investment can go down as well as up and may be worth less than what was paid in.

4.4 What about tax?

We give a short explanation about tax below. Please see 'Information about tax relief, limits and your pension' (GEN658) for more information. You can find this at www.standardlife.co.uk/taxandpensions

Tax relief - pension payments

You'll get tax relief on payments you make normally at your highest Income Tax rate.

We'll claim the tax relief for you at the basic rate from HM Revenue & Customs and invest it in your plan. If you're a higher or additional rate taxpayer, you'll need to claim the extra tax relief through your tax return.

If you sacrifice salary in exchange for a payment from your employer to your plan, you don't get tax relief on that payment. But you do save tax on the salary you have sacrificed.

Capital Gains Tax

Your investments are not liable for UK Capital Gains Tax.

Annual Allowance

HM Revenue & Customs (HMRC) has an Annual Allowance for the total payments that you, your employer and any third party can make to all your pension plans (excluding transfer payments).

There are circumstances where you may have a personal Annual Allowance that's different, speak to your financial adviser for more details.

You may have to pay a tax charge on any payments that exceed this allowance.

Lifetime Allowance

HMRC has a Lifetime Allowance on the total funds in pension plans that can be used to provide benefits for you.

Any funds over this allowance will be liable to a tax charge.

There are circumstances where you may have a personal Lifetime Allowance that's different, speak to your financial adviser for more details.

Please refer to GEN658 for further details on the Lifetime Allowance and the Annual Allowance.

Tax-free lump sum

You can normally take up to 25% of your plan as a tax-free lump sum.

However, you could face a tax charge if you 'recycle' your tax-free lump sum back into a pension. See our fact sheet 'Recycling of lump sums' (GEN449) for more information.



We recommend you seek appropriate guidance or advice before you make any decisions. An adviser may charge a fee for this.

Remember, you can also get free impartial guidance over the phone or face-to-face with Pensionwise. Go to www.pensionwise.gov.uk or call 0800 138 3944. The Money Advice Service (MAS) guide is also available on the Pensionwise site.

Income Tax

Any income you receive will be taxed as earned income under normal pay-as-you-earn (PAYE) rules.

Tax - death benefits

If you die before age 75, your beneficiaries do not normally have to pay income tax on benefits they receive. However, if any part of the benefits exceeds your remaining Lifetime Allowance, that part will be subject to a lifetime allowance tax charge.

If you die aged 75 or older, any benefits will normally be subject to income tax.

Other information about tax

A tax year runs from 6 April in one year to 5 April in the next year.

Laws and tax rules may change in the future. The information here is based on our understanding in January 2019. Your personal circumstances also have an impact on tax treatment.

4.5 What are the charges and discounts for investing?

This section shows you the main charges and discounts that apply. It should be read together with your illustration.

You'll find more details on fund charges and large fund discounts in the fund choices and charges guide (AMPP5a).

The following charges apply to our range of investment-linked pension funds:

Fund Management Charge

This is for the management of your funds and for our administration costs. The charge varies depending on the funds you choose to invest in.

Additional Expenses

Fund managers may charge an additional expense to cover costs such as fees for trustees, registrars, auditors, and regulators. This charge is likely to vary.

We describe the fund management charge and additional expenses as a yearly rate but they're taken each day.

Switch charge for funds

Changing the funds you're invested in is called 'switching'. We reserve the right to charge if an external fund manager charges us for a switch you make.

Other information about charges

We regularly review our charges to determine whether we need to increase them to reflect changes in our overall costs, or assumptions. Any increases will be fair and reasonable.

The generic illustration shows our charges and the effect they have on reducing the value of your investments over the term of your plan. The illustration does not cover flexible income (drawdown).

Large fund discounts

You may receive a discount to reduce the effect of the fund management charge (FMC). It depends on the value of your plan and the funds in which you're invested.

Each month, we'll use the value of your plan, less any cash held on deposit in the Trustee Cash Account, to work out which discount percentage, if any, applies to you. The thresholds for the different percentages are set out in the table below.

In any month where you're eligible for a discount, we'll apply that discount by adding extra units to any qualifying fund you're invested in. You'll find more details on which funds qualify for large fund discounts in the fund choices and charges guide (AMPP5a).

The table below shows the yearly rate of the discount. Any amounts invested in funds that don't qualify for a discount still count towards your plan value.

| Plan value less cash on deposit | Discount % |
|---------------------------------|-------------|
| Under £25,000 | None |
| £25,000 – £249,999 | 0.3% a year |
| £250,000 – £499,999 | 0.4% a year |
| £500,000 + | 0.5% a year |

Transaction charges

We reserve the right to make a 'transaction charge' where you ask us to carry out a transaction for you instead of using an online facility that's available for you to carry out the transaction yourself.

If you contact us, we'll give you full details of the transaction charge before carrying out your instruction and the full schedule of charges will be made available to you online or on request.

We'll waive this charge if our online service is unavailable for any reason.

4.6 Moving into drawdown

If you decide to take advice before you move into drawdown, you will need to upgrade to an Active Money SIPP. Our Active Money SIPP is designed for customers who prefer to use an adviser.

Upgrading an AMPP to an Active Money SIPP

If you choose an AMPP and later decide to upgrade to a SIPP, you'll then pay the charges that apply to the Active Money SIPP, based on the fund value at the time you upgrade.

If you would like more information on the Active Money SIPP, ask for the key features document (SLSIP17).

4.7 Other important questions

What happens to my AMPP when I die?

We will normally pay out the plan value as a lump sum. Your beneficiary may be able to choose an annuity or a flexible income instead. Please let us know who you would like to receive the death benefit by completing an Instruction for payment of death benefits form (PPP36).

We will decide who to pay death benefits to. We'll take your wishes into account but won't be bound by them.

What about annuity death benefits?

If you die after you have purchased an annuity, the death benefits payable from the annuity depend on the choices you make when you buy the annuity.

Can I transfer my plan?

You can transfer your plan to another pension scheme. It's important that you check with the administrator of the scheme you want to transfer to that they will accept the transfer.

Can I change my mind?

You have a legal right to cancel your payment if you change your mind. You have 30 days, from the date you receive your plan documents, to cancel.

At the end of the 30 day period you'll be bound by the terms and conditions of the plan and any money received by Standard Life will not be refundable under the cancellation rule.

What about transfer payments?

Before we can return any transfer payment, you must speak to the transferring scheme to get their agreement to accept the money back.

If they will not accept it back, and you still want to cancel, then you must arrange for another pension provider to accept the payment.

The transferring scheme may charge you for taking the payment back.

What about regular and single payments?

It's only the first payment that you choose to make that will have cancellation rights. If you decide to increase the level of payment in the future you'll not have a right to cancel that payment. However, you can reduce or stop future payments at any time.

You won't have the right to cancel any additional single payments which you make.

What will I get back?

We'll refund payments to the person(s) who made them.

Transfer payments will be returned to the transferring scheme.

The amount we'll return depends on any fall in the value of your investment before we receive your instruction to cancel. If this happens, we may deduct an equivalent amount from the refund.

There is no 'penalty charge' for cancelling your plan.

How do I cancel?

If you decide you want to cancel you should contact us with your cancellation instruction. See 'How to contact us' on page 10.

How will I know how my AMPP is doing?

Online

You can then check your plan details on our website: www.standardlife.co.uk You will also find helpful tools that help you see if your plan is on track. We also provide tools to help you decide how to take your benefits when the time comes. Your pension is designed to be managed online and you may be charged if you phone us to transact instead of using the online functionality.

Yearly statement

We'll make your yearly statement available online. If you prefer, you can still receive it by post. Further details about how you can receive your yearly statement are included in your welcome pack.

5. Other information

How to complain

We have a leaflet that summarises our complaints handling procedures. If you would like to see a copy please contact us.

If you need to complain, write to us at the address shown in 'How to contact us' on page 10.

If you aren't satisfied with our response, you may be able to complain to:

The Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London E14 9SR

Call: **0800 023 4567**

Website: **www.financial-ombudsman.org.uk/contact-us/complain-online**

Complaining to the Ombudsman won't affect your legal rights.

Plan terms and conditions

For a full summary you should read the terms and conditions for your Active Money Personal Pension (AMPP62).

We have the right to change some of the plan terms and conditions. We'll write to you and explain if this happens.

Law

The law of Scotland will decide any legal dispute.

Language

The English language will be used in all documents and future correspondence.

Compensation

The Financial Services Compensation Scheme (FSCS) has been set up to provide protection to consumers if authorised financial services firms are unable, or likely to be unable, to meet claims against them.

It is important to note that different limits apply to different types of investment. In some circumstances, you might not receive any compensation under the FSCS.

The availability of compensation depends on:

- The type and structure of the investments you choose within your product
- Which party to the contract is unable to meet its claims, whether Standard Life or the underlying asset provider, for example, deposit taker, fund house, etc.
- The country the investments are held in

- Whether you were resident in the UK at the time you took out the contract with us. If you were not resident in the UK, you may be eligible for compensation from an equivalent scheme in the country you were resident in.

Where compensation is available Standard Life Trustee Company Limited (as trustee and legal owner of the assets) will make a claim under the FSCS on your behalf.

Standard Life's pension funds

These funds are provided under a long-term contract of insurance. The trustee will be eligible to claim compensation under the FSCS on your behalf if Standard Life Assurance Limited (SLAL) becomes unable to meet its claims. The cover is 100% of the value of the claim.

If you choose one of our funds that invests in a mutual fund run by another firm and the underlying fund manager goes into default you will be protected up to the value of 100% of the first £85,000 per firm.

In addition to FSCS protection your funds will be protected by the requirement for the fund manager to appoint a depository and custodian. One of the primary functions of the custodian is the safekeeping of securities and cash in deposit accounts, held in the name of the depository. This has the effect of segregating the funds from the fund manager's own monies and effectively protects the client's investments should the fund manager become insolvent. For the investor this means that the only time they would need to look to the FSCS for compensation would be in the event of the fund manager acting dishonestly, fraudulently or negligently.

Cash deposited in your Active Money Personal Pension

For UK deposit accounts, the trustee is normally entitled to claim up to £85,000 on your behalf. This limit will take into account any private accounts you may hold with that institution. It will also take into account your holdings in pooled bank accounts which are covered by the FSCS.

Your AMPP includes a Trustee Cash Account which is provided by a bank or building society which may be covered by the FSCS. These banks or building societies will be the deposit holder for money held in this account. You may be entitled to compensation for cash elements of your AMPP from the FSCS if these banks or building societies cannot meet their obligations.

Therefore, if you currently, or at any point in the future, have savings in the cash products listed above plus private savings with banks or building societies, and together these total more than the FSCS limit, presently £85,000 per institution, you may want to consider getting independent financial advice about your options for protecting your FSCS compensation limits.

Solvency and financial condition report (SFCR)

The Solvency II directive is a European (EU) directive for insurance companies. Among the requirements are that companies produce a publication of a SFCR, to assist policyholders and other stakeholders to understand the capital position under Solvency II. Further information and details of the report can be found at: www.thephoenixgroup.com/investor-relations/solvency-and-financial-condition-report



For further information on the compensation available under the FSCS, please check their website www.fscs.org.uk or call the FSCS on 0800 678 1100, 020 7741 4100. Please note only compensation queries should be directed to the FSCS.

If you have any further questions, you can speak to your financial adviser or contact us directly.

You can also find more information at www.standardlife.co.uk/investor-protection.



Advice, questions and help

You can find helpful information, calculators and guidance online at www.standardlife.co.uk

If you have any questions that you can't find answers to online, or would like to make any changes to your plan that can't be done online, please contact us on 0345 278 5626. Call charges will vary.

6. How to contact us



0345 278 5626

Please have your plan number ready when calling. Call charges will vary.



0131 274 8609 (fax)



ampp_customercentre@standardlife.com

There is no guarantee that any email sent to us will be received, or will not have been tampered with. You should not send personal details by email.



AMPP Customer Centre
Standard Life House
30 Lothian Road
Edinburgh
EH1 2DH

7. About Standard Life

Standard Life Assurance Limited Limited, 30 Lothian Road, Edinburgh, EH1 2DH is authorised and regulated by the Financial Conduct Authority. Our FCA Register Number is 435970.

Standard Life Assurance Limited is on the Financial Services Register. Our registration number is 439567.

Standard Life Assurance Limited and Standard Life Trustee Company Limited are owned by the Phoenix Group and use the Standard Life brand under licence from the Standard Life Aberdeen Group. You can find more information about Standard Life Aberdeen plc's strategic partnership with Phoenix at www.standardlife.com/partnership.

Standard Life Assurance Limited is the provider and scheme administrator of the Standard Life Self Invested Personal Pension Scheme, and Standard Life Trustee Company Limited is the trustee. Standard Life Assurance Limited is registered in Scotland (SC286833) at Standard Life House, 30 Lothian Road, Edinburgh EH1 2DH. Standard Life Trustee Company Limited is registered in Scotland (SC076046) at Standard Life House, 30 Lothian Road, Edinburgh, EH1 2DH. Standard Life Assurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. www.standardlife.co.uk