

# Abbott Laboratories Pension Fund (1966)



Choosing your own  
investments



Retirement  
Investments  
Insurance  
Health

When you're considering making your own investment choice, there are some things you need to think about before you select your own funds.

This guide gives detailed information about the funds available to you and what you need to be aware of before making your choice.

This guide was produced in February 2020.

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## Important documents

This guide should be read alongside the 'How contributions are invested' guide which explains where your contributions are invested when you join the scheme.

You should also read it with your supporting documents for an understanding of the account aims and risks.

If you do not have any of these documents, please call

**0800 068 1431**





## Should I make a different investment choice?

We understand that some people may find the default investment solution does not match their attitude to investment risk or invests in areas that they wouldn't choose for themselves.

It's important to ensure that your investments are right for you and are in line with the amount of investment risk you are prepared to take. This will depend on your own personal circumstances, such as how long you have left until you retire and whether you have made other provisions for retirement.

eValueate with Aviva helps you to consider your attitude to investment risk and forecast your possible future retirement income by looking at a range of scenarios. It also shows you the funds available on your scheme. You can access this online at [www.aviva.co.uk/membersite](http://www.aviva.co.uk/membersite).

If, after reading the 'How contributions are invested' guide, you decide the default investment solution isn't appropriate, or you would like to choose your own investments, this guide provides you with information about the options available.

Once you've decided where to invest contributions, you can update your account using Membersite, [www.aviva.co.uk/membersite](http://www.aviva.co.uk/membersite), or contact us using the details on page 17.

# Understanding investment programmes

An investment programme manages your investments throughout your pension journey. As you approach retirement it moves your investments in preparation for taking your pension benefits. Your default solution is an investment programme.

An investment programme breaks your pension journey into two phases:

**Growth phase** – When you are a long way from retirement, your money is invested in funds that aim to grow your pension savings over time.

**Pre-retirement phase** – In the years approaching retirement, the level of risk to which your money is exposed is gradually reduced, in preparation for taking your pension benefits. The length of the pre-retirement phase is determined by the investment programme.

An investment programme will end at your investment programme retirement date (IPRD), which you can change at any time. Your IPRD can be different from your selected retirement date and falls on your chosen birthday. If you

continue to make contributions after your IPRD (for example, if you choose to take your pension benefits as income drawdown), these will be invested in the proportions shown at the IPRD in the investment programme chart.

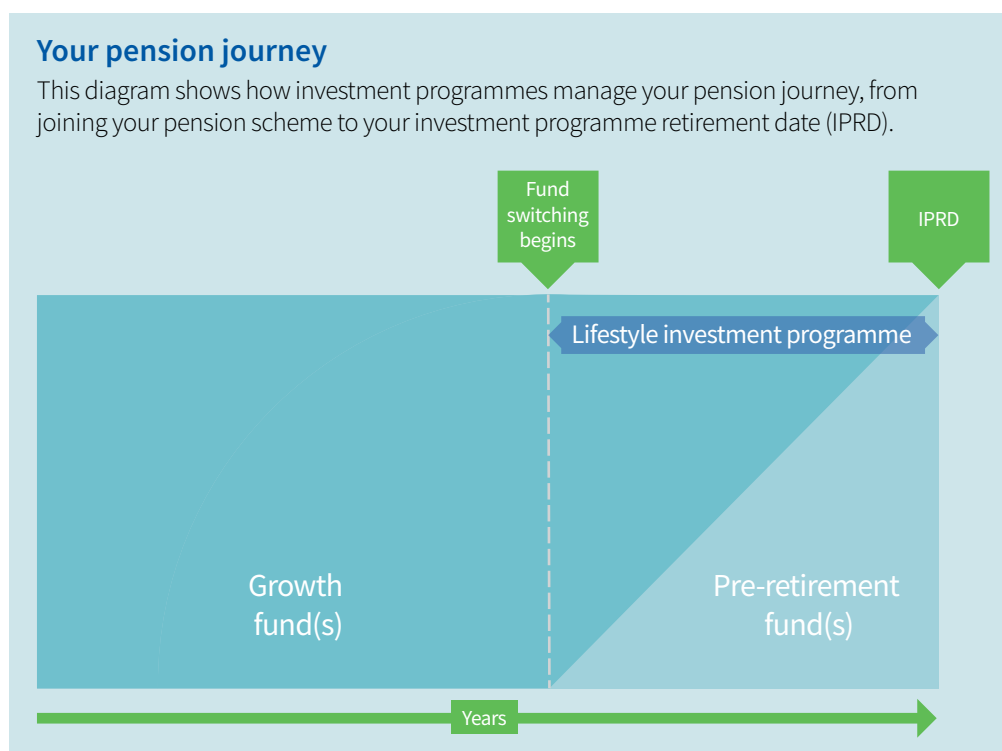
Lifestyle investment programmes are designed to give you the flexibility to choose your own investments if you wish. A Lifestyle investment programme begins when you reach the pre-retirement phase of your pension journey.

During the growth phase, your contributions are invested in the pre-lifestyle investment programme fund(s), which are determined by the scheme unless you make your own investment choice.

If you wish to choose your own investments, you can do so at any time during the growth phase of your pension journey.

If you leave a Lifestyle investment programme during the growth phase, your investments will remain unchanged.

You will be informed before a Lifestyle investment programme begins so that you can change your decision if you wish.



# Choosing your own investment funds

## Where do I start?

Choosing investment funds is an important decision and you need to consider a number of factors:

- The performance of the funds you choose helps to determine the value of your retirement savings when you come to retire.
- The level of investment risk you are prepared to take. You want to get the best return for your investment but this has to be balanced against the risk you are willing to accept. You'll find more information about risk and reward starting on page 10.
- The charges applicable. Each fund has charges you should be aware of before you make your decision. We show each fund's charge in the tables starting on page 9.
- When you want to retire. A pension is a long-term investment and we believe the longer you can save for the better. It is important to take a long-term approach with your retirement savings.
- How much you need in retirement. You will need to consider the amount of income that you are aiming to have in retirement.

Once you've made these decisions, you will be better prepared to make your investment choices with your retirement goals in mind.

Please be aware that the value of an investment is not guaranteed and can go down as well as up. You could get back less than the amount paid in.

## How do I change my investment funds?

If you wish to change your investment funds, you can do so online at [www.aviva.co.uk/membersite](http://www.aviva.co.uk/membersite), or by contacting us using the details on page 17 of this guide.

You can currently switch funds at any time. However, in exceptional circumstances we may need to delay the switching of the funds.

If you choose to invest in the With-Profit Fund you could incur a market value reduction (MVR) if you switch out of the fund at a later date. More information about the MVR is given on page 7.

We do not currently charge for switching funds but we could introduce a charge in the future. This is in accordance with the Terms and conditions, a copy of which can be obtained from the scheme trustees.

For more information about switching, please refer to your supporting documents.

## What can I invest in?

The funds offered to you by Aviva - either as part of the default or if you are selecting your own funds - invest in one of the following asset classes:

Please note that although your money is invested in a fund, you do not own any of that fund's underlying assets. For example, you won't receive a dividend from shares in an equity fund or rental income from a property held by a property fund. These are reflected in the value of the fund itself.



### Money market

The 'money market' is a mechanism for short-term borrowing and lending between organisations. Money market investments typically include what are described as 'near-cash instruments', such as certificates of deposit, floating rate notes and treasury bills. They are not to be confused with deposit accounts with banks or building societies.

Although less risky than other asset classes, there could be circumstances where these investments fall in value, for example, if an organisation defaults. Their value could also be eroded over time due to the effects of fund charges, product charges and inflation.



### Fixed interest

Fixed interest assets include government and corporate bonds. These are loans issued by governments and companies in the financial markets as a way to ensure they have sufficient money to be able to function properly. Bonds issued by the UK government are also known as gilts.

Government and corporate bonds pay a regular income and then the full value of the bond upon maturity (the end of its lifetime) to investors who own bond.

If a government or a company becomes unable to pay the money it has borrowed, then it is said to have defaulted on its loan.

The UK government has a strong credit rating as it never failed to pay back the money it has borrowed. UK government bonds or gilts are therefore regarded as relatively secure assets.

Corporate bonds are regarded as riskier assets than government bonds since they are issued by companies. Many companies issue bonds in the UK, but some companies have a better credit rating than others. This rating, or credit worthiness, is based on company research carried out by a credit rating agency such as Standard & Poor's. The upside is that corporate bonds pay investors a higher rate of interest than government bonds because of the higher risk associated in investing in these assets.



### Property

Property investment usually means commercial property, such as offices and retail, leisure and industrial developments. It can also include residential property. As well as the potential increase in their value, property investments can also produce rental income. Property can be subject to heavy falls and sharp increases in value. It can also take more time to buy and sell property than investments in other asset classes.



### Shares

Shares are also known as equities. Shareholders have a 'share' in a company's assets. Shares are bought and sold on stock markets and their value can go up and down depending on the fortunes of the company and stock markets in general. Companies may also pay a share of profits to shareholders, known as dividends. While there is more opportunity for potential gains with shares than some asset classes, there is also greater risk that they will fall in value.

## A balanced approach

We also offer funds which invest in a number of asset classes such as shares, fixed interest, property and money markets, as well as across different parts of the world. Investing in more than one asset class can be a good way to reduce the risk of your portfolio. You are essentially diversifying your investments if you invest in a number of asset classes.

There are no guarantees with a balanced approach, as all funds carry an element of risk.



## How will my funds be managed?

Not only do funds invest in different types of investments, they are also managed in different ways. All of the funds available to you have been categorised into 'fund types' which are based on the way they are managed.

### Index funds

The aim of an index fund is to track the performance of a particular index of a specific financial market. A UK equity index fund will track the performance of the UK's FTSE All-Share Index. The fund manager does this by aiming to invest in the vast majority of shares of companies in a particular market in such a way as to track the return of that market as closely as possible. This type of fund doesn't aim to outperform the index it tracks, only to follow it. These are often referred to as 'passive funds' as there is no active management of the fund beyond tracking the index.

### Actively managed funds

The fund manager chooses which investments to buy and sell, with the aim of achieving higher returns than the fund's benchmark.

## Investment governance

Fund governance plays an important role at Aviva, and this is why there is a dedicated fund governance team in place. It is the responsibility of the analysts in this team to develop and maintain a robust investment range for Aviva's customers.

The analysts in this team regularly monitor and review the funds that we offer our customers through our pension scheme plans to ensure they remain suitable.

This can involve adding new funds that are worthy of inclusion and also removing funds that no longer meet our strict criteria.

As a result, the fund range may change from time to time, and the funds that are available now may not be available in the future. If you are invested in a fund that is closed, we will write to you and offer you an alternative fund.

# Working out your attitude to investment risk

## Why do you need to do this?

It's important to establish your attitude to investment risk to ensure the funds you choose are right for you. As far as investing in funds is concerned, risk tends to be associated with potentially higher volatility: this means these funds have varying potential for substantial changes in value. Each fund is 'risk rated' to demonstrate this.

## Investment funds that are right for you

How much investment risk you are prepared to take will depend on your own personal circumstances and your opinions on money.

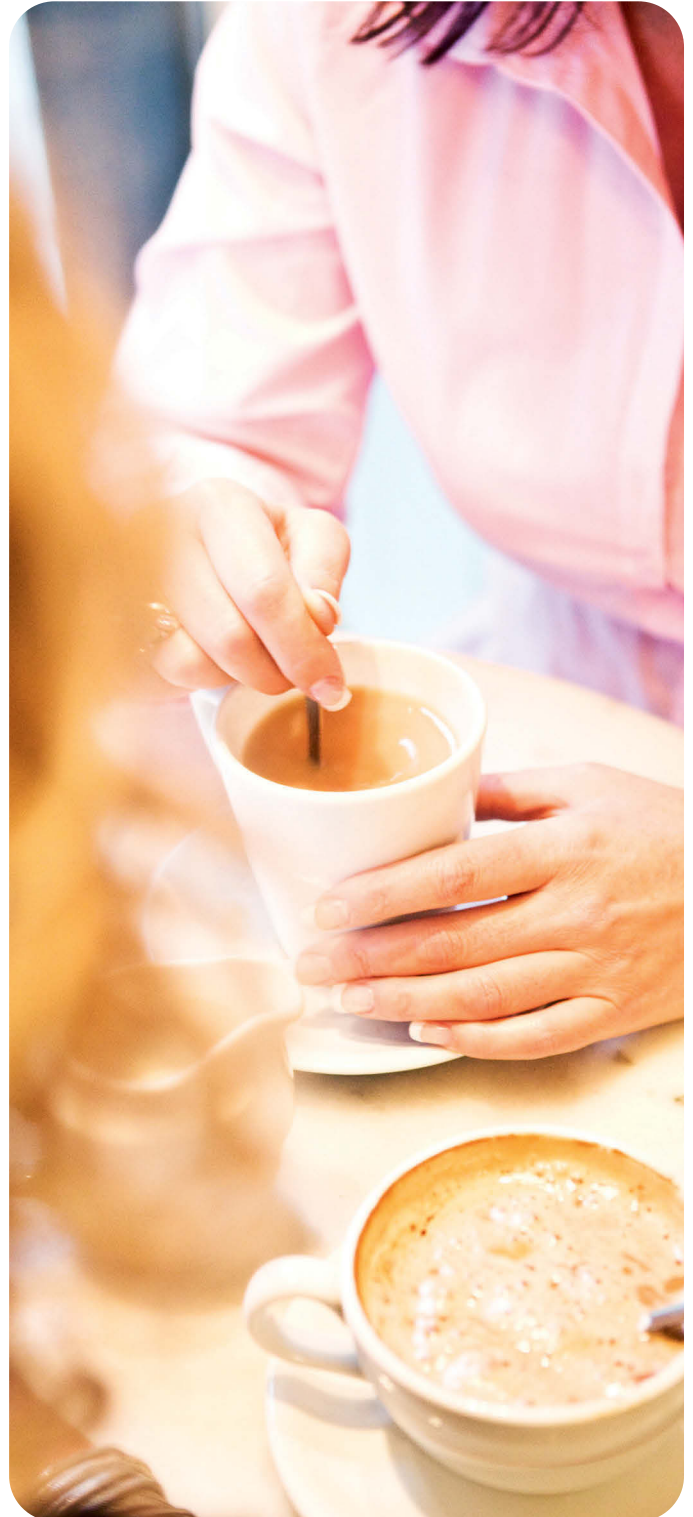
For instance, if you only have a short period of time until you retire (for example, less than five years), it may not be appropriate to invest in funds that are classed as high risk as these are more volatile. A higher risk fund, and therefore a more volatile fund, will experience sharper increases and falls in value than a less volatile, and therefore lower risk, fund. This is because the value of your investments may fall and you may not have the time to recover any losses.

If you are the type of person who would be concerned if your investment went down in value, you would probably feel more comfortable choosing funds that are considered lower risk.

You should regularly review your investments to ensure they still meet your needs.

Our online tool, eEvaluate with Aviva, can help you work out your attitude to investment risk. You can access this at [www.aviva.co.uk/membersite](http://www.aviva.co.uk/membersite).

Please remember that there are no guarantees with investing in any investment fund. Some funds may have particular risks associated with investing in them. These are explained starting on the next page.





## Aviva risk ratings

Aviva assigns risk ratings to each fund. We calculate these risk ratings using historical performance data, based upon the methods set by European Union rules. We also carry out further research using information from the fund's investment manager(s). We review each fund's risk rating annually and these may change over time.

Our risk ratings go from 1 to 7, with 1 being the lowest and 7 the highest. As a point of reference, a fund with a risk rating of 4 (medium volatility) would typically experience the volatility you would expect from a fund invested in a range of different investments (for example shares, property and bonds) without any bias to a particular investment type. Remember that all investment funds carry some element of risk but this varies from fund to fund.

### Risk rating Risk rating description

<b>7</b>	<b>Highest volatility</b>	The historical performance of funds with this risk rating has typically experienced the highest volatility of all the funds Aviva has rated. This means that these funds have the highest potential for substantial changes in value compared with other Aviva funds.
<b>6</b>	<b>High volatility</b>	The historical performance of funds with this risk rating has typically experienced high volatility compared with other funds Aviva has rated. This means that these funds have a high potential for substantial changes in value compared with other Aviva funds.
<b>5</b>	<b>Medium to high volatility</b>	The historical performance of funds with this risk rating has typically experienced medium to high volatility compared with other funds Aviva has rated. This means that these funds have a medium to high potential for substantial changes in value compared with other Aviva funds.
<b>4</b>	<b>Medium volatility</b>	The historical performance of funds with this risk rating has typically experienced medium volatility compared with other funds Aviva has rated. This means that these funds have a medium potential for substantial changes in value compared with other Aviva funds.
<b>3</b>	<b>Low to medium volatility</b>	The historical performance of funds with this risk rating has typically experienced low to medium volatility compared with other funds Aviva has rated. This means that these funds have a low to medium potential for substantial changes in value compared with other Aviva funds.
<b>2</b>	<b>Low volatility</b>	The historical performance of funds with this risk rating has typically experienced low volatility compared with other funds Aviva has rated. This means that these funds have a low potential for substantial changes in value compared with other Aviva funds.
<b>1</b>	<b>Lowest volatility</b>	The historical performance of funds with this risk rating has typically experienced the lowest volatility of all the funds Aviva has rated. This means that these funds have the lowest potential for substantial changes in value compared with other Aviva funds.

#### Please note:

These investment risk ratings are based on our interpretation of investment risk and are only meant as a guide. These levels of investment risk are not guaranteed and may change in the future.

The colours in this table may be different to those used online; however, the ratings and approach to investment risk remain the same.

# Fund risk warnings

There are risks associated with investing in funds, or types of funds. We recommend you read through these before making your fund choice.

Starting on page 9 we show which risk warning or warnings apply to each fund. These risk warnings are explained below and on the next page.

Please note that not all of these warnings apply to each fund and there is no direct relationship between the number of fund risk warnings and the investment risk rating for each fund.

<b>Risk warning code</b>	<b>Risk warning description</b>
<b>A</b>	<p><b>Investment is not guaranteed:</b> The value of an investment is not guaranteed and can go down as well as up. You could get back less than you have paid in.</p> <hr/> <p><b>Specialist funds:</b> Some funds invest only in a specific or limited range of sectors and this will be set out in the fund's aim. These funds may carry more risk than funds that can invest across a broader range or a variety of sectors.</p> <hr/> <p><b>Suspend trading:</b> Fund managers often have the ability, in certain circumstances, to suspend trading in their funds for as long as necessary. When this occurs, we will need to delay the 'cashing in' or switching of units in the relevant fund. You may not be able to access your money during this period.</p> <hr/> <p>Derivatives: Derivatives are financial contracts whose value is based on the prices of other assets. Most funds can invest in derivatives for the purpose of managing the fund more efficiently or reducing risk.</p> <p>Some funds also use derivatives to increase potential returns, known as 'speculation'. For those funds we apply an additional risk warning (see Risk F).</p>
<b>B</b>	<p><b>Foreign Exchange Risk:</b> When funds invest in overseas assets the value will go up and down in line with movements in exchange rates as well as the changes in value of the fund's holdings.</p>
<b>C</b>	<p><b>Emerging Markets:</b> Where a fund invests in emerging markets, its value is likely to move up and down by large amounts and more frequently than one that invests in developed markets. These markets may not be as strictly regulated and securities may be harder to buy and sell than those in more developed markets. These markets may also be politically unstable which can result in the fund carrying more risk.</p>
<b>D</b>	<p><b>Smaller Companies:</b> Where a fund invests in the shares of smaller companies, its value is likely to move up and down by large amounts and more frequently than one that invests in larger company shares. The shares can also be more difficult to buy and sell, so smaller companies funds can carry more risk.</p>
<b>E</b>	<p><b>Fixed Interest:</b> Where a fund invests in fixed interest securities, such as company, government, index-linked or convertible bonds, changes in interest rates or inflation can contribute to the value of the investment going up or down. For example, if interest rates rise, the value is likely to fall.</p>
<b>F</b>	<p><b>Derivatives:</b> Derivatives are financial contracts whose value is based on the prices of other assets. The fund invests in derivatives as part of its investment strategy, over and above their use for managing the fund more efficiently. Under certain circumstances, derivatives can result in large movements in the value of the fund and increase the risk profile, compared to a fund that only invests in, for example, equities. The fund may also be exposed to the risk that the company issuing the derivative may not honour their obligations, which could lead to losses.</p>

Risk warning code	Risk warning description
G	<p><b>Cash/Money Market Funds:</b> These are different to cash deposit accounts and their value can fall. Also, in a low interest rate environment the product or fund charges may be greater than the return, so you could get back less than you have paid in.</p>
H	<p><b>Property funds:</b> The fund invests substantially in property funds, property shares or direct property. You should bear in mind that</p> <ul style="list-style-type: none"> <li>• Properties are not always readily saleable and this can lead to times in which clients are unable to ‘cash in’ or switch part or all of their holding and you may not be able to access your money during this time</li> <li>• Property valuations are made by independent valuers, but are ultimately subjective and a matter of judgement</li> <li>• Property transaction costs are high due to legal costs, valuations and stamp duty, which will affect the fund’s returns.</li> </ul>
I	<p><b>High Yield Bonds:</b> The fund invests in high yield (non-investment grade) bonds. Non-investment grade bonds carry a higher risk that the issuer may not be able to pay interest or return capital. In addition, economic conditions and interest rate movements will have a greater effect on their price. There may be times when these bonds are not easy to buy and sell. In exceptional circumstances, we may need to delay the ‘cashing in’ or switching of units in the fund and you may not be able to access your money during this period.</p>
J	<p><b>Reinsured Funds:</b> Where a fund invests in an underlying fund operated by another insurance company through a reinsurance agreement, if the other insurance company were to become insolvent, you could lose some or all of the value of your investment in this fund.</p>



# Charges

We deduct the following charges from your account:

## Annual management charge

An annual management charge (AMC) is taken from each fund over the lifetime of your account.

The total AMC is made up of two parts:

- A scheme AMC which is taken out of the value of your pension account over its lifetime to cover administration costs and investment charges and may change over time.
- For certain funds, a fund AMC applies. These charges are taken by fund managers for managing the fund. The charge varies according to the funds you invest in.

The total AMC is shown in the fund tables starting on the next page.

For more information on charges, please see your supporting documents.

## Additional expenses

There are additional expenses associated with some funds, and these are reflected in the unit price. The additional expenses reflect the cost of managing the assets and include fees to auditors, trustees and valuers. The additional expenses may change as the expenses incurred by the fund change and the size of the fund changes. We regularly review the expenses and update our literature and annual statements accordingly.



# The funds you can choose from

The scheme trustees, having taken advice from their advisers have selected a core range of funds which they believe should meet the needs of the majority of members. You can choose funds from this core range or funds from the additional range. Alternatively, you can choose a mix of funds from both ranges.

Please note that there may be circumstances when the fund managers decide to increase the annual fund manager charge. If this happens, you can switch to another fund.

We may choose to close the fund concerned, but please be assured that whatever action we take, we will write to inform you and explain the choices you have at the time. Please see your supporting documents for more information.

Please be aware that the value of an investment is not guaranteed and can go up and down. You could get back less than the amount paid in.

## Core funds

Risk rating	Fund name	Fund aim	Total AMC	Additional expenses
<b>5</b>	<b>Medium to high volatility</b>	Aviva Pension BlackRock (50:50) Global Equity Index Tracker FP  BlackRock state that the fund invests primarily in equities in both the UK and overseas markets. The fund has approximately 50% invested in the shares of UK companies. The remaining 50% is invested in overseas companies. The fund aims to provide returns consistent with the markets in which it invests and provides broad exposure to countries around the world.  <b>Risk warnings</b> A, B	0.38%	0.00%
<b>4</b>	<b>Medium volatility</b>	Aviva Pension BNY Mellon Multi-Asset Balanced FP  The objective of the fund is to achieve a balance between capital growth and income generation predominantly from a portfolio of UK and international securities. The manager adopts a mixed portfolio approach comprising equities, fixed income, property, commodities, cash, near cash and deposits. Exposure to these asset classes will be achieved through investment in transferable securities, approved money market instruments, warrants, derivative instruments, forward transactions and collective investment schemes. Investment in derivatives may be for investment purposes as well as for efficient portfolio management.  <b>Risk warnings</b> A, B, C, E, F	0.58%	0.11%
<b>4</b>	<b>Medium volatility</b>	Aviva Pension Pre-Retirement Fixed Interest FP  The fund aims to produce a total return over the long term. The fund invests in UK government and UK government backed index-linked securities, Sterling denominated overseas government backed index-linked securities, Sterling denominated fixed interest securities and non-Sterling bonds with any foreign currency exposure typically hedged back to Sterling. The fund can also invest in money market instruments and short-term bonds.  <b>Risk warnings</b> A, E	0.38%	0.00%

Risk rating	Fund name	Fund aim	Total AMC	Additional expenses
<b>1</b> <b>Lowest volatility</b>	Aviva Pension Cash FP	The fund aims to provide short-term liquidity by investing in money market instruments, bonds and cash. It may invest in short-term bonds issued or backed by the UK Government or supranational agencies as well as commercial paper, cash and near cash assets such as deposits and certificates of deposit.  <b>Risk warnings</b> A, E, G	0.38%	0.00%

Please note the details of each fund may change over time. For up-to-date details, you can view fund factsheets at: [www.avivafunds.co.uk](http://www.avivafunds.co.uk).



## Additional funds

Risk rating	Fund name	Fund aim	Total AMC	Additional expenses
<b>5</b>	<b>Medium to high volatility</b>	Aviva Pension BlackRock UK Equity Index Tracker FP <b>Fund aim</b> BlackRock state that the fund invests in the shares of UK companies and aims to achieve a return that is consistent with the return of the FTSE All-Share Index. <b>Risk warnings</b> A, D	0.38%	0.00%
<b>5</b>	<b>Medium to high volatility</b>	Aviva Pension BNY Mellon Global Equity FP <b>Fund aim</b> Newton, (a BNY Mellon company), state that the objective of the fund is to achieve capital growth from a portfolio of international securities. The fund may invest anywhere in the world, including in emerging markets, in companies of all sizes and within any industry. The fund will limit investment in other mutual funds to 10%. <b>Risk warnings</b> A, B, C	0.73%	0.12%
<b>5</b>	<b>Medium to high volatility</b>	Aviva Pension Index-Linked FP <b>Fund aim</b> The fund aims to achieve long-term growth from a combination of income generation and capital growth. The fund invests mainly in UK Government and UK Government backed index-linked securities and Sterling denominated overseas government backed index-linked securities. The fund may also invest in other Sterling denominated fixed interest securities and non-Sterling bonds with any foreign currency exposure typically hedged back to Sterling. The fund can also invest in money market instruments and short-term bonds. Derivatives may be used for investment purposes or to gain a particular market exposure which would otherwise be difficult or costly to achieve, or to manage the Fund's cash flows in a cost-effective manner. Derivatives may also be used to reduce risk, such as foreign currency risk within the fund. <b>Risk warnings</b> A, B, E, F	0.38%	0.00%
<b>5</b>	<b>Medium to high volatility</b>	Aviva Pension Stewardship FP <b>Fund aim</b> The objective of the fund is to generate capital growth from investing primarily in companies listed in the UK, using a set of ethical criteria. The fund may also invest in derivatives, cash, deposits, units in collective investment schemes and money market instruments. For more information about our Stewardship philosophy, please visit <a href="https://www.aviva.co.uk/retirement/fund-centre/stewardship/">https://www.aviva.co.uk/retirement/fund-centre/stewardship/</a> . <b>Risk warnings</b> A, B, D	0.38%	0.02%

Risk rating	Fund name	Fund aim	Total AMC	Additional expenses
<b>4 Medium volatility</b>	Aviva Pension Stewardship Managed FP	The fund aims to provide exposure to a diversified portfolio of ethically screened assets in order to generate capital growth and income. The ethical screening criteria of the fund will mean that its investments are more restricted than a non-ethical fund. The fund may invest in UK and international equities, bonds, warrants, money market instruments and short-term bonds. The fund may invest directly or indirectly. For more information about our Stewardship philosophy please visit <a href="https://www.aviva.co.uk/retirement/fund-centre/stewardship/">https://www.aviva.co.uk/retirement/fund-centre/stewardship/</a> <b>Risk warnings</b> A, B, C, D, E	0.38%	0.00%

Please note the details of each fund may change over time. For up-to-date details, you can view fund factsheets at: [www.avivafunds.co.uk](http://www.avivafunds.co.uk).

# More information and help

## Further information

Membersite allows you to easily monitor and make changes to your pension account: [www.aviva.co.uk/membersite](http://www.aviva.co.uk/membersite).

If you want more information about the funds in this guide, you can find fund factsheets at [www.avivafunds.co.uk](http://www.avivafunds.co.uk), or you can phone our helpdesk on **0800 068 1431**.

If you feel you would like advice with your pension planning, please speak to a financial adviser. If you don't have an adviser, you can find one at [www.unbiased.co.uk](http://www.unbiased.co.uk). You may be charged for this advice.

If you have any queries about your pension account, please speak to the scheme trustees.

Aviva has developed a range of interactive online tools, known as etools, to help you make sense of your pension planning. They help you to decide which funds to invest in and how much to contribute.

Visit [www.aviva.co.uk/membersite](http://www.aviva.co.uk/membersite) to access these useful tools.

eValueate with Aviva helps you to consider your attitude to investment risk and forecast your possible future retirement income by looking at a range of scenarios. It also shows you the funds available on your scheme.

You can manage your personal finances online. efinance gives you access to:

- Financial Toolbox which is a budget planner, and
- Financial Portfolio which monitors and tracks other investment funds.

## How to contact us

The scheme trustees will normally be your first point of contact. They will be able to help you with queries about your salary and contributions.

You can contact us with any queries about your pension account in the following ways:



Call us on **0800 068 1431** at the following times: Monday to Friday between 8.30am and 6pm. We may record calls to improve our service. Calls may be charged and these charges will vary; please speak to your network provider.



Fax us on **0345 600 0624**.



Email us at [NGPcustomerservices@aviva.com](mailto:NGPcustomerservices@aviva.com).

Email is not a secure form of communication and you should not email us with any personal information about you or personal details about your pension with us. For similar reasons, we will not reply by email if to do so would compromise your security.



Write to us at  
**Aviva, PO Box 1550, Salisbury SP1 2TW**



Aviva provides millions of customers worldwide with insurance, savings and investment products. We're one of the UK's largest insurers and one of Europe's leading providers of life and general insurance.

In everything we do, we have one goal. To make everything simpler, better and more rewarding for our customers. We call it Good Thinking. This is our promise to customers. This could be by helping people save for their retirement. By giving safer drivers a way to save on their car insurance. Or simply by making people's policies easily accessible online.

This information is based on Aviva's understanding of current legislation, regulations, guidance and practice as at May 2018 and is not providing legal or financial advice.

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