

Self Invested Personal Pension

for customers of Barclays Smart Investor
Key Features



keyfacts[®]

The Financial Conduct Authority is the independent financial services regulator. It requires us, AJ Bell Management Limited, to give you this important information to help you to decide whether our Barclays Smart Investor SIPP is right for you. You should read this document carefully so that you understand what you are buying, and then keep it safe for future reference.

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Basics

Who will I be dealing with?

The SIPP promoted by Barclays Smart Investor is a personal pension scheme where:

- AJ Bell Management Ltd is the scheme administrator and carries out the administration and management of the SIPP;
- Sippdeal Trustees Ltd, a subsidiary of AJ Bell Management Limited, is the legal owner of the SIPP assets;
- You as the member of the SIPP are entitled to the future benefits payable under the scheme; and
- Barclays Smart Investor, a trading name of Barclays Investment Solutions Limited, promoted the SIPP and provides investment dealing services to the SIPP.
- In this document reference to “us” or “we” refers to AJ Bell Management Ltd.

What is the Barclays Smart Investor SIPP and what benefits does it offer me?

The Barclays Smart Investor SIPP (“SIPP”) is a personal pension scheme designed to help you accumulate a sum of money which is then used to provide you with an income after you reach your chosen pension age. It can give you greater choice, freedom and control than other types of pension enabling you to select and manage your own investment portfolio from a wide range of choices.

You can pay one-off or regular contributions into the SIPP to take advantage of the generous tax privileges available. You can also transfer existing pension benefits into the SIPP.

The SIPP gives you the flexibility, from the age of 55, to decide when you wish to take benefits. It provides for lump sum and pension benefits for you in retirement and for your family and dependents following your death.

What you have to do as a SIPP member

You must ensure that you understand the features, benefits and risks of the Barclays Smart Investor SIPP, so that you can be sure it will meet your needs and expectations.

You must ensure that any regular or single contributions paid are sufficient to meet your needs in retirement.

There is no penalty for ceasing, or reducing, any regular contributions but your benefits will be affected by the level of contributions paid to your SIPP.

If you transfer benefits into your SIPP from another pension scheme you will be responsible for arranging the transfer from that scheme.

You must decide when to convert your total fund into a pension income. When you make this decision you may be able to take some of your fund as a tax-free lump sum.

You must retain sufficient cash in your SIPP cash account to cover ongoing charges and expenses. The SIPP charges and rates are published on our website.

You must agree to be bound by the Barclays Smart Investor SIPP terms and conditions and pay the SIPP charges as set out in the SIPP Rates & Charges on Barclays Smart Investor website.

Risks

Factors that could affect the benefits you will receive from your SIPP.

The main aim of any pension scheme is to provide you with benefits in retirement. There are three areas in which your decisions will affect the benefits you are able to receive from your SIPP

- payments to your SIPP
- investments within your SIPP and
- withdrawals from your SIPP.

We have set out below the risks most closely associated with these three areas. When deciding whether the Barclays Smart Investor SIPP is right for you, you should also consider risk factors that are beyond your control, such as the tax

reliefs available, inflation, interest rates, annuity rates and charges, and the effect these may have on your pension plans. For further information visit www.moneyadviceservice.org.uk

Payments to your SIPP

By transferring benefits from another pension provider into your SIPP, you may give up the right to guarantees over the kind of benefits, the amount you will receive and the level of increases that will be applied to your pension in future. Your existing pension provider may apply a penalty, or other reduction in the value of your benefits, if it is transferred.

Please note, we do not accept transfers from final salary (Defined Benefit) pension schemes.

If you are in any doubt about the benefit of transferring, we recommend that you take advice from a suitably qualified, professional adviser before arranging the transfer.

Your benefits will be affected by the level of contributions paid to your SIPP now and in the future. You may benefit less from investment growth if you delay the payment of contributions to your SIPP.

Please note that the rules relating to tax relief on contributions may change in the future.

Investments within your SIPP

The value of investments held in your SIPP and the income from them can fall as well as rise. You may get back less than the amount invested.

Past performance is not an indication of future performance and some investments may need to be held for the long term to achieve a return.

You will be able to deal in a range of investments. Some investments carry a higher degree of risk than others.

The following are some specific examples

- smaller companies, the price of which can be more volatile and for which there may be a large difference between the buying and selling prices
- overseas investments, which may carry an exchange rate risk, and may be based in less well regulated jurisdictions and
- warrants and other highly geared investments, the prices of which are extremely volatile.

Some investments are described as complex financial instruments. If you invest in these you should be aware that you may lose all your money. Before investing in one of these investments you will have to complete an appropriateness test, as required by the rules of the Financial Conduct Authority.

We do not provide investment advice as this is an execution-only service. We do provide information about investments, but gains and income from investments may change in the future.

You should note that rules relating to the taxation of capital gains and income from investments may change in the future.

The investment returns may be less than those shown on any illustrations of benefits you receive and the charges may be higher.

Withdrawals from your SIPP

If you start to take benefits earlier than you originally intended, the level of the benefits you can take may be lower than expected and may not meet your needs in retirement.

Your SIPP may be subject to additional tax charges at the point you withdraw funds if your pension is valued at more than the lifetime allowance (£1.055 million for 2019/20).

Payments you take from your SIPP are subject to income tax. You may have to pay a significant amount of tax if you make large withdrawals in a short period of time.

Cash and investments held within your SIPP benefit from significant tax advantages when compared with cash and investments you hold outside pensions.

If you take income withdrawals this may erode the capital value of your fund. If investment returns are poor and a high level of income is taken this will result in your SIPP falling in value. This could result in a lower income than anticipated in the future. If your SIPP runs out of funds it could leave you relying on other sources of income for the rest of your retirement.

The pension you receive from your SIPP is not fixed nor guaranteed for life. If security of income is important to you then you should consider taking an annuity.

If you choose an annuity to provide your benefits, the level of income you receive is based upon the average life expectancy of someone of your age. When fixing annuity rates, providers take into account the fact that some people will die earlier than expected, effectively subsidising those who live longer. Income withdrawals paid from a SIPP do not have the benefit of such a subsidy.

There is no guarantee that annuity rates will improve in the future. If you choose to purchase an annuity, the level of pension you receive when you purchase the annuity may be less than the pension previously being paid under income withdrawal and/or the annuity you could have purchased previously.

Your SIPP can provide pension and lump sum benefits to others after your death. When thinking about how much to take out you should consider whether others may be relying on your SIPP after your death.

Questions and answers

Having considered these risks, if you have any doubts about the suitability of the Barclays Smart Investor SIPP or you need further advice, you must seek advice from a suitably qualified financial adviser.

Could the Barclays Smart Investor SIPP be right for me?

The Barclays Smart Investor SIPP could be right for you if you:

- are looking to build up a pension fund in a tax-efficient way
- understand that growth is not guaranteed
- are prepared to commit to having your money tied up, normally until at least age 55, rising to 57 in 2028 and
- require access to wider investment opportunities, such as investment in a portfolio of listed stocks and shares
- wish to make use of the flexible lump sum and pension options available once you reach age 55, rising to 57 in 2028.

It may not be suitable if you

- want unrestricted access to your money before age 55, rising to 57 in 2028 or
- are only likely to require access to a more limited range of fund management type investments, such as those available under insurance company personal pension or stakeholder pension plans, or wish to invest directly into assets, such as commercial property, that are not available through our SIPP.

If you have any doubts about the suitability of the Barclays Smart Investor SIPP you should contact a suitably qualified financial adviser.

Could I have a SIPP?

You can have a SIPP with us if you are resident in the UK.

Is a SIPP a stakeholder pension?

The Barclays Smart Investor SIPP is not a stakeholder pension.

Stakeholder pensions are relatively simple pension plans, with limited investment options, for which the Government has set minimum standards to be met by providers covering areas such as charges, minimum payment levels and terms and conditions.

Stakeholder pensions are generally available and may meet your needs at least as well as a SIPP. If you are in any doubt about the suitability of a SIPP you should contact a suitably qualified financial adviser.

What are your SIPP charges?

The full charges and rates for our SIPP are available on our website at www.SmartInvestor.Barclays.co.uk

What other terms and conditions apply?

Our SIPP terms and conditions set out the full terms and conditions for your SIPP.

Contributions

Who can pay contributions into my SIPP?

You can pay personal contributions into your SIPP. In addition, contributions can be paid by another person on your behalf (e.g. by your spouse, parent or grandparent) and treated as your personal contributions for tax purposes.

If you are employed, your employer can also pay contributions into your SIPP.

Once your SIPP is set up you can pay single contributions and/or increase/decrease your regular contributions at any time, subject only to the minimum contribution levels described below.

Once you have reached age 75 we will no longer accept any contributions paid by you. If you are still employed we can accept contributions paid by your employer.

Are there any minimum contribution levels?

There is no requirement to pay any contributions if a transfer payment is paid to your SIPP.

If you want to contribute, the minimum single contribution is £1,000 (gross). There is currently no minimum level for your regular monthly contributions.

How can contributions be made?

Single contributions can only be paid by debit card, cheque or electronic transfer. Regular contributions must be paid monthly by direct debit. Contributions paid by direct debit will be taken on the first working day of the month.

Contributions cannot be paid in the form of shares or other investments.

What if I am entitled to enhanced protection, or one of the types of fixed protection and pay a contribution?

If you have registered with HM Revenue & Customs (HMRC) for enhanced protection (for pension rights built up before 6 April 2006), or one of the types of fixed protection, the

payment of any contribution to your SIPP will result in the loss of this protection.

Do I get tax relief on my contributions?

In each tax year, you will get tax relief on personal contributions paid by you, or on your behalf, up to 100% of your UK earnings.

If you have no UK earnings, or your UK earnings are less than £3,600 a year, you can still pay contributions up to £3,600 (gross) and receive tax relief.

Any contributions from your employer do not count against this tax relief limit.

All personal contributions (whether you are employed or self employed) are payable net of basic rate tax (20% for 2019/20). As an example, if you pay a net contribution of £800 then we will reclaim £200 from HMRC and credit this amount to your SIPP cash account once it has been received. Basic rate income tax will be credited to your SIPP cash account after between 6 and 11 weeks depending upon when your contribution is paid. You can claim any further tax relief to which you are entitled via self-assessment.

We will only accept contributions up to the limit for tax relief referred to above. You must tell us within 30 days if you are no longer entitled to tax relief on your contributions.

All employer contributions are payable gross. Your employer will normally receive tax relief on any contributions they pay to your SIPP and you will not normally be taxed on these contributions.

What is the annual allowance for contributions?

HMRC use the annual allowance to restrict tax relief on large contributions.

The annual allowance is £40,000 for 2019/20.

If for any tax year, the total of:

- contributions paid to registered pension schemes by you, or on your behalf (including any by an employer); and
- the increase in the value of your benefits under any final salary schemes is greater than £40,000 you will exceed the annual allowance.

A factor of £16 per £1 p.a. of pension will be used to value the increase in benefits under a final salary scheme.

If you are a high-income individual, your annual allowance may be reduced.

You will be a high-income individual with:

- an 'adjusted income' of over £150,000 for the tax year, and
- 'threshold income' of over £110,000,

As a high-income individual, your annual allowance will be reduced by £1 for every £2 that your adjusted income exceeds £150,000, to a minimum allowance of £10,000.

If you have flexibly accessed your pension benefits an annual allowance of £4,000 will apply to contributions to all 'money purchase' pensions, including your SIPP.

Continuing to take an income under the capped drawdown limit, taking a tax-free lump sum only, or purchasing a traditional annuity, will not reduce the level of contributions you can make.

What happens if I exceed the annual allowance?

If you exceed the annual allowance, you may be able to "carry forward" your unused annual allowance from the previous three tax years.

The amount you carry forward is reduced by your annual allowance usage during those tax years.

If having made use of carry forward you still exceed the annual allowance, you will have to pay a tax charge on the excess. The tax charge will be based on the marginal rate of tax relief received on the contribution.

You cannot carry forward any of the £4,000 money purchase annual allowance that applies once you have flexibly accessed your pension benefits.

Transfers

Can I transfer my existing pension benefits into my SIPP?

Currently, you can transfer benefits from any UK registered money purchase (defined contribution) pension scheme into your SIPP. The Barclays Smart Investor SIPP does not accept transfers from any final salary (defined benefit) pension schemes.

You are not allowed to transfer benefits to a SIPP from most public sector pension schemes.

You can make a transfer even if you have commenced drawdown under the scheme from which you wish to transfer. The benefits will be subject to the same maximum income limit and pension year as under the scheme from which you are transferring.

Please note that you will be responsible for arranging the transfer from the transferring scheme. It may take some time for us to receive the transfer payment from your existing provider.

Can I transfer investments held in another SIPP into the SIPP I hold with you?

Yes, although any investments transferred 'in specie' must be an acceptable investment for your SIPP. Please see our website Retirement Planning Centre for details on the investments you can deal in.

Please email us with details of your portfolio of investments under the transferring scheme and we will advise you of our further requirements

Can I transfer my SIPP to another pension plan?

You can transfer the value of your SIPP to another UK registered pension scheme, or qualifying recognised overseas pension scheme (QROPS), at any time.

If you have started taking benefits from your SIPP, then you must transfer the whole of that part of your fund from which you are drawing benefits to your new scheme. If you have uncrystallised funds under the SIPP (i.e. no benefits have commenced) you can choose to transfer all, or only a part, of those uncrystallised funds to another pension scheme.

If the transfer is to a QROPS a check against your lifetime allowance must be carried out before the transfer payment is made and so it is possible that a lifetime allowance charge may apply.

The transfer can be in the form of a cash payment, in which case you will have to sell all of the investments held under your SIPP before the transfer is completed, or you may be able to transfer them in their existing form (known as an "in specie transfer")

Investments

What can I invest in?

Please see our website Retirement Planning Centre for details on the investments you can deal in.

Are there any restrictions on what I can invest in?

Yes. Your SIPP cannot invest directly in:

- commercial or residential property;
- insurance company bonds;
- private (unquoted) company shares;
- personal chattels (e.g. works of art, cars etc.);
- loans; or
- any activity that could be regarded as trading.

Also, you cannot borrow money under your SIPP for the purpose of investment.

Do I pay tax on any dividend or gains within my portfolio?

No, there is no tax to pay on any interest, dividends or capital gains. You only pay income tax once you start to draw an income.

Member benefits

When can I take my benefits?

You can commence benefits, whether or not you continue to work, at any time from age 55.

It may be possible to commence benefits earlier if you are in serious ill-health or transfer benefits to your SIPP from an existing pension with a lower pension age provided the transfer meets certain HMRC requirements.

The charges for taking benefits are set out in the section headed "Drawing Benefits" on the Rates & Charges page of the Barclays Smart Investor SIPP www.SmartInvestor.Barclays.co.uk

How do I commence benefits?

You can take, or "crystallise", benefits from all, or only a part, of your SIPP. This will allow you to phase your benefits to suit your personal circumstances.

You must complete the relevant benefit form to tell us how much of your SIPP is to be used to provide your benefits and how you want the benefits to be paid. Where relevant you will also have to tell us about your available lifetime allowance and any protection you have for your benefits.

Is there any limit on the amount of my benefits?

There is no limit on the benefits that may be provided for you under your SIPP. However, if the total value of your pension savings under all registered pension schemes, exceeds the 'lifetime allowance' (£1.055 million for 2019/20) then there will be an additional tax charge, called the lifetime allowance charge on the excess.

Can I take a tax free lump sum from my SIPP?

Yes. You can have a tax-free lump sum (also known as the "pension commencement lump sum"). The value of this can be up to the lower of

- 25% of the value of the fund applied to provide your benefits and
- 25% of your unused lifetime allowance.

If you have protected lump sum rights, then you may be entitled to a larger tax-free lump sum.

You cannot take a tax-free lump sum with the intention of using it to increase your pension contributions. This is because the lump sum will be treated as an unauthorised payment. You will be taxed on the payment at between 40% and 55%. Your pension fund will also be subject to a tax charge of between 15% and 40% (depending on how much of the tax charge you have already paid).

Are any other lump sums available from my SIPP?

You also have the option of taking a taxable type of lump sum from your SIPP once you've reached age 55.

A quarter of the lump sum will be tax-free with the other three-quarters taxed at your marginal rate. So if you choose to take a lump sum of £10,000, the first £2,500 would be tax-free with the other £7,500 subject to tax.

This option is known as an uncrystallised funds pension lump sum.

You'll be able to receive one of these lump sums from all or part of your fund, but need to consider the amount of tax you will have to pay from larger payments.

The lump sum will only be available from funds that have yet to be used to provide you with benefits. It will not be available once you've used up your lifetime allowance, or where you hold certain types of protection for your pension benefits.

Once you've taken one of these lump sums the amount you'll be able to contribute to money purchase pensions will fall from £40,000 to £4,000 each tax year.

What are my options for taking pension benefits?

If you choose to take a tax-free lump sum payment, the remaining fund will be used to provide you with a pension in one of a number of different ways.

Drawdown pension

Drawdown pension, also known as “flexi-access drawdown” is when your pension fund remains invested and you draw an income from the fund. There is no minimum or maximum level of income, so you can elect to receive a “nil” pension or take your whole SIPP in one go, if you wish.

Payments you receive from drawdown pension are subject to tax. You should make sure that you understand how much tax you may have to pay when deciding how much pension to take. Taking a high level of pension in a short period of time may mean you have to pay more tax than you were expecting.

You can choose to take a regular monthly, quarterly, half yearly or annual income. All regular pension payments will be sent on the third Monday of the month.

Taking any pension under flexi-access drawdown will reduce the amount you can contribute to your SIPP and any other money purchase pensions to £4,000 each tax year.

You can also take one-off pension payments to suit your circumstances, although there is an additional charge for doing so.

If your SIPP holds a mixture of funds that have and have not been used to provide you with benefits, you can choose to draw further benefits at any time.

You can choose to purchase a lifetime annuity with your drawdown pension fund at any time.

If you purchase an annuity from your drawdown pension fund before your 75th birthday a further lifetime allowance check will normally be carried out.

A further lifetime allowance check will also be carried out on your drawdown pension fund at your 75th birthday unless the drawdown pension fund commenced before 6 April 2006 and no further funds have been added to that drawdown pension fund on, or after, that date.

Before selecting a drawdown pension you should read the ‘Withdrawals from your SIPP’ section under ‘Risks’.

Capped drawdown

If you started your drawdown pension fund before 6 April 2015 you may be in a different type of drawdown pension called “capped drawdown”. This works in a similar way to flexi-access drawdown but the amount of pension you can take is subject to a maximum limit set by HMRC.

The maximum level of annual income is currently set at 150% of the Government Actuary’s Department (GAD) relevant annuity rate. This rate varies depending on your age and returns from Government securities and is applied to the value of your pension fund at the date the fund is first used to provide drawdown pension and at each subsequent review.

The maximum income will be recalculated every three years until you reach age 75, and annually thereafter. You can elect to have the maximum income level reviewed at each anniversary of the date funds were first designated to provide drawdown pension. You must make the election before the relevant anniversary.

You can also move further funds into your capped drawdown pot at any time. This will normally trigger an immediate review of the maximum income level and also a further check against the lifetime allowance.

Whilst you remain in capped drawdown, provided you have not flexibly accessed benefits elsewhere, you retain the option of contributing up to £40,000 to your SIPP each tax year.

You can move from capped to flexi-access drawdown at any time simply by completing our 'capped to flexi-access drawdown conversion form'.

Lifetime annuity

A lifetime annuity is a regular, taxable, income guaranteed to last you for life. Buying a lifetime annuity involves passing the value of your SIPP to the insurance company of your choice.

The annuity available will depend on the value of your fund, annuity rates at the date of purchasing the annuity and the type of annuity you choose.

If you buy an annuity, you will usually cease to have any involvement with the investment of your pension fund. This may be the right option if security of income is an important issue.

When you purchase your annuity you can decide whether you want the payments you receive to stay level, go up in line with inflation, or decrease at a later time. The last option may be useful if you have other sources of income that will only be available at a later date.

If you choose an annuity that will fall in value at a later date the amount you can contribute to money purchase pensions, including your SIPP, will be £4,000 each tax year.

Do I pay tax on pension payments?

All pensions paid to you under drawdown will generally be subject to income tax. We will deduct the tax due before paying your pension.

If you are receiving a drawdown pension following the death of another person, for example your spouse, this will not normally be subject to tax where the deceased was younger than 75 when they died and you did not receive payments from the drawdown fund before 6 April 2015.

If you purchase a lifetime annuity, the annuity provider will be responsible for the payment of income tax.

How does the lifetime allowance work?

The Government has set the standard lifetime allowance at £1.055 million for 2019/20.

Each time new benefits commence ("crystallise") a portion of your lifetime allowance is used up. When you reach your 75th birthday any uncrystallised funds will also use up a portion of your lifetime allowance, as may any benefits crystallised after 5 April 2006.

Once you have used up your lifetime allowance, any benefits paid above the allowance will be subject to the lifetime allowance charge. If excess funds are used to provide a taxable pension, the lifetime allowance charge is 25% of those funds. Alternatively if excess funds are paid as a lump sum the lifetime allowance charge is 55%. We will deduct this tax charge from your fund and pay it to HMRC before paying your benefits.

If you built up substantial pension savings before 6 April 2006 and registered for enhanced and/or primary protection ('transitional protection') with HMRC then this may reduce, or eliminate, any lifetime allowance charge that would otherwise be payable.

It was also possible to lock your lifetime allowance at £1.8 million by applying for fixed protection 2012 before 6 April 2012. Further protection options, fixed protection 2014 and individual protection 2014 were made available to those wishing to protect their lifetime allowance at up to £1.5 million prior to 6 April 2014 as well as fixed protection 2016 and individual protection 2016 to protect a lifetime allowance up to £1.25 million.

Payment of contributions to registered pension schemes will cause the loss of enhanced and all types of fixed protection, but will not affect individual protection entitlements.

Do I have to take benefits?

No. You are not forced to take lump sum or pension benefits from your SIPP at any time.

Where can I receive advice or guidance about my benefit options?

A free and impartial guidance service is available to help you understand the options. The guidance is available online at www.pensionwise.gov.uk, over the phone from The Pensions Advisory Service, and face-to-face from Citizens Advice. This guidance is not a substitute for full financial advice.

As we cannot give you advice, we would recommend that you contact a suitably qualified financial adviser, or the guidance service providers, to discuss matters further.

Death benefits

What benefits are paid when I die?

Death benefits payable from your SIPP

Death benefits may be paid as a lump sum or applied to provide pension benefits for any beneficiary, either under income withdrawal or by annuity purchase.

Death benefits are payable at the discretion of AJ Bell Management Limited, as the Scheme Administrator, of your SIPP. You may nominate the individuals you wish to receive benefits and your wishes will be taken into account. You may complete a new nomination at any time.

Lump sums paid on death are normally free of any Inheritance Tax but we cannot guarantee that this will be the case.

Death benefits are normally paid tax-free from the funds of an individual who died before age 75, regardless of whether that individual was taking benefits or not, and can be paid as a lump sum or pension. When the deceased was over 75 death benefits will usually be taxed at the marginal rate of income tax of the recipient.

Lifetime annuity

The benefits payable, if any, will be determined by the terms of the annuity contract.

Miscellaneous

What rules govern your SIPP?

The scheme is governed by a trust deed and rules, as amended from time to time. This key features document summarises the main provisions of the rules and of the legislation that applies to registered pension schemes. However, in the event of any discrepancy between the key features and the trust deed and rules the trust deed and rules will prevail. A copy of the trust deed and rules is available on the Barclays Smart Investor website.

How secure is my money?

AJ Bell Management Limited is the Scheme Administrator of the Barclays Smart Investor SIPP and is responsible for the day to day administration and management of the scheme. Sippdeal Trustees Limited, a wholly owned subsidiary of AJ Bell Management Limited, is the trustee of the scheme.

AJ Bell Management is part of the AJ Bell Group, one of the UK's leading SIPP administrators with assets under administration exceeding £44.2 billion* and more than 204,000* clients.

*As at January 2019.

AJ Bell Management Limited is authorised and regulated by the Financial Conduct Authority. Sippdeal Trustees Limited does not conduct any regulated activities and is, therefore, not regulated.

Bank of Scotland is the provider/establisher of the Sippdeal e-sipp. The Bank will satisfy any statutory obligations that it may have from time to time, as provider/establisher of the Sippdeal e-sipp.

At no stage are your shares or cash exposed to the credit risk of AJ Bell Management Limited, Sippdeal Trustees Limited or Barclays Smart Investor.

All investments are held in the Barclays Smart Investor nominee account. This is established practice in the stockbroking industry as a nominee facility eliminates the delays and expense associated with a paper based dealing system. The nominee account is managed in accordance with procedures approved by the Financial Conduct Authority, including a regular reconciliation of all share dealings. You will receive regular statements.

Interest earned on cash held in your SIPP is detailed in the SIPP rates and charges page of the Barclays Smart Investor website and Your guide to our charges.

The AJ Bell group of companies, which provides and administers the SIPP, does not receive any payments in relation to cash held in your SIPP account with Barclays Smart Investor.

What if I change my mind?

You have a legal right to cancel your SIPP, if you change your mind. If you wish to cancel you must do so within 30 days of the date you receive our letter confirming the establishment of your SIPP.

Cancellation rights will also apply to the receipt of transfer payments and on the first occasion that you choose to take benefits. You will have 30 days from the date that you receive our letter acknowledging the transfer or establishing the benefits to exercise your right to cancel.

You may exercise your right to cancel by writing to us at:

Barclays Smart Investor
SIPP Administration Team
AJ Bell Management Limited
4 Exchange Quay
Salford Quays
Manchester
M5 3EE
Fax No: 0345 543 2601
E-mail: BarclaysSIPPadmin@ajbell.co.uk

You must state whether you wish to cancel your SIPP, a specific transfer, or benefits.

If you wish to make an investment during the 30 day cancellation period you can do so, but this will lapse your cancellation rights. Lapsing your rights will mean that you cannot cancel your SIPP, contributions or transfers.

Further information about your cancellation rights is included in the Barclays Smart Investor SIPP Terms and Conditions available from the website at

www.SmartInvestor.Barclays.co.uk

Are there any compensation arrangements covering my SIPP?

Yes. The Financial Services Compensation Scheme (FSCS) has been set up to deal with compensation, if firms are unable to meet claims made against them.

For bank deposits the maximum claim that could be made by your SIPP is £85,000.

Further information about the compensation arrangements is available from the Financial Services Compensation Scheme at www.fscs.org.uk.

Can you give me advice?

No. AJ Bell Management and Barclays Smart Investor are not authorised to provide any advice on tax or financial services related matters.

If you need any advice you must contact a suitably qualified financial adviser. Your adviser will give you details about the cost of advice.

What if I have any further questions?

You can contact us by writing to

Barclays Smart Investor
SIPP Administration Team
4 Exchange Quay
Salford Quays
Manchester
M5 3EE

What if I have a complaint?

Customer satisfaction is very important to us and if you do have any cause to complain about the services provided there are clear procedures laid down by the Financial Conduct Authority to ensure that your complaint is dealt with fairly.

In the first instance, please contact the Compliance Officer at:

AJ Bell Management Limited
4 Exchange Quay
Salford Quays
Manchester
M5 3EE

Tel: 0800 279 3667

Fax: 0345 543 2601

Email: BarclaysSIPPadmin@ajbell.co.uk

quoting your name and SIPP reference number.

If you are not satisfied with our response, you may refer your complaint to the Pensions Ombudsman, if your complaint concerns the administration of your SIPP.

The Pensions Ombudsman can be contacted as follows:

10 South Colonnade
Canary Wharf
E14 4PU
Tel: 0207 630 2200

Help is also available from The Pensions Advisory Service (TPAS) who can advise you on how to complain and may be able to sort the matter out, without the need for the Ombudsman to get involved. The contact details for TPAS are as follows

11 Belgrave Road
London
SW1V 1RB
Tel: 0800 011 3797

All other complaints may be referred free of charge to The Financial Ombudsman Service

Exchange Tower
London
E14 9SR
Tel: 0800 023 4567

Website: www.financial-ombudsman.org.uk

Making a complaint will not affect your right to take legal proceedings.

Important notes

The information contained in this key features document is provided based on our understanding of current law, practice and taxation which may be subject to change.

Full details of the legally binding contract between you and AJ Bell Management Limited are included in the Barclays Smart Investor SIPP Terms and Conditions available on our website at www.SmartInvestor.Barclays.co.uk

The law of England and Wales will apply in all legal disputes.

If you would like a copy of this or any other item of our literature in large print, Braille or in audio format, please contact us on 0800 279 6551* or 0333 202 7570 or by email. All of our literature and future communication to you will be in English.

*Call costs may vary. Please check with your telecoms provider.

*Calls will cost no more than 6p per minute plus your phone company's access charge. International calls will be charged at a higher rate – please check with your telecoms provider. Calls to 0800 numbers are free from UK land lines and personal mobiles. Calls may be recorded so that we can monitor the quality of our service and for security purposes. Our opening hours are 7.30am to 7.00pm Monday to Thursday, 7.30am to 6.00pm on Friday (excluding bank holidays) and 9.30am to 12.30pm on Saturday.

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Services for disabled customers

We are committed to providing equal access to our services for all customers with disabilities. Full details of Barclays services and facilities can be found in our brochure 'Disabled customers - making our services available'. All of our literature can be provided in Braille, large print or audio tape on request, within a reasonable timescale, by calling 0800 279 6551* or local dial number 0333 2027570*.

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