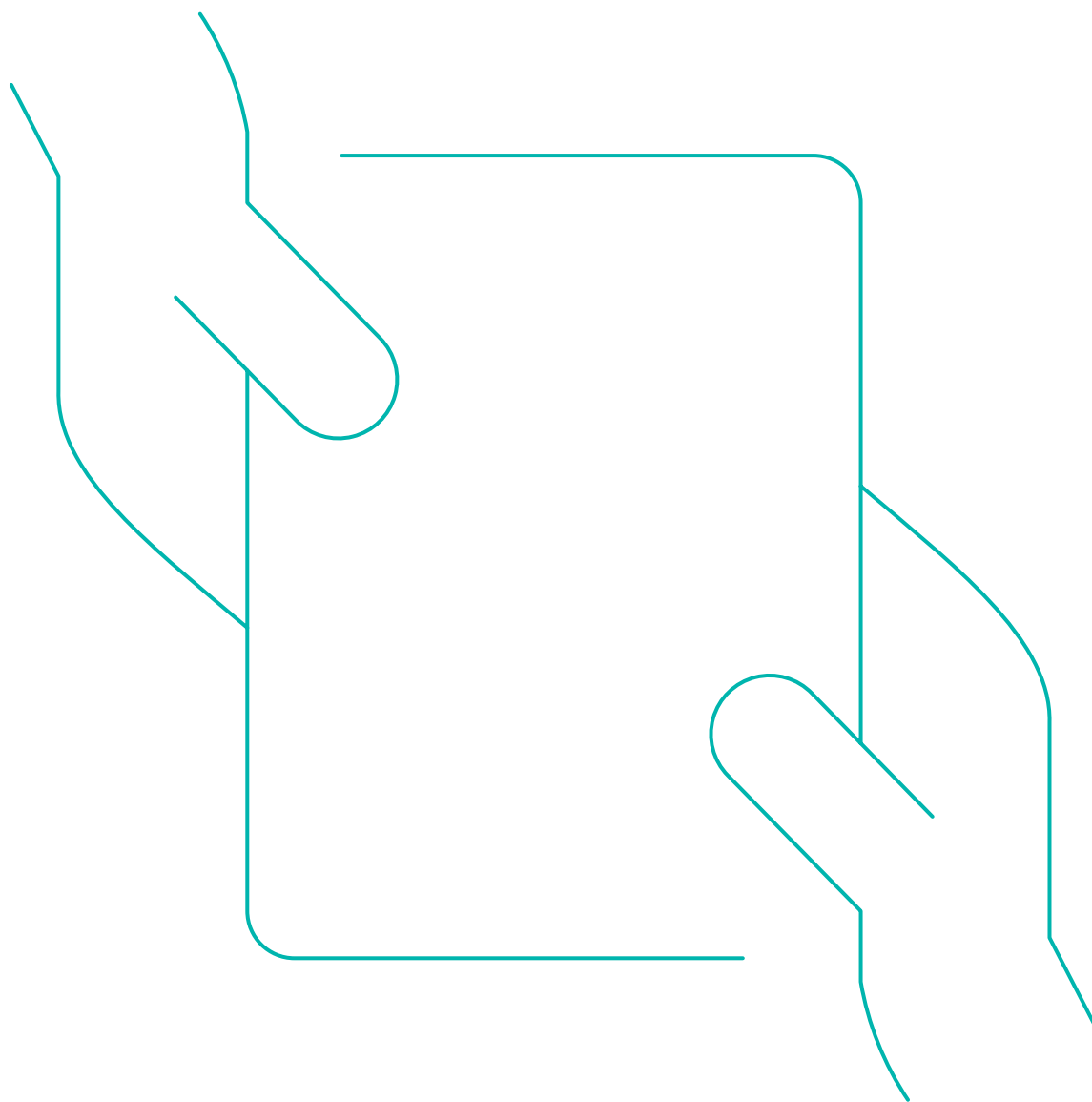


Key Features of the Prudential International Investment Portfolio



Please read this document along with your Key Information Documents and Investor Options Documents before you decide to buy this plan. It's important you understand how the Prudential International Investment Portfolio works, the benefits and associated risks

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We would like everyone to find it easy to deal with us. Please let us know if you need information about our plans and services in a different format.

All our literature is available in audio, large print or braille versions. If you would like one of these please contact us using the details on the last page.

It's important for you to decide whether this product is right for you and what funds to choose.

Before you invest you should read our Key Information Document and relevant Investment Option Document(s). These include important information which may help you make up your mind.

You should receive them with your application form. Please keep these documents safe for future reference or go to our website at pru.co.uk/pdf/PIIPK10006.pdf for the most up to date version.

About the Prudential International Investment Portfolio

The Prudential International Investment Portfolio is an investment bond which enables you to invest in a range of investments with the potential for growth.

It allows you to take tax-efficient withdrawals, while providing an element of life cover.

If you still have questions about the plan after reading this booklet, please look at the 'Get in touch' section for our contact details. If you have a financial adviser, please speak to them in the first instance.

Its aims

What this bond is designed to do

- To grow the value of your investment over the medium to long term, so five to ten years or more.
- To allow you to take tax-efficient withdrawals.
- Give access to a wide range of investments to match your investment objectives and attitude to risk.
- Provide a small amount of death benefit.
- To help reduce Inheritance Tax liability if you choose to place your Prudential International Investment Portfolio in trust.

Your commitment

What we ask you to do

- To make an initial investment of at least £50,000 (or currency equivalent). The minimum additional investment is £5,000 (or currency equivalent). These limits are after any Set-Up Adviser Charges.
- To allow your plan to potentially grow for at least five to ten years or more.
- Together with your financial adviser, choose investments to suit your needs and attitude to risk, and keep them under regular review to make sure they are still right for you.

Risks

What you need to be aware of

- The value of your investment can go down as well as up so you might not get back the amount you put in.
- If you take more money from the plan than the amount your investment has grown by, the value of your investment will be less than you've put in.
- The level of risk and return is different depending on the funds you choose.
- There may be a delay in buying, selling or switching to or from certain funds. This means that you may face a delay in gaining access to your money. Please read "Where are my payments invested?" for more information about this.
- If the value of the bond assets falls below a minimum level we reserve the right to cancel the bond and pay you the value of the remaining investments less any charges. For additional information please read **Contract Conditions** and **Statement of Charges**.
- Fluctuations in exchange rates could affect the value of your investment or withdrawals.
- This applies whether or not you have appointed a Discretionary Asset Manager (DAM), with who we have an agreement to manage your bond on your behalf.

Other documents

It is important that you read your Key Information Document and relevant Investment Option Document(s). If you want more information, please read the following documents. We have highlighted when they are relevant throughout this document.

They are all available from your Financial Adviser or direct from us. Our contact details are on the last page.

- **Contract Conditions**

These are the terms and conditions of the bond.

- **Statement of Charges**

This shows the current charges and limits that apply to the bond.

Questions & Answers

Is the Prudential International Investment Portfolio right for me?

You can take out this bond if you're aged 18 or over and a UK resident. You can take the bond out on your own or jointly with another person. You can be the life assured or you can choose to assure the life of someone else, up to 10 individuals.

The minimum age for any life assured is three months and the maximum age at outset is 90 years (next birthday).

You shouldn't invest if you feel you don't understand the risks associated with investing. Remember that the level of risk you take depends on the options you choose from where you invest your money.

How flexible is it?

You can choose where to invest your money from a specified range of funds. You can change your investments at any time but there are some restrictions. For more information about switching funds, please read "Can I change my investments?"

When you set up your bond you can choose to manage your investments:

- with your Financial Adviser,
- by appointing an Investment Adviser,
- by appointing a Discretionary Asset Manager with whom we have an agreement to manage them for you, or
- by nominating someone other than an Investment Adviser or Discretionary Asset Manager to provide instructions on your behalf.

If you appoint a Discretionary Asset Manager, details of their charges will be available from your Financial Adviser.

This plan allows regular and partial withdrawals but there are limits on how much you can take out and how much should remain after a withdrawal. Please refer to "How do I take money out of my plan?" for more information.

You can place your Prudential International Investment Portfolio in trust – your Financial Adviser can help with this.

How much can I pay into my plan?

You'll need to initially invest £50,000 (or currency equivalent) after Set-Up Adviser Charges are taken where relevant.

Any additional investments must be at least £5,000 (or currency equivalent) after any Set-Up Adviser Charges where relevant.

There is no limit on what you can invest into the bond but if you want to invest more than £5m, your Financial Adviser will need to contact us as we might need to carry out some additional checks.

Where are my payments invested?

Different funds invest in different types of assets for example, some only invest in property, others invest directly in the stock market and others invest in a wide range of assets. Each fund has its own level of risk and potential for growth. Usually, funds with more potential for growth carry more risk. Remember, the performance of the funds isn't guaranteed. The value of your investment can go down as well as up so you may get back less than you put in.

You and your Financial Adviser can choose which funds you would like to invest your money in, from a wide range that we offer including collective investments and cash deposits which will be linked to your bond.

There may be a delay in the buying, selling and switching to or from certain funds. These delays will only apply in certain circumstances and if this applies to you, we'll let you know.

Unit-linked funds

Payments into unit-linked funds will buy units in the chosen funds. The price of each unit depends on the value of the investment in the fund and also whether more money is going into or out of the fund. We work out the value of your plan based on the total number of units you have in each fund. So, if the unit prices rise or fall, so will your plan value.

How unit-linked funds invest

The unit-linked funds available to Prudential International Investment Portfolio primarily invest in cash deposits yielding interest and bonds.

Permitted Investments

Each asset must be one that we permit. This is known as a "Permitted Investment". We will only permit an asset that would mean your bond is not classified as a "Personal Portfolio Bond".

We will maintain a list of these available assets which can be viewed via your Financial Adviser. We may add or remove any asset(s) from this list without notice. If a change in the structure of an investment or a change in how an investment is viewed under UK law means that your bond could be classified as a "Personal Portfolio Bond", you could become liable for an annual tax charge that could be substantial. In this situation you would have to sell that asset immediately and either leave the proceeds in the Cash Account or invest them in a Permitted Investment.

If we become aware that an asset has ceased to be a Permitted Investment or we have ceased to approve of an asset, we will notify you, your Financial Adviser or your Discretionary Asset Manager of the need to sell the asset and request your or their instruction. Where we do not receive an instruction by the date specified in the notification, we will sell the asset and credit the proceeds of the sale to one of our deposit funds. More information on this can be found in your **Contract Conditions**.

As a UK resident you are able to invest in deposit funds denominated in currencies other than Sterling to obtain a higher rate of interest but you are not able to invest in cash for currency speculation purposes. For more information about the investment choices, please speak to your Financial Adviser.

Information relating to sustainability risks and how they could impact returns

We make a range of funds available through this product and when selecting the range of funds, we ensure that it includes a number of funds which specifically take sustainability risks into account as part of the fund's objective and investment strategy.

However, all funds within the range provided could be exposed to sustainability risks.

The following types of sustainability risks are likely to impact on fund returns:

- Environmental risk examples include; climate change, increasing water scarcity and waste management challenges.
- Social risk examples include; product safety, supply chain management and labour standards, health and safety and human rights, employee welfare, data and privacy concerns and increasing technological regulation.
- Governance risk examples include; board structures and effectiveness, management incentives and management quality.

These could, for example, impact on asset types in the following ways

Asset type	Potential impact of sustainability risks
Equities and property	<p>Some markets and sectors will have greater exposure to sustainability risks. For example, climate change can damage property which the fund owns, thereby impacting the cash flow and capital value of the fund.</p> <p>Sustainability risks may also impact market prospects in which a fund operates, thereby affecting the market valuation of the fund.</p>
Fixed interest	<p>Sustainability risks can affect the borrowers' cash flows and therefore the ability for people to meet their debt obligations.</p>

Details on each fund's strategy, asset objectives and asset mix is provided in fund documentation made available by the fund's manager, including how they take into account sustainability risk where applicable.

Can I change my investments?

Yes you can switch your money between investments at any time.

In the first year of your bond, you get 20 free deals. In every year after that, you get 10 free deals which allow you to move money between investments. Each investment you buy or sell counts as one deal. So buying and selling at the same time would be two deals.

If you appoint a Discretionary Asset Manager, they will make these investment choices for you and the free deals will not apply to the assets they manage.

We will charge for any extra deals unless they involve our own funds. For more information please read the section 'What are the bond charges and costs?'

What is the Deposit Account within my bond for?

Where there is no Discretionary Asset Manager involved, we set up a Deposit Account within your bond. We do this so you can meet the deductions described below more easily than if you had to sell fund holdings.

The Deposit Account is used to meet all withdrawals and all bond charges. The Deposit Account will also be used to meet any Adviser Charges, which are the charges your Financial Adviser makes to you for advice provided and on-going services to you. You will agree these with your Financial Adviser.

If you don't have enough money in your Deposit Account to meet any bond charges, Adviser Charges or withdrawals, it will go into a 'negative balance'. You can find further details of this in your **Contract Conditions**. We will apply a charge to a negative balance. The level of this charge is shown in the section 'What are the charges and costs? – under 'Bond Charges'.

In some circumstances, we will sell some of your fund holdings and use the value to reduce or pay off a negative balance. You can find further details of this in your **Contract Conditions**.

If you appoint a Discretionary Asset Manager, you will still have a Deposit Account, but charges (including any Adviser Charges being met from your bond) and withdrawals will normally be taken from your investments. There will never be any Negative Balance Charge on any part of your bond managed by a Discretionary Asset Manager.

If you have appointed more than one Discretionary Asset Manager, or if only part of your bond is managed by a Discretionary Asset Manager, any Ongoing Adviser Charges will be taken from assets managed by each Discretionary Asset Manager and, where applicable, your Deposit Account, in proportion to the investments held.

If you de-select a Discretionary Asset Manager, we will take any Ongoing Adviser Charges (or that part of them that was previously taken from the assets managed by the Discretionary Asset Manager) from your Deposit Account. We will continue to do this unless or until you appoint another Discretionary Asset Manager.

However, if only part of your bond is managed by the Discretionary Asset Manager, you will have a Deposit Account in relation to the rest and this may incur Negative Balance Charges in the normal way.

What are the charges and costs?

There are three different charging structures available:

Initial Charge Option – Where an initial establishment charge is taken from the premium prior to investment in the chosen assets.

Ongoing Charge Option – Where a quarterly establishment charge is taken on an ongoing basis.

Establishment Charge Option – Where a quarterly establishment charge is deducted for five years.

We charge you for looking after your plan. These charges are already taken into account when we work out its value.

Your personal illustration shows how the charges and costs will affect your bond based on the amount you invest and example growth rates. It will also show any Adviser Charges you have asked us to pay on your behalf.

Annual Management Charge

For the majority of investments available we deduct an Annual Management Charge from the funds. This charge is taken on a daily basis meaning we calculate a percentage equal to 1/365th of the Annual Management Charge applicable to the relevant Unit-Linked Fund each day and deduct it from the value of that fund. We take this into account in calculating the day-to-day price of the units of such a fund. The amount of charge we deduct depends on the funds you choose and the amount of your original investment. For more information please read your **Statement of Charges**.

Custodian Charge

If you invest in funds that are managed by external managers there is a Custodian Charge which is currently 0.015% (for 2021) of the value of your investment in those funds each year. This does not apply to holdings managed by a Discretionary Asset Manager.

Further costs

In addition to our charges, there may be further costs incurred, which can vary over time. Where these are applicable, they are paid for by the relevant fund and will impact on its overall performance.

For more information on these further costs, please read the **Statement of Charges**.

Deals that involve external assets (those not managed by a Discretionary Asset Manager)

After you have used the free deals that we explained in the section "Can I change my investments?", for each external investment change, we will charge £27.11 (or currency equivalent). This is the charge for 2021 and might change in the future.

The custodian of each external fund will charge for each deal. The charge for 2021 is £15 for a straight through processing deals and £35 for a non-straight through processing deal (or currency equivalent). Whether a transaction is straight through processing or not depends on the type of asset that is being purchased or sold.

Having a negative balance in your Deposit Account

Our Negative Balance Charge, applied to your accumulated negative balance, is overnight Sterling LIBOR plus 3% a year in 2021. From 1 January 2022, this will move to SONIA + 3% a year.

Discretionary Asset Manager charges

If you choose to appoint one or more Discretionary Asset Manager(s) we make a charge of 0.1% a year of the value of the assets managed by the Discretionary Asset Manager(s). This is deducted quarterly, based on the bond value (or the value of the relevant part of the bond) at the last quarterly valuation date.

If you appoint or de-select a Discretionary Asset Manager at any point during the quarter between valuation dates, the charge will apply for the whole quarter.

The custodian and Dealing Charges referred to above do not apply to assets managed by a Discretionary Asset Manager, but the Discretionary Asset Manager may make its own charges for dealing and custodian services.

All the charges made by the Discretionary Asset Manager(s) for their services will be as shown on your Discretionary Asset Manager nomination form. They will be charged to us and we will then meet them by taking an equivalent charge from your bond.

Early cash in

If you fully cash in your bond within five years of making any payment there may be an Early Cash-in Charge. Where this applies, this is shown on your personal illustration.

Adviser charging

You agree the fees with your adviser for any advice you receive, and you can pay them directly or ask us to pay the charges from your plan. There are limits to the amount of adviser charges we will allow you to deduct and your adviser can tell you more about this.

Set-up Adviser Charge (taken from your initial payment)

This can be a percentage of your total payment or a fixed monetary amount. We will deduct the charge from the money you send us, before we invest the balance into your bond. For example, if you send us £100,000 and ask us to pay a Set-up Adviser Charge of 3%, we will pay £3,000 to your Financial Adviser and invest £97,000 in your bond.

As the Set-up Adviser Charge is deducted from your payment before investment it will not be included in the 5% tax-deferral allowance that applies to withdrawals from the bond. This is because the allowance is based on the amount invested into your bond after any Set-up Adviser Charge has been paid – not the total payment that you send to us.

Ongoing Adviser Charge (taken from your Bond)

This can be a monetary amount, a percentage of the amount invested into your bond or a percentage of the bond value (at the time the charge is taken). We will deduct the charge quarterly on each date that we value the bond.

You can change the amount of an Ongoing Adviser Charge at any time, using the form 'PIIBF10006' or by giving us instructions in writing. You can also stop the charge at any time by giving us instructions in writing.

If you ask us to pay Ongoing Adviser Charges from your bond, these will be treated in the same way as regular withdrawals. In terms of Income Tax, they will count towards the annual 5% tax-deferred allowance for UK resident policyholders. This is the amount you can withdraw from your bond without having any immediate Income Tax liability.

Ongoing Investment Adviser Charge (taken from your Bond)

If you choose to appoint an Investment Adviser for your bond, you can ask us to pay the agreed charge on your behalf and we will deduct it from your bond on each quarterly date we value your bond – see 'How will I know how my bond is doing?'. It can be expressed as a monetary amount, a percentage of the amount invested into your bond or a percentage of the bond value (at the time the charge is taken).

You can change the amount of an Ongoing Investment Adviser Charge at any time, using the form 'PIIBF10006' or by giving us instructions in writing. You can also stop the charge at any time by giving us instructions in writing.

Ad hoc Adviser Charge (taken from your Bond)

You can ask us to pay one-off charges to your Financial Adviser on your behalf, by deducting the amount from your bond. This can be a monetary amount or a percentage of the bond value (at the time the charge is taken).

Any Adviser Charges taken from your Bond

If we are paying any Adviser Charges from your bond and you are also taking regular withdrawals or one-off withdrawals by partially cashing in all the policies in your bond, these will be added together for the purposes of the 5% deferred allowance. This is the amount you can withdraw from the bond without having an immediate income tax liability. Please read the 'What about tax?' section or speak to your Financial Adviser for more information.

What might/will I get back?

There is a projection of how much you could get back in your personal illustration, based on example growth rates and the amount you choose to invest in the bond. What you actually get back will depend on:

- how much you've invested,
- which funds you've invested in,
- how long you've invested for,
- how your investments have performed,
- the bond charges that have been taken,
- any Adviser Charges you have asked us to pay from your bond,
- any early cash in charge that may apply.

How do I take money out of my bond?

You can make one-off withdrawals, or set up regular withdrawals from your bond. The minimum amount for any type of withdrawal is £500 (or currency equivalent). Your bond is set up as a group of identical policies. The standard number is 20, although you can choose to have more or fewer. The bond is set up in this way to help you make tax efficient withdrawals.

Regular withdrawals are taken evenly across all the policies in your bond. For one-off withdrawals, you can choose to cash in individual policies, take the withdrawal across all policies under your bond, or a combination of those two methods. If you ask us to pay you by telegraphic transfer, we will make a charge to recover the cost to us, which is currently (for 2021) £6. We might change our charges in the future, as detailed in the **Statement of Charges**.

Regular withdrawals are deducted directly from your bond and may be taken every:

- month,
- three months,
- four months,
- six months, or
- 12 months.

If you appoint a Discretionary Asset Manager regular withdrawals will normally be taken directly from your investments. However if you have appointed more than one Discretionary Asset Manager, or if only part of your bond is managed by a Discretionary Asset Manager, you can choose which portion of the bond the withdrawals are taken from.

You can only make a withdrawal (regular or one-off) if your bond value would be more than £7,500 (before and after the withdrawal), or 15% of the money invested in the bond over the previous five years – whichever is the greater. If the value of your bond falls below this minimum, we'll ask you to top it up. If you don't top it up within a month, we may cancel your bond and pay you its cash-in value after we have taken any charges. We will stop paying any Ongoing Adviser Charges and/or Ongoing Investment Adviser Charges that you have asked us to pay on your behalf if the bond value is below the minimum or if paying the charge would take it below the minimum.

What about tax?

Income Tax

You may have to pay Income Tax on any withdrawals you make from your bond. Each policy year you can withdraw up to 5% of the amount you have invested in your bond without having an immediate tax bill. You may do this by taking regular withdrawals and/or one-off withdrawals by partially cashing in all the policies in your bond. If you don't use all of this 5% allowance in any policy year, you can carry the unused portion forward. The allowance comes to an end once you have withdrawn 100% of the amount you invested. If you withdraw more than the allowance in any policy year, you may have to pay Income Tax on the excess amount.

The 5% allowance also applies to any additional investment you make. Any Ongoing Adviser Charges, Investment Adviser Charges, Ad hoc Adviser Charges, regular withdrawals and oneoff withdrawals you ask us to pay by partially cashing in all the policies in your bond, will be counted against the 5% allowance.

You may also have to pay Income Tax if:

- you cash in your bond or any policies in it,
- you transfer legal ownership of your bond, or
- your bond ends on the death of a life assured and the death benefit is payable.

A gain on your bond will be added to your total taxable income for that tax year and you will normally pay tax on the gain at your highest rate, although in some cases you may be able to claim "top-slicing relief". *Your Financial Adviser will be able to give you more information about this. Gains from your bond may affect any entitlement to personal Income Tax allowances or certain tax credits.

If you have been non-resident in the UK for tax purposes during the period you have owned the policy, you may be entitled to a reduction in tax payable for any taxable gains made during your non-residency (time apportioned reduction). Further details can be found in the HM Revenue & Customs helpsheet HS321 "Gains on foreign life insurance policies".

Capital Gains Tax

You won't have to pay this on your plan.

Inheritance Tax

If you still have this plan when you die, your estate might need to pay Inheritance Tax. Special tax considerations apply to plans written under trust. Your adviser can give you more information about this.

Irish Exit Tax

If you become resident in Ireland, we'll deduct Irish Exit Tax from your bond:

- every eight years;
- when any benefits are paid out; or
- when the owners of the bond change.

We pay this tax to the Irish tax authorities. If you're not resident in Ireland, you don't have to pay Irish Exit Tax provided you complete the "Declaration of residence outside Ireland" which is contained within the application form.

Tax rules for trusts

If your bond is written under trust, special tax rules apply. For more information please contact your Financial Adviser.

Tax rules for corporate investors

UK Corporate investors cannot benefit from the 5% annual tax deferred allowance. For more information, please contact your Financial Adviser.

Tax rules can change and the impact of taxation (and any tax relief) depends on your circumstances.

Before you make a decision you might want to speak to a financial adviser. They can help you understand the tax rules and how they might affect you.

For more information visit pru.co.uk/tax or the HMRC website at hmrc.gov.uk.

How will I know how my Prudential International Investment Portfolio is doing?

We will send you a free statement every quarter. We value your bond on the following dates:

- 31 March,
- 30 June,
- 30 September, and
- 31 December.

If you request an additional valuation, we will currently make a charge of £115.86 (for 2021). This charge may change each year – see your **Statement of Charges** and **Contract Conditions** for more details. Alternatively, you can contact your Financial Adviser for a value.

If you have appointed one or more Discretionary Asset Manager, they will provide you with valuations of the assets they are managing for you. The quarterly statements you will receive from us will show the overall value of any assets managed by the Discretionary Asset Manager(s), but not the individual holdings or any transactions.

What happens to the Prudential International Investment Portfolio if the person covered dies?

The bond will end when the life assured dies, or in the case of a joint life bond, when the last surviving life assured dies. The bond will pay out 100.1% of the cash-in value. The death benefit will be paid out to the estate of the deceased owner or, if the bond is under trust, to the remaining trustees, as appropriate. If the owner dies but they are not the life assured, the bond will not end and ownership of the bond will pass to the owner's estate, unless the bond was owned jointly or is under trust; in which case it will normally pass to the surviving owner(s) or to the remaining trustees, as appropriate.

What if the Prudential International Investment Portfolio isn't right for me?

You have 30 days from when you first receive your bond documents to cancel. You also have 30 days to cancel any additional investments paid to the Bond. If you decide to cancel an additional investment it won't affect any existing investment you have in place.

We'll send you a cancellation notice with your plan documents and if you decide to cancel, you can return the notice or write to us with your bond reference number at:

**Operations Department
Prudential International
Montague House
Adelaide Road
Dublin 2
Ireland**

If more than one person owns the bond, we'll accept cancellation within 30 days by either of the owners, whether they're acting alone or jointly.

If you decide to cancel we'll give you your money back less any fall in value, withdrawals and any adviser charges taken, so you may not get back the full amount you paid in.

Some investments held under the bond, may be designed for a fixed term (such as fixed term deposits) or could have redemption penalties and seeking the return of the investment within the 30-day cancellation period can result in charges being applied by the external entity managing the investment. The application of these charges will adversely affect the value of your investment and could result in substantial loss.

Other information

Client category

We classify you as a 'retail client' under Financial Conduct Authority (FCA) rules. This means you'll receive the highest level of protection for complaints and compensation and receive information in a straightforward way.

Compensation (UK residents only)

Prudential International exceeds its capital requirements and is financially strong. However, in the unlikely event that Prudential International, the fund manager, Prudential in the UK or the custodian of fund assets should fail to meet their financial obligations, You may face financial loss.

Prudential International products will not be covered by a government-backed financial guarantee scheme, including the FSCS in the UK.

Limit of our liability

Our liability under any fund that we make available under the bond cannot exceed the value of the assets held in that fund. This applies whether these fund holdings are actual assets, an interest in another fund (whether managed within the M&G plc Group of companies or by an external investment organisation) or an interest in a reinsurance policy that we have taken out to reinsure our liability under a fund.

In particular, for an externally-managed fund, our liability is limited to the amount we can claim from the relevant investment organisation. For example, if the investment organisation were to become insolvent, we could only pay the amount, if any, which we could collect under the insolvency in relation to the units allocated to the bond.

Financial strength

Prudential meets regulatory standards for meeting its financial obligations. You can read our solvency and financial conditions reports at pru.co.uk/about_us, or if you contact us we can post some information to you.

Terms and Conditions

This Key Features Document gives a summary of your plan. Full details are set out in our **Contract Conditions** which are available on request using the contact details on the last page. We will also send them to you when your plan starts.

Conflict of interest

We want to make sure that we uphold our reputation for conducting business with integrity. If we become aware that our interests may conflict with yours we will take all reasonable steps to manage it in an appropriate manner.

We have drawn up a policy to deal with any conflicts of interest. If you would like to know the full details of our Conflict of Interest Policy, please contact our Customer Service Team on the details on the last page.

Law

The law of England and Wales applies to your contract.

Our regulators

The address of the regulator in Ireland which authorises Prudential International is:

Central Bank of Ireland
New Wapping Street
North Wall Quay
Dublin
D01 F7X3
Ireland

Prudential International is subject to limited regulation by the Financial Conduct Authority (FCA) for UK business. The address of the FCA is:

The Financial Conduct Authority
12 Endeavour Square
London
E20 1JN

Details on the extent of our regulation by the FCA are available from us on request.

Communicating with you

Our documents and terms and conditions, as well as all other communications, will be in English.

How to make a complaint

If you have a complaint please speak to your financial adviser in the first instance. Or get in touch with us and we will do everything we can to resolve it – our contact details are in the 'How to contact us' section at the back of this document. You can also ask us for details of our complaints handling process.

If you're not satisfied with our response, you can take your complaint to the Financial Services and Pensions Ombudsman in Ireland who help settle individual disputes between consumers and businesses providing financial services:

Financial Services & Pensions Ombudsman
Lincoln House
Lincoln Place
Dublin 2
Ireland
D02 VH29

Telephone: **+353 1 567 7000**

Or visit the website: www.fspo.ie

If you're resident in the UK, help is also available from The Financial Ombudsman (FOS). Their address is:

The Financial Ombudsman
Exchange Tower
London
E14 9SR

Telephone: **0800 0234 567**

Website: financial-ombudsman.org.uk

If you are resident in Jersey you can contact the Channel Islands Financial Ombudsman (CIFO). The address is:

Channel Islands Financial Ombudsman (CIFO)
P O Box 114
Jersey
Channel Islands
JE4 9QS

Telephone: **+44 1534 748610**

Website address: www.ci-fo.org

These services are free and using them won't affect your legal rights.

Get in touch

If you want to contact us before you buy this plan, you can contact us in the following ways:



Write to:

Operations Department, Prudential International, Montague House, Adelaide Road, Dublin 2 Ireland



Telephone: **+353 1 476 5000**

Monday to Friday 9am to 5pm (we are not open on public holidays). We might record your call to make sure our service is up to standard. To find out how we use your personal data please visit prudential-international.com/en/mydata-privacyfaircollectionnotice



If you are a deaf customer, who is also a British Sign Language (BSL) user, you can contact us using a Video Relay service. The service, provided by SignVideo, connects customers to fully qualified, registered NRCPD interpreters who will relay your conversation with a member of our customer service team.

pru.co.uk/contact-us/signvideo

There is no cost for using this service to call Prudential and we're available to help you Monday to Friday, 9am to 5pm.



You will also find more information at pru.co.uk/international

Keep in touch

It's important that we keep in touch, so if you change address or any of your contact details, please let us know.

pru.co.uk

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