SCOTTISH WIDOWS

Scottish Widows Annuities

Adviser Guide

This information is for UK financial adviser use only and should not be distributed to or relied upon by any other person.

Introduction

Our strong brand and strong financials make us a reliable choice for your clients

Scottish Widows has been helping people plan their financial future for over 200 years. And our values are the same today as they've always been. We aim to deliver good outcomes for all of our customers by putting their needs at the centre of everything we do.

Our financial strength ratings are:

Scottish Widows rating from Fitch	Scottish Widows rating from Moody's	Scottish Widows rating from AKG
A+	**A2**	**A**
(Stable)	(Stable)	(Superior)

Sources: Fitch, Moody's and AKG rating correct as at May 2025.

Standard Annuities

Online capability

Our automated quotes process means:

- Full Customer Quote Request Form online, allowing Scottish Widows to provide our guaranteed best priced quotes first time.
- Quotes will be guaranteed for 30 days from the date the quote is produced. The application form and purchase price must be received within the 30 days for the terms in the quote to apply.

Available through the following portals:

- IRESS
- iPipeline
- HUB Financial Solutions
- AMS
- Retirement Line

Information we need

We'll need some information about your client and any dependants:

- Full name(s)
- Contact details (e.g. address, phone number)
- Date(s) of Birth
- National Insurance number(s)

And some information about the pension(s) being used to buy the annuity. This is normally covered in the documents they have received from their pension provider (e.g. policy documents, annual statements or maturity packs):

- The type of pension – (e.g. is it a Stakeholder Pension, Personal Pension, Retirement Annuity Contract, Executive Pension Plan, Section 32 etc.).
- The pension provider(s) and the existing policy number(s).
- The value of the pension(s). Some types of investment funds may apply a reduction if your client takes the pension early. It's worth checking with their pension provider to see if this is the case.
- The name of the pension scheme and scheme administrator.

Product features

Contract Features	
Available to UK Residents	Yes
Available to existing SW pension customers*	Yes
Available to NEW clients	Yes

Annuitant	
Minimum Entry Age attained	55
Maximum Entry Age attained	99
Gender Neutral Rates	Yes

Spouse/Partner/Dependant benefit	
Minimum Age attained	50
Maximum Age attained	99
Named unmarried	Yes
Named married/civil partnership	Yes
Reduction on main annuitant's death	Yes
Percentage dependant benefit on death up to 100%	Any

Escalation Options	
Level	Yes
RPI	Yes
LPI	No
Increases at a fixed rate up to 8.5% (in 0.1% increments)	Yes

Payment Options	
Monthly in advance	Yes
Monthly in arrear	Yes
Quarterly in advance	Yes
Quarterly in arrear	Yes
Half yearly in advance	Yes
Half yearly in arrear	Yes
Annually in advance	Yes
Annually in arrear	Yes
With proportion	No
Without proportion	Yes

Guaranteed Period	
0 – 30 years	Yes
With overlap	Yes
Without overlap	Yes

Value Protection (as an alternative to a guaranteed period)	
1-100%	Yes

Minimum Purchase Price	
Transfer Value (after payment of any tax-free cash)**	£10,000
OMO (after payment of any tax-free cash)**	£10,000
Existing Scottish Widows pension customers	No minimum

Services provided	
Dedicated service team	Yes
Purchase price requested from ceding provider	Yes
Documents requested from ceding provider	Yes
Quotes available by email	No
Quotes available by fax	No
Quotes available by post for existing SW pension customers	Yes
Quotes available online	Yes

Adviser Remuneration	
Adviser Charge fixed amount	Yes
Adviser charge percentage purchase price***	Yes
Commission percentage purchase price***	Yes

* Further options may be available to existing customers looking to take a Standard Annuity.

** We don't accept GMPs or S9(2B) rights.

*** The amount of any percentage adviser charge or commission will be based on the annuity purchase price, after any tax-free cash.

Enhanced Annuities

Enhanced annuities now account for 48%* of the total annuity market. If your client has a lifestyle or medical condition that could reduce their life expectancy, we may be able to offer them an Enhance Annuity which is likely to have a higher rate.

If the applicant qualifies for an Enhanced Annuity, we can also take into account health and lifestyle for a dependant. This could result in a higher overall income payment.

Online capability

Our automated quotes process means:

- Full Customer Quote Request Form online, enabling Scottish Widows to provide our guaranteed best priced quotes first time.
- For most cases, you'll receive an automatic underwriting decision, and know instantly if your client meets our criteria.
- Some cases will need to be individually underwritten. If you have received an indicative quotation, please email the following information to **annuityquotes@scottishwidows.co.uk**
  - Quotation Number
  - A completed Retirement Health Form**
  - Any other supporting medical information

We recommend that you send this information to us securely via PGP encryption or have a TLS connection in place with us.

Quotes will be guaranteed for 30 days from the date the quote is produced. The application form and purchase price must be received within the 30 days for the terms in the quote to apply.

Available through the following portals:

- IRESS
- iPipeline
- HUB Financial Solutions
- AMS
- Retirement Line

* as at December 2024 YTD ABI Market Data

** You can download a copy of the Retirement Health Form from www.retirementhealthform.co.uk/adviser

Medical sampling

We may ask the customer's doctor, (and the dependant's if applicable), for information to confirm the answers to the medical and lifestyle questions in the application. If we can't check the answers given within six months of the date of the application, we may re-write the annuity. This means the income may reduce, and we will reclaim any overpaid amounts.

Product Features

Contract Features	
Available to UK Residents	Yes
Available to existing SW pension customers	Yes

Annuitant	
Minimum Entry Age attained	55
Maximum Entry Age attained	85
Gender Neutral Rates	Yes

Spouse/Partner/Dependant benefit	
Minimum Age attained	50
Maximum Age attained	85
Named unmarried	Yes
Named married/civil partnership	Yes
Reduction on main annuitant's death	Yes
Percentage dependant benefit on death up to 100%	Any

Escalation Options	
Level	Yes
RPI	Yes
LPI	No
Increases at a fixed rate up to 8.5% (in 0.1% increments)	Yes

Payment Options	
Monthly in advance	Yes
Monthly in arrear	Yes
Quarterly in advance	Yes
Quarterly in arrear	Yes
Half yearly in advance	Yes
Half yearly in arrear	Yes
Annually in advance	Yes
Annually in arrear	Yes
With proportion	No
Without proportion	Yes

Guaranteed Period	
0 – 30 years	Yes
With overlap	Yes
Without overlap	Yes

Value Protection (as an alternative to a guaranteed period)	
1-100%	Yes

Minimum Purchase Price	
Transfer Value (after payment of any tax-free cash)*	£10,000
OMO (after payment of any tax-free cash)*	£10,000
Existing Scottish Widows pension customers	£10,000

Enhancement Types	
Lifestyle i.e. Smoking, BMI or Combination of Cardiovascular Risk factors	Yes
Moderate Conditions	Yes
Serious and Combined conditions (providing can be automatically underwritten)	Yes
Cancer	Yes
Single Cardiovascular Risk factors only e.g. High Blood pressure or Raised Cholesterol	Yes

Services provided	
Online underwriting**	Yes
Dedicated service team	Yes
Purchase price requested from ceding provider	Yes
Documents requested from ceding provider	Yes
Quotes available by email***	No
Quotes available by fax***	No
Quotes available by post***	No
Quotes available online	Yes

Adviser Remuneration	
Adviser Charge fixed amount	Yes
Adviser charge percentage purchase price^	Yes
Commission percentage purchase price^	Yes

* We don't accept GMPs or S9(2B) Rights.

** Some cases may require further underwriting offline.

*** Only on certain cases.

^ The amount of any percentage adviser charge or commission will be based on the annuity purchase price, after any tax-free cash.

Notes

We know responsible investment and sustainability are becoming more important to you and your clients. This is why we invest our Scottish Widows' annuity fund in initiatives that help deliver positive, real world changes. We invest in social housing, renewable energy, transport and infrastructure projects which support a transition to a low carbon economy.

- We've invested over £450m in green energy infrastructure projects, including on and offshore windfarms, solar farms and smart metering.
- Our Social Housing portfolio is £3bn, funding the provision of thousands of affordable homes for families across the UK.

More information on our sustainability credentials can be found at **www.scottishwidows.co.uk/global/loaninvestments/sustainability/**

New business set up

Check that you have used the correct quotation. There are two options for both Standard and Enhanced Annuities:

A pension fund transfer (also known as an immediate vesting personal pension - IVPP), for uncrystallised funds which can include the consolidation of multiple pots. Uncrystallised pots from different schemes can only be combined through a pension fund transfer.

An Open Market Option (OMO) – via a single pot that has already been crystallised, any payments relating to Lump Sum Allowance and Lump Sum and Death Benefit Allowance is confirmed by the ceding scheme.

Under an OMO, funds from different pension schemes cannot usually be combined and must be set up as separate annuities. In this instance, you will need to produce a separate quotation and application form for each individual pension scheme.

It's important to note that multiple pension pots cannot be combined into an OMO unless they are from **the same pension scheme tax reference number**. In this instance, you can produce one quotation and complete an additional copy of Section D (Your Current Scheme or Policy) of the application form for each separate pension plan or arrangement you wish to include in the application.

The application form can be:

- Completed, signed by your client and returned to us in the post, or a scanned copy returned by email.
- Completed by you and your client online using Adobe Sign. Please contact us if you wish to use this service and we can send you the application form digitally.

When we get the completed application form, we'll:

- Validate the information in the form to enable us to set up the annuity on the correct basis.
- Contact the ceding provider to obtain the purchase price (via ORIGO or by post).
- Check to see if the purchase price is received after the end of the guarantee period and/or the purchase price has changed significantly since the quote was issued (for example, varies up or down by 10% or more).
- Should you be looking to take commission of greater than £10,000, we may request an additional consent from the customer to proceed with the commission payment.

Once these checks are complete, we'll:

- Inform you where any of the above checks are not met and the annuity rate has changed.
- Arrange payment of any tax-free cash (transfers only).
- Set up annuity income payments.
- Organise payment of any adviser charge or commission.
- Issue policy documentation, including the Policy Schedule, to the customer. If requested, copies can be issued to you.

Administration support

Our dedicated teams will help you set up and deal with all aspects of our Annuities (see 'Administration Support Contacts').

Administration Support Contacts

If you have any questions or want to make any changes to your policy, you can phone us, write to us or visit our website.

By phone	New Business: **0345 845 0099** Servicing: **0345 757 3494** We are open from 9am to 5pm, Monday to Friday. Calls may be recorded and monitored to help us improve our service.
Website	**www.scottishwidows.co.uk**
Email	**annuities@scottishwidows.co.uk**

We'll communicate with you in English.

If you need extra help

You can find extra help and support at **www.scottishwidows.co.uk/extra-help**

If you would like a braille, large print or audio version of this document, please contact us.

If you have a hearing or speech impairment you can contact us using the Relay UK Service available 24 hours a day, 7 days a week. Or you can call using textphone on **18001**.

SCOTTISH WIDOWS

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