



## Key Features of the Portfolio Account

Please read this document along with your personal illustration (if you have one) before you decide to buy this bond. It's important you understand how Portfolio Account works, the benefits and associated risks.

---

# Welcome

## Contents

<b>About the Portfolio Account</b>	<b>3</b>	How much will I get when I cash in my bond?	<b>6</b>
Its aims	<b>3</b>	Do I pay tax on my bond?	<b>6</b>
Your commitment	<b>3</b>	What are the charges?	<b>7</b>
Risks	<b>3</b>	How will I know how my bond is doing?	<b>8</b>
Other documents you should consider reading	<b>4</b>	What if I want to cancel my bond?	<b>8</b>
<b>Questions &amp; Answers</b>	<b>5</b>	What is the life cover?	<b>8</b>
Who can take out a Portfolio Account?	<b>5</b>	Whose lives can I cover?	<b>8</b>
Where can I invest my money?	<b>5</b>	How much will the life cover pay out?	<b>8</b>
How are my investments managed?	<b>5</b>	How does the life cover affect my bond?	<b>8</b>
Can I move money between investments?	<b>5</b>	<b>Other information</b>	<b>9</b>
What is the Deposit Account within my bond for?	<b>5</b>	<b>How to contact us</b>	<b>11</b>
Can I withdraw money from my bond?	<b>6</b>		
How much money do I need to keep in my bond?	<b>6</b>		

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.

The Financial Conduct Authority is a financial services regulator. It requires us, Prudential International to give you this important information to help you decide whether our Portfolio Account is right for you. You should read this document carefully so that you understand what you are buying, then keep it safe for future reference.

---

# About the Portfolio Account

The Portfolio Account 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.

## Its aims

### What this plan is designed to do

- The Portfolio Account allows access to a range of investments with the aim of increasing the value of the money you invest over the medium to long term.

## Your commitment

### What we ask you to do

- You need to make a single payment of at least £50,000 when you take out your bond. The minimum top-up is £5,000.
- 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.
- You can cash in each policy separately.

## Risks

### What you need to be aware of

- The value of your bond can go down as well as up. Its value could even fall below the amount you pay into the bond. This could mean that you don't get back the full amount you invested.
- If the total charges taken from your bond are more than any overall growth achieved, your bond will fall in value, possibly to even less than you have invested.
- If you cancel your bond or top-up within 30 days you may get back less money than you paid in. We explain this in the section "What if I want to cancel my bond?".
- Each of the investment choices available for Portfolio Account has its own specific risks, which will affect the value of your bond. Some also have particular features that may mean there are restrictions or penalties on making withdrawals, moving money between investments or cashing in all or part of your bond. You should discuss these with your Financial Adviser to make sure you fully understand the choices you make and the risks involved.
- In exceptional circumstances, there may be a delay to a transaction (such as a full or partial cash-in) which may mean you face a delay in gaining access to your money. You can find more information in the **Contract Conditions**.
- Inflation will reduce what you could buy in the future.
- Tax rules could change.
- Fluctuations in exchange rates and associated costs could affect the value of your investment or withdrawals. This applies whether or not you have appointed a Discretionary Asset Manager (DAM).

---

## Other documents you should consider reading

This document gives you key information about the Portfolio Account. If you want more detail on specific points, please read the following document. We have highlighted when this is relevant throughout this document.

This is available from your adviser or direct from us. Our contact details are on the last page.

- **Contract Conditions**  
Gives you the full terms and conditions of the contract.
- **Statement of Charges**  
Gives details on charges applicable to your plan.

---

# Questions & Answers

## Who can take out a Portfolio Account?

If you are 18 or over you can take out a Portfolio Account. You can take it out on your own, or jointly with another person.

## Where can I invest my money?

You and your adviser can choose which investments you would like from a wide range, including collective investments and cash deposits. Your investment must be one that we permit.

For more information about the investments you can choose, please speak to your Financial Adviser.

## How are my investments managed?

When you set up your bond, you can choose to:

- manage the investments with your Financial Adviser or a Fund Adviser,
- appoint a DAM with whom we have an agreement to manage them for you. Your Financial Adviser will be able to tell you which DAM are available.

If you appoint a Fund Adviser, you can choose whether to pay them directly yourself or to have their fees met by regular withdrawals from your bond.

## Discretionary Asset Management

If you appoint a DAM, they make decisions about your investments for you. This will be in line with the instructions you give them on your objectives and preferences.

You can appoint a DAM at outset or at any time after your bond has started. You can split your bond between more than one DAM or between a portion managed by one or more DAMs and a portion that you manage yourself with your Financial Adviser or with a Fund Adviser.

If you wish to change a DAM at any time, you may de-select one and appoint another, but this must be a DAM with whom we have an agreement. Alternatively, you may de-select a DAM and manage that part (or all) of your bond yourself with your Financial Adviser or a Fund Adviser.

If you appoint one or more DAMs there is an ongoing Delegated Management Charge. Your DAM(s) may also charge for their services. To find about their charges you will need to speak to them. For more information on the Delegated Management Charge and how DAM charges are taken from your bond, please read the section "What are the charges?".

## Can I move money between investments?

Yes.

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

We will charge you for any extra deals unless they involve our own funds. For more information, please read the section "What are the charges?".

If you appoint a DAM they will make these investment choices for you and the free deals will not apply for the assets they manage.

## What is the Deposit Account within my bond for?

Where there is no DAM involved, we set up a Deposit Account within your bond so that you can pay charges and make regular withdrawals more easily than if you had to sell fund holdings. We invest any money in your Deposit Account in the Prudential International Sterling Cash Deposit Fund.

If you don't have enough money in your Deposit Account to meet our charges or your regular withdrawals, you will go into a 'negative balance'. If this happens, we will make a Negative Balance Charge, which is added to your negative balance. You may wish to discuss with your Financial Adviser an appropriate amount to be held in your deposit account, to avoid or minimise any charges.

For more information on Negative Balance Charges, please read the section "What are the charges?". Where any Negative Balance Charge has been applied, it will be shown in your quarterly statement as interest.

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 the **Contract Conditions**.

If you appoint a DAM, you will still have a Deposit Account, but charges and withdrawals will normally be taken from your investments. There will never be any Negative Balance Charge as described above on any part of your bond managed by a DAM.

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

---

## Can I withdraw money from my bond?

You can make one-off withdrawals, or set up regular withdrawals, from your bond. The minimum withdrawal is £500.

If you ask us to pay you by telegraphic transfer, we will make a charge to recover the cost to us. Details of this charge may increase in future, as detailed in the **Statement of Charges**.

### One-off withdrawals

We pay your one-off withdrawals directly from your bond.

### Regular withdrawals

We can pay regular withdrawals at the following intervals:

- every month,
- every three months,
- every four months,
- every six months, or
- every twelve months.

Where there is no DAM involved, we pay your regular withdrawals from your Deposit Account.

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

If you de-select a DAM and you have not given us any other instructions, we will take regular withdrawals (or that part of them that was previously coming from the assets managed by the DAM) from your Deposit Account. We will continue to do this unless or until you tell us to take them from assets managed by another DAM (if applicable). If there is not enough money in your Deposit Account to cover these withdrawals, you will incur Negative Balance Charges as described in the section "What is the Deposit Account within my bond for?".

## How much money do I need to keep in my bond?

You need to keep at least £7,500 in your bond, or 15% of the money you've invested over the last five years – whichever is the greater. You can't withdraw money if doing so would take the value of your bond below this minimum.

If the value of your bond falls below the 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.

## How much will I get when I cash in my bond?

The amount will depend on:

- how much you've invested,
- how long you've invested for,
- any withdrawals you've made,
- how your investments have performed, and
- any charges that have been taken from your investment.

Your personal illustration shows how much you could receive, based on example growth rates and the amount you choose to invest.

## Do I pay tax on my bond?

This will depend on your individual circumstances and country of residence, so for specific advice you should speak to your Financial Adviser.

### 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 may apply. For more information, please speak to your Financial Adviser.

## What are the charges?

There are four different charging structures available. Your personal illustration will show which you have selected and you and your Financial Adviser should ensure this is the most suitable for you.

We charge you for:

<b>Setting up and administering your bond</b>	The charges are shown on your personal illustration.
<b>Managing your investments</b>	<p>The majority of investments available have an Annual Management Charge and some investments have additional fund manager expenses. For more information please speak to your Financial Adviser.</p> <p>If you invest in funds that are managed by external managers there is a Custodian Charge which is currently (for 2017) 0.03% of the value of your investment in those funds each year. This does not apply to holdings managed by a DAM.</p>
<b>Making deals that involve external funds (assets not managed by a Discretionary Asset Manager)</b>	<p>After you have used the free deals, we currently (for 2017) charge £25.71 for every extra deal that involves external funds.</p> <p>The custodian of each external fund makes a charge for every deal, which is currently (for 2017) £20.</p>
<b>Having a negative balance in your Deposit Account</b>	Our Negative Balance Charge, applied to your accumulated negative balance, is overnight LIBOR plus 3% a year. The charge is applied daily.
<b>Appointing a Discretionary Asset Manager (DAM)</b>	<p>If you choose to appoint one or more DAMs we make a charge of 0.1% a year of the value of the assets managed by the DAM(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.</p> <p>If you appoint or de-select a DAM at any point during the quarter between valuation dates, the charge will apply for the whole quarter.</p> <p>The custodian and dealing charges referred to above do not apply to assets managed by a DAM, but the DAM may make its own charges for dealing and custodian services.</p> <p>All the charges made by the DAM(s) for their services will be as shown on your DAM nomination form. They will be charged to us and we will then meet them by taking an equivalent charge from your bond.</p>

In addition to our Product Charges, there may be some additional costs which may impact the overall performance of the fund. These costs include trading, dealing costs and property expenses.

Our charges may change in future and may be higher than they are now. Further information can be found in the **Statement of Charges**. All monetary charges may increase annually in line with the Irish Consumer Price Index and movements in relevant exchange rates.

Your personal illustration shows how charges affect your bond, based on the amount you invest and example growth rates. It also shows details of how much we will pay your Financial Adviser. If we pay any renewal commission to your Financial Adviser, we will make an equivalent renewal charge on your bond, as shown in your personal illustration.

---

## How will I know how my bond is doing?

We'll send you a statement every quarter, showing the value of your bond. We value your bond on the following dates:

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

Your quarterly statements are free of charge. We currently (for 2017) charge £109.81 for extra statements at any other time. This charge may increase each year and further information is given in the **Contract Conditions**.

If you have appointed one or more DAMs, 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 DAM(s), but not the individual holdings or any transactions.

## What if I want to cancel my bond?

You can cancel your Portfolio Account within 30 days of receiving your documents. These include a Cancellation Notice and we will also send you a Cancellation Notice for any top-ups you make.

To cancel your Portfolio Account or top-up, please complete and return the Cancellation Notice, or write to us at:

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

Please include your Portfolio Account bond number.

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

If you cancel your Portfolio Account or top-up and its value has gone down, you may get back less than you invested. We will refund the amount of your payment adjusted for any fall in the unit prices of the funds you've invested in. This means that if the unit prices have fallen, you may get back less than you invested.

Some investments 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.

## What is the life cover?

Your bond comes with a small amount of life cover. You can cover the lives of up to ten people, who are called the "lives assured". The bond will pay out a lump sum should all of the people covered die.

The life cover will end if you cash in your bond.

## Whose lives can I cover?

Where there is one person covered, they must be aged between 3 months and 89 years. Where there is more than one person covered, at least one person must be under 90. You can be one of the people covered, but you don't have to be.

## How much will the life cover pay out?

The life cover pays out 100.1% of your bond's cash-in value, once all charges due to us have been taken.

To pay this, we sell the assets in your bond. For assets in external funds, the relevant amount will be the value on the day that we sell them. For assets in our own funds, it will be the value the day after we receive notice of death.

If the fund has been arranged through a trust, we'll pay this money to the trustees.

## How does the life cover affect my bond?

Your bond ends when we pay the life cover.



---

## 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.

### Financial Services Compensation Scheme (FSCS)

Prudential International Assurance (PIA) is authorised by the Central Bank of Ireland and is subject to limited regulation by the Financial Conduct Authority for UK Business.

PIA customers may be eligible to claim under the FSCS if PIA is unable to meet its financial obligations. The FSCS is an independent body set up by Government to provide compensation for people where their authorised financial services provider gets into financial difficulties and becomes unable, or unlikely to be able, to pay claims against it. This circumstance is widely referred to as being 'in default'.

For eligible policyholders (e.g. individuals or small firms) habitually resident in the UK the FSCS would apply for policies taken out on or after 1 December 2001.

Policyholders holding a UK policy, issued before 2001, may be eligible to make a claim before the FSCS, however, since such a policy would have been taken out before the FSCS regime commenced, they should check their eligibility directly with the FSCS.

It is important for you to be aware that you may not always be able to make a claim under the FSCS, and there are also limitations in the amount of compensation you may receive. Any compensation available will depend on your eligibility, the type of financial product or service involved, the investment funds selected (if applicable) and the circumstances of the claim.

You can find out more information on the FSCS and examples of limits in the scope of FSCS cover for your plan at [www.pru.co.uk/about\\_us/fscs](http://www.pru.co.uk/about_us/fscs), or you can call us.

Information is also available from the Financial Services Compensation Scheme.

Visit their website: [www.fscs.org.uk](http://www.fscs.org.uk)

Or write to:

**The Financial Services Compensation Scheme**  
**PO Box 300**  
**Mitcheldean**  
**GL17 1DY**

Or call the FSCS: Telephone: **0800 678 1100**

### Financial strength

Prudential meets EU standards for meeting its financial obligations. You can read our solvency and financial conditions reports at [www.pru.co.uk/about\\_us](http://www.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** booklet which is available on request using our contact information on the last page, and will also be sent 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 using the contact details on the back page.

### Law

The law of England and Wales applies to this contract.

---

## Our regulator

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

**Central Bank of Ireland**  
**PO Box 559**  
**Dame Street**  
**Dublin 2**  
**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**  
**25 The North Colonnade**  
**London**  
**E14 5HS**

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

## Communicating with you

Our plan documents and terms and conditions are in English and all our other communications with you will be in English.

## How to make a complaint

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

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

**The Financial Services Ombudsman Bureau**  
**3rd floor, Lincoln House**  
**Lincoln Place**  
**Dublin 2**  
**Ireland**

Telephone: +353 1 662 0899

[www.financialombudsman.ie](http://www.financialombudsman.ie)

Making a complaint to the Financial Services Ombudsman Bureau will not affect your legal rights.

## 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 Prudential 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.

---

## How to contact us

If you want to contact us you can write or phone us:



Write to:

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



Phone: **+ 353 1 476 5000** The opening hours are 9am to 5pm GMT Monday to Friday. Calls may be recorded or monitored for quality, staff training, dispute resolution.



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.

**[www.pru.co.uk/contact-us/signvideo](http://www.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, 8am to 6pm.

### Keep in touch

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



**[www.pru.co.uk/international](http://www.pru.co.uk/international)**

The registered office of Prudential International is in Ireland at Montague House, Adelaide Road, Dublin 2. Prudential International is a marketing name of Prudential International Assurance plc. Registration No. 209956. Telephone number + 353 1 476 5000. If the Company should become unable to meet its liabilities, the Financial Services Compensation Scheme will protect eligible policyholders habitually resident in the UK when their contract starts, with effect from 1 December 2001. This protection does not extend to externally-linked investments. Prudential International Assurance plc is authorised by the Central Bank of Ireland and is subject to limited regulation by the Financial Conduct Authority for UK business. Details on the extent of our regulation by the Financial Conduct Authority are available from us on request.