Our Service Explained

Retirement Spending

Destination Retirement
part of Just

Contents

Introduction

This document tells you about the features, costs and considerations of the Destination Retirement services related to withdrawing money from your retirement savings.

Please read it carefully before making any decisions.

Get in touch

If there's anything you don't understand, please contact us before you go any further. Our Savings Specialists are here to help you.

By phone 01737 233 062

By email contact@destinationretirement.co.uk

In writing Destination Retirement,
5th Floor,
The Ewart,
3 Bedford Square,
Belfast,
BT2 7EP

Opening times: 9am to 5pm, Monday to Friday

Please contact us if you'd like this document in a different format.

What is **Destination Retirement?**

Destination Retirement is a savings and retirement service. It helps bring together the things you could need to retire. This service is designed to bring you **financial tools, products and support** to help you save, and then enjoy your retirement savings when the time comes.

This document explains: **retirement income – spending in retirement**

Who is this document for and why is it important?

This document is for people who want to **take money from their retirement savings**. It gives you more detail about the services available to you when withdrawing your retirement savings with Destination Retirement.

Please read this alongside **Introducing Destination Retirement** (my.destinationretirement.co.uk/globalassets/service-explained/intro), which provides an overview of the entire service.

Who can use our service?

- To use Destination Retirement you must be at least 18 years old, a UK resident (and a UK resident for tax purposes), or a crown employee working overseas. US persons are not eligible.
- To take money from your pension you must be age 55 or over (rising to 57 in 2028).
- To use our Retirement Planner, you must be age 40 or over.

How can Destination Retirement help you take money from your retirement savings?

Destination Retirement helps you manage your retirement savings, investments and income one place.

- **Withdraw money** from your pension in a flexible way, as a one-off payment or a regular income.

- **Transfer pensions**, savings and investments you have with other providers so they're organised in one place.

- Withdraw money from your savings and investments in our **financial products**:
  - Self-Invested Personal Pension (SIPP)
  - Stocks & Shares Individual Savings Account (ISA)
  - General Investment Account (GIA).

- Choose from a range of straightforward **ready-made investment portfolios**
  - keep your retirement savings invested based on your financial goals, timescales and how you feel about investment risk.

- Manage your savings in a **flexible** way as your needs change
  - access your pension and other savings
  - change your investment choices.

- Speak with our Savings Specialists who can support you with any aspect of the service. This could include understanding your situation and options, product details, investment choices, the risks and your account transactions.

- Use our online **Retirement Planner** tool to help you consider your situation and prepare a plan for the future.

- Access **your account online** to see key information such as statement of the value of your assets.

- Get ongoing, regulated **financial advice** from our Retirement Income Advice service, if you prefer that instead of self-management.

Retirement Income Advice service, for **ongoing advice**

When you're ready to access your pension savings, you'll need to make some big decisions – some that you can't reverse. You may want to consider getting regulated financial advice.

We offer a Retirement Income Advice service that combines the efficiency of our Retirement Planner tool with human expertise, to bring you personalised recommendations.

The service allows you to create an income plan tailored to your unique needs (and your partner's, if you wish). We'll consider all your savings and sources of income and come up with a tax-efficient plan that ensures you don't run out of money.

You'll only pay for this service if you decide to go ahead with our recommendations.

Retirement Income Advice then provides you with an ongoing service. We handle all the admin and review your plan every year, or if your circumstances change.

The service offers 'restricted advice' – we'll only consider products and investment options provided through Destination Retirement.

We'll agree the scope and cost of the advice with you upfront so you can decide whether to proceed. Once the advice is provided, you decide if you wish to act on the recommendations.

We suggest you speak to one of our Savings Specialists if you're unsure about whether to use our Retirement Income Advice service. Or read on if you'd like to find out more about our self-managed service, including pension drawdown.

Find out more about our Retirement Income Advice service

(my.destinationretirement.co.uk/Services/retirement_income/retirement_income_advice/)

Destination Retirement – for non-advised retirement income

The rest of this document includes details of our **self-managed service**. It does not cover our Retirement Income Advice service. In our self-managed service you won't receive any financial advice or personal recommendations. You'll need to feel confident to manage your retirement income, with the support of our Savings Specialists.

Who provides the **self-managed service?**

Destination Retirement

Destination Retirement is a trading name of HUB Financial Solutions Ltd, which is part of Just Group. Just Group Plc is a FTSE 250 company which has been helping people have better later lives since 2004.

HUB Financial Solutions

At HUB Financial Solutions Ltd, we:

- design and operate the range of ready-made investment portfolios
- built and maintain the Retirement Planner
- have a team of UK-based Savings and Retirement Specialists to provide customers with 1:1 guidance and support
- support the administration of the products such as processing and managing transfers, investments and payments
- can offer regulated financial advice if our customers need it.

We're registered in England and Wales with company number 05125701. Our registered office is Enterprise House, Bancroft Road, Reigate, Surrey RH2 7RP. We're authorised and regulated by the Financial Conduct Authority. Our FCA firm reference number is 455713.

SS&C Hubwise Securities Ltd (Hubwise)

We've partnered with Hubwise who will look after your investments, providing and operating the investment platform that underpins your Stocks & Shares ISA, Self-Invested Personal Pension (SIPP), and General Investment Account.

Hubwise's role includes:

- providing secure online access to view your account
- acting as custodian – holding your money and investments safely in a way that meets the regulations.

Hubwise is owned by SS&C Technologies Holdings Inc – a global leader in financial technology with more than $2 trillion of assets under administration.

Hubwise is registered in England and Wales with company number 6071374. It's authorised and regulated by the Financial Conduct Authority. Its FCA firm reference number is 502619.

How we work together

We (HUB Financial Solutions Ltd) are responsible for looking after you as a customer, and the guidance or advice services. Hubwise focuses on the technical operation of the platform and safeguarding assets.

You'll only need to deal with us, as your agent, even though you'll also be a customer of Hubwise. You'll need to agree to terms and conditions from both HUB Financial Solutions Ltd and Hubwise.

Which **products and services** can you use?

Which products and services can you use to save, invest and manage your retirement income?

SIPP

Self-Invested Personal Pension (SIPP)

This is a type of personal pension that provides tax benefits. Any money you put in is boosted by the government, up to an annual limit. It's operated under His Majesty's Revenue & Customs (HMRC) regulations which allow you to save up to a maximum limit each tax year.

You can access your money once you're at least 55 years old (rising to age 57 from 6 April 2028).

When you reach your retirement age you have a number of options for your SIPP savings:

- **Tax-free lump sum/Early pension cash**

  You can usually take 25% or your pension savings as tax-free lump sum and continue to save in a tax-efficient way. There's a maximum amount you can take tax-free in your lifetime. This is called the 'lump sum allowance' and it's currently set at £268,275 for the 2025/26 tax year. If you applied to protect your allowance when the government change the rules, you may have a bigger lump sum allowance.

- **Cash lump sum**

  You can take the entire value of your investments as a cash lump sum, although keep in mind this could increase your tax bill.

- **Pension drawdown**

  Drawdown is a flexible way to access your pension savings in retirement. You can take money out as and when you need it. Your pension money stays invested, with the potential to grow in value while you draw an income from it. But keep in mind that poor investment performance could reduce your savings.

  Anyone in the UK over the age limit (55 years old, rising to age 57 from 6 April 2028), with a defined contribution pension, can opt for a pension drawdown account.

  Your drawdown withdrawals are subject to income tax, so it's important to consider your total income for the year, as large withdrawals could push you into a higher tax bracket.

  Drawdown is subject to the Money Purchase Annual Allowance (MPAA). Once you've taken taxable money out of your pension, you can only get pension tax relief on up to £10,000 per year of the money paid in.

- **Buying an annuity**

  You can convert all or some of your pension savings into a regular guaranteed income for life with an annuity.

See our **Retirement Guide** (my.destinationretirement.co.uk/globalassets/retirement-options/guide) for more information about your pension retirement income options.

Individual Savings Account (ISA)

This is a Stocks & Shares ISA, which is a savings account that allows you to save and invest money. You won't have to pay income or capital gains tax on any returns you may earn. It's operated under His Majesty's Revenue & Customs (HMRC) regulations which allow you to save up to a maximum limit each tax year.

This ISA is flexible. You can put money in and take it out without it impacting your annual ISA allowance, providing this is done within the same tax year.

ISA

General Investment Account (GIA)

This is in investment account. It doesn't provide any tax benefits like an ISA or SIPP, but it also doesn't come with some of the restrictions, like an upper investment limit. This could allow you to manage your assets in one place if you don't want to put money in a pension or ISA account, perhaps because you've used up your annual allowances.

Depending on your personal tax circumstances, you may be liable to pay income tax and/or capital gains tax arising from transactions within a GIA. For example, sales of funds, dividend income, or interest on cash.

There are no age restrictions on withdrawing money from an ISA or GIA account.

GIA

How can I see my account details?

Once your money has transferred, Hubwise will email you a link to access the online platform.

You'll be able to see transactions and communications for each account you have with us. It's important to log in regularly to check how your investments are doing. This helps you stay informed and make good decisions about your savings and income.

How do I close an account?

You can close your product account or transfer to a new provider at any time. The amount you'll receive will be based on the value of the assets sold at that point.

There may be tax implications depending on your circumstances. For example, if you sell funds within the GIA, you may have to pay capital gains tax (CGT). You may want to seek independent tax advice to make sure you understand the financial consequences.

If you die, any investment funds you hold will form part of your estate, and will be paid to your estate representative(s) provided we receive proof of their authority to act for the estate such as Probate or Letters of Administration.

How do I take **money out** of my savings?

With our self-managed service you can arrange ad hoc or regular withdrawals as you need, subject to each product's terms and conditions.

Remember there are implications of withdrawing money from each product, including tax implications. Please read the product's Key Features Document for further information.

Speak to our Savings Specialists to arrange to withdraw money.

Pension Wise for impartial guidance

Pension Wise is a UK government-run service that offers impartial guidance on turning your retirement savings into an income. You can **book an appointment** (moneyhelper.org.uk/en/pensions-and-retirement/pension-wise) to discuss your options for taking money from your pension.

Pension wise

Your money. Your choice.

Backed by HM Government

What **support** is available?

Self-managed pension drawdown, ISAs and GIAs

With Destination Retirement you can 'self-manage' your retirement income. It's possible to use it as a 'non-advised' service to take a one-off lump sum or a regular income. You'll need to be comfortable that the choices you make meet your needs before you apply, and agree to the terms and conditions.

Our Specialists can help you make your own decisions – see the next section on **Guidance**.

If you prefer, you can opt for our ongoing retirement income advice service. See Retirement Income Advice above.

Guidance from Savings and Retirement Specialists

Our Specialists are here to give you ongoing support, guiding you through decision-making processes and ensuring your retirement spending runs smoothly. They can answer any questions you have along your journey to retirement.

- All our Specialists are UK-based.
- You can make an appointment to speak to a Specialist or just call.
- Specialists are available on the phone, in a video call or by email.
- During a video call we can share screens if you'd like help with specific parts of Destination Retirement.
- Our Specialists won't be able to analyse your individual situation and make personalised recommendations, but they can help you understand your options and think things through.

Our Savings Specialists are available from 9am to 5pm, Monday to Friday to answer any questions you may have about retirement and our service.

How do I **transfer and set up** my account?

It's a straightforward process to transfer to Destination Retirement. Any ISAs or pensions you transfer keep their tax-efficient benefits. You can also transfer your general investment accounts, which means you can have all your retirement savings in one place.

To access our service, including the Retirement Planner, you'll need to set up a Destination Retirement account and transfer your retirement savings from your existing providers.

You can speak with one of our Savings Specialists to start this process. They'll explain more about our services and help you decide which is most appropriate.

We may ask for permission to contact your existing pension providers so we can check that you are not giving up any valuable pension benefits by transferring to us. See Consider what pension benefits you have to find out more about this.

Most transfers take around four weeks, depending on your existing providers and what you're transferring. It may take a little longer, so we'll stay in touch to keep you updated during this time.

What is the **Retirement Planner?**

The Retirement Planner is an online service that helps you see when you could retire and what lifestyle you could afford. It's there to help you think through your preferences and options. You can create a personal plan for your retirement based on the savings you have and the things you want to spend your money on.

How do I access the Retirement Planner?

Once your money has arrived in your account, we'll email you a link to register for the Retirement Planner. You'll be able to log in, add your details and start using the Planner. If you're already with us and you're having trouble accessing the Planner, contact our Savings Specialists for help.

You must be age 40 or over to use the Planner.

Early Pension Cash calculator

The Early Pension Cash calculator helps you understand your options for taking tax-free cash. You can see how much you could withdraw from your pensions and how much tax you might pay. You'll be able to access to this calculator once you've registered for our Retirement Planner.

Retirement planning information resources

We've put together videos and articles that are available alongside our Retirement Planner and on our website. There's a range of information to help you visualise your retirement lifestyle and plan your finances to support it.

What are the **fees?**

ISA, SIPP and GIA – self-managed

You'll **pay an ongoing annual charge that's up to 0.76%** of the value of savings you have in your accounts.

This is made up of:

- **Investment service fee** – 0.52% per year paid to us for providing ongoing support in relation to your investment portfolio.
- **Platform charge** – 0.13% per year paid to Hubwise for running the online services that hold your investments.
- **Fund charge** – up to 0.11% per year paid to the portfolio manager for the operation of each of the funds within your investment portfolio. This is charged by the fund provider and depends on which funds are selected.

If you invested the example amount in the left column, this gives you an idea of what you'd pay for one year.

Example investment	Investment service fee	Platform charge	Fund charge
	0.52%	**0.13%**	**Up to 0.11%**
£10,000	£52	£13	Up to £11
£50,000	£260	£65	Up to £55
£100,000	£520	£130	Up to £110

Investment and platform fees are calculated daily, based on the value of the accounts held within each product. The fees accumulate over a month and will be deducted from each product on the first working day of each month. As fees are based on the value of assets at the time of calculation, the actual amount deducted will go up and down over time.

Fees based on the value of your investments

We charge fees based on a percentage of the value of your investments. This means the amount you pay will go up or down as your investments change in value. The fund charge is taken from the value of the assets so it affects the performance of your investments, rather than being taken directly from the cash in your account.

The fees cover ongoing services such as monitoring your investments, research, auditing and expert guidance.

SIPP drawdown fee

When you want to take money out of your pension, either as tax-free cash or a taxable withdrawal, there's an annual drawdown fee of £150 (including VAT). Hubwise only charges this fee once in any 'drawdown year' – the 12-month period starting from the date you first withdraw money from your pension with Hubwise. You'll have to pay this fee again if you take money out in subsequent 'drawdown years'.

Ad hoc platform charges

Hubwise may charge additional fees. This normally happens when you need further actions to service your account and products. You can read more about this in the **Hubwise Terms and Conditions** (hubfinancialsolutions.co.uk/globalassets/destination-retirement/hubwise-ssandc-tsandcs.pdf).

More about fees

You can review the full breakdown of all fees, charges and costs for your self-managed product and investment portfolio choice by reviewing your personal 'Illustration of costs' document. We'll give this to you during the application process.

Hubwise will provide you with an updated illustration every year via the online platform.

We'll also give you access to a key investor information document (KIID) that's issued by the provider of each fund in your product. This will provide a detailed explanation of the fund's costs. You can link to each KIID from the investment portfolio factsheets on our website's **investment options page** (my.destinationretirement.co.uk/investment-options).

What are the **investment portfolio options?**

If you're ready to withdraw money from your pension, Destination Retirement offers a choice of six ready-made investment portfolios.

An investment portfolio is a collection of investments put together to achieve an objective. Each of these investment portfolios gives your savings the opportunity to grow in value.

You'll need to pick an investment portfolio for each product (you can choose the same one for each if you like). It's important you review your investment portfolio choice every so often, particularly when your circumstances change, to make sure it still meets your needs. You can change your investment portfolio choice at any time – just tell us and we'll arrange it.

You can find out about the aims, investment approach, risk levels, performance and fund mix of each investment portfolio in our **factsheets** (my.destinationretirement.co.uk/investment-options). You can also link to the key investor information documents (KIID) which give details of individual funds within the investment portfolios.

Investment risk / risk scale

Different types of investment have different levels of risk. For example, equities are considered higher risk than bonds or cash because they're likely to experience bigger fluctuations in their value.

Each of our investment portfolios balance investment growth with risk and likelihood of fluctuations in value. The greater the growth potential, the greater the risk / potential for ups and downs. These ups and downs are called 'volatility'.

You should also consider your timescales. If you're investing for the long term, you may be prepared to take on more risk / potential for ups and downs. See **What are the risks and other things to consider** below, or our **investment risks** page (my.destinationretirement.co.uk/investment-risk) to find out more.

As you get closer to retirement you may want reconsider your investment portfolio choice to reduce the risk level. If you need to use the money in the near future, the value of your investment may not have enough time to recover from any short-term losses.

Before making any investment decisions, please take time to carefully consider all the risks. As with any investment, your capital is at risk. This means that your investments may go down as well as up and you may get back less than you invest.

Your investment choices

We offer ready-made investment portfolios for you to choose from for your ISA, GIA or SIPP investments. You can either:

1. use pathways to help you choose an investment portfolio, based on your goals and timescales. See the next section for pathway options
2. choose an investment portfolio from the options shown below.

Pathways to help you choose

Our SIPP customers have the option of using investment pathways to help you choose an investment portfolio that best meets your needs. Each pathway guides you to one of our portfolios. We offer four pathway options based on what you want to do with your pension money over the next five years.

Option 1: Save it

I have no plans to touch my money in the next five years

- I don't need to spend this money yet.
- I'm aiming for investment growth over time.
- I can choose what to do with my pension money later.

This pathway leads to our **Balanced** portfolio. It aims for moderate growth, with a medium amount of fluctuation in value along the way.

Option 2: Take a guaranteed income (annuity)

I plan to use my money to set up a guaranteed income (annuity) within the next five years

- I want a certain level of income when I retire.
- I don't need flexibility over my ongoing payments when I start taking an income.
- I can choose an annuity when I'm ready.

This pathway leads to our **Fixed Income** portfolio. It aims for low to moderate growth, with a moderate amount of fluctuation in value, which is linked to interest rates.

Option 3: Take a flexible income

I plan to start taking my money as long-term income within the next five years

- I want flexibility over the income I take.
- I don't need the amount to be guaranteed.
- I'd like to aim for some investment growth.

This pathway leads to our **Balanced** portfolio. It aims for moderate growth, with a medium amount of fluctuation in value along the way.

Option 4: Withdraw it

I plan to take all my money within the next five years

- I want access to my funds.
- I can choose how much and when.
- I'm not aiming for investment growth.

This pathway leads to our **Money Market** portfolio. It aims to achieve low to modest growth, while delivering an income.

Investment portfolios

The investment portfolios available for those taking money from their pension are:

Cautious

The Cautious Portfolio aims for modest growth, with lower volatility. This means that while the value of your portfolio will be affected by market ups and downs, these will generally be smaller than if you invest in one of our higher risk-rated portfolios.

This investment portfolio could be right for you if:

- you want to grow your money modestly over the medium to long term (at least five years)
- you're more focused on limiting losses than making large gains.

Balanced

The Balanced Portfolio aims for moderate growth, with a medium level of volatility. This means the value of your portfolio could experience larger ups and downs than the Cautious Portfolio, but smaller fluctuations than a higher risk-rated portfolio.

This investment portfolio could be right for you if:

- you place equal importance on growing your money and managing potential losses over the medium to long term
- you're comfortable seeing ups and downs in the value of your investment in order to increase the potential for good investment returns.

Growth

The Growth Portfolio aims for a good level of growth, with a medium to high level of volatility. This means the value of your portfolio could experience larger ups and downs than the Cautious and Balanced Portfolios, but smaller fluctuations than the Adventurous Portfolio.

This investment portfolio could be right for you if:

- growing your money over the medium to long term is important
- you're willing to accept the potential for relatively large ups and downs in the value of your investment, if it means increasing the potential for good investment returns.

Adventurous

The Adventurous Portfolio aims for higher growth, but with the likelihood of higher volatility. This means the value of your portfolio could experience larger ups and downs than any of our other portfolios.

This investment portfolio could be right for you if:

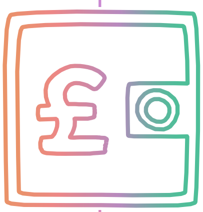
- growing your money over the medium to long term is your priority
- you're willing to accept the potential for large ups and downs in the value of your investment, if it means increasing the potential for high investment returns.

Money Market

The Money Market Portfolio aims to achieve low to modest growth, keeping the value of your savings stable. It includes investments such as short-term loans to trusted companies and banks.

This investment portfolio could be right for you if:

- you want to access your money in the next five years
- you're not aiming for investment growth.



Fixed Income

The Fixed Income Portfolio aims for low to moderate growth, with moderate volatility linked to interest rates. It invests in assets that aim to generate predictable income, typically through interest payments, such as UK Government bonds.

This investment portfolio could be right for you if:

- you want a certain level of income when you're ready to start taking it, and you don't need flexibility over these future ongoing payments.
- you want to choose an annuity for your retirement income.

More about investment portfolios

For a full description of these investment portfolios, their investment characteristics, factsheets and the risks you need to consider when making your choice, please visit **my investment options** (my.destinationretirement.co.uk/investment-options). We'll also send you the relevant investment portfolio factsheets, which have more information, as part of the application process.

The effect of inflation on cash

If you choose the Money Market Portfolio, more than half your money will be invested in cash-like investments, so the value of your savings could be eroded by inflation. The Consumer Price Index measured inflation at 3.6% as at June 2025. So if, for example, you had £10,000 that earned no interest for five years, it would only be worth around £8,300 in today's money.

If you plan to invest for the longer term, you should consider whether your investments will be likely to grow enough to meet your objectives if you choose this portfolio.

How do the investment portfolios work?

Once you've selected the investment portfolio for your SIPP, Stocks & Shares ISA and/or GIA, you don't need to make any further investment decisions.

If you wish to understand more about how the investment portfolios work, then please contact our Savings Specialists who will be able to help you.

What are the investment strategies of the funds within the investment portfolios?

The Money Market portfolio invests in cash-like investments such as short-term loans to trusted companies and banks.

The Fixed Income portfolio invests in assets such as bonds and UK government bonds. A bond is like a loan that is paid back to the investor with interest.

The Cautious, Balanced, Growth and Adventurous portfolios contain mostly passive funds. This means they invest in the assets that make up well known market indices, such as the FTSE All-Share, to align to the performance of those indices. These are not actively managed funds, meaning a fund manager does not actively select assets to achieve investment performance.

Given this, if you have specific investment criteria important to you, this service may not be right for you. For example, if you want to invest in funds which follow ethical, social and governance (ESG) standards.

What if I didn't choose an investment portfolio for my SIPP?

If you opened a SIPP without choosing an investment portfolio, your money will have been invested in the Balanced Portfolio.

We want to ensure you make an active and informed decision about how your pension is invested. This decision should align with your changing goals as you start to take money out of your savings. You'll need to select one of the investment portfolio or pathway options we've just outlined before we can set up your drawdown account.

What are the **risks and things to consider?**

It's important that you're aware of the risks and things to consider when taking money from your pension and retirement savings with Destination Retirement.

Investment risk

Investing in an ISA, GIA or SIPP comes with investment risk. This means that the value of your investments may go down as well as up and you may get back less than you invest. Before making any investment decisions, please take time to consider the risks carefully. You can find out more about this in our **investment risk** page (my.destinationretirement.co.uk/investment-risk).

UK government rules may change

The UK government sets the rules relating to SIPPs, Stocks & Shares ISAs and GIAs. This includes limits on money you can put in and tax benefits. These rules could change at any time which may mean the product no longer suits your needs.

Your investments will be 'out of market' when you transfer

When you transfer existing assets you hold with another provider, the assets will be sold so that the cash value can be transferred and added to your new Hubwise account. During this process your assets are 'out of the market' for a period. Your investments won't benefit from any market rises, or suffer the market falls over that period.

Check for transfer or exit charges, and loss of bonuses

You should also check with your provider about whether there will be any charges for processing this transfer, exit charges or loss of any bonuses that might be a feature of your existing product.

Consider what pension benefits you have

If you're considering a pension transfer, perhaps to bring your pensions together in one place, it's important to understand what safeguarded or valuable pension benefits you might lose if you decide to switch.

Safeguarded benefits are any benefits that include some form of guarantee about the rate of pension income that you (or whoever inherits your pension) will receive, or will have an option to receive. For example, you may have a workplace pension scheme policy with a guaranteed growth rate.

It's vital to check your paperwork or speak to your pension provider to understand what you're entitled to. We can, with your permission, request details of your valuable benefits from your current providers. We can only advise you on what to do if you ask us for financial advice.

Once you transfer, you probably won't be able to get these benefits back and you may not be able to return to your existing provider. When considering your decision to transfer, you may want to speak to a financial adviser.

See Retirement Income Advice service.

Introduction fees

We may pay a firm that introduces you to us, if you decide to go ahead with the service. Any payments we make for your introduction will not affect the charges you pay or the value of your investments. Our Savings Specialists can confirm how much this payment is on your transfer call, if you'd like to know.

If you'd like any more information about these arrangements, just ask our Savings Specialists.

Who regulates this service?

We're authorised and regulated by The Financial Conduct Authority (FCA) – an independent watchdog that regulates financial services in the UK. This includes companies that sell or give advice on retirement products.

We must meet certain standards set by the FCA. It can take action against us if we don't meet those standards. Our FCA register number is 455713. You can check this on the FCA's register at **register.fca.org.uk/s/** or by phoning the FCA on 0800 111 6768.

How is my money protected?

We, and Hubwise who holds the funds, are covered by the Financial Services Compensation Scheme (FSCS), which protects customers against financial services firms that have failed.

You may be entitled to compensation from the scheme if we can't meet our obligations. This depends on the type of business and the circumstances of the claim. Most types of investment businesses are covered up to a maximum limit of £85,000 per each regulated firm.

As well as this, products or funds you invest in may also be covered by the FSCS scheme if they are provided by UK regulated product provider other than Hubwise.

If you have an 'insurance-based' pension contract with another pension provider, your FSCS cover with this provider may be 100%, rather than capped at £85,000. So if you transfer from an 'insurance based' pension to our plan, you may reduce the amount of protection you have under the FSCS. You should check with your pension provider if you're unsure.

The FSCS doesn't cover claims for poor investment performance as the nature of investment means their value can go down as well as up.

Please read the **Hubwise Terms and Conditions** (hubfinancialsolutions.co.uk/globalassets/destination-retirement/hubwise-ssandc-tsandcs.pdf) about how they protect client money and assets. You can also visit **fscs.org** for more information about the FSCS.

What if I have a **complaint?**

We understand that sometimes things don't go as planned and we're keen to put them right quickly. That's why we value your feedback and treat all complaints seriously.

If you wish to register a complaint, whether it's related to our services or Hubwise's services, please contact us first so we can support your needs:

By phone	01737 233 062
By email	**contact@destinationretirement.co.uk**
In writing	HUB Financial Solutions Limited, 5th Floor, The Ewart, 3 Bedford Square, Belfast, BT2 7EP

We'll review your complaint against with the FCA rules. You can contact us to request a copy of our complaints policy. We'll include a copy when we acknowledge any complaint raised.

You can complain directly to Hubwise about the platform or their products.

You can either email to **HW-Complaints@sscinc.com** or write to: Hubwise Securities Limited, Waverley Court, Wiltell Road, Lichfield, Staffordshire, WS14 9ET. You can request a copy of the Hubwise complaints policy via **HW-Complaints@sscinc.com**.

If you can't settle your complaint with us or Hubwise, you may be entitled to refer it to the **Financial Ombudsman Service** (financial-ombudsman.org.uk) which is a free and independent service.

Useful **documents**

We have other documents for you to read alongside this one for more information:

- **Introducing Destination Retirement**
  (my.destinationretirement.co.uk/globalassets/service-explained/intro)
- **Destination Retirement Terms and Conditions**
  (my.destinationretirement.co.uk/TsandCs)
- **Investment portfolio factsheets** – information on investments, objectives and performance, links to key investor information documents
  (my.destinationretirement.co.uk/investment-options)
- **Use of your information** – how we comply with data protection law
  (my.destinationretirement.co.uk/privacy-policy)
- **Best execution policy** – how we handle your investment instructions
  (my.destinationretirement.co.uk/best-execution-policy)

Product specific documents

SS&C Hubwise provides the investment platform that underpins your accounts. Each product has a key features document (KFD) which explains how the product works. If you decide to apply, it's important you review and understand the relevant KFD. We'll give you a copy as part of the application process.

- **Self-Invested Personal Pension (SIPP)**
  (hubfinancialsolutions.co.uk/globalassets/destination-retirement/hubwise-sipp-kfd.pdf)
- **Individual Savings Account (ISA)**
  (hubfinancialsolutions.co.uk/globalassets/destination-retirement/hubwise-isa-kfd.pdf)
- **General Investment Account (GIA)**
  (hubfinancialsolutions.co.uk/globalassets/destination-retirement/hubwise-gia-kfd.pdf)
- **SS&C Hubwise Terms and Conditions**
  (hubfinancialsolutions.co.uk/globalassets/destination-retirement/hubwise-ssandc-tsandcs.pdf).

How do I get in contact?

By phone	01737 233 062
By email	**contact@destinationretirement.co.uk**
In writing	Destination Retirement, 5th Floor, The Ewart, 3 Bedford Square, Belfast, BT2 7EP

Opening times: 9am to 5pm, Monday to Friday