

Key Features of the Savings & Investment Plan - Options

The Financial Conduct Authority is a financial services regulator. It requires us, Forester Life, to give you this important information to help you decide whether our Savings & Investment Plan - Options is right for you. You should read this document carefully so that you understand what you are buying, and then keep it safe for future reference.

Key Features

Its Aims

- To provide a straightforward, low-cost way for you to build up regular savings and/or single contributions.
- To give you easy access to your savings and investments.
 To achieve medium to long-term capital growth in funds which invest in a spread of stocks and shares.

Your Commitment

- You should aim to save a regular amount each month and/or invest single contributions.
- Regular contributions will increase automatically each year to keep pace with inflation.
- Your Savings & Investment Plan Options has no specific term however you should aim to invest for at least five years.

Risk Factors

- The value of your Plan may fluctuate as the value of the investments in the funds can go down as well as up. You may get back less than you have invested.
- If you do not maintain your savings you may not meet your investment targets.
- If you are a higher rate taxpayer or are close to becoming one when you make a withdrawal or cash-in your Plan, you may be liable to tax on the amount you receive.

Your questions answered

What is the Savings & Investment Plan - Options?

 The Savings & Investment Plan - Options offers a flexible and simple way to invest in stocks and shares, whatever your budget. The funds aim to achieve medium to long-term growth. You can invest any amount from £20. There is no maximum savings limit.

Where is the Savings & Investment Plan - Options invested?

- The Savings & Investment Plan Options has the option to invest/or partially invest in the following funds:
 - Forester Stakeholder (Schroders) Managed Fund 2
 - Henderson Cautious Managed Fund 2
 - Henderson European Selected Opportunities Fund 2
 - Henderson US Growth Fund 2
 - Henderson Global Care Growth Fund 2
 - Insight Investment UK Government All Maturities Bond Fund 2
 - Invesco Perpetual Income Fund 2
 - Invesco Perpetual Managed Growth Fund 2
 - Invesco Perpetual UK Smaller Companies Equity Fund 2

What are the investment objectives of the funds?

- The Foresters Stakeholder (Schroders) Managed 2 Fund has been specifically designed with a range of outcomes in mind. A conservative fund strategy is followed with growth targeted by an active approach to managing investment risk, whilst protection against inflation is also taken account.
- The Henderson Cautious Managed Fund 2 aims to achieve a combination of income and growth over the long term. In choosing investments, the investment manager looks for bonds and equities that offer good income and that appear to have greater potential to rise in price over the long-term than is reflected in current market prices.
- The Henderson European Selected Opportunities Fund 2 aims to achieve a long-term return that is above the average return expected from an investment in European shares.
- The Henderson US Growth Fund 2 aims to achieve a longterm return that is above the average return expected from an investment in US shares.
- The Henderson Global Care Growth Fund 2 aims to grow your child's investment over the long term as well as achieve an increasing level of income.
- The Insight Investment UK Government All Maturities Bond Fund 2 aims to generate a total return, comprising both income and capital growth, by investing principally in sterling-based bonds issued by the UK government. The Fund's benchmark is FTSE-A All Stocks Index.



- The Invesco Perpetual Income Fund 2 aims to achieve a reasonable level of income together with capital growth. The fund invests primarily in shares of UK companies but may include some international and unlisted investments.
- The Invesco Perpetual Managed Growth Fund 2 aims to achieve capital growth by investing primarily in collective investment schemes, which invest in shares of companies and fixed interest securities globally. The fund will also invest directly in shares of US companies.
- The Invesco Perpetual UK Smaller Companies Equity Fund 2 aims to achieve capital growth by investing primarily in shares of UK smaller companies.

What are the investment risks of the funds?

- Foresters Stakeholder (Schroders) Managed 2 Fund has a medium-low risk profile. Stakeholder rules mean the fund is managed in a risk-controlled manner, with savings balanced between stocks and shares and fixed interest holdings.
- The Henderson Cautious Managed Fund has a medium risk profile. The Fund is subject to medium-term volatility. It invests in a mix of different asset classes and is sensitive to fluctuations in exchange rates.
- The Henderson European Selected Opportunities Fund 2 has a high risk profile. The fund is subject to medium-term volatility. It also focuses on a single region and invests in shares, which, as a category, are more volatile than either bonds or money market instruments. This fund is designed to be used only as one component in several in a diversified investment portfolio. You should consider carefully the proportion of your savings invested into this fund.
- The Henderson US Growth Fund 2 has a high risk profile. The fund is subject to medium-term volatility. It also focuses on a single country and invests in shares, which, as a category, are more volatile than either bonds or money market instruments. This fund is designed to be used only as one component in several in a diversified investment portfolio. You should consider carefully the proportion of your savings invested into this fund.
- The Henderson Global Care Growth Fund 2 has a mediumhigh risk profile. The fund is subject to medium-term volatility. The fund also invests in shares, which, as a category are more volatile than either bonds or money market instruments. The fund's social screens eliminate many potential investments and the fund is sensitive to fluctuations in exchange rates. This fund is designed to be used only as one component in several in a diversified investment portfolio. You should consider carefully the proportion of your savings invested into this fund.
- The Insight Investment UK Government All Maturities Bond Fund 2 has a medium-high risk profile. This is because the fund invests in bonds, which tend to be more volatile than cash but less volatile than shares.
- The Invesco Perpetual Income Fund 2 has a medium-high risk profile. This is because its investments have experienced significant rises and falls historically.
- The Invesco Perpetual Managed Growth Fund 2 has a medium-high risk profile. This is because its investments have experienced significant rises and falls historically.
- The Invesco Perpetual UK Smaller Companies Equity Fund 2 has a medium-high risk profile. This is because its investments have experienced significant rises and falls historically.

How can contributions be paid?

- Single contributions can be made by cheque, debit card or direct from your bank (direct credit).
- Regular contributions are collected by direct debit or standing order.

Can monthly contributions be increased?

- Each year we will automatically increase the amounts of your regular contributions to help the Plan keep pace with inflation. There is a minimum increase of 2.5% each year which will provide a boost to the Plan when inflation is low.
- Additional increases can be made at any time subject to a minimum of £5 per month for monthly contributions and £20 for single contributions.
- If you are paying a regular contribution and wish to stop automatic increases your contribution you should tell us at least 14 days before the increase is due.

Can contributions be reduced or stopped?

Yes. If you need to you can stop your regular contributions at any time. You can also reduce the amount you save.

How will I keep track of the value of the Plan?

- Every year we will send you a statement showing the value of your Plan.
- The statement will include the value of your Plan and the amount of all regular and single contributions made since the previous statement date.
- You can check unit prices at any time by visiting foresters.com or, online at myplans.foresters.co.uk if you have a My Plans account. You should monitor the value of your Plan and the level of your contributions to ensure that it is sufficient to meet your goals.

What if I need to get to my savings or investment or cancel my Plan?

• You should view your Plan as a medium to long-term investment scheme. However, there is no set term so you can withdraw part or all of your savings or investment when you need to.

Can I take regular withdrawals from my Savings & Investment Plan - Options?

- If you invest a single contribution we can arrange for you to take regular or part withdrawals. These can be paid on a quarterly, half-yearly or yearly basis.
- If you make withdrawals that exceed the growth of your investment your capital will be eroded.

Will the benefits of my Savings & Investment Plan - Options be taxed?

- Forester Life is liable to tax on the income and growth of the fund linked to the Savings & Investment Plan - Options. Although non-taxpayers are unable to reclaim this tax, the majority of investors will have no further tax liability. However, for higher rate, additional rate and some basic rate taxpayers, there may be further tax to pay, in the event of the Chargeable Gain.
- You are allowed to make a partial encashment (withdrawal) of 5% of your original investment each year (for up to

20 years) without any immediate liability to tax and any unused 5% allowances can be carried forward to future years. However, there may be liability to tax if your partial encashment is in excess of these allowances.

- In order to help minimise any personal tax liability, your Savings & Investment Plan - Options will be issued as 1,000 identical Plans. For any partial encashments you make, we will firstly utilise your unused 5% allowances and then, if necessary, fully encash some of your 1,000 Plans. When you only have one of the 1,000 Plans remaining, a partial encashement will be done as a withdrawal from the last Plan.
- A partial or full encashment might affect your personal tax allowance, the additional personal tax allowance for those aged 65 and over, and the married couples allowance for those aged 75 and over. A factsheet, entitled *"Will my Plan be taxed"* is available from Customer Services on request.
- Tax treatment depends on the individual circumstances of each investor and may be subject to change in the future.

How do savings affect Social Security benefits?

• You can normally have savings of up to £6,000 without affecting your entitlement to social security benefits.

What are the charges?

• The amount you are charged will depend on the funds in which you are invested in and detailed in the table below:

| Fund Name | Annual Charges |
|--|-------------------|
| Foresters Stakeholder (Schroders) Managed 2 Fund | 1.5% |
| Henderson Cautious Managed Fund 2 | 1.335% |
| Henderson European Selected Opportunities Fund 2 | 1.59% |
| Henderson US Growth Fund 2 | 1.59% |
| Henderson Global Care Growth Fund 2 | 1.59% |
| Insight Investment UK Government All Maturities Bond Fund 2 | 1.06% |
| Invesco Perpetual Income Fund 2 | 1.66% |
| Invesco Perpetual Managed Growth Fund 2 | 1.82% |
| Invesco Perpetual UK Smaller Companies Equity Fund 2 | 1.67% |

• With the exception of the Foresters Stakeholder (Schroders) Managed 2 Fund, charges may vary in the future.

What might I get back from my Plan?

The illustrations below give estimated fund values so you could see what could be available in the future. The table indicates what monthly or single contributions could be worth in years to come, assuming an annual investment growth rate of 5%. Automatic increases in monthly payments of 2.5% per annum to keep pace with inflation are also assumed.

| What you might get back after 20 Years | | | | | | | | |
|---|-----------|-------------|-----------|---------------------------------------|----------|----------|--|--|
| | Single co | onbritution | of £1,000 | Regular contribution of £100 month | | | | |
| Fund names | 5 years | 10 years | 15 years | 5 years | 10 years | 15 years | | |
| Foresters Stakeholder (Schroders) Managed Fund 2 | £1,150 | £1,330 | £1,540 | £6,780 | £15,500 | £26,600 | | |
| Henderson Cautious Managed Fund 2 | £1,160 | £1,350 | £1,580 | £6,810 | £15,600 | £26,900 | | |
| Henderson European Selected Opportunities Fund 2 | £1,150 | £1,320 | £1,520 | £6,760 | £15,400 | £26,400 | | |
| Henderson US Growth Fund 2 | £1,150 | £1,320 | £1,520 | £6,760 | £15,400 | £26,400 | | |
| Henderson Global Care Growth Fund 2 | £1,150 | £1,320 | £1,520 | £6,760 | £15,400 | £26,400 | | |
| Insight Investment UK Government All Maturities Bond Fund 2 | £1,180 | £1,390 | £1,640 | £6,860 | £15,800 | £27,500 | | |
| Invesco Perpetual Income Fund 2 | £1,140 | £1,310 | £1,500 | £6,750 | £15,300 | £26,200 | | |
| Invesco Perpetual Managed Growth Fund 2 | £1,130 | £1,290 | £1,460 | £6,720 | £15,200 | £25,900 | | |
| Invesco Perpetual UK Smaller Companies Equity Fund 2 | £1,140 | £1,310 | £1,500 | £6,750 | £15,300 | £26,200 | | |

Effect of deduction of charges

The below tables show how the charges will affect a Savings & Investment Plan - Options over 15 years, based on an assumed growth rate of 5%. They also assume automatic increases of 2.5% in respect of regular contributions.

The purpose of the tables is to show the effect of charges and expenses on the investment rather than to give an indication of what you might get back. These figures are not guaranteed - the value of the Savings ϑ Investment Plan - Options could be more or less than this.

| | Foresters Sta | Foresters Stakeholder (Schroders) Managed Fund 2 | | | | | | | |
|-------------------------------------|-----------------------|--|------------|-----------------------|-------------------------|-------------|--|--|--|
| | Sing | gle Contribution | of £1,000 | Regular Co | ontributions of f | 100 a month | | | |
| Number of years in investment | Investment to date | Effect of Deductions | Fund Value | Investment to date | Effect of Deductions | Fund Value | | | |
| 1 year | £1,000.00 | £15.60 | £1,020 | £1,200 | £10.10 | £1,210 | | | |
| 2 years | £1,000.00 | £32.50 | £1,050 | £2,430 | £40 | £2,500 | | | |
| 3 years | £1,000.00 | £50.50 | £1,090 | £3,690 | £91.70 | £3,850 | | | |
| 4 years | £1,000.00 | £69.90 | £1,120 | £4,980 | £167 | £5,280 | | | |
| 5 years | £1,000.00 | £90.70 | £1,150 | £6,300 | £268 | £6,780 | | | |
| 10 years | £1,000.00 | £217 | £1,330 | £13,400 | £1,250 | £15,500 | | | |
| 15 years | £1,000.00 | £392 | £1,540 | £21,500 | £3,310 | £26,600 | | | |

The last line of the table above shows the effect of the total charges and expenses over 15 years. This would have the effect of bringing investment growth from 5% a year down to 3.4% a year.

| | Henderson | Henderson Cautious Managed Fund 2 | | | | | | |
|-------------------------------------|-----------|-----------------------------------|------------|-----------------------|-------------------------|-------------|--|--|
| | Sin | gle Contribution | of £1,000 | Regular C | ontributions of f | 100 a month | | |
| Number of years in investment | | Effect of Deductions | Fund Value | Investment to date | Effect of Deductions | Fund Value | | |
| 1 year | £1,000.00 | £13.90 | £1,030 | £1,200 | £9 | £1,220 | | |
| 2 years | £1,000.00 | £28.90 | £1,060 | £2,430 | £35.60 | £2,500 | | |
| 3 years | £1,000.00 | £45 | £1,090 | £3,690 | £81.70 | £3,860 | | |
| 4 years | £1,000.00 | £62.40 | £1,130 | £4,980 | £149 | £5,300 | | |
| 5 years | £1,000.00 | £80.90 | £1,160 | £6,300 | £239 | £6,810 | | |
| 10 years | £1,000.00 | £195 | £1,350 | £13,400 | £1,120 | £15,600 | | |
| 15 years | £1,000.00 | £353 | £1,580 | £21,500 | £2,970 | £26,900 | | |

The last line of the table above shows the effect of the total charges and expenses over 15 years. This would have the effect of bringing investment growth from 5% a year down to 3.6% a year.

| | Henderson I | Henderson European Selected Opportunities Fund 2 | | | | | | | |
|-------------------------------------|-----------------------|--|------------|-----------------------|-------------------------|-------------|--|--|--|
| | Sing | gle Contribution | of £1,000 | Regular Co | ontributions of £ | 100 a month | | | |
| Number of years in investment | Investment to date | Effect of Deductions | Fund Value | Investment to date | Effect of Deductions | Fund Value | | | |
| 1 year | £1,000.00 | £16.60 | £1,020 | £1,200 | £10.70 | £1,210 | | | |
| 2 years | £1,000.00 | £34.40 | £1,050 | £2,430 | £42.40 | £2,500 | | | |
| 3 years | £1,000.00 | £53.50 | £1,080 | £3,690 | £97.10 | £3,850 | | | |
| 4 years | £1,000.00 | £74.00 | £1,110 | £4,980 | £177 | £5,270 | | | |
| 5 years | £1,000.00 | £95.90 | £1,150 | £6,300 | £284 | £6,760 | | | |
| 10 years | £1,000.00 | £229 | £1,320 | £13,400 | £1,320 | £15,400 | | | |
| 15 years | £1,000.00 | £413 | £1,520 | £21,500 | £3,490 | £26,400 | | | |

The last line of the table above shows the effect of the total charges and expenses over 15 years. This would have the effect of bringing investment growth from 5% a year down to 3.3% a year.

| | Henderson l | Henderson US Growth Fund 2 | | | | | | | |
|-------------------------------------|-----------------------|----------------------------|------------|-----------------------|-------------------------|-------------|--|--|--|
| | Sing | gle Contribution | of £1,000 | Regular Co | ontributions of £ | 100 a month | | | |
| Number of years in investment | Investment to date | Effect of Deductions | Fund Value | Investment to date | Effect of Deductions | Fund Value | | | |
| 1 year | £1,000.00 | £16.60 | £1,020 | £1,200 | £10.70 | £1,210 | | | |
| 2 years | £1,000.00 | £34.40 | £1,050 | £2,430 | £42.40 | £2,500 | | | |
| 3 years | £1,000.00 | £53.50 | £1,080 | £3,690 | £97.10 | £3,850 | | | |
| 4 years | £1,000.00 | £74.00 | £1,110 | £4,980 | £177 | £5,270 | | | |
| 5 years | £1,000.00 | £95.90 | £1,150 | £6,300 | £284 | £6,760 | | | |
| 10 years | £1,000.00 | £229 | £1,320 | £13,400 | £1,320 | £15,400 | | | |
| 15 years | £1,000.00 | £413 | £1,520 | £21,500 | £3,490 | £26,400 | | | |

The last line of the table above shows the effect of the total charges and expenses over 15 years. This would have the effect of bringing investment growth from 5% a year down to 3.3% a year.

| | Sing | gle Contribution | of £1,000 | Regular Co | ontributions of £ | 100 a month |
|-------------------------------------|---------------------------|------------------|------------|-----------------------|-------------------------|-------------|
| Number of years in investment | ars in to date Deductions | | Fund Value | Investment to date | Effect of Deductions | Fund Value |
| 1 year | £1,000.00 | £16.60 | £1,020 | £1,200 | £10.70 | £1,210 |
| 2 years | £1,000.00 | £34.40 | £1,050 | £2,430 | £42.40 | £2,500 |
| 3 years | £1,000.00 | £53.50 | £1,080 | £3,690 | £97.10 | £3,850 |
| 4 years | £1,000.00 | £74.00 | £1,110 | £4,980 | £177 | £5,270 |
| 5 years | £1,000.00 | £95.90 | £1,150 | £6,300 | £284 | £6,760 |
| 10 years | £1,000.00 | £229 | £1,320 | £13,400 | £1,320 | £15,400 |
| 15 years | £1,000.00 | £413 | £1,520 | £21,500 | £3,490 | £26,400 |
| | | | | | | |

Henderson Global Care Growth Fund 2

The last line of the table above shows the effect of the total charges and expenses over 15 years. This would have the effect of bringing investment growth from 5% a year down to 3.3% a year.

| | Insight Inves | Insight Investment UK Government All Maturities Bond Fund 2 | | | | | |
|-------------------------------------|-----------------------|---|------------|-----------------------|-------------------------|-------------|--|
| | Sing | le Contribution | of £1,000 | Regular Co | ontributions of £ | 100 a month | |
| Number of years in investment | Investment to date | Effect of Deductions | Fund Value | Investment to date | Effect of Deductions | Fund Value | |
| 1 year | £1,000.00 | £11 | £1,030 | £1,200 | £7.14 | £1,220 | |
| 2 years | £1,000.00 | £23 | £1,060 | £2,430 | £28.20 | £2,510 | |
| 3 years | £1,000.00 | £35.90 | £1,100 | £3,690 | £64.90 | £3,880 | |
| 4 years | £1,000.00 | £49.70 | £1,140 | £4,980 | £118 | £5,330 | |
| 5 years | £1,000.00 | £64.60 | £1,180 | £6,300 | £190 | £6,860 | |
| 10 years | £1,000.00 | £156 | £1,390 | £13,400 | £897 | £15,800 | |
| 15 years | £1,000.00 | £285 | £1,640 | £21,500 | £2,380 | £27,500 | |

The last line of the table above shows the effect of the total charges and expenses over 15 years. This would have the effect of bringing investment growth from 5% a year down to 3.9% a year.

| | Invesco Perp | Invesco Perpetual Income Fund 2 | | | | | | | |
|-------------------------------------|-----------------------|---------------------------------|------------|-----------------------|-------------------------|-------------|--|--|--|
| | Sing | gle Contribution | of £1,000 | Regular Co | ontributions of £ | 100 a month | | | |
| Number of years in investment | Investment to date | Effect of Deductions | Fund Value | Investment to date | Effect of Deductions | Fund Value | | | |
| 1 year | £1,000.00 | £17.30 | £1,020 | £1,200 | £11.10 | £1,210 | | | |
| 2 years | £1,000.00 | £35.90 | £1,050 | £2,430 | £44.30 | £2,500 | | | |
| 3 years | £1,000.00 | £55.80 | £1,080 | £3,690 | £101 | £3,840 | | | |
| 4 years | £1,000.00 | £77.20 | £1,110 | £4,980 | £184 | £5,260 | | | |
| 5 years | £1,000.00 | £100 | £1,140 | £6,300 | £296 | £6,750 | | | |
| 10 years | £1,000.00 | £239 | £1,310 | £13,400 | £1,380 | £15,300 | | | |
| 15 years | £1,000.00 | £429 | £1,500 | £21,500 | £3,640 | £26,200 | | | |

The last line of the table above shows the effect of the total charges and expenses over 15 years. This would have the effect of bringing investment growth from 5% a year down to 3.3% a year.

| | Invesco Perp | Invesco Perpetual Managed Growth Fund 2 | | | | | | | |
|-------------------------------------|-----------------------|---|------------|-----------------------|-------------------------|-------------|--|--|--|
| | Sing | gle Contribution | of £1,000 | Regular Co | ontributions of £ | 100 a month | | | |
| Number of years in investment | Investment to date | Effect of Deductions | Fund Value | Investment to date | Effect of Deductions | Fund Value | | | |
| 1 year | £1,000.00 | £19 | £1,020 | £1,200 | £12.20 | £1,210 | | | |
| 2 years | £1,000.00 | £39.30 | £1,050 | £2,430 | £48.50 | £2,490 | | | |
| 3 years | £1,000.00 | £61.10 | £1,070 | £3,690 | £111 | £3,830 | | | |
| 4 years | £1,000.00 | £84.40 | £1,100 | £4,980 | £202 | £5,240 | | | |
| 5 years | £1,000.00 | £109 | £1,130 | £6,300 | £324 | £6,720 | | | |
| 10 years | £1,000.00 | £260 | £1,290 | £13,400 | £1,500 | £15,200 | | | |
| 15 years | £1,000.00 | £466 | £1,460 | £21,500 | £3,960 | £25,900 | | | |

The last line of the table above shows the effect of the total charges and expenses over 15 years. This would have the effect of bringing investment growth from 5% a year down to 3.1% a year.

| | Invesco Perp | Invesco Perpetual UK Smaller Companies Equity Fund 2 | | | | | | | |
|-------------------------------------|-----------------------|--|------------|-----------------------|-------------------------|-------------|--|--|--|
| | Sing | gle Contribution | of £1,000 | Regular Co | ontributions of £ | 100 a month | | | |
| Number of years in investment | Investment to date | Effect of Deductions | Fund Value | Investment to date | Effect of Deductions | Fund Value | | | |
| 1 year | £1,000.00 | £17.40 | £1,020 | £1,200 | £11.20 | £1,210 | | | |
| 2 years | £1,000.00 | £36.10 | £1,050 | £2,430 | £44.50 | £2,490 | | | |
| 3 years | £1,000.00 | £56.20 | £1,080 | £3,690 | £102 | £3,840 | | | |
| 4 years | £1,000.00 | £77.60 | £1,110 | £4,980 | £185 | £5,260 | | | |
| 5 years | £1,000.00 | £100 | £1,140 | £6,300 | £298 | £6,750 | | | |
| 10 years | £1,000.00 | £240 | £1,310 | £11,400 | £1,380 | £15,300 | | | |
| 15 years | £1,000.00 | £432 | £1,500 | £21,500 | £3,660 | £26,200 | | | |

The last line of the table above shows the effect of the total charges and expenses over 15 years. This would have the effect of bringing investment growth from 5% a year down to 3.2% a year.

Additional information

What happens if I die during the term of my Plan?

• If you die during the term of your Plan we will pay out 101% of the value of your units to your legal personal representatives.

What law is the Plan subject to?

- All Plans are subject to the law of England and Wales.
- We will always communicate with you using the English language.
- Information is based on our current understanding of legislation and tax practice as at April 2018, which may change in the future.

Using your Personal Information

We are committed to ensuring your privacy and personal information is protected. This notice explains the information we may hold, how we obtain it and for what purposes, who we share it with and why, and the rights you have in respect to your information. This is further explained in more detail in our Privacy Policy.

What we collect

Personal information is information that identifies you, is about you and is provided through your dealings with us. It includes your name, address, contact details, date of birth and Forester Life Plan details. In addition we hold information that we use to manage our relationship with you (contact, complaints and financial information) and information about how you interact with our website.

In certain circumstances we may request and receive sensitive personal information about you.

How we use your information

The information you provide to Forester Life will be used for the following purposes:

- for setting up and administering Forester Life Plans;
- · for communicating with and keeping customers informed;
- for maintaining a record of complaints;
- for research and analysis;
- for marketing of our products and services; and
- for compliance monitoring and crime prevention.

Sharing your information

We share your information with our service providers, identity verification services such as credit reference agencies, and other parts of the Foresters organisation. We will not disclose any of your information to any other body or organisation except to prevent crime or if required by regulations or any law enforcement organisation.

Retaining your information

We will retain your information for as long as you are a Forester Life Planholder, and in accordance with our data retention guidelines and legal and regulatory obligations.

Your rights and your information

Your rights in relation to your information are set out in our Privacy Policy. This is available on our website **foresters.com** or by request from Customer Services on 0333 600 0333.

The policy provides more detailed information on how to view, correct, withdraw or otherwise change the way we use your personal information.

Making a complaint

If we have been unable to satisfy your concerns regarding any aspect of the processing or handling of your information you can contact the Information Commissioners Office on:

- Telephone helpline: 0303 123 1113
- Email: visit www.ico.org.uk/global/contact-us/email/
- Post: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

What if I am unhappy with the service I receive?

- We take the concerns of our customers very seriously. If you are unhappy with any aspect of the service provided by us, please write to the Customer Relations Officer at Foresters House, 2 Cromwell Avenue, Bromley, BR2 9BF.
- If we do not deal with your complaint to your satisfaction, you can write to the Financial Ombudsman Service (FOS), Exchange Tower, London, E14 9SR (telephone 0300 123 9123, email complaint.info@financial-ombudsman. org.uk or visit www.financial-ombudsman.org.uk).
- You can view Forester Life customer complaints procedure at foresters.com or phone 0333 600 0333 for a copy.

Are we covered by the Financial Services Compensation Scheme (FSCS)?

- Yes. This means that you may be entitled to compensation from the FSCS in the unlikely event that we cannot meet our obligations.
- Compensation depends on the type of business and the circumstances of the claim.
- Further information about compensation scheme arrangements is available from the FSCS at fscs.org.uk or by phone on 0800 678 1100.

Where can I find out more?

• Full details are set out in the Terms and Conditions which are provided with the Plan Document. A specimen copy is available with this Key Features document.

How to contact us

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