



HILBERT
Investment Solutions

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Retirement Protect 90 Pension Plan

Key Features Document



Retirement Protect 90 Pension Plan

Key Features Document

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This Key Features document shows you the main points about the **Retirement Protect 90** Pension Plan.

Please read it carefully and keep it with the **Retirement Protect 90** Pension Plan documents.

This product is offered by **Hilbert Investment Solutions**. Quai Investment Services Limited is the Product Provider for the **Retirement Protect 90** Pension Plan.

This document provides an overview of all the things you need to know to get started, and the facts you need to determine whether this product is right for you.

If you are unsure whether this product, its features, investment options and charges are right for you then you should take appropriate financial advice. Neither Quai Investment Services Limited nor **Hilbert Investment Solutions** is authorised to give your financial or investment advice.

This Key Features document is issued by Quai Investment Services Limited who is the product provider of the **Retirement Protect 90** Pension Plan. Quai Investment Services Limited is registered in England with number 09919243. The registered office for Quai Investment Services Limited is 16 Tesla Court, Innovation Way, Peterborough, PE2 6FL. Quai Investment Services Limited is authorised and regulated by the Financial Conduct Authority - Firm Reference Number 922590. The Trustee of the Personal Pension is Quai Trustees Limited.

Hilbert Investment Solutions Limited is registered in England with the companies' house number 08956837. Hilbert Investment Solutions Limited is authorised and regulated by the Financial Conduct Authority, No. 698380. Hilbert Investment Solutions Limited business office address is 27 Clements Lane, London, EC4N 7AE.

Retirement Protect 90 Pension Plan

Key Features Document

Introduction

This document explains the key features of the Retirement Protect 90 Pension Plan.

The **Retirement Protect 90** Pension Plan is made up of two parts: the pension scheme provided in partnership with the pension scheme operator, Quai Investment Services Limited, and an underlying Pension Investment Account operated by **Hilbert Investment Solutions Limited** through which you can make contributions, buy and sell investments, monitor your account activity and value, and make withdrawals in line with HMRC regulations.

What is the purpose of this document?

The Financial Conduct Authority is the independent financial services regulator. It requires us, Quai Investment Services Limited, to give you this important information to help you to decide whether this product 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.

About the Retirement Protect 90 Pension Plan

The **Retirement Protect 90** Pension Plan is a self-invested personal pension (SIPP). It is established under The Digital SIPP (the Scheme), which is a registered pension scheme governed by a Trust Deed and Rules, a copy of which is available from **Hilbert Investment Solutions Limited** on request.

The **Retirement Protect 90** Pension Plan is only available to you through your financial adviser. Neither Quai Investment Services Limited nor **Hilbert Investment Solutions Limited** is authorised to give you financial or investment advice.

The **Retirement Protect 90** Pension Plan enables you to invest in a range of investments, as set out in the **Hilbert Investment Solutions Limited** Investment Terms, to suit your aims, objectives and acceptable level of risk in order to build up your pension fund over time. Unlike some 'full' SIPPs, it does not allow you to invest directly in some asset classes, such as commercial property, art, gold or other precious metals, or in unquoted securities. Focussing on 'standard investments', such as quoted company shares, Funds and ETFs, means we can operate and administer your pension at significantly lower cost than is typically charged when property and other less-liquid assets available.

Quai Investment Services Limited is the Operator and Scheme Administrator of the **Retirement Protect 90** Pension plan and has overall responsibility for the administration and management of the pension scheme. Quai Administration Services Limited has been appointed as the Scheme Practitioner, responsible for the day-to-day administration of the **Retirement Protect 90** Pension Plan.

Hilbert Investment Solutions Limited is the provider of the related pension account which provides investment and custody services.

Your pension investments will be held in **Hilbert Investment Solutions Limited** accounts, which are managed in accordance with the regulations applied by the Financial Conduct Authority (FCA).

This document provides an overview of all the things you need to know to get started, and the facts you need to determine whether this product is right for you.

Full details of the terms on which the **Retirement Protect 90** Pension Plan is provided are contained in the **Retirement Protect 90** Pension Plan Terms and Conditions, which you should read before you take out your pension.

These Terms are made up of two parts, the Pension Operator Terms and Conditions which govern the operation of the Scheme, and the Pension Investment Terms which govern the operation of your pension account.

The Terms should be read in conjunction with your application and the Hilbert Investment Solutions Investment Terms, which are available on the Hilbert Investment Solutions Limited website.

Technical terms and phrases used in this document are explained in the glossary at the back of this document.

This document is based on our interpretation of current legislation and HM Revenue & Customs (HMRC) practice, which may change in the future.



Hilbert Investment Solutions

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44 (0) 203 808 7138

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contact@hilbert-is.com

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The Retirement Protect 90 Pension Plan Aims

The Personal Pension is designed to let you:

- Save for retirement in a tax-efficient and flexible way;
- Build up a pension fund with flexibility over how you use those funds to provide income and tax-free cash sums;
- Make transfers from other suitable pension schemes;
- Choose from our range of eligible investments you want to meet your aims and objectives;
- Indicate to whom you would like benefits to go to on your death, although the decision rests with the Scheme Administrator.

Your Commitment

Once you have opened your **Retirement Protect 90** Pension Plan, your commitments include:

- To pay money in and / or transfer benefits from other suitable pension schemes.
- Keeping those funds within a registered pension scheme until you take benefits, the earliest age at which is 55 (planned to rise to 57 from 6 April 2028).
- To adhere to the **Retirement Protect 90** Pension Plan Terms & Conditions.
- To tell **Hilbert Investment Solutions Limited** if you stop being eligible for a pension.
- Paying the fees in accordance with the **Hilbert Investment Solutions Limited** Product Summary.
- Ensuring that you understand the features, benefits and risks of the **Retirement Protect 90** Pension Plan; so that you can be sure it will meet your needs and expectations.

Risks

Below are outlined some of the key risks associated with saving for retirement through a pension plan.

Some of the risks relate to the investment performance of the investments you may choose to hold in your **Retirement Protect 90** Pension Plan. Remember you are responsible for the investment decisions. In some instances, the investment you hold will have their own key investor information document that outline the specific risks applicable to that investment and you should read these before making a decision to invest.

Risks relating to the pension scheme:

- Future changes to pension and tax legislation, including the tax treatment for pension savings and the age at which you can first start to take benefits could change in the future and may affect the benefits you can take from your pension;
- The benefits payable by your **Retirement Protect 90** Pension Plan are not guaranteed and may be lower than expected if investment returns are poor or if your contributions to the **Retirement Protect 90** Pension Plan, or transfer values you expected to make into your pension, are lower than you anticipated;
- The pension value and the income you receive from your pension is not fixed nor guaranteed for life. If security of income is important to you then you should consider buying an annuity with your retirement savings. If you use funds to purchase an annuity policy from an insurance company that provides you with a regular income, then prevailing interest rates at the time of the purchase will affect the income you will receive. Generally speaking, lower interest rates mean lower annuity amounts, although annuity amounts are also affected by other factors such as your life expectancy and your state of health;
- Taking your pension benefits sooner than you had originally anticipated can mean that those benefit will be lower than if you continued to contribute for longer or taken benefit later;

- You should carefully consider the tax implications of taking payments from your Pension Plan. The level of benefits you can take may be lower than expected and may not meet your needs in retirement. You may have to pay a substantial amount of tax if you make large withdrawals in a short period;
- Deciding to draw your pension income directly from your pension fund as cash may mean you do not benefit from potential investment returns for longer and your fund may not sustain your income requirement;
- If there is insufficient cash and investments in your Pension Plan to meet any charges relating to it, you will be personally liable to meet the shortfall;
- There may be a delay in receiving benefits if some of your investments cannot be sold quickly;
- Whilst the **Retirement Protect 90** Pension Plan may accept transfers from other eligible pension schemes, not all transfers may be suitable. If, with our agreement, you transfer funds from another pension scheme to your pension, the eventual benefits that you take may not be comparable with those provided by the transferring scheme. Please speak to your financial adviser to understand if it is in your best interests to transfer your current pension arrangement and to ensure that any transfer you choose to make is suitable for you;
- Please note that if you are transferring benefits from another pension scheme that has tax-free cash protection, this protection will be lost on transfer. Equally, where the scheme allows to you draw your pension benefits from a specific age (a 'protected pension age'), this will also be lost on transfer to the **Retirement Protect 90** Pension Plan;
- You have a right to cancel your pension plan within the first 30 days. Where you have invested during this period and you exercise your right to cancel then the amount returned will be the amount realised less any costs associated with the investment and subsequent disinvestment. This may be lower than the amount invested.

Risks relating to your investments:

- The value of your pension investments may go down as well as up and is not guaranteed. Past performance is no indication of future performance;
- Your investment performance may be better or worse than you had expected or shown in the illustration we provided to you, which could affect the potential size of your pension fund and therefore the benefits you receive;
- The charges or fees you pay in relation to your investments and for this pension plan may increase, which could affect the potential size of your pension fund and therefore the benefits you receive;
- If we pay an adviser charge from your pension this could also impact the performance of your pension, resulting in a slower growth rate.

The above risks are not exhaustive and are based on our understanding of current legislation and rules, which may be subject to change.

Questions and Answers

What can I do with the Retirement Protect 90 Pension Plan?

The **Retirement Protect 90** Pension Plan is a straightforward investment account that enables you to choose from a range of pension eligible investments. You should consider whether the fees payable represent good value if you are planning on only contributing limited sums or building up a low total value.

Our pension provides the full range of flexible benefits options when it comes to taking income.

Is the Retirement Protect 90 Pension Plan a stakeholder pension?

No, Stakeholder pensions are a specific form of pension that must meet Government minimum standards relating to contributions, charges and provision of a default investment fund. Stakeholder pensions are generally available and it is for you to consider, with the assistance of your financial adviser, whether one may meet your needs as well as the pension plan on offer.

What will my pension be worth?

The final value of your pension plan will depend on how much is paid in, how long you invest for, the charges paid and how well the investments perform.

Hilbert Investment Solutions Limited will provide you with an annual statement detailing the investments and transactions in your pension via the **Hilbert Investment Solutions Infinity Platform** and you can log into platform to view your current value at any time.

How much pension income will I get?

How much pension income you will get depends on your investment choices, how much you contribute, and how long the plan is in place before you start taking income, together with other variable factors that influence the final value of your pension plan when you come to take income from it, such as investment performance over time and income tax payable when taking benefits.

Once you have reached your minimum pension age, you can draw as much or as little of your available pension fund as income that you like, when you like, using a range of different benefit options. However, we recommend that you carefully consider the different options available and their tax implication when deciding how best to take payments from your pension. You may have to pay a substantial amount of tax if you make large withdrawals in a short period. Help and guidance is available from your financial adviser or via the Government's Money Helper Service.

What are the charges?

All the charges applicable to the **Retirement Protect 90** Pension Plan are detailed in the Hilbert Investment Solutions Product Summary available via the **Hilbert Investment Solutions Infinity Platform**. You should read those as part of this Key Features Document and the **Retirement Protect 90** Pension Plan Terms & Conditions.

Paying into my Personal Pension?

What are my payments options?

You can contribute to your **Retirement Protect 90** Pension Plan via the Hilbert Investment Services Infinity Platform using your payment card, setting up a regular direct debit or transferring a current pension arrangement(s).

Are there limits on what I can invest?

You are free to contribute whenever you want to, subject to HM Revenue & Customs (HMRC) limits. We allow you to start, stop or restart contribution whenever you want to, without penalty.

If you are eligible to make UK tax relievable pension contributions the payment limits are:

- One-off contributions of £1,000; or
- Regular contributions of at least £50 per month;
- Transfer of at least £5,000 (can be made of multiple transfers from other pension arrangement).

All relevant UK individuals can pay and get tax relief on contributions up to £3,600 gross each year. Where your earnings are in excess of £3,600 you may make gross contributions of up to 100% of your earnings known as relevant UK earnings subject to a maximum amount known as the Annual Allowance, which is set each year by the Government. The Annual Allowance applies as a total limit across all of your registered pensions schemes in a tax year. It covers:

- Your payments;
- Employer payments made on your behalf;
- The basic rate tax relief you receive on personal and/or third party contributions;
- Retirement benefits you may earn from a defined benefit pension scheme.

The Annual Allowance does not apply in a tax year in which severe ill-health benefit conditions are met or death occurs.

Transfers from other pension scheme do not count towards the Annual Allowance as contributions made to those pensions will have already been counted.

This also means that transfers from other schemes do not attract extra tax relief when added to your **Retirement Protect 90** Pension Plan.

Where you have started drawing income on which tax is paid (known as 'flexibly accessing' your pension) from any of your pensions, including an employer's pension, contributions to your **Retirement Protect 90** Pension Plan and to any other money purchase pension schemes will be subject to the Money Purchase Annual Allowance.

If you are a high earner i.e. have 'adjusted income' and 'threshold income' above the HMRC prescribed level, then your Annual Allowance will be subject to a tapered reduction.

Where you were a member of a registered pension scheme but not fully used your available Annual Allowance from the previous three tax years, you may be able to 'carry forward' that unused allowance and include it in your self-assessment tax return which may reduce or eliminate the Annual Allowance charge. Specific additional requirements apply when you wish to use the 'carry forward' option. This cannot be used where you are subject to the Money Purchase Annual Allowance.

If you think you are close to, or exceed, an Annual Allowance and you are in any doubt about its impact, you should talk to your financial adviser.

Allowances such as the Annual Allowance, Money Purchase Annual Allowance, and the Lifetime Allowance, and any tax relief provided on contributions, are set by the Government from time to time. The current levels are shown on the Government website, www.gov.uk.

Do I get tax relief on my contributions?

Yes, your contributions can, subject to HMRC regulations, attract tax relief.

Tax relief is available on personal contributions if you are a relevant UK individual; that is, someone who is resident in the UK for tax purposes at some point during the tax year, or who otherwise has relevant UK earnings subject to UK income tax. Employer contributions are typically paid gross, so there is no need for us to claim the tax relief on your behalf. Once you reach age 75, personal contributions do not qualify for tax relief although employer contributions may continue to qualify.

Your personal contributions are normally paid from income on which you have paid tax (this is known as a 'net' contribution). We will claim basic rate tax relief from HMRC and, once received, pay it into your **Retirement Protect 90** Pension Plan. For example, for each £80 net contribution you make into your pension we will claim £20 from HMRC. (This example is based on a 20% basic rate tax).

If you pay income tax at a higher rate than the basic rate, you can claim additional tax relief through your self-assessment tax return.

Higher or additional rate tax refunds are paid directly to you and not into your **Retirement Protect 90** Pension Plan.

Contributions made by your employer are made gross (that is, not income tax has been deducted) and no tax relief is payable.

You must tell us within 30 (thirty) days if you are no longer entitled to tax relief on your contributions.

Can I make contributions if I have 'Enhanced Protection' or 'Fixed Protection'?

You can, but where you have either Enhanced or Fixed Protection then it will be lost if you make, or someone on your behalf makes, a contribution. Losing protection could have serious tax consequences as you may have to pay a Lifetime Allowance Charge (See 'Is there a limit on benefits I can take from my pension plan?' below for details about this charge).

Protection from the Lifetime Allowance is a complex area and if you are in any doubt as to whether making a contribution will affect any protection you have, you should speak to your Financial Adviser.

Transfers in from other pension plans

You can transfer personal pensions from other eligible pension schemes.

Transfers can be made in cash and/or acceptable investments from other eligible pension schemes that you hold. Your existing pension provider may however require you to sell investments and move the proceeds as a cash transfer. Where your existing scheme includes investments that are not available within the **Retirement Protect 90** Pension Plan, we will not be able to accept them.

When you transfer funds from another pension scheme to your **Retirement Protect 90** Pension Plan, you should bear in mind that the eventual benefits that you take may not be comparable with those provided by the transferring scheme. Your financial adviser must provide confirmation that the transfer is in your best interests.

How do I decide what to invest in?

When you apply for the **Retirement Protect 90** Pension Plan through the **Hilbert Investment Solutions Infinity Platform** your Financial Adviser will carry out a suitability report that will decide which portfolio best meets your requirements.

The portfolio options are:

- **Retirement Protect 90** Secure Income Option; or
- **Retirement Protect 90** Secure Capital Option.

The portfolios are made up of Exchange Trade Funds (ETFs) which typically track an index such as the FTSE100, S&P 500 or are focused on a specific sector or region.

Further information about these options is available on the **Hilbert Investment Solutions Limited** website and in the Hilbert Investment Solutions Investment Terms.

How are my investments taxed?

Investment gains in your **Retirement Protect 90** Pension Plan are free from UK Capital Gains Tax and UK Income Tax. Any dividends received will not count towards your Annual Dividend Allowance and any interest received will not count towards your Personal Savings Allowance.

Taking benefits from your pension plan

Is there a limit on benefits I can take from my pension plan?

The maximum you can take from all your pension arrangements without incurring an additional tax charge is called the Lifetime Allowance (LTA) as set each year by the Government. The current level is shown on the Government website, www.gov.uk. Do remember that, just like the annual allowances, the LTA applies across all your pension plans, including any workplace pension. It doesn't affect your state pension.

Every time you take benefits from a pension plan, some of your LTA is used up. Checks against the LTA are carried out at various points, including:

- Whenever you use part of a pension fund to:
 - take a tax-free cash sum.
 - start taking income.
 - purchase a lifetime annuity.
- In the event of your death before age 75.
- At age 75 (if you still have funds in the pension plan).

At each of the above stages, an allowance is made for any tests that have already been carried out.

When can I take benefits?

You may take income from your pension plan from age 55 (however this is rising to age 57 from 6 April 2028). You may also take benefits earlier if you suffer serious ill health or an illness or an accident which leaves you permanently unable to carry out your current occupation and you cease that occupation, or if you have a protected pension age in any of your pension.

(The **Retirement Protect 90** Pension Plan does not have a protected pension age and if you transfer to us an existing pension that does, that protected age will be lost.)

You do not have to 'retire' in order to start taking your pension benefits but do bear in mind that once you start 'Flexibly accessing' your money purchase pension scheme benefits, further contributions across all your money purchase pension scheme arrangements, (excluding any Defined Benefit scheme pension arrangements), will be restricted to the Money Purchase Annual Allowance.

Once you reach age 50 or over the Government provides a free and impartial service to help you understand what your choices are and how they work. This can be accessed online, over the telephone or face to face – find out more at <https://www.moneyhelper.org.uk>.

On death, different tax treatments apply depending on whether you die before or after 75 - please see the section 'Death benefits from your pension plan' below.

What are my options?

The **Retirement Protect 90** Pension Plan is a flexi-access drawdown scheme that provides a number of different ways for taking benefits from your **Retirement Protect 90** Pension Plan, so you can choose the best mix of options that meets your aims and objectives. Which options you choose can have an impact on future choices and therefore you should take advice from your financial adviser.

These options are summarised in the table opposite;

Option	From age 55
Pension Commencement Lump Sum (tax free cash sum)	<p>Up to 25% of your fund can normally be taken as a tax-free lump sum (or series of lump sums) when you use flexi-access drawdown or purchase of an annuity, subject to any lifetime allowance limitation.</p> <p>Note: Pension Commencement Lump Sum does not trigger the Money Purchase Annual Allowance.</p>
Use your fund to purchase an income from an annuity	<p>Where you want to be certain about receiving a specific income, rather than remaining fully or partially invested, you can use some or all of your pension value to purchase an annuity. The income you can get from an annuity will depend on various factors, including your age, life expectancy, the value of your pension fund, the options you choose and the prevailing annuity rates. For example, if you are in poor health or have a lifestyle that could adversely affect your life expectancy (e.g., heavy smoker), then you may get an enhanced annuity rate.</p> <p>An annuity can be purchased from funds in drawdown as well as from uncrystallised funds.</p> <p>Note: Income received via an annuity does not trigger the Money Purchase Annual Allowance.</p>
Draw a pension income directly from your pension fund	<p><u>There are two ways of taking benefits directly from your pension:</u></p> <p><u>Flexi-access drawdown</u> - You may designate some or all of your fund into flexi-access drawdown. The fund remains invested and you can draw as much or as little income from the drawdown fund as you wish, when you wish (subject to the Terms and Conditions of the pension plan). The income you draw from the fund will be subject to income tax at your marginal rate.</p> <p>Note: Having allocated an amount for flexi-access drawdown, you can choose when you start taking an income. Once you do, the Money Purchase Annual Allowance is triggered.</p> <p><u>Uncrystallised Funds Pension Lump Sum</u> - You may use some or all of your fund to withdraw one or more lump sums. 25% of each lump sum is tax free, the remainder will be subject to income tax at your marginal rate.</p> <p>Note: Taking this lump sum will trigger the Money Purchase Annual Allowance.</p>
A combination of the above to meet your individual requirements	<p>You could take a combination of the benefits described above and you do not have to take benefits all in one go. The way in which you take benefits is flexible and can be structured to meet your individual requirements.</p>

Death benefits from your Retirement Protect 90 Pension plan

What benefits can be provided?

The value of your **Retirement Protect 90** Pension Plan is available to provide your beneficiaries with a lump sum payment, pension income or to use to purchase an annuity.

Who can receive a lump sum payment?

Most people will qualify as an eligible beneficiary for lump sum death benefits under the Scheme Rules. It is highly recommended that you complete and keep updated an "Expression of Wish" showing who you would like your beneficiaries to be. This expression of wish is not binding, but the Scheme Administrator will take your wishes into account and use its discretion to choose who to make the payments to having made reasonable enquiries to identify eligible dependants and other beneficiaries.

How are death benefits claimed?

Once **Hilbert Investment Solutions Limited** has been notified by the person dealing with your affairs, we will liaise with the Executor of your estate to obtain details of any dependants and other beneficiaries and gather any additional information we may need.

Are death benefits taxable?

How benefits paid to beneficiaries are taxed depends upon when, and how, their inherited benefits are taxed.

- **Death before age 75:** Benefit payments are not subject to income tax provided the lump sum is paid or funds have been used to purchase an annuity, within two years of the date of notification of death to the Scheme Administrator. If benefits exceed the Lifetime Allowance, the recipients of the death benefits will be personally liable to pay the Lifetime Allowance charge to HMRC.
- **Death after age 75:** Benefit payments are subject to income tax at the recipient's marginal rate.

- **Inheritance tax:** This is not normally payable although it may arise where payments are made to your estate.

You can find out more about the taxation of payments to beneficiaries on the Government's Moneyhelper website, www.moneyhelper.org.uk.

Can I transfer my Retirement Protect 90 Pension Plan to another pension plan?

You can transfer the value of pension (either as cash or by transferring the investments (known as an 'in-specie transfer') where accepted by the receiving scheme) to another UK registered pension scheme at any time. In-specie transfers cost £25.00 per line of stock.

Transfers to a recognised overseas pension scheme, where we agree to do so, may be subject to a 25% tax charge.

Can I cancel my Retirement Protect 90 Pension Plan?

If you change your mind, you have a legal right to cancel your **Retirement Protect 90** Pension Plan application within a 30-day cancellation period. If you decide to cancel your pension, any contributions will be returned to you less any tax relief claimed on your behalf.

Cancellation rights also apply whenever you transfer another pension into your **Retirement Protect 90** Pension Plan. When you cancel a transfer from another pension scheme, the transferring scheme may not agree to accept back your transfer value or may only accept it on revised terms which may not be acceptable to you; in which case you will be responsible for finding an alternative scheme to transfer the funds to.

Where you have invested during either cancellation period, the amount returned in cash will be the amount realised from the sale of investments less any costs associated with the investment and subsequent disinvestment. This may be lower than the amount invested. For a cancelled transfer where no changes have been made to any received investments, it may be possible to transfer the investments back to the originating scheme.

Can I obtain up-to date valuations?

You can obtain a valuation of your pension at any time by accessing your account via the **Hilbert Investment Solutions Infinity Platform**.

How is Banking & Administration carried out?

When you apply for your pension, any money paid in to or out of your pension via the **Hilbert Investment Solutions Infinity Platform** will go via the scheme Trustee's bank account. This is a pooled bank account, designated as a trust account, chosen by Quai Investment Services Limited. Please refer to the **Retirement Protect 90 Pension Plan Terms** for further details.

What protection is available on my Retirement Protect 90 Pension Plan?

The Financial Services Compensation Scheme (FSCS) may provide protection if the Scheme Administrator cannot meet claims made against it or if investments or money cannot be returned.

If you are eligible, the maximum level of compensation for claims against firms declared in default on or after 1st April 2023 is £85,000 per person per firm. Further information about compensation arrangements is available from the FSCS website at www.fscs.org.uk.

Investments held in your pension are separately covered up to £85,000 under the FSCS arrangements if the investment services provider, Hilbert Investment Solutions Limited, cannot return all assets to you.

Your status under the FSCS does not affect any statutory right you may have to compensation.

How do I Complain?

We want you to be happy that your **Retirement Protect 90 Pension Plan** is providing you with an efficient, value for money service. Please let us know if there are things we can improve for you, if you are dissatisfied. If you ever need to complain then please contact Hilbert Investment Solutions Limited by email at contact@hilbert-is.com, by writing to:



Hilbert Investment Solutions

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27 Clements Lane
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Email

contact@hilbert-is.com

Website

www.hilbert-is.com

Telephone Number

44 (0) 203 808 7138

Hilbert Investment Solutions Limited will immediately carry out an investigation of your complaint and will provide a written response, communicating the outcome of the investigation to you. Details of their complaint handling process is available on request.

Or;

If you are not happy with the response and you wish to take the matter further you can refer it, without giving up any other rights you may have, to one of the following:

The Pensions Ombudsman

10 South Collonade
Canary Wharf
London
E14 4PU

Telephone Number

0800 917 4487

Email

enquiries@pensions-ombudsman.org.uk

Website

www.pensions-ombudsman.org.uk

For all other complaints to:

Financial Ombudsman Service

Exchange Tower
London, E14 9SR

Telephone Number

0800 023 4567

Email

complaint.info@financial-ombudsman.org.uk

Website

www.financial-ombudsman.org.uk

Important Notes

The information in this key feature document is provided based on our understanding of current law, practice and taxation which may be subject to change.

Full details of the legally binding contract between you and Quai Investment Services Limited and Hilbert Investment Solutions Limited are included in the Retirement Protect 90 Pension Plan "Terms and Conditions" which you should read as part of your application and which are available on the Hilbert Investment Solutions Limited website.

The law of England and Wales will apply in all legal disputes.

This key features document is issued by Quai Investment Services Limited who is the tax-wrapper product provider of the Retirement Protect 90 Pension Plan. Quai Investment Services Limited is registered in England and Wales No. 09919243, registered office is 16 Tesla Court, Innovation Way, Peterborough PE2 6FL and is authorised and regulated by the Financial Conduct Authority, Registration No. 922590.

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Quai Investment Services Limited is authorised and regulated by the Financial Conduct Authority – Firm Reference Number 922590. Registered in England No 09919243, VAT No 401610949. The Registered Office for Quai Investment Services Limited is Unit 16 Tesla Court, Innovation Way, Peterborough, PE2 6FL.

V1 November 2023

Term	Definition
Account	The Retirement Protect 90 Pension Plan.
Annual Allowance	The cap on the total amount of tax-relievable contributions paid into an individual's pension schemes over an input year, as described in the Finance Act 2004.
Application	The application you made for your account
Benefit	An actual or prospective entitlement to any benefit under the scheme (including any part of the pension and any payment by way of pension).
Beneficiary	The person(s) that will receive the benefit paid out from your account. They may, or may not, also be a dependent.
Business Day(s)	Any Monday, Tuesday, Wednesday, Thursday or Friday which is not a Bank Holiday in England.
Hilbert Investment Solutions Limited Website	www.hilbert-is.com
FCA	The Financial Conduct Authority.
Flexi-access Drawdown	Income Drawdown with no maximum or minimum income limit.
HMRC	The Commissioners or Officers of His Majesty's Revenue and Customs or both of them, as the context may require.
In-specie	In relation to a transfer in or a transfer out, a transfer in the form of investments without converting them to cash.
Income	To provide an income from your account other than by a purchase of an annuity.
Lifetime Allowance	The maximum amount of pension savings you can build up without having to pay additional tax charges.
Minimum Pension Age	The age at which the regulations permit you to take benefits from your account.
Money Purchase Annual Allowance	A restriction on the amount you can pay into your pension and still receive tax relief once you access any pension pot for the first time.
Pension Commencement Lump Sum	A sum of money withdrawn from a pension as a tax-free amount.
Registered Pension Scheme	A scheme which is registered under Chapter 2 of Part 4 of the Finance Act.
Scheme	The Digital SIPP.

Scheme Administrator	Quai Investment Services Limited has appointed Quai Administration Services Limited to provide administration support in connection with the Scheme. However, Quai Investment Services Limited is responsible for the discharge of the functions conferred or imposed on the scheme administrator of the Scheme.
Scheme Trustee	Quai Trustees Limited.
Serious Ill Health	A tax-free lump sum payment of uncrystallised benefits that can be made, at the Trustees' discretion, where a person has life expectancy of less than one year.
Transfer In	Any transfer in cash or assets to your Retirement Protect 90 Pension Plan.
Transfer Out	The full or partial transfer of your Retirement Protect 90 Pension Plan to another registered pension scheme, in cash or assets.
Uncrystallised Fund	The part of a pension fund which has not been crystallised as defined by the Taxation of Pensions Act 2014.
Uncrystallised Fund Pension Lump Sum	A lump sum, of which a proportion is taxed at the basic income tax rate, paid directly from your uncrystallised fund, as defined by the Taxation of Pensions Act 2014.

Reference to "we", "us" or "our" is Quai Investment Services Limited.

-Schedule 1**The Retirement Protect 90 Pension Plan Cancellation Form**

You have a right to cancel your **Retirement Protect 90** Pension Plan if you change your mind. You have a 30 day cancellation period from the commencement of your transfer in to cancel it. If you do wish to cancel your **Retirement Protect 90** Pension Plan, please complete this form and return it to the address shown below within the cancellation period.

Your Retirement Protect 90 Pension Plan will be invested in assets during this period. If you choose to cancel your Retirement Protect 90 Pension Plan during the cancellation period, any investments held in your Retirement Protect 90 Pension Plan will be sold and the monies relating to the transfer in you are cancelling will be returned to the original pension provider. The amount to be repaid maybe less than the amount paid to us if the value of the investment has fallen at the time it is sold or where any applicable charges have been deducted. It is your responsibility to ensure the original pension provider will accept the return of the transfer monies, or to arrange for another provider to accept the monies.

Name _____

Address _____

Email Address registered with **Hilbert Investment Solutions Limited** _____

Date of birth _____

I hereby inform **Hilbert Investment Solutions** that I wish to cancel the **Retirement Protect 90** Pension Plan and instruct Quai Investment Services Limited to sell all investments, and return the funds to the original pension provider or other pension provider that I have arranged to accept the monies (subject to the **Retirement Protect 90** Pension Plan Terms and Conditions).

Signed _____

Dated _____

Return this form to **Hilbert Investment Solutions**, 27 Clements Lane, London, EC4N 7AE.