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## Savings and Protection Plan (SPP) Fact Sheet

### Profile

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Investment type	Unit linked Life Insurance Savings Plan
Product Commencement	May 1991
Product Closure	1998
Product Disclosure Statement	A PDS is not required for products which are no longer on sale. Please refer to the last issued Investment Statement at the end of this document.

### Tax

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Tax	28% tax paid at a fund level
PIE status	Not a PIE compliant product. This product only has 'quasi-PIE' status – that is, no tax on capital gains on Australasian shares

### Fees and charges

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Contribution Fee	3.5%
Annual management fee	Deducted from the unit price: 4.35% - Foundation Units (3.25% for the Capital Fund) 1.35% - Accumulator Units (0.25% for the Capital Fund) 1.10% - Extra Accumulator Units (0.25% for the Capital Fund)
Policy/Administration Fee	\$6.46 per month (2021) – CPI indexed annually
Fund Switches	Two free switches a year, charge of 1% for more switches

### Commission

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Commission – regular contributions	3.5% (paid as the contributions are received but not deducted from them)
Trail Commission	0.4% p.a. on the cash value of the previous month

### Features

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Investment Funds	A choice of 4 diversified managed Funds
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Risk Benefits	Death or TPD available
Loyalty	Lower fees apply after 15 years or the end of the Funding period. See policy for details
Withdrawals	Cash value (less any grace period debt) payable if withdrawal is before end of funding period. Full fund value is available at the end of the funding period. Difference between cash and fund value reflects penalty for early withdrawal.

## Investment strategy

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Investment Style	Passive
Hedging	50% on exposure to the SuperLife Overseas Shares Fund, 100% on exposure to the SuperLife Overseas Bond Fund
Fund Manager	AIA
Underlying Funds	Varies by asset class. For details see SuperLife Funds for each Asset Class in the Document Library
Asset Allocation	For information on the asset allocation of available Funds and FUM fees, see Unit Linked Product Asset Allocations in the Document Library.

Date: February 2023

PRUDENTIAL 

# SAVINGS AND PROTECTION PLAN

A medium to long term savings  
plan to help you achieve  
your goals



INVESTMENT  
STATEMENT

## IMPORTANT INFORMATION

The information in this section is required under the Securities Act 1978

Investment decisions are very important. They often have long-term consequences. Read all documents carefully. Ask questions. Seek advice before committing yourself.

### CHOOSING AN INVESTMENT

When deciding whether to invest, consider carefully the answers to the following questions that can be found on the pages noted below:

What sort of investment is this?	1
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In addition to the information in this document, important information can be found in the current registered prospectus for the investment. You are entitled to a copy of that prospectus on request.

### CHOOSING AN INVESTMENT ADVISOR

You have the right to request from any investment advisor a written disclosure statement stating his or her experience and qualifications to give advice. The document will tell you –

- Whether the advisor gives advice about particular types of investments; and
- Whether the advice is limited to the investments offered by one or more particular financial organisations; and
- Whether the advisor will receive a commission or other benefits from advising you.

You are strongly encouraged to request that statement. An investment advisor commits an offence if he or she does not provide you with a written disclosure statement within five working days of your request. You must make the request at the time the advice is given or within one month of receiving the advice.

In addition –

- If an investment advisor has any convictions for dishonesty or has been adjudged bankrupt, he or she must tell you this in writing; and
- If an investment advisor receives any money or assets on your behalf, he or she must tell you in writing the methods employed for this purpose.

Tell the advisor what the purpose of your investment is. This is important because different investments are suitable for different purposes.

# What sort of investment is this?

## ABOUT THE PRUDENTIAL SAVINGS AND PROTECTION PLAN

The Prudential Savings and Protection Plan has been designed to make it easy for you to save for some of the bigger things in life, such as:

- A new or refurbished home;
- An overseas holiday;
- A good education for your children; or
- A comfortable retirement.

To achieve these things, you need a savings plan that will work for you over the medium to longer term. All you need to do is make a commitment to keep up your regular contributions and then sit back and watch your dreams steadily become closer to reality.

When you reach your savings goal you have access to a lump sum payment to use as you wish. Options can include taking some or all of the lump sum, or investing the funds on an ongoing basis.

One of the key advantages of the Prudential Savings and Protection Plan is that your funds are pooled with those of other investors. This means that you can put your money to work for you in a wider range of investments than you would normally have access to as an individual investor. These pooled funds can generally earn higher returns with a lower level of risk than a single investment.

The Prudential Savings and Protection Plan lets you choose which investment fund you want to put your money in – each offers a different mix of shares, cash, fixed interest and property investments – both in New Zealand and internationally. These are explained on page 7.

The plan is an investment-linked life insurance policy. What that means is that the money you put in buys you a certain number of units, or a share of the investment fund you have chosen. The value of those units relates to the value of the assets (i.e. shares, property and fixed interest) within the fund you've chosen. You do not however have any ownership of, or right to, any of these underlying assets.

So to work out how much your investment is worth, all you need to know is how many units you hold and in which fund. You simply multiply this by the unit price (but more on that on page 6).

Your plan may also include one of the two optional insurance covers – in the form of life cover or life cover with a total and permanent disablement option. These are detailed on page 5.

The Prudential Savings and Protection Plan is a life insurance contract between you, the policy owner, and Prudential.

# Who is involved in providing it for me?

## ABOUT PRUDENTIAL

Prudential has been looking after the financial security of New Zealanders for more than 75 years. In New Zealand, Prudential has nearly 300,000 customers with funds under management of around NZ\$2.3 billion.

Our ultimate parent company, Prudential Corporation plc, has been operating for 150 years and is one of the world's largest financial organisations. Globally, Prudential has funds under management of more than NZ\$230 billion. Neither Prudential Corporation plc, nor any other company in the Prudential group, guarantees this investment.

The Prudential Savings and Protection Plan was established in 1991 and is promoted and issued by The Prudential Assurance Company New Zealand Limited (Prudential).

## THE FULL RANGE OF FINANCIAL SERVICES

Prudential offers a full range of savings, investment and insurance products. Our savings solutions include a range of superannuation schemes, unit trusts and insurance bonds. And to ensure that your savings are not eroded by the unexpected, Prudential also offers the full range of personal insurance plans including critical illness cover, income protection and life insurance cover.

## FUND PERFORMANCE

Prudential Fund Managers Australia Limited (PFM) is responsible for the management of Prudential's funds under management, including the funds in the Prudential Savings and Protection Plan.

PFM is part of Prudential's worldwide investment arm, located in the key markets of Hong Kong, Chicago, London and Sydney.

## CONTACT DETAILS

*The promoter and issuer can be contacted at:*

**The Prudential Assurance Company  
New Zealand Limited**

332-340 Lambton Quay

PO Box 291

Wellington

Phone 0800 ASK PRU (275 778)

Fax 0800 FAX PRU (329 778)

*The fund manager can be contacted at:*

**Prudential Fund Managers Australia Limited**

39-49 Martin Place

GPO 4149

Sydney, Australia.

## PRUDENCE

The figure of Prudence has served as Prudential's symbol of integrity and security for nearly 150 years. Representing the cardinal virtue of wise conduct, she appears on the coat of arms of Prudential and continues in her updated form as the masthead for the whole company – a visual reminder of the founding principles which still guide Prudential's business today.



# How much do I pay?

The Prudential Savings and Protection Plan is designed so you can make regular contributions towards your savings goals. You can also make one-off lump sum investments.

## REGULAR CONTRIBUTIONS

Most people choose to make their contributions on a monthly, quarterly, half-yearly or yearly basis. The following are the minimum contributions for each period:

monthly	\$41.67	quarterly	\$125
half-yearly	\$250	yearly	\$500

The easiest way to make your regular contributions is by bank direct debit to Prudential. However, if you would like to pay by cheque, you should cross it 'Not Transferable' and make it out to 'Prudential'.

You can increase your regular contributions at any stage as well as decrease them to the minimum levels outlined above by advising Prudential (increases must be at least \$20 per month).

You can also choose to *index* your contributions to keep pace with inflation. Each year, on the anniversary of your plan, your contributions will increase by five percent or by the annual Consumer Price Index (CPI), whichever is higher. However, before we do this, each year we will write and ask you to decide whether you want the increase to proceed. If you decline this inflation-indexed increase for two consecutive years Prudential will no longer offer you this automatic increase.

One of the benefits of your plan is the ability to stop contributions for a short time if your personal situation means you have to.

However, you can only do this when you have enough funds in your account to cover the charges of your plan while you are not contributing – otherwise your plan will cease. Taking this option will reduce the funds you have to achieve your savings goal and it is important that you discuss this with your advisor.

**Important Note:** If you miss two or more regular contributions in the first two years' of your plan and don't restart your contributions, your plan will cease.

## LUMP SUM CONTRIBUTIONS

You are able to make one-off lump sum contributions at any time to any investment fund. The minimum lump sum investment is \$1,000.

## FREE LOOK PERIOD

If you decide that the Prudential Savings and Protection Plan does not suit, you are able to cancel it. However, you must let us know (in writing) within 14 days from when you receive confirmation of your plan. Prudential will then cancel your plan from the date it was issued and give you a full refund.

# What are the charges?

There are three types of regular fees relating to your plan. Regular fees, and any other fees are payable to Prudential.

## 1. CONTRIBUTION FEES

Every contribution you make, whether it is a regular or lump sum contribution, has a fee of 3.5 percent of the value of the contribution made.

## 2. PLAN FEE

A monthly plan fee (sometimes referred to as the policy fee) is deducted from your investment balance to cover the ongoing administration of your funds. This is currently \$3.50 per month but will rise to keep pace with inflation. (Some existing plans may have a higher plan fee than this.)

## 3. INVESTMENT MANAGEMENT FEES

Because your plan is a medium to long term savings plan, the investment management fee is designed so that the longer you stick with the plan, the lower your fees become.

Accordingly, your plan may contain up to three different types of investment units which have reducing levels of investment management fees.

### PRIMARY UNITS

In most cases, your first two years' contributions (less contribution fees) are used to buy primary units. These contributions stay as primary units for the full funding period, after which the value is transferred to purchase growth or growth plus units.

Primary units have an investment management fee of 4.35 percent of their value each year. A proportion of this is deducted daily.

**Note:** Your funding period is usually the number of years you expect to save with the plan until you reach your savings goal.

### GROWTH UNITS

After you've bought the required primary units your contributions (less contribution fees) including any lump sum investments will buy growth units.

Growth units have a much lower annual investment management fee of 1.35 percent per annum of their value.

### GROWTH PLUS UNITS

At the end of the funding period or 15 years from commencement of your plan (whichever is later), the value of all primary and growth units are transferred to purchase growth plus units. All contributions made after this point buy growth plus units. Growth plus units have the lowest annual investment management fee at 1.1 percent per annum of their value. This is your reward for sticking with your savings plan over the long term.

Unit prices are declared each business day and will vary over the year. All unit prices are declared after the investment management fee has been deducted.

### SWITCHING FEE

You can switch your existing funds between the investment funds whenever you wish. There is no charge for the first two switches per year, but subsequent switches attract a charge of one percent of funds switched. A switch may be delayed to protect the interests of other investors.

### INDIRECT CHARGES

Annual auditors', accounting costs and other expenses are not directly charged to you but are deducted from the total funds.

**Please Note:** Prudential can increase the investment management fee but not to more than twice the shown rate. In some cases, you and your advisor may decide to have a reduced proportion of contributions purchasing primary units or a reduced funding period which will result in lower fees. Prudential also has the authority to alter the contribution fees and the insurance charges shown in this section.



## THE INSURANCE OPTIONS

As part of your Prudential Savings and Protection Plan you can also include personal insurance cover. You can insure yourself, and up to five others, for **Life Cover**, where the benefit is paid out to your estate if you die, or **Life Cover with Total and Permanent Disablement Cover**, where the benefit is paid to your estate if you die or to you if you are disabled.

Within each insurance option you have two choices of cover. You can either choose **Level Cover** which means that you have the same amount of life cover throughout the term of your plan or **Reducing Cover**, which means the amount of life cover reduces as your level of savings rises.

- If your savings contributions are indexed to keep up with inflation, you can also index your insurance cover options. If you decide to decline your insurance inflation-indexed increase for two consecutive years Prudential will no longer offer this automatically.
- When you take out your insurance benefit you will need to nominate the age you want your benefit to expire. This expiry age must be at least ten years greater than your current age.

The cost of insurance will depend on your personal situation and will change each year as decided by Prudential. The factors which affect the cost of your insurance include your age, gender, occupation, health, payment frequency, family medical history, the activities you take part in, the type and level of cover you choose and whether you select a reducing or level cover option.

The cost of insurance is additional to the minimum contributions you make to your savings plan. At the beginning of your plan the cost of insurance can't be higher than 25 percent of the regular contributions you make but you can choose to increase your contributions at any stage. However, if you increase the level of insurance cover, the increase may be subject to providing further health evidence.

The charges for insurance options are deducted from the value of your growth units and are paid to Prudential. In the early years when you may not have growth units, your insurance charges are deferred and remain payable.

**Important Note:** When you apply for an insurance option Prudential may accept your application, defer it, exclude certain conditions or pursuits or ask you for increased charges depending on the information you have supplied. If you fail to disclose any information which is relevant to Prudential's decision, your insurance option benefit may be forfeited when you make a claim. Your estate will not receive a Life Cover benefit if you commit suicide within 13 months from the day your insurance benefit is accepted by Prudential.

Where an insurance benefit has been taken out on a party other than yourself, all benefits claimed are payable to you. All other parties insured are subject to the same insurance benefit requirements and conditions which apply to you. Only the Level Cover option is available for insurance benefits taken out on parties other than yourself.

### TOTAL & PERMANENT DISABLEMENT

means you have been unable to work for six consecutive months due to illness or injury and are unable to return to any work for which you are reasonably suited, based on your training, education and experience. It is also defined as the loss of two limbs, the sight in both eyes, or the loss of one limb and sight in one eye.

This definition may change from time to time but this would not affect any existing cover you have in place.

The benefit will not be payable if it arises directly or indirectly:

- From self-induced injuries;
- While under the influence of drugs;
- From air travel where you were travelling on a non-commercially operated service; or
- From an act of war, riot or civil commotion.

# What returns will I get?

How much your plan is worth depends on a great many things. It is impossible to put a dollar figure on the final value of your plan because of the following influencing factors:

- When you choose to access the funds in your plan (remembering the plan is designed to be most effective over a longer timeframe).
- General market conditions such as economic and political factors which affect the performance of investment markets.
- What the market situation is at the time you choose to receive your funds.
- Which investment fund(s) you have chosen.
- How long you have invested for.
- Whether you chose to select an insurance option or not, and the type of cover you selected.
- The level of contributions you make and whether or not you have stopped contributions for any time.
- The taxes paid by Prudential on interest and earnings.
- Plan fees.

The performance of your plan is dependent on the underlying assets (shares, property, fixed interest investments etc) and how these perform in the market. An important point to remember is that none of the returns, or the capital in your plan are guaranteed by Prudential nor any other person. With the Capital Fund, Prudential undertakes that the unit price will not decrease.

Benefits paid to you by Prudential are tax-paid so once you receive your plan's benefit, no further tax needs to be paid by you. Prudential pays tax on the underlying assets at 33 percent in line with current legislation which could change in the future. You may wish to seek specialist tax advice in relation to your particular situation.

## THE INVESTMENT OPTIONS

Your choice of investment fund or funds is an important one which will influence the returns you will get from your plan. Your financial advisor will be able to give you advice about which funds would be suitable for you, taking into account your investment goals, investment timeframe and attitude to risk. Each fund has a mix of different investments. You can choose one or more fund.

To work out the value of your share of the fund, simply multiply the number of units you have by the unit price. The unit price equals the net value of the fund divided by the number of units held by all investors.

Unit prices for each of the investment funds are published in the weekend edition of most major metropolitan newspapers. Unit prices are provided to you six monthly in Prudential's Fundwatch magazine and can also be obtained by calling the Prudential Service Centre on 0800 ASK PRU (275 778).

### **CAPITAL STABLE FUND**

This fund invests mainly in fixed interest investments with a small proportion in New Zealand and overseas shares. The fund's focus is to provide a steady but competitive return. This investment is best suited to a lower risk approach to investing.

### **INTERNATIONAL BALANCED FUND**

This fund is a balance of overseas investments including shares and fixed interest assets. The fund is designed to achieve steady long term returns. This investment is best suited for a balanced, medium to long term approach to investing.

### **BALANCED FUND**

This fund adopts a diversified strategy using a combination of asset categories including fixed interest, property, shares and cash. The fund invests both in New Zealand and internationally and is designed to provide medium to long term gains.

### **INTERNATIONAL GROWTH FUND**

This fund contains a broad mix of international investments including shares and fixed interest. It concentrates on providing long term growth. This fund is suited to a higher risk (more volatile) investment approach with the potential for higher returns than most of the other funds.

### **ENTREPRENEURIAL FUND**

This fund contains a mix of New Zealand and international assets. The fund seeks to provide above average long-term returns through short term trading opportunities. This fund is suited to a higher risk (more volatile) investment approach with the potential for higher returns than the other funds.

### **CAPITAL FUND**

This fund is not available to new investors however existing investors can switch in to it from other funds. The fund invests mainly in bank bills and cash with a focus on providing a steady return. This fund is best suited to a low risk approach to investing as the unit price will not decrease.

- The investment option best suited for you will depend on how long you plan to invest for. A *medium to long term* timeframe generally means at least five years. A *long term* timeframe generally means longer than five years.
- The investment funds are only separate for the purposes of determining returns. They are all assets of Prudential.

## RETURNS DEPEND ON WHEN YOU ACCESS YOUR FUNDS

The actual benefit payable to you will depend on when you access your funds. The Prudential Assurance Company New Zealand Limited is legally liable to pay the benefits to you.

### AT THE END OF THE FUNDING PERIOD

At the end of your funding period, you can choose to receive the full value of your plan, made up of your growth or growth plus units. You also have the choice of using the funds to buy a regular pension or continuing to keep some or all of the funds in your plan.

### BEFORE THE END OF THE FUNDING PERIOD

If you choose to access your funds before the end of your funding period, you can still access the value of your plan – if your plan has been in place for more than two years. You will receive the value of your growth units together with the discounted value of your primary units. (Refer to page 11 'How do I cash in my investment' for an outline of the discounts applied).

In extreme circumstances, where it is in the interest of all investors, Prudential may delay payment of your funds.

### ON YOUR DEATH

The amount paid out on your death depends on the amount and type of life cover you have and the expiry age of the insurance option you have chosen.

- If you have Level Cover, your estate will receive the full value of your plan and the life cover amount you have chosen.
- If you have Reducing Cover, your estate will receive *the greater of* the full value of your plan and your nominated insurance cover.
- If you do not have an insurance option, on your death, Prudential will pay out to your estate, *the greater of* the full value of your plan or your contributions (less withdrawals) plus five percent.

## IF YOU ARE TOTALLY AND PERMANENTLY DISABLED

The amount paid if you are totally and permanently disabled will depend on the amount and type of cover you have and the expiry age of the policy.

- If you have Level Cover, you will receive the discounted value of your plan and your nominated insurance cover.
- If you have Reducing Cover, you will receive *the greater of* the discounted value of your plan and your nominated insurance cover.
- If you do not have an insurance option and become disabled you will receive the discounted value of your plan as if you cashed it in.

For an explanation of the discounted value see 'How do I cash in my investment?'

## ON THE DEATH OR TOTAL AND PERMANENT DISABLEMENT OF ANOTHER LIFE INSURED

You can insure up to five others (lives insured) for Life Cover or Life Cover with Total and Permanent Disablement Cover. If one of these lives insured were to die or suffer total and permanent disablement you (as the policy owner) would receive the following:

- On the death of the life insured you would receive the amount of insurance cover for that person.
- If the life insured suffers a total and permanent disablement and has Life Cover with Total and Permanent Disablement Cover you would receive the amount of cover nominated for that person.

# What are my risks?

As with all investments, there are some risks associated with the Prudential Savings and Protection Plan which you should be aware of. Understanding these risks will help you understand if this plan is best suited for achieving your goals. It should also help you understand which investment funds may suit you.

## INVESTMENT RISK

Investment risk refers to the possibility that your investment will actually drop in value and to the volatility (changeable nature) of returns from year to year. All investments involve some risk – generally the higher the risk the greater the potential return.

Higher risk assets such as shares and property are more volatile but have the potential to provide you with a greater return over the longer term. Investments in cash and fixed interest have historically provided a lower return with less volatility. Short term volatility in higher risk assets, such as shares, is generally smoothed out over the longer term.

By spreading your investments across a number of assets, including shares, property, fixed interest and cash, you can reduce your investment risk and short term volatility while still having some exposure to the better performing assets.

You should be aware that, at the time you cash in your investment, if the unit price has

fallen below the average price for which you purchased your units you could receive less than you invested. As you get closer to retiring, you and your advisor may decide it is wise to transfer your funds to a lower risk investment option to minimise the possibility of having a reduced value when you come to access the funds.

## INSOLVENCY OF THE PLAN

In the unlikely event that Prudential becomes insolvent, you may not receive all or some of your benefits. However, you would not be required to make any further contributions.

If Prudential is liquidated you would be treated as one of Prudential's unsecured creditors. The claim of unsecured creditors (eg trade suppliers and the IRD) against Prudential's assets would rank behind the claim of secured creditors and special claims such as staff wages.

## WITHDRAWING IN THE EARLY YEARS

Remember this plan is designed to help you save for your medium to longer term goals and should not be surrendered in the early years.

Generally, if you cancel your plan in the first year you will not receive any of your contributions back (unless you have growth units). If you withdraw within the next few years, the value you receive from your plan may be less than the contributions you have made.

## HOW DOES INVESTMENT VOLATILITY HELP MY INVESTMENT?

Though the changeable nature of investments is a risk, it can also be a benefit. When investment markets are down over the short term your contributions buy you more units. Over the longer term, the more units you have, the more money you will have if markets return to or exceed their previous levels. For this reason, it may be a good idea to continue to make your regular contributions regardless of changes in the market and unit price. In fact, when the unit price is down it may make good investment sense, over the longer term, to make additional lump sum contributions in order to buy more 'cheap' units.

# Can the investment be altered?

Your Prudential Savings and Protection Plan has been designed to be very flexible and can be tailored to your changing circumstances.

## BY YOU...?

- You can increase your contributions at any time. (The increase is subject to the charges, including primary units, outlined in the "What are the charges?" section.)
- You can decrease your contributions as long as they do not decrease below the minimum level of \$500 a year.
- After consulting with your advisor, you may decide, depending on your personal situation, to take a short 'contribution holiday'. This is usually only available after the first two years.
- You can redirect your contributions between the investment funds at any time.
- You can switch your existing investments to other investment funds as you require. (Subject to the charges outlined in the "What are the charges?" section.)

- You can add lump sums at any time (subject to the charges outlined in the "What are the charges?").
- If you have taken an insurance option you may increase or the amount of cover at any time – this will affect the charges payable. This may be subject to providing health evidence or to minimum requirements regarding contributions.

## BY PRUDENTIAL...?

Prudential can amend the rules of the plan in the following circumstances:

- By giving written notice to you to establish further investment funds, providing such amendments do not affect your rights and obligations.
- By written agreement between yourself and Prudential.
- When Prudential considers it reasonable to make an amendment such as changes in tax or legislation.

Prudential has the ability to alter the charges of the plan, including the insurance charges and to change the minimum contribution levels.

# How do I cash in my investment?

Prudential's Savings and Protection Plan is designed to help you achieve your medium and longer term savings goals. You have the ability to access all or some of your savings after two years' contributions have been made, or sooner if you make a lump sum investment. In accessing your funds early you forfeit the benefits of staying with the plan until you reach your savings goal.

## **THE WITHDRAWAL VALUE**

The withdrawal value of your plan will be calculated as the full value of your growth units together with the discounted value of any primary units (in accordance with the schedule shown) less any plan debts you may have. The different types of units are fully explained in the 'What are the Charges' section.

## **IN THE FIRST TWO YEARS**

Because for the first two years your contributions usually purchase only primary units, in most cases during this time you will have no or only a small withdrawal value available. Any lump sum contributions you make purchase growth units which have an immediate withdrawal value.

## **PARTIAL WITHDRAWALS**

You may also make a partial withdrawal. Partial withdrawals are taken from growth units first. If you have a Reducing Cover insurance option a partial withdrawal will reduce the insurance benefit available to you.

**SCHEDULE OF PRIMARY UNITS  
AVAILABLE UPON WITHDRAWAL**

Outstanding funding period at withdrawal (years)	% of primary units available on withdrawal
30	0
29	0
28	41
27	42
26	44
25	45
24	46
23	48
22	49
21	51
20	53
19	54
18	56
17	58
16	60
15	62
14	64
13	66
12	68
11	70
10	73
9	75
8	77
7	80
6	83
5	85
4	88
3	91
2	94
1	97
0	100

**Note: There is no withdrawal value for primary units in the first 12 months of your plan. Over the second year the percentage of primary units available increases from zero to that percentage available at the start of the third year.**

You can assign or transfer your plan to another person. Your advisor can assist you with this. In Prudential's view, a limited secondary market may also be available to sell your plan.

Applications for withdrawals or partial withdrawals will normally be completed within seven days. In extreme circumstances, Prudential reserves the right to delay payments.

If you are thinking about cashing in your investment you should always discuss this with your advisor first. Your advisor can assist you to decide what the best course of action may be and help you with the paperwork you require to make it happen.



# Who do I contact with enquiries about my investment?

**Your advisor should always be your first point of contact for any queries you have about your Prudential Savings and Protection Plan. If you do not understand some of the features, benefits or fees of your plan your advisor can fully explain these to you.**

Prudential's dedicated Client Service Centres are also available between 8am and 8pm weekdays to answer your enquiries. Please contact the office closest to you:

## IN WELLINGTON

Phone: 0800 ASK PRU (275 778)

by fax: 0800 FAX PRU (329 778)

Client Service Officer  
Prudential Client Service Centre  
Prudential  
332-340 Lambton Quay  
PO Box 291  
Wellington

## IN AUCKLAND

Phone: 0800 800 121

by fax: 09 377 4951

Client Service Officer  
Prudential Client Service Centre  
Prudential  
151 Queen Street  
PO Box 2776  
Auckland

or by e-mail:  
[askpru@prudential.co.nz](mailto:askpru@prudential.co.nz)

# What other information can I obtain about this investment?

This Investment Statement is an overview of the Prudential Savings and Protection Plan and more information can be found in the prospectus, financial statements and policy document.

You are entitled to a copy of the Prudential Savings and Protection Plan's prospectus and the latest financial statements. The prospectus summarises the features and benefits of the plan and provides information about Prudential. You can get a copy of the prospectus and financial statements, free of charge, by ringing the Prudential Client Service Centres or from the foyer of Prudential, 332-340 Lambton Quay, Wellington or from Prudential, 151 Queen Street, Auckland.

You will receive a copy of the policy document which is the governing document of the Prudential Savings and Protection Plan. Your policy document prevails should any question arise concerning the rights, benefits or conditions of your plan.

The prospectus and financial statements are also held on the public register of the Companies Office, Ministry of Commerce. These are available for public inspection and copies can be obtained for a fee.

You will also receive a progress report on your investment during the year including details of your contributions and the units you hold. A regular magazine will also be sent to you, designed to inform you about your plan and the performance of its investment funds. Unit prices for each of the investment funds are published in the weekend edition of most major metropolitan newspapers.

If you wish to obtain an illustration of your individual plan benefits or a comparison of actual returns against it, please contact your advisor in the first instance or phone your nearest Prudential Client Service Centre.

# So you've decided to invest

Before making the final decision to invest we recommend that you talk to an experienced financial advisor. They can help you determine if the Prudential Savings and Protection Plan is best suited to your personal situation and savings goals.

If you want to plan for your medium to longer term savings goals with a Prudential Savings and Protection Plan then simply complete the application form and, if applicable, the direct debit authority. If you require an insurance option, additional information may be required. Your advisor can assist you with this.

Once your application has been received by Prudential you will be sent specific details of your policy. You should keep this information in a safe place. You should also retain this Investment Statement for future reference – it contains a summary of the key information you need to know about the Prudential Savings and Protection Plan.

## **PLAN FOR THE FUTURE – WHATEVER IT MAY BRING**

We strongly recommend that you tell a family member or close friend details about your financial affairs to ensure that, in the event of your death, serious injury or illness, your affairs can be handled appropriately. We also recommend that you make a will to ensure your affairs are handled the way you want them to be and without delay or difficulty. Your advisor can assist with information on the best way to have a will prepared.

## **IS THERE ANYONE TO WHOM I CAN COMPLAIN IF I HAVE PROBLEMS WITH MY INVESTMENT?**

If after you've spoken to your advisor you still have queries or a complaint, please contact a Client Service Officer at the Prudential Client Service Centres. If you are not satisfied with the outcome of your enquiry then please refer your complaint to the **Managing Director, Prudential, PO Box 291, 332-340 Lambton Quay, Wellington. Phone 04-470 4700**

If you are not satisfied with the resolution of the complaint through Prudential's internal procedure you can then refer your complaint to the Insurance and Savings Ombudsman, who can be contacted at:

**The Insurance and Savings Ombudsman  
Level 7, BDO House  
99 -105 Customhouse Quay  
PO Box 10-845  
Wellington  
Phone: 0800 888 202**

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**THE PRUDENTIAL ASSURANCE COMPANY  
NEW ZEALAND LIMITED**

**332-340 Lambton Quay, PO Box 291, Wellington.**

**Phone 0800 ASK PRU (275 778)**

**Fax 0800 FAX PRU (329 778)**

**e-mail: [askpru@prudential.co.nz](mailto:askpru@prudential.co.nz)**

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