



IGC Value for Money Framework 2021

Investment
Pathways in
the Fidelity SIPP

Acting in your best interests



The Investment Governance Committee (IGC) has established a Value for Money Framework. This framework sets out the criteria that we would expect to be met by Fidelity's Self-Invested Personal Pension (SIPP). It also defines the evidence that we look for when assessing whether the criteria has been met and to what extent.

The evidence is presented to the IGC through meetings of the full committee, or through its Investment, Communications and Administration Sub-Committees.

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Investment strategy

My Investment Pathway funds are aligned to my objectives and inappropriate risk will not erode my fund

- The objectives and needs of the target client are aligned to the investment objective of the Pathway investments.
- Investment, inflation, default, currency and any other relevant risks are highlighted to customers for their consideration pre-investment

A good return on my money

- Alignment with interests of customers and business takes firm action if needed. Performance of funds is regularly monitored.
- Clearly defined investment objectives

Sustainable investing

- Investment managers have a programme of active corporate engagement which holds companies to account for environmental, social and governance (Sustainable Investing) related policies
- Firm has in place policies on:
 - Sustainable Investing financial considerations
 - Non-financial matters
 - Stewardship
 - Other financial considerations



Costs and charges

Charges in line with the market

- Reasonable charges that fall within industry ranges
- Competitive costs

Transaction costs

- Transaction costs that are reasonable compared to similar funds
- Competitive costs



Customer experience

Accurate administration and reporting

- Good quality administration which is both timely and accurate
- Customers are 100% invested at all times in most efficient manner

Phone support

- A helpline is available to customers when needed

Fit for purpose

- Communications are timely, relevant and clear and in Plain English.
- Accessible through a variety of effective media.

Relevant tools and information are available to help with retirement planning and preparation

- Wake-up letters outline choices and encourage retirement preparation.

Properly take into account customers' characteristics, needs and objectives at retirement.

- Customers have access to relevant information and decision-making support to understand at-retirement options;
- Targeted communications for specific segments and outcomes.

Individualised guidance available to customers when making at-retirement investment decisions

- Call scripts effectively guide customers' decisions on accessing benefits

Customers kept informed in regular or one-off drawdown

- Information sent at the right time to aid informed ongoing management of drawdown once benefits accessed and through retirement



**Improving
inputs for better
outcomes**

Simple to transfer other pension savings in to this account

- Easy to transfer in and out of Fidelity to consolidate different retirement savings accounts

Relevant tools and information are available to help set and achieve personal retirement goals

- Suitable website content, references to external sources and tools are available to customers to target an adequate contribution and pot



Security

Controls and safeguards

- The provider has robust procedures and controls in place to manage operational risks
- Both the number of errors and impact of errors are minimised
- Customers understand the security of their assets

A reputable, financially strong pension provider

- The provider is durable and expected to be around in the long term. Investment is made into DC business.
- Brand awareness exists to provide comfort to customers
- Provider has scalability and considers resource management



