

## Chapter 19

# Pensions supplementary provisions



Format for annuity information

This annex belongs to ■ COBS 19.9.7R(3) and ■ COBS 19.9.15R(3)(c).

1	Format of bar graph in the Part 1 template
1.1	Format of bar graph (where annual income is depicted)
1.1.1	When a <i>firm</i> is creating the two bar graphs as set out in Part 1, the <i>firm</i> must ensure: <ul style="list-style-type: none"><li>(1) the annual income offered by the <i>pension annuity</i> in the guaranteed quote is presented on the left hand side of the two bar graphs;</li><li>(2) the y-axis must:<ul style="list-style-type: none"><li>(a) start with a monetary value which is £20 below the annual income of the <i>pension annuity</i> being offered by the <i>firm</i> in the guaranteed quote;</li><li>(b) use a scale which clearly and fairly depicts the difference in annual income that a <i>retail client</i> will obtain if a market-leading <i>pension annuity</i> quote is accepted; and</li><li>(c) not include any numbers or details which are not required by the <i>rules</i> in COBS 19.9 or the provisions of this annex.</li></ul></li></ul>
1.2	Format of bar graph in Part 4 (where the purchase price of the pension annuity is depicted)
1.2.1	When a <i>firm</i> is creating the two bar graphs as set out in Part 4, it must ensure: <ul style="list-style-type: none"><li>(1) the lowest purchase price of the <i>pension annuity</i> offered by the market-leading quote is presented on the left-hand side of the two bar graphs with the higher purchase price in the <i>firm's</i> guaranteed quote appearing on the right-hand side;</li><li>(2) the y-axis must:<ul style="list-style-type: none"><li>(a) start with a monetary value which is £20 below the purchase price of the lowest <i>pension annuity</i> quote;</li><li>(b) use a scale which clearly and fairly depicts the difference in the purchase price of the <i>pension annuity</i> offered by the market-leading quote and the <i>firm's</i> guaranteed quote; and</li><li>(c) only include numbers or details which are required by the <i>rules</i> in COBS 19.9 or the provisions of this annex.</li></ul></li></ul>

Part 1: Template for cases where the guaranteed quote does not provide highest annual income

Where the guaranteed quote does not provide the highest annual income

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Annuity features

Purchase price £XX,XXX

No guarantee period

Paid quarterly in advance

Payments increase by 2% per year

Dependants income

[Other key features of annuity]

If relevant, include key information here such as:

You are entitled to a [guaranteed annuity rate][minimum level of guaranteed pension] from [date/customer's age] paying an [estimated] annual income of £X,XXX.

You are entitled to tax free cash greater than 25% of your pension pot. You may lose this right if you switch provider. Your existing pension provider will be able to provide more information about this.

For arranging this policy, your intermediary will receive £ZZZ commission from your provider. You have agreed with your adviser that the cost of their services will be taken from this policy as follows [provide details here].

Our quote

This annuity would provide you with an annual income of:

£A,AAA

Can you get a better income from your annuity?

You may be able to get a higher Income by shopping around.

If you want to see what other options are available from other providers please visit [moneyhelper.org.uk/guaranteed-income](https://moneyhelper.org.uk/guaranteed-income) or call 0800 138 7777.

Did you know?

If you've not already been asked questions about your health or lifestyle, answering these could get you even more income.

For example - if you've smoked tobacco, been advised by a medical professional to adjust your lifestyle to improve your health or had a medical condition requiring prescribed medication or hospital treatment- you may be entitled to more income than is quoted above.

Visit [moneyhelper.org.uk/guaranteed-income](https://moneyhelper.org.uk/guaranteed-income) or call 0800 1387777 to find out more.

Company contact details and other key information

Part 2: Template for cases where the guaranteed quote, the guaranteed annuity rate, a guaranteed minimum pension or section 9(2B) rights offer the highest annual income

Where a guaranteed quote, a guaranteed annuity rate, a guaranteed minimum pension or section 9(2B) rights offers the highest annual income

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Annuity features

Purchase price £XX,XXX

No guarantee period

Paid quarterly in advance

Payments increase by 2% per year

Dependents income

[Other key features of annuity]

If relevant, include key information here such as:

You are entitled to a [guaranteed annuity rate][minimum level of guaranteed pension] from [date/customer's age] paying an [estimated] annual income of £X,XXX.

You are entitled to tax free cash greater than 25% of your pension pot. You may lose this right if you switch provider. Your existing pension provider will be able to provide more information about this.

For arranging this policy, your intermediary will receive £ZZZ commission.

You have agreed with your adviser that the cost of their services will be taken from this policy as follows [provide details here].

Our quote

This annuity would provide you with an annual income of:

£A,AAA

Can you get a better income from your annuity?

Based on your key information, our quote is the highest available to you.

Or in the event that the consumer is entitled to a guaranteed annuity rate or minimum level of guaranteed pension which is higher:

You are entitled to a [guaranteed annuity rate from your current pension provider] [minimum level of guaranteed pension] from [date/customer's age] paying an [estimated] annual income of £X,XXX. If you select our product, you could be losing out on £DD per year.

The Financial Conduct Authority is a financial services regulator. It requires us to inform you that you can shop around if you want to. If you want to see what other options are available from other providers please visit [moneyhelper.org.uk/guaranteed-income](https://moneyhelper.org.uk/guaranteed-income) or call 0800138 7777.

Company contact details and other key information

Part 3: Template for cases where the a retail client refuses to answer questions to determine whether the client is eligible for an enhanced annuity, or does not consent to a market-leading quote being generated

Where the retail client refuses to answer questions to determine whether the client is eligible for an enhanced annuity, or appropriate consent has not been given to allow a firm to generate a market-leading quote

■ Release 34 ● Mar 2024

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Annuity features

Purchase price £XX,XXX	No guarantee period
Paid quarterly in advance	Payments increase by 2% per year
Dependents income	[Other key features of annuity]

If relevant, include key information here such as:

You are entitled to a [guaranteed annuity rate][minimum level of guaranteed pension] from [date/customer's age] paying an [estimated] annual income of £X,XXX.

You are entitled to tax free cash greater than 25% of your pension pot. You may lose this right if you switch provider. Your existing pension provider will be able to provide more information about this.

For arranging this policy, your intermediary will receive £ZZZ commission from your provider.

You have agreed with your adviser that the cost of their services will be taken from this policy as follows [provide details here].

Our quote

This annuity will provide you with an annual income of:

£A,AAA

Can you get a better income from your annuity?

Based on your key information, there are quotes available from other providers offering higher rates. If you select our product, you would be losing out on £BB per year.

And, if applicable: You are entitled to a [guaranteed annuity rate from your current pension provider][minimum level of guaranteed pension] from [date/customer's age] paying an [estimated] annual income of £X,XXX. If you select our product, you could be losing out on £DD per year.

Quote Type	Annual Income
Our quote	£BB
Highest quote	£C,CCC

The Financial Conduct Authority is a financial services regulator. It requires us to inform you that you can shop around if you want to. If you want to see what other options are available from other providers please visit [moneyhelper.org.uk/guaranteed-income](https://moneyhelper.org.uk/guaranteed-income) or call 0800138 7777.

Company contact details and other key information

Part 4: Template for cases where the market-leading quote offers the lowest purchase price pension annuity

Where the market-leading quote offers the lowest purchase price

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Annuity features	
Annual income £XX,XXX	No guarantee period
Paid quarterly in advance	Payments increase by 2% per year
Dependents income	[Other key features of annuity]

If relevant, include key information here such as:

You are entitled to a guaranteed annuity rate from [date/customer's age] paying an [estimated] annual income of £X,XXX [when applied to the total value of your pension pot (£X,XXX)].

You are entitled to tax free cash greater than 25% of your pension pot. You may lose this right if you switch provider. Your existing pension provider will be able to provide more information about this.

For arranging this policy, your intermediary will receive £ZZZ commission from your provider.

You have agreed with your adviser that the cost of their services will be taken from this policy as follows [provide details here].

**Our quote**

Buying this annuity from us will cost you:

**£A,AAA**

**Can you pay less for your annuity?**

Based on your key information, there are quotes available from other providers offering a lower purchase price. If you select our product, you would be **paying £BB too much to purchase your annuity.**

[if applicable] Based on your key information, the lowest quote offers you the lowest purchase price for the requested income of £xx,xxx. However, you are entitled to a guaranteed annuity rate from your current provider paying an [estimated] annual income of £X,XXX on your pension pot of £XX,XXX, offering a better value annuity than the lowest purchase price quote. You also risk losing your entitlement to the guaranteed annuity rate if you proceed with the lowest purchase price quote.

[if applicable] You are entitled to a guaranteed annuity rate from your current pension provider from [date/customer's age] paying an [estimated] annual income of £X,XXX. [when applied to the total value of your pension pot (£X,XXX)].

[y-axis]

[x-axis]

The Financial Conduct Authority is a financial services regulator. It requires us to inform you that you can shop around if you want to. If you want to see what other options are available from other providers please visit [moneyadviceservice.org.uk/annuitiesquotes](https://moneyadviceservice.org.uk/annuitiesquotes) or call 0800 138 7777.

Company contact details and other key information

Part 5: Template for cases where the income quote or the application of a retail client’s guaranteed annuity rate offers the lowest purchase price pension annuity

Where the income quote or a guaranteed annuity rate offers the lowest price pension annuity

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Annuity features

Annual income £XX,XXX

No guarantee period

Paid quarterly in advance

Payments increase by 2% per year

Dependents income

[Other key features of annuity]

If relevant, include key information here such as:

You are entitled to a guaranteed annuity rate from [date/customer's age] paying an [estimated] annual income of £X,XXX [when applied to the total value of your pension pot (£X,XXX)].

You are entitled to tax free cash greater than 25% of your pension pot. You may lose this right if you switch provider. Your existing pension provider will be able to provide more information about this.

For arranging this policy, your intermediary will receive £ZZZ commission.

You have agreed with your adviser that the cost of their services will be taken from this policy as follows [provide details here].

Our quote

Buying this annuity from us will cost you:

£A,AAA

Can you pay less for your annuity?

Based on your key information, our quote offers you the lowest purchase price.

OR

Based on your key information, our quote offers you the lowest purchase price for the requested income of £xx,xxx. However, you are entitled to a guaranteed annuity rate from your current provider paying an [estimated] annual income of £X,XXX on your pension pot of £XX,XXX, offering a better value annuity than our quote. You also risk losing your entitlement to the guaranteed annuity rate if you proceed with our quote.

OR

Based on your key information, you are entitled to a guaranteed annuity rate from your current provider that would pay the annual income requested of £X,XXX for a [an estimated] purchase price of £XX,XXX. If you select our product you would be paying £BB too much to purchase your annuity. You also risk losing your entitlement to the guaranteed annuity rate if you proceed with our quote.

The Financial Conduct Authority is a financial services regulator. It requires us to inform you that you can shop around if you want to. If you want to see what other options are available from other providers please visit [moneyadvice.service.org.uk/annuities/quotes](https://moneyadvice.service.org.uk/annuities/quotes) or call 0800 138 7777.

Company contact details and other key information

Part 6: Template for cases where the retail client refuses to answer questions to determine whether the



client is eligible for an enhanced annuity, or does not consent to a market-leading quote being generated

Where the retail client refuses to answer questions to determine whether the client is eligible for an enhanced annuity, or appropriate consent has not been given to allow a firm to generate a market-leading quote

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Annuity features

Annual income £XX,XXX

No guarantee period

Paid quarterly in advance

Payments increase by 2% per year

Dependants income

[Other key features of annuity]

If relevant, include key information here such as:

**You are entitled to a guaranteed annuity rate from [date/customer's age] paying an [estimated] annual income of £X,XXX [when applied to the total value of your pension pot (£X,XXX)].**

**You are entitled to tax free cash greater than 25% of your pension pot. You may lose this right if you switch provider.** Your existing pension provider will be able to provide more information about this.

For arranging this policy, your intermediary will receive £ZZZ commission from your provider.

You have agreed with your adviser that the cost of their services will be taken from this policy as follows [provide details here].

**Our quote**  
Buying this annuity from us will cost you:

£A,AAA

**Can you pay less for your annuity?**

**You may be able to pay less for an annuity providing £XX,XXX a year by shopping around.**

If you want to see what other options are available from other providers please visit [moneyadvice.service.gov.uk/annuitiesquotes](https://moneyadvice.service.gov.uk/annuitiesquotes) or call 0800 138 7777.

**Did you know?**

If you've not already been asked questions about your health or lifestyle, answering these could get you even more income.

For example - if you've smoked tobacco, been advised by a medical professional to adjust your lifestyle to improve your health or had a medical condition requiring prescribed medication or hospital treatment - you may be entitled to more income than is quoted above.

Visit [moneyadvice.service.gov.uk/annuitiesquotes](https://moneyadvice.service.gov.uk/annuitiesquotes) or call 0800 1387777 to find out more.

Company contact details and other key information