# Direction

To: Aviva Life & Pensions UK Limited (the “firm”)

FRN: 185896

Ref: 5241115

Of: Wellington Row
York
North Yorkshire
YO90 1WR

Date: 04 July 2019

**Handbook Version as in force at the date of this Direction**

**Power**

1. This direction is given by the FCA under section 138A of the Financial Services and Markets Act 2000.

**Duration**

2. (1) This direction takes effect on 04 July 2019.

(2) This direction ends on 30 June 2022.

**Rule Modified**

3. The FCA directs that solely in relation to the firm’s Lifetime Care Bond the rule below applies to the firm with the modification shown.

<table>
<thead>
<tr>
<th>Rule</th>
<th>Modification</th>
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<tbody>
<tr>
<td>COBS 16.6.7</td>
<td>The rule is replaced by the following:</td>
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</table>

"At each anniversary of the date on which a long-term care insurance contract which is based on single premium investment bonds was entered into, the insurer must:

(1) provide the retail client with:

(a) a policy value as at the date of the anniversary: and

(b) an information pack containing a description of the policy’s ability to fund the future ongoing administration and insurance charges (including the basis on which any assumptions have been made);
(2) where it is the case, inform the *retail client* of the possibility that future policy values may be insufficient to fulfil the original purpose of the contract;

(3) inform the *retail client* how to obtain advice on *investments* in respect of *long-term care insurance contracts*, and that it is in his best interests to do so;

(4) inform the *retail client* of the availability of the table in (5);

(5) upon request by the *retail client* a firm must provide the *retail client* with a table based on the format of COBS 13 Annex 3 2.2R containing at least the current fund value and projected future *policy values* (as in the column "What you might get back").

**Condition**

4. This direction is subject to the condition that the information pack, referred to in the modified rule COBS 16.6.7R(1)(b), contains the same information as contained in the information pack that the firm has, and has been required to send to customers on the contractual bond value review date of the Lifetime Care Bond since December 2004, when the application to the firm of COB 6.4.32 was modified in this respect.

**Interpretation**

5. Interpretative provisions (including definitions) of the Handbook apply to this direction in the same way as they apply to the Handbook.

Richard Harrison
Waivers Team
Supervision - Retail & Authorisations
Financial Conduct Authority