Norfolk & Suffolk Insurance Services Ltd Group Money Purchase Plan

DC Chair's Statement for 2025/2026

1. Introduction

Governance requirements apply to defined contribution ("DC") pension arrangements, to help members achieve a good outcome from their pension savings. The Norfolk & Suffolk Insurance Services Ltd Group Money Purchase Plan (the "Scheme") is required to produce a yearly statement (which is signed by the Chair of Trustee) to describe how these governance requirements have been met in relation to:

- the investment options in which members' funds are invested (this means the "default arrangement" and other funds members can select or have assets in, such as self-select or "legacy" funds);
- the requirements for processing financial transactions;
- the charges and transaction costs borne by members;
- an illustration of the cumulative effect of these costs and charges;
- net returns of the investment options;
- a 'value for members' assessment; and
- Trustee knowledge and understanding.

This statement covers the period from 07 April 2025 to 06 April 2026.

2. Default investment arrangements

The Scheme is not used as a Qualifying Scheme for auto-enrolment.

This is a conventional with profits deferred annuity contract and there are no fund choices available. Each contribution buys a set amount of deferred pension at the member's normal retirement age.

The Trustee is not required to have a Statement of Investment Principles as there are less than 100 members in the scheme.

3. Requirements for processing core financial transactions

The Trustee has received assurance from the Scheme's administrator Phoenix Life Limited that there were adequate internal controls to support prompt and accurate processing of core financial transactions relating to the Scheme during the Scheme Year. This includes the investment of contributions, processing of transfers in and out of the Scheme, transfers of assets between different investments within the Scheme, and payments to members/beneficiaries.

The Trustee receives annual reports about the administrator's performance and compliance with the service level agreement (SLA); using information provided by the administrators, the Trustee is satisfied that over the period covered by this statement

- the administrator was operating appropriate procedures, checks and controls and operating within the agreed SLA;
- there have been no material administration errors in relation to processing core financial transactions; and
- all core financial transactions have been processed promptly and accurately during the Scheme year.

4. Member-borne charges and transaction costs

The Trustee is required to set out the on-going charges borne by members in this statement, which are annual fund management charges plus any additional fund expenses, such as custody costs, but excluding transaction costs; this is also known as the total expense ratio ("TER"). The TER is paid by the members and is reflected in the bonuses declared for the fund.

The Scheme is a conventional with profits contract and all charges are implicit within the securing bonus rate of the policy.

The charges also include any costs, e.g. administration and investment costs, since members incur these costs.

The charges and transaction costs have been supplied by Phoenix Life Limited who are the Scheme's investment managers. There is not any missing transaction cost data.

When preparing this section of the statement the Trustee has taken account of the relevant statutory guidance.

4.1 Illustration of charges and transaction costs

Over time the charges and transaction costs that are taken out of a member's pension savings can reduce the amount available to the member at retirement. The Trustee has set out below illustrations of the impact of charges and transaction costs on the investment fund available in the Scheme. The illustrations have been prepared in accordance with the DWP's statutory guidance on "Reporting costs, charges and other information: guidance for trustees and managers of occupational pension schemes" on the projection of an example member's pension savings.

As each member has a different amount of savings within the Scheme and the amount of any future investment returns and future costs and charges cannot be known in advance, the Trustee has had to make a number of assumptions about what these might be. The assumptions are explained below:

- The "before costs" figures represent the savings projection assuming an investment return with no deduction of member borne fees or transaction costs. The "after costs" figures represent the savings projection using the same assumed investment return but after deducting member borne fees and an allowance for transaction costs.
- The transaction cost figures used in the illustration are based on those provided by the managers.
- The illustration is shown for the With Profits fund, which is the only fund available within the Scheme.

Projected pension pot in today's money		
Fund choice		
	With Profits	
Years	Before charges	After all charges + costs deducted
1	£10,200	£10,100
3	£10,600	£10,300
5	£11,000	£10,500
10	£12,200	£11,000
15	£13,400	£11,500
20	£14,900	£12,100
25	£16,400	£12,700

Notes

- Values shown are estimates and are not guaranteed. The illustration does not indicate the likely variance and volatility in the possible outcomes from the fund.
- Projected pension pot values are shown in today's terms, and do not need to be reduced further for the effect of future inflation.
- The starting pot size is £10,000
- No ongoing contributions
- Current age of 40 and retirement age of 65
- Inflation is assumed to be 2%

The projected annual returns used are as follows:

- With Profits fund: 2.0476% above inflation
- No allowance for active management has been made.

5. Investment returns

This section states the annual return, after the deduction of member borne charges and transaction costs, for the arrangement in which members' assets were invested during the scheme year. When preparing this section of the statement the Trustee has taken account of the relevant statutory guidance.

Phoenix Life Limited With Profits Fund net returns over periods to scheme year end

Year	Bonus (%)	Current value of £1,000 invested in 2017
2018	4.5450	£1,045.45
2019	4.5450	£1,092.97
2020	3.5150	£1,131.38
2021	3.5150	£1,171.15
2022	4.5450	£1,224.38
2023	6.0900	£1,298.95
2024	6.8625	£1,388.09
2025	6.8625	£1,483.35

6. Value for members assessment

The Trustee is required to assess the extent to which member borne charges and transaction costs represent good value for members. It is difficult to give a precise legal definition of "good value", but the Trustee considers that it broadly means - "that the combination of costs and the quality of what is provided in return for those costs is appropriate for the Scheme membership as a whole, when compared to other options available in the market". The assessment was undertaken taking account of the Pensions Regulator's Code of Practice No.13 (Governance and administration of occupational trust-based schemes providing money purchase benefits).

The Trustee reviews all member-borne charges (including transaction costs where available) annually, with the aim of ensuring that members are obtaining value for money given the circumstances of the Scheme. The date of the last review was 06 August 2025. The Trustee notes that value for money does not necessarily mean the lowest fee, and the overall quality of the service received has also been considered in this assessment. The Trustee's advisers have confirmed that the fund charges are competitive for the type of fund available to members.

The Trustee's assessment included a review of the performance of the Scheme's investment funds (after all charges) in the context of their investment objectives and this is compared with three other schemes and the results are shown in the table below:

Annual With Profits Net Bonus Rates %				
Year	**Aviva Pension**	**Standard Life Pension**	**Royal London Pension**	**Aegon Pension**
2025	6.8625	4	4.15	0.5
2024	6.8625	4	3.15	0.5
2023	6.0900	4	2.65	0.5
2022	4.5450	4	2.15	0.5
2021	3.5150	4	2	0.5
2020	3.5150	4	2	0.5
2019	4.5450	4	2	0.5
2018	4.5450	4	2	0.5

As this is a conventional with profits investment all charges are implicit and therefore cannot be compared to the three other schemes as they do not have explicit charges. Therefore, the net historic bonuses have been compared as an indication of value

As detailed in the earlier section covering processing of financial transactions, the Trustee is comfortable with the quality and efficiency of the administration processes.

Overall, the Trustee believes that members of the Scheme are receiving good value for money for the charges and costs that they incur. The Trustee believes this because the net bonuses declared are consistently above those of the other three schemes compared with.

7. Trustee knowledge and understanding

The Scheme's Trustee Directors are required to maintain appropriate levels of knowledge and understanding to run the Scheme effectively. Each Trustee Director must:

- Be conversant with the Trust Deed and Rules of the Scheme, the Scheme's statement of investment principles and any other document recording policy for the time being adopted by the Trustee relating to the administration of the Scheme generally,
- Have, to the degree that is appropriate for the purposes of enabling the individual properly to exercise his or her functions as Trustee director, knowledge and understanding of the law relating to pensions and trusts and the principles relating to investment the assets of occupational pension schemes.

In addition, the Trustee Directors of schemes that are subject to the Climate Change Governance and Reporting Requirements in Part 1 of the Schedule to the Occupational Pension Schemes (Climate Change Governance and Reporting) Regulations 2021 must have knowledge and understanding of the identification, assessment and management of risks and opportunities relating to climate change for occupational pension schemes, including risks and opportunities arising from steps taken because of climate change.

The Trustee has measures in place to comply with the legal and regulatory requirements regarding conversance and knowledge and understanding. Details of how the conversance and knowledge and understanding requirements have been met during the period covered by this statement are set out below.

The Trustee, with the help of its advisers, regularly consider training requirements to identify any knowledge gaps. The Trustee's advisers proactively raise any changes in governance requirements and other relevant matters as they become aware of them. The Trustee's advisers would typically deliver training on such matters at Trustee meetings if they were material.

All the Trustee Directors are familiar with and have access to copies of the current Scheme governing documentation, including the Trust Deed & Rules (together with any amendments), and key policies and procedures. In particular, the Trustee refers to the Trust Deed and Rules as part of considering and deciding to make any changes to the Scheme and, where relevant, deciding individual member cases.

Further, the Trustee Directors consider that they have sufficient knowledge and understanding of the law relating to pensions and trusts and of other relevant principles relating to the funding and investment of occupational pension schemes and of the identification, assessment and management of risks and opportunities relating to climate change for occupational pension schemes, including risks and opportunities arising from steps taken because of climate change, to fulfil their duties.

All the Trustee Directors are required to commit to completing the training, either at the relevant meetings or by personal study.

Regular training is provided on aspects of the Trustee Knowledge and Understanding requirements. Other training relates to topical items or specific issues under consideration and during the Scheme year.

Taking into account the knowledge and experience of the Trustee Directors with the specialist advice (both in writing and whilst attending meetings) received from the appointed professional advisors (e.g. investment consultants, legal advisors), the Trustee Directors believes they are well placed to exercise their functions as Trustee Directors of the Scheme properly and effectively.

M Hall Date: 29/10/26

Signed by the Chair of Trustee of the Norfolk & Suffolk Insurance Services Ltd Group Money Purchase Plan