

Key Information Document



Purpose

This document provides you with key information about this investment product. It is not marketing material. The information is required by law to help you understand the nature, risks, costs, potential gains and losses of this product and to help you compare it with other products. You are advised to read it so you can make an informed decision if you wish to invest in this product.

Product

Name of Product:	Savings Unit Linked Plan	Website:	www.citadelplc.com
Manufacturer:	Citadel Insurance p.l.c.	Contact Number:	+356 2557 9000
Date:	30 June 2020	Email:	info@citadelplc.com
		Regulator	Malta Financial Services Authority

You are about to purchase a product that is not simple and may be difficult to understand.

What is this Product?

Type

The Savings Unit-Linked Plan is a life insurance policy. It is long term regular premium savings plan. It is an investment based product with a free life cover that invests in risk graded funds managed by renowned international and local professional investment managers.

Objectives

The objective of the Savings Unit-Linked Plan is to provide a lump sum on the maturity of the policy. This is achieved through regular savings into one or more risk graded investment funds. The objective of each fund differs according to the risk profile of the fund. Each fund is measured on a risk scale; one is the lowest risk while seven is the highest risk.

Investment Performance

The investment performance of each individual fund is dependent upon the risk profile and the investment objectives of the fund and the prevailing market conditions. We invest your money in the funds of your preference. Each fund holds a different range and type of assets. The value of your fund can fluctuate on a daily basis. A fund with a higher risk profile is more likely to have frequent and larger fluctuations. The fund performance is not guaranteed and fund values can rise as well as fall. Based on the performance of the fund, you might not get back the sum you invested. Citadel does not offer any financial advisory services.

For more information on the funds available, including the risk profile rating and objectives of each fund, please visit our website www.citadelplc.com or ask for a copy of the Investment Option Document for each of the funds available under this product.

Intended Retail Investor

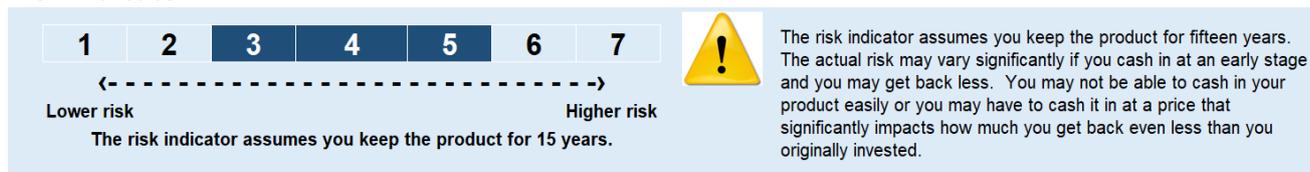
The Savings Unit-Linked Plan aims to meet the needs of all types of investors who are looking for capital growth or income with a medium to long term investment time horizon, i.e. they should plan to hold the policy for at least ten years. The policy is designed for use either as part of a diversified investment portfolio or as sole diversified investment providing access to the asset class. Investors buying the Savings Unit-Linked Plan need to have an understanding about investing in Funds. Investors should be prepared to bear losses since the policy is not guaranteed and can also be subject to sharp fluctuations and cycles in value typically associated with these types of fund and therefore may receive back less than the amount invested.

Insurance benefits

The plan has a free death benefit of €3,500. In the event of the death of the life insured the amount payable is the value of the policy account or the free death benefit, whichever is the higher. The free death benefit ceases on the life insured's 65th birthday.

What are the risks and what could I get in return?

Risk Indicator



- The summary risk indicator (SRI) is a guide to the level of risk of this product compared to other products. It shows how likely it is that the product will lose money because of movements in the markets or because the fund will not be able to pay.
- We have classified this product as 3 to 5 out of 7, which is medium risk class. This rates the potential losses from future performance at a medium level.
- This product is not guaranteed and you may therefore not receive back your original capital.
- Past performance of the funds is not necessarily a guide to future performance
- The value of your policy can fluctuate on a daily basis, it can rise as well as fall.
- The risk indicator may change in the future and is not guaranteed. It is derived based on a standard volatility measure of historical performance utilising a methodology defined by the PRIIPs regulation, so other factors such as illiquidity would not have been considered.
- The higher the risk profile, the more likely it is to have more frequent and larger fluctuations.
- This product does not include any protection from the current and future market performance so you could lose some or all of your investment.
- The actual risk will depend upon the investment choice(s) that you make. Kindly see the fund Investment Option Document for further information.

Other Risks

The Savings Unit-Linked Plan offers a range of funds. The risk element for each fund varies, details of which can be found in the respective Investment Option Document. The investment performance of each individual fund is dependent upon the risk profile of the fund, the investment objectives of the fund and the prevailing market conditions. Each fund holds a different range and type of assets.

All financial investments involve an element of risk. Therefore, the value of your investment and the income from it will vary and your initial investment amount is not guaranteed. This product does not include any protection from future market performance so you could lose some or all of your investment. If Citadel Insurance p.l.c. is not able to pay you what is owed, you could lose your entire investment. However, you may benefit from a consumer protection scheme. The indicator shown above does not consider this protection. The Citadel unit-linked funds are external funds (not Citadel funds) managed by authorised renowned international and local professional fund managers. The risk indicator is also based on your policy being held to maturity date. You will receive a statement from Citadel twice a year showing the value of your investment.

Performance Scenarios

The returns on your investment will be dependent upon which fund or funds you choose to invest in. Further details of the possible returns for each investment fund available can be found in the Investment Option Document applicable to each fund. The figures shown include all the costs of the product itself, but do not include the costs that you pay to your adviser. The figures do not take into account your personal tax situation, which may also affect how much you get back

What happens if Citadel Insurance p.l.c. is unable to pay out?

In the event where during the term of your contract, the insurer becomes insolvent and is unable to discharge its obligations under your contract (deemed to be a long term insurance contract) you may be entitled to limited compensation under the Protection and Compensation Fund Regulations, 2003. Losses, which may result from poor investment performance, are not covered by the Protection and Compensation Scheme. For further information, you may contact MFSA at Triq I-Imdina, Zone 1, Central Business District, Birkirkara CBD1010 or phone on +356 2144 1155.

What are the Costs?

The Reduction in Yield (RIY) shows what impact the total costs you pay will have on the investment return you might get. The total costs take into account one-off, ongoing and incidental. The overall costs of the product will depend on the funds chosen and the table below shows what the lower and higher possible costs will be for three different holding periods. The figures include potential early exit penalties and assume that you invest €1,000 per year. Further details of the costs of each of the funds available can be found in the Investment Option Document applicable to each fund. The figures are estimates and may change in the future.

Costs over time

The person selling you this product may charge you other costs. If so, this person will provide you with information about these costs, and show you the impact that all costs will have on your investment over time.

Investment €1,000			
Scenarios	If you cash in after 1 year	If you cash in after 8 years	If you cash in after 15 years
Total costs	€953 - €1,046	€1,205 - €1,917	€2,283 - €5,480
Impact on return (RIY) per year	95.27% - 104.57%	3.96% - 4.86%	2.67% - 3.58%

Composition of costs

The table below shows the impact each year of the different types of costs on the investment return you might get at the end of the recommended holding period and the meaning of the different cost categories.

This table shows the impact on return per year			
One-off costs	Entry costs	0.05% - 0.10%	The impact of the costs you pay when entering your investment. This does not include the costs of distribution of your product.
	Exit costs	0.00% - 0.00%	The impact of the costs of exiting your investment at the end of the recommended holding period.
Ongoing costs	Portfolio transaction costs	0.00% - 0.00%	The impact of the costs of us buying and selling underlying investments for the product which may be higher or lower depending on your chosen assets.
	Other ongoing costs	2.57% - 3.49%	The impact of the costs that we take each year for managing your investments and other recurring costs.
Incidental costs	Performance fees	0.00% - 0.00%	The impact of the performance fee (if any).
	Carried interests	0.00% - 0.00%	The impact of carried interests (if any).

Recommended holding period: 15 years

How long should I hold the policy and can I take money early?

This policy is a long term Investment. We recommend that you hold the policy for a minimum of fifteen years. You can take money from the policy account at any time however should you require money from the policy account prior to the policy maturity date, an early surrender charge could apply. The surrender or maturity value will depend on the market value of the underlying assets within the fund. Please note that past performance of the funds is not necessarily a guide to future performance. The value of your fund can fluctuate on a daily basis, it can go down as well as up and investors may not always get back their initial investment. Over time, inflation may also erode the value of your investment.

How can I complain?

If you have a complaint concerning your contract:

1. discuss it with the Head of Life or your intermediary or by writing to us;
2. if you are not satisfied, make a written complaint directly to our Complaints Management Function;
3. if you remain dissatisfied with our final response, you may refer the complaint to the Office of the Arbiter for Financial Services, First Floor, St Calcedonius Square, Floriana FRN5130, Malta or by visiting the website: www.financialarbiter.org.mt. Complaints with the Arbiter for Financial Services' Office should always be made in writing. These three remedies are without prejudice to your legal rights.

Other relevant information

Apart from the Savings Unit-Linked Key Information Document, before you enter into a contract of life insurance, you are also requested to read carefully the Savings Unit-Linked information document together with the fund Investment Option Document which will be given and explained to you by the product distributor. This information is also required by law to help you understand other matters which are not dealt with in the Key Information Document. We recommend that before you decide on an investment, you obtain and read a copy of the Fund Fact sheets and related fund prospectus which will be made available by Citadel Insurance p.l.c. upon request and free of charge.

Issued by Citadel Insurance p.l.c., Casa Borgo, 26, Market Street, Floriana FRN 1082. Company Reg. No. C21550 which is authorised under the Insurance Business Act, Cap 403, to carry on general and long term business of insurance.