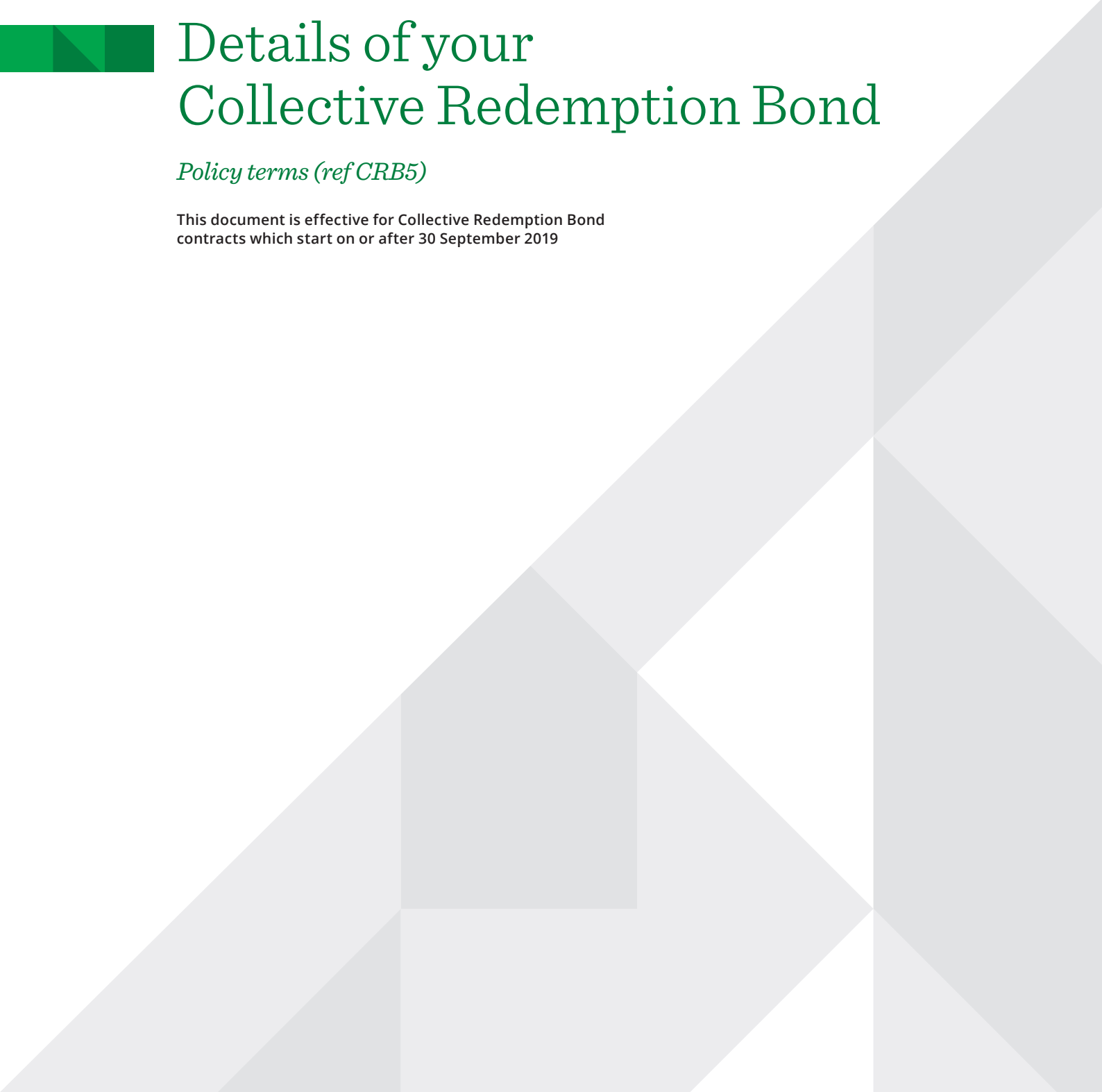




Details of your Collective Redemption Bond

Policy terms (ref CRB5)

This document is effective for Collective Redemption Bond contracts which start on or after 30 September 2019



This document was last updated in February 2020.
Please confirm with your intermediary that this is the most
up-to-date document for your product or servicing needs.



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Terms applicable to Collective Redemption Bond (ref CRB5)

Part A – Preliminary conditions which apply to the Collective Redemption Bond

1. The Collective Redemption Bond contract

- 1.1** The Collective Redemption Bond is a capital redemption Policy. It provides benefits on the maturity of the Policy as described in Term 5.
- 1.2** We have designated the Collective Redemption Bond as a product only suitable for Professional Investors.
- 1.2.1** You must determine and confirm as part of the application process whether you meet our definition of Professional Investor. We will rely solely on your confirmation, as part of our application acceptance criteria, that you meet our definition of a Professional Investor. Given that we do not have any detailed knowledge of your circumstances or characteristics, we will not undertake any investigations as to whether you meet this definition or not. It is therefore essential that you give careful consideration to whether you are or are not a Professional Investor.
- 1.2.2** The Collective Redemption Bond allows investment into various types of Assets as detailed in Term 9 and some of these Assets are only suitable for Professional Investors. You accept the level of risk associated with these Assets including the risk that the investment into such an Asset:
- a) could provide a lower degree of investor protection and regulatory safeguards; and
 - b) could result in a loss of significant proportion of some or all of the sums invested; and
 - c) may have a minimum duration, impose significant redemption penalties or are illiquid.
- 1.2.3** If you no longer meet our definition of Professional Investor, we will not restrict the choice of Assets available under the Collective Redemption Bond. It is your responsibility to only choose Assets which are suitable for Retail Investors or to inform the Fund Adviser that you are now a Retail Investor or to complete a new Investment Mandate and send this to us where a Discretionary Asset Manager has been appointed. We will then review the Investment Mandate and inform the Discretionary Asset Manager of the new Investment Mandate.
- 1.3** This document called the '**Policy Terms**' contains full details of the Policy. It explains the commitments and rights of both of us as the parties to the contract in this and the following sections (each called a '**Term**'). The Terms applicable to your contract are:
- 1.3.1** Part A the Preliminary Conditions which apply to the Collective Redemption Bond; and
- 1.3.2** Part B the General Conditions which apply to the Collective Redemption Bond
- 1.4** Your bond is issued as a number of separate policies, known as a 'Cluster of Policies', each representing an equal proportion of your bond.
- You may specify in your application the number of Policies to issue. These Terms apply equally to each of the Policies. If you have not specified the number of Policies to issue, 12 Policies will be issued.
- For our administrative purposes, we may say that all the Policies are dealt with in the same way for some transactions.
- 1.5** No Term can be varied or waived in any way unless we evidence it by an endorsement or written communication signed by one of our authorised officials. If we have, by mistake or deliberately, waived the enforcement of a Term on an occasion, this does not constitute a waiver of our respective rights and obligations at any future time.

2. Dictionary

Some words used in the Terms have a special meaning and to help you, we explain those which appear most often in Term 2.2. We show words with a special meaning in Term 2.2 in bold type. We explain other words which appear less often where they first appear in the document or where they are most relevant in **bold type**. Any defined words (other than personal pronouns) are shown with the first letter capitalised.

2.1 We, us and our mean Quilter International Isle of Man Limited. **You, your** and the **Policyholder** mean the other party to this agreement when the contract is made. It also means a person who becomes the **Policyholder** in the future if ownership of the **Policy** transfers to them or if they become the legal representative to the estate of the relevant **Policyholder** after they die.

2.2 Acceptable Asset – An Asset which has been accepted by us in accordance with the process described in Term 9.2 and is one which fits into the types of Acceptable Assets set out in Term 9.3.

Actuary – Our officer who has responsibilities concerning our sound and prudent financial management. They also have a professional duty to consider the interests of all of our policyholders.

Allocated Units or Units – The notional shares in the Asset of the Portfolio Fund as explained in Term 6. We allocate them when you pay a Premium.

Allocation Amount – The Premium less any reduction in the Premium amount to reflect an Allocation Percentage of less than 100% or the Premium plus any increase in the Premium amount to reflect an Allocation Percentage of more than 100%.

Allocation Percentage – The percentage of the Premium used to calculate the number of Units allocated to your Policy each time you pay a Premium.

Assets – The range of Assets which can be included within the Portfolio Fund and which are Acceptable Assets as described in Term 9.

Authorised Custodian – A professional banker or other organisation which is authorised, where appropriate, by its regulator to provide custodian and depository services and which we have appointed at your request.

Bank Deposit – A bank or similar deposit whether instant access, on notice, or for a fixed term which falls within the property category 5 of section 520 of the UK Income Tax, Trading and Other Income Act 2005 or any successor legislation.

Charges Schedule – The Schedule issued showing the Portfolio Fund Charges that apply to your Cluster of Policies.

Claimant – The person with a legal right to receive payment of the Maturity Benefit. As examples, this person may be a surviving Policyholder (including a corporate entity or trustees of a trust), or the legal personal representative acting on behalf of the estate of the deceased Policyholder. These examples are illustrative and not exhaustive.

Collective Investment Scheme – Any arrangement or arrangements with respect to property of any description, including money, the purpose or effect of which is to enable persons taking part in the arrangements to participate in or receive profits or income arising from the acquisition, holding, management or disposal of the property or sums paid out of such profits or income.

Contract Date – The date the contract for your Policy started. We confirm the Contract Date to you in our acceptance letter which will be sent to your Online Service Account where you have one, by e-mail, or by post.

Dealing Desk – Investment dealing services provided by us for Assets held with our Default Custodian, or the appropriate department of the Authorised Custodian (or a separate legal entity) with which we have entered into a contract to provide investment dealing services on our behalf for Assets held with the Authorised Custodian.

Deduction Date – The date we deduct Portfolio Fund Charges from the Transaction Account held with us. This will normally be on the last Working Day of the second month following each Quarterly Date.

Default Custodian – The professional banker or other organisation, which is authorised by its regulator to provide custodian and depository services that we normally use to hold our Assets.

Discretionary Asset Manager – A person or firm appointed by us to provide investment services in respect of our Assets linked to your Policy, following your request for us to appoint them. Discretionary Asset Manager is sometimes known in other documents as the 'Discretionary Investment Manager.'

External Fund – An investment fund established by an investment management organisation as a collective investment scheme for investors, and which falls within property categories 2 to 7 of section 520 of the UK Income Tax, Trading and Other Income Act 2005 or any successor legislation, being respectively UK authorised unit trusts, UK authorised investment trusts, UK open-ended investment companies (OEICs), or similar interests in external funds taking effect under law of a territory outside the UK and in addition policies and contracts issued by life assurance companies.



Fixed Account – A separate and identifiable account which is maintained for the purpose of granting interest-free fixed account loan withdrawals.

Fund Adviser – A person or firm appointed by you that provides investment advice to you, or is able to act on your behalf under a discretionary mandate; and gives investment instructions to us and satisfies the requirements of Term 7.1.3.

Fund Adviser Fee – The amount you agree to pay to your Fund Adviser on a regular basis in return for ongoing investment services in respect of your Policy. This is payable under a legal agreement between you and the Fund Adviser.

Head Office – Our office in the Isle of Man.

Intermediary – The person or firm appointed by you that acts on your behalf when you are considering whether to apply for your Policy, during the process of applying for your Policy and while you own your Policy. Intermediary is sometimes known in other documents or on the Online Service as the 'Financial Adviser.'

Investment Mandate – Details of the aims, objectives and risk tolerance as well as the anticipated time horizon for the Assets of the Portfolio Fund. This will help the Discretionary Asset Manager provide a suitable long-term investment strategy for these Assets.

Lead Custodian – Where you request us to appoint more than one Authorised Custodian, you also need to select a Lead Custodian in the application form or appointment form who we will instruct to pay for Portfolio Fund Charges debited to the Transaction Account held with us. Where some of the Assets are held by the Default Custodian, the Default Custodian will sell those Assets to pay for Portfolio Fund Charges.

Lead Policyholder – An individual who is authorised to carry out certain Policy Transactions on behalf of all Policyholders or, if the Policyholder is a corporate entity, on behalf of that corporate entity or, if the Policyholders are trustees, on behalf of all the trustees. This may be through the Online Service or other method of communication which is acceptable to us. Communications will be sent to the Lead Policyholder.

Market Timing – A dealing or fund switching strategy with the intention of anticipating short-term changes in the market price of units or shares. This also includes situations where the Discretionary Asset Manager or Fund Adviser seeks to exploit a fund which has a price that does not take account of the most recently available data, and where the Discretionary Asset Manager or Fund Adviser makes use of a short-term trading strategy to take advantage of anticipated future market movements.

Maturity Benefit – The amount payable on the maturity of the Policy.

Maturity Date – The date the Policy will mature which will be 99 years after the Contract Date. For example if the Contract Date is the 1 July 2019 the Maturity Date will be 30 June 2118.

Nominated Asset – An Acceptable Asset or number of Acceptable Assets which is nominated to sell for the purpose of providing payment of Regular Withdrawals. This does not apply where you have chosen to use the Authorised Custodian account facility.

Online Service or Online Service Account – The secure Online Service also known as Wealth Interactive. The Online Service is provided by Quilter International Business Services Limited on behalf of us to you through the internet. You may view, access and manage your Policy together with additional functionality we may make available from time to time. Sometimes we may allow you to view your Policy and also have the ability to carry out certain Policy Transactions. The ability to manage your Policy through the Online Service may be limited.

Online Service Agreement – The document which sets out the legal basis of your agreement with Quilter International Business Services Limited for access and use of the Online Services. This document is currently titled 'Wealth Interactive Policyholder Online Service Terms.'

Policy – One or more Policies we issue to you following acceptance of your application for your Collective Redemption Bond, called collectively a 'Cluster of Policies'.

Policy Anniversary – Any anniversary of the Contract Date.

Policy Currency – The currency shown in the Schedule in which valuations are reported and benefits are paid.

Policy Transactions – After the Contract Date for your Policy, a notice, instruction or other request we will allow you to send us. These include but are not limited to submitting Asset dealing instructions and changing Policy details including bank details.

Portfolio Fund – A separate identifiable account kept by us for calculating benefits and Portfolio Fund Charges under your Policy.

Portfolio Fund Charges – The various charges for managing the Portfolio Fund and a Policy as explained in Term 20 and the Charges Schedule.



Premium – Any lump sum payment you agree to pay to your Policy and we accept, as well as the transfer of an Asset acceptable to us as explained in Term 4.4.

Premium Acceptance Date – This will be the Date that the Premium is credited to the Transaction Account.

Professional Investor – A Professional Investor is a person or entity that possess the required expertise, experience and knowledge to adequately understand the features and risks associated with this product, the underlying investment options available (including assets which are not designed for or suitable for Retail Investors) and services being offered. Generally, a Professional Investor would be an entity or natural person that would fall under one or more of the following definitions:

- National and regional governments, public bodies that manage public debt, central banks, international and supranational institutions such as the World Bank and the International Monetary Fund.
- An entity authorised, licensed and regulated to operate in the financial markets and whose main activity is investing in financial instruments.
- A natural person whose level of financial sophistication is consistent with local professional investor (or equivalent) regulations that may apply in the market where the business is conducted.

Quarterly Date – The last Working Day of March, June, September and December being the normal quarterly Valuation Dates for the Portfolio Fund.

Quarterly Valuations – The valuation statement we provide to you within a reasonable period following each Quarterly Date.

Regular Withdrawals – Part surrenders that you request for a fixed monetary amount or a percentage of the Premiums paid, which are payable to you at regular intervals.

Regular Withdrawal Due Date – The date you request in your instruction to us that we pay your first Regular Withdrawal and then on the same day each month, two months, quarter, four months, six months or year, depending on the Regular Withdrawal frequency you have chosen and available at that time. Where a Regular Withdrawal Due Date is not a Working Day, it will be the last Working Day before the Regular Withdrawal Due Date.

Retail Investor – An investor who does not meet our definition of Professional Investor.

Schedule – The Schedule issued by us for your Policy. It shows the Policy number and the personal details about your Policy. For our administrative convenience, we may issue one Schedule for a Cluster of Policies showing all of the Policy numbers.

Security Details – The password, username and any other requirements, procedures, methods, measures, or devices we may introduce in the future to enable secure electronic communication.

Surrender Value – The value of the Allocated Units at the selling price less any outstanding charges including any outstanding Portfolio Fund Charges and Third-Party Agent Charges.

Third-Party Agent Charges – Charges in respect of third parties providing services to the Portfolio Fund. Where Acceptable Assets are selected, these may include charges relating to (by way of illustration) custody or stock broker services. These examples are illustrative and not exhaustive.

Transaction Accounts – Accounts kept by us to simplify buying and selling of Assets for your Portfolio Fund. They are also used for purposes which include but are not limited to the payment of benefits, Portfolio Fund Charges and Third-Party Agent Charges.

Valuation Date – A Working Day on which we value the Assets of the Portfolio Fund to calculate the price of notional Units. The '**Final Valuation Date**' is the date that we calculate the final value of the policy, for example, when you cash in (surrender) one or more of your Policies. Some Portfolio Fund Charges and Other Charges will apply on the Final Valuation Date when all Policies are cashed in, for example when you fully cash in your bond, we refer to this as the '**Final Plan Valuation Date**'.

Valuation Period – The period up to the relevant Valuation Date since the Contract Date or the last Valuation Date.

Working Day – This is a day on which we are open for business at our Head Office.

2.3 If the meaning of a word is explained in the singular in Term 2.2 (or elsewhere in the Terms in bold type) then it includes the plural of that word and the converse and the masculine or the feminine gender includes all genders.



3. How to make an offer to us, applying for an online service account and our acceptance

3.1 We may allow you the option to carry out certain Policy Transactions through our Online Service.

To facilitate this at the time you apply for your Collective Redemption Bond, it is a requirement that your e-mail address is included in your application form and that you have a mobile telephone or landline telephone or other device we may specify to enable secure electronic communication.

3.1.1 If you apply for this Policy as described in Term 3.2 or 3.3, you agree that:

- a) you will apply for and sign onto your Online Service Account;
- b) Policy Transactions can be made by you using your Online Service Account, where our Online Service allows; and
- c) communications from us can be through your Online Service Account where our Online Service allows.

3.1.2 If you apply for this Policy as described in Term 3.4 or 3.5, you do not have to apply for an Online Service Account.

3.1.3 You may apply for and sign onto your Online Service Account at a later date, at which point Terms 3.1.1(b) and 3.1.1(c) will apply.

3.2 Offer by electronic means using your Online Service Account. (Where you must review and approve the information provided by your Intermediary before the application for a Policy is submitted by you to us)

3.2.1 We may allow your Intermediary to complete your application form on your behalf. In such circumstances, your application form will be sent to your Online Service Account to review the information that your Intermediary has provided. Your approval of this information will result in the application being submitted to us.

3.2.2 If there is more than one applicant for a Policy, each applicant must approve the information that your Intermediary provides. The application will be submitted to us once all the applicants have approved the information through their Online Service Account.

3.2.3 Your evidence of identity and other information must be uploaded electronically by your Intermediary and sent to us, with your application, through the Online Service.

3.2.4 If any applicant does not approve the information, you can raise any questions you have with your Intermediary. Your questions can be added to the application and sent back to your Intermediary through the Online Service Account. This will mean that your application will not be sent to us and will not have been received by us at this stage.

3.2.5 Your application will not be deemed to have been received by us until all applicants have confirmed and approved the application.

3.2.6 Our receipt of your application will be confirmed by e-mail to your Intermediary.

3.3 Offer made by your Intermediary by electronic means using the Online Service. (Where you agree that your Intermediary can submit an application for a Policy on your behalf to us)

3.3.1 We may allow an offer to be made by your Intermediary. In such circumstances, this option is only available where you have appointed your Intermediary to act on your behalf to submit an application for a Policy to us.

- a) Where there is more than one applicant, this option is only available where all applicants have agreed that the Intermediary can act on their behalf.

3.3.2 Your Intermediary will complete your application form on your behalf and submit this to us. The application will not be submitted to you for approval. We will rely on the information provided by your Intermediary and any error in the information provided is your responsibility as you have appointed your Intermediary to act on your behalf to submit the application for a Policy to us.

- a) You or your Intermediary must inform us immediately if you become aware of any errors in the information provided and this may lead to a situation where we need to terminate your contract due to errors in the information provided. Where the Policy is terminated, we will pay the lesser of: (i) the Surrender Value or (ii) a refund of the Premiums.

3.3.3 Certified evidence of your identity and other information must be uploaded and sent electronically by your Intermediary through the Online Service.

3.3.4 Our receipt of your application will be confirmed by e-mail to your Intermediary.



3.4 Offer by signing and uploading a copy of the online application form

- 3.4.1 We may allow your Intermediary to submit your application through the Online Service by uploading a copy of the online application that has been signed by you.
- 3.4.2 Your certified identity and other information must be uploaded electronically by your Intermediary and sent to us, with your application, through the Online Service.
- 3.4.3 Your application will be deemed to be received by us once uploaded by your Intermediary and submitted to us.
- 3.4.4 The receipt of your application will be confirmed by e-mail to your Intermediary.
- 3.4.5 If we agree to allow this form of application, you will still require an Online Service Account to carry out Policy Transactions.

3.5 Offer by signing a paper version of the application form

- 3.5.1 We may allow your Intermediary to submit your paper application through the post or by electronic communication acceptable to us. This should be sent to us at our Head Office.
- 3.5.2 Our receipt of your application at our Head Office will be confirmed by e-mail to your Intermediary.
- 3.5.3 Where you have an Online Service Account, we will communicate with you through your Online Service Account where our Online Service allows. If you want us to communicate with you by post, you must request this in writing.

3.6 Outstanding information or payment or changing the information you have given us

- 3.6.1 If we need further information from you to enable us to consider your application or we have not received your Premium then we will request this information or payment of the Premium from your Intermediary, through the Online Service, or by e-mail or telephone.
- 3.6.2 You must inform us without delay if your residency or citizenship status changes or if there is any other material change to the information that you and/or your Intermediary have given us as this may affect the services we provide. You must provide us with any information we reasonably require about your identity and/or your business affairs. In addition, you must also inform us without delay if your contact details change in the future, for example if your e-mail address, mobile telephone number, landline telephone number or postal address changes, so that we can update our records and, where necessary, communicate with you as explained in Term 27.

3.7 Acceptance by us of your offer

- 3.7.1 If we accept your application and we know your Premium has been credited to our bank account then we will communicate our acceptance by sending our acceptance letter to the Online Service Account if you have one and we will confirm by e-mail as stated in 3.7.2 (a) that the information is available for you to download, or by post. The contract will start within five Working Days of the date we receive your application, Premium and any further information we require to consider your application.
- 3.7.2 You will either receive:
 - a) an e-mail to the e-mail address included in your application form if you applied for an Online Service Account. The e-mail will confirm that your acceptance letter, Policy Terms, Schedule and Charges Schedule and any other relevant information are available for you to download from your Online Service Account; or
 - b) your acceptance letter, Policy Terms, Schedule and Charges Schedule, by post.
 - c) We may also post or e-mail your acceptance letter, Policy Terms, Schedule and Charges Schedule if you have not activated your Online Service Account.
- 3.7.3 If your application is made to us as described in Term 3.3, you will be sent an e-mail as described in Term 3.7.2 (a) to the e-mail address that your Intermediary provides on the application.
 - a) It is your responsibility to ensure that you apply for and sign onto your Online Service Account to review the acceptance letter, Policy Terms, Schedule and Charges Schedule, and any other relevant information to ensure they are correct.
- 3.7.4 We may refuse your application or application for additional Premium payments without having to provide a reason.



4. What are your commitments and when does the contract start?

- 4.1 You agree to pay us a Premium in return for the benefits we provide under the Policy.
- 4.2 If we accept your application in accordance with Term 3.7.1. then we will credit your Premium, net of any tax or duty due on your Premium to the Transaction Account held with us on the day we accept your application. This will be the Contract Date. The Policy will have no value and will not pay any benefit until the Contract Date.
- 4.2.1 If you choose a Policy Currency which is different to the currency in which your Premium is paid, you should be aware that we will not convert your Premium. A notional currency conversion to your Policy Currency will be required which is purely for your valuation purposes. You could be exposed to exchange rate fluctuations at a later date when your Premium is converted to another currency. All notional conversions will be at the mid-market rate on the Working Day before the Working Day that we become aware that the Premium is credited to our bank account.
- 4.3 Your Intermediary, on your behalf may offer to pay us additional Premiums by completing an application through the Online Service subject to all the provisions of Term 3.2, Term 3.3, or Term 3.4 above or if in paper form subject to the provisions of Term 3.5. You may offer to pay us additional Premiums by completing an application in paper form subject to the provisions of Term 3.5.
- 4.3.1 We may agree to accept your offer providing the additional Premium is equal to or more than our minimum published Premium level at the time for a Policy or Cluster of Policies.
- 4.3.2 If we accept your application and we know your additional Premium has been credited to our bank account then we will communicate our acceptance by sending our confirmation letter to you by post or to your Online Service Account if you have one.
- 4.3.3 If we accept your application, then we will credit your additional Premium, net of any tax or duty or charges to the Transaction Account.

4.4 Premium payment by Asset Transfer or Cash Transfer

We may agree to payment of all or part of your Premium (or additional Premium) by a transfer into our ownership of units or shares in an Asset which is held by you or which is held by your Authorised Custodian. We may also agree to payment of all or part of your Premium (or additional Premium) by a transfer of cash held with an Authorised Custodian into our ownership. The Premium will (subject to this Term 4.4) be the value received by us. We will then deduct all direct and indirect expenses and taxes of the transaction. Any tax or duty due on your Premium will also be deducted which may include stamp duty or equivalent tax levied on the transferee of the Asset as a result of the transfer.

- 4.4.1 The contract will then start (or the additional Premium will be accepted) within five Working Days that we receive at our Head Office information to our satisfaction (including information from an Authorised Custodian) that all necessary steps have been carried out to transfer the legal ownership to us.
- 4.4.2 However, if transfer to us of the legal ownership of all the units or shares does not take place at the same time, then provided the net value of the units or shares first transferred into our ownership is at least equal to our minimum Premium, we may accept that amount and start the contract.
- 4.4.3 We will treat the net value of any later transfer of ownership as an additional Premium as described in Term 4.3. Any tax/duty or charges due on your additional Premium will also be deducted.
- 4.4.4 If the value transferred is less than our minimum stipulated Premium (or additional Premium) then we will normally hold it until the values transferred do meet our minimum stipulated Premium or additional Premium as appropriate. However, if the value to be transferred stated in your application met our minimum stipulated Premium (or additional Premium) but falls (due to a reduction in the value of the Assets) below our minimum stipulated Premium (or additional Premium) after the legal ownership of all the units or shares has been transferred into our ownership then we will accept that amount and start the contract or accept the additional Premium.
- 4.4.5 We will not credit any interest to the value of the Assets held with us until we have started the contract.
- 4.4.6 Terms 4.4.2 to 4.4.4 will not apply to Assets or bank accounts transferred to our ownership where they are already under the control of an Authorised Custodian as described in Term 8. In that event, the Premium will not be considered as paid until the provisions of Term 4.4.1 above applies to all the Assets.

However, if the transfer consists of cash, or cash and other Assets, then we may exceptionally agree to accept the cash amount only and start the contract.

Part B – General conditions which apply to the Collective Redemption Bond

5. What benefit will be payable on Maturity?

5.1 Maturity Benefit

5.1.1 On the Maturity Date the Maturity Benefit will become payable provided the Policy has not been surrendered or cancelled.

5.2 The Maturity Benefit will be the greater of:

5.2.1 a Guaranteed Maturity Value of twice the Premium as defined in Term 5.3 below; or

5.2.2 the Surrender Value on the Maturity Date.

5.3 For the purposes of Term 5 only, each time a partial surrender is taken or Units are transferred to the Fixed Account, the Premium referred to in Term 5.2.1 shall be reduced by the following formula:

$$P - (S/E \times P)$$

Where:

P is the amount of the Premiums paid

S is the amount of the partial surrender and Units transferred to the Fixed Account

E is the Surrender Value on the date of the partial surrender using the latest published selling prices for the assets, immediately before the partial surrender.

5.4 Proof of title

5.4.1 We will pay the Maturity Benefit following receipt of such information we reasonably require, including proof of title of the Claimant to the Policy and may also include return of the Schedule.

5.4.2 The Claimant must pay any expenses in providing us with the proof we need under Term 5.4.1, including any fees for notaries, translating documents or other fees, including costs related to the value or transfer of an Asset to the Claimant.

5.5 What happens if the Assets cannot be sold?

5.5.1 It may not be possible to sell or dispose of Assets because of a situation such as referred to in Term 17 happening or because an Asset is valued less often than daily as explained in Term 11.1.3. In that case, where the Surrender Value exceeds the Guaranteed Maturity Value, you should be aware that any amount in excess of the Guaranteed Maturity Value may be payable, in one or more instalments.

a) The first instalment will be for the value of the Assets which we can sell.

b) We will pay a further instalment or instalments when we sell the rest of the Assets.

c) If it is not possible to sell any of the Assets, payment of the amount in excess of the Guaranteed Maturity Value will be deferred until we are able to pay either the whole benefit or the first instalment as described in Term 5.5.1 (a) above.

5.6 Payment of the Maturity Benefit by transferring Assets

5.6.1 If we need to pay the Maturity Benefit by transferring Assets for any reason, including where Term 5.5 applies, then payment of all or part of the Maturity Benefit will be satisfied by transfer of ownership of Assets linked to the Policy to the Claimant. If this Term 5.6.1 applies, we will also agree a value of those Assets, taking into account any associated costs of the transfer and any outstanding Portfolio Fund Charges.

5.6.2 You can also ask us to consider paying all or part of the Maturity Benefit by such transfer of ownership where Term 5.5 applies. As owner of the Asset, whether we agree to pay all or part of the Maturity Benefit by such transfer of ownership is a matter entirely at our discretion and we are not required to provide you with any reason for our decision. You can also ask us to consider relinquishing your rights to the value of the Assets linked to the Policy.

5.6.3 If necessary, we will sell Assets to pay for the costs of transferring the ownership of the Assets and outstanding Portfolio Fund Charges, for example paying for the Administration Charge.

5.7 If there are any Units standing to the credit of the Policy in the Fixed Account then their value will also become repayable to us on the Maturity Date.

5.8 On payment of the Maturity Benefit, no further benefit will be payable under the Policy. As an example, dividends received on our Assets after the Maturity Benefit has been paid will be kept by us regardless of which payment period the dividends relate to.

5.9 We may terminate your Online Service Agreement when the Maturity Benefit has been paid.



6. What are the portfolio fund and units, and who owns them?

- 6.1** The Portfolio Fund contains one or more Assets chosen by you, your Fund Adviser, or the Discretionary Asset Manager.
- 6.2** To enable us to calculate the benefits and charges under the Policy, we create notional Units. The Allocation Percentage is applied to the Premium on the Contract Date. A debit to the Transaction Account is then made to reflect any reduction in the Premium where the Allocation Percentage is less than 100%. This is known as the Allocation Amount. We use this Allocation Amount to buy Assets for the Portfolio Fund or to determine the amount to be transferred to the relevant Authorised Custodian where you have chosen to use the Authorised Custodian facility. The Allocation Amount on the Contract Date is allocated to Units in the Portfolio Fund. These are known as Allocated Units. The Allocated Units are determined by dividing the Allocation Amount by a notional Unit price of 1 Unit of Policy Currency. For example, if the Policy Currency is pound sterling GBP, then the Allocation Amount would be divided by a notional Unit price of £1. Each Unit represents a proportionate share of the value of the Assets. You legally own the Policy but you have no legal or beneficial interest in the Units or the Portfolio Fund or any underlying Assets that we own.
- 6.2.1** We will decide at our sole discretion whether to use any right which we have as a result of owning any particular Asset, for example voting rights.
- 6.3** The number of Allocated Units will increase if you pay another Premium, and will reduce if we cancel Units to pay benefits, certain Portfolio Fund Charges, and encashments under your Policy. After we determine the Allocated Units on the Contract Date, we calculate the price of those Allocated Units on each Quarterly Date and the Final Valuation Date based on the value of the Assets within the Portfolio Fund after any Portfolio Fund Charges have been deducted. We use this price to determine how many Units to allocate to your Policy when you pay a further Premium and how many Allocated Units to cancel when we pay benefits, encashments and certain Portfolio Fund Charges. We have the right to calculate the price of such notional Allocated Units more often than quarterly.

7. Appointment of a fund adviser or discretionary asset manager

7.1 Appointment of a Fund Adviser

- 7.1.1** If you wish to appoint a Fund Adviser then terms of business will need to be agreed between you and the Fund Adviser. You will retain full responsibility for the acts or omissions of the Fund Adviser. Any fees for such service are personal to you and will not be deemed a Portfolio Fund Charge.
- a) You may request payment of such fees by part surrender from your Policy including by taking Fund Adviser Fees as described in Term 18.5.
 - b) Where you wish to appoint your Intermediary as your Fund Adviser, you can do so in your application for your Policy where your application is made in accordance with Term 3.2 or 3.4.
 - c) Where you wish to appoint your Intermediary as your Fund Adviser and your application is made in accordance with Term 3.3, your Intermediary will do so on your behalf in the application they send to us.
 - d) Where you wish to appoint a Fund Adviser who is not your Intermediary, and your application is made in accordance with Term 3.5 you will inform us of the appointment of your Fund Adviser by completing the appropriate form and submitting it to us.
- 7.1.2** If you have chosen to use the Authorised Custodian facility as explained in Term 8, then we may allow you to appoint a different Fund Adviser for each Dealing Desk where we have agreed that more than one Dealing Desk can be used. Your instruction must be clear in respect of which Fund Adviser is to be appointed to which Dealing Desk. Alternatively, you could appoint only one Fund Adviser for all Dealing Desks.
- a) The payments referred to in Term 7.1.1 (a) may be paid to each Fund Adviser where we have agreed that more than one Fund Adviser can be appointed and as described in Term 18.5.
- 7.1.3** We may require the Fund Adviser to confirm they are regulated by any appropriate regulatory authority and have any qualifications required by law or regulation for the activity to be carried out. If we require such confirmation, it is to enable us to comply with our regulatory duties as an authorised insurer in the Isle of Man. It is not and should not be construed as any endorsement of a Fund Adviser by us, and we do not warrant your Fund Adviser's suitability or regulatory credentials. You may need to complete documentation which delegates your powers to the Fund Adviser.



- 7.1.4 If you tell us that you wish to terminate the appointment of a Fund Adviser or we cease to act on the instructions of the Fund Adviser as described in Term 7.5 below, we will stop any Fund Adviser Fees we are making to the Fund Adviser. We will confirm such termination to you.
- a) If the date the Fund Adviser is removed or replaced does not coincide with a fee payment date, then where the Fund Adviser Fee is a fixed percentage, we will make a final prorated payment for the period from the last payment date up to the date the Fund Adviser is removed or replaced on the next payment date. If the Fund Adviser Fee is a fixed monetary amount, then where the date the Fund Adviser is removed or replaced does not coincide with a fixed payment date, we will make one final payment for the full amount at the next fee payment date.

7.2 Appointment of a Discretionary Asset Manager

- 7.2.1 The Discretionary Asset Manager will act on either a discretionary basis or an advisory basis.
- 7.2.2 You may request us to appoint one of the Discretionary Asset Managers who act on a discretionary basis that we have legal agreements with in relation to the Collective Redemption Bond. You may also request us to appoint a Discretionary Asset Manager to act on an advisory basis. We will require an agreement with the Discretionary Asset Manager acting on an advisory basis. This will include their confirmation that they will adhere to the restrictions on the assets they can recommend and the payment of fees by us to them.
- You may submit your request for us to appoint the Discretionary Asset Manager in the application form, or by completing the appropriate form. Details of the Investment Mandate in respect of the Policy must also be sent to us at our Head Office.
- 7.2.3 Where the Discretionary Asset Manager acts on a discretionary basis they will use a discretionary mandate prescribed by us. The Investment Mandate we submit to the Discretionary Asset Manager will take into account the investment objectives and risk profile you have stated to us in the Investment Mandate in respect of our Assets linked to the relevant Portfolio Fund for your Policy.
- 7.2.4 Where the Discretionary Asset Manager acts on an advisory basis they will give investment advice to us in respect of our Assets linked to the relevant Portfolio Fund for your Policy. The Discretionary Asset Manager must obtain your agreement to the investment recommendation they are providing to us (and we must also agree to the investment recommendation) before they submit any instructions to the Dealing Desk. The Discretionary Asset Manager is responsible for obtaining this consent in writing from you.
- 7.2.5 We will confirm the Discretionary Asset Manager's appointment to you or our declination of your request to you.
- 7.2.6 We will take a Policy charge which will reflect the fees we pay to the Discretionary Asset Manager for the service they provide for us as explained in Term 21.2.
- 7.2.7 If you have chosen to use the Authorised Custodian facility as explained in Term 8, then you may request us to appoint a different Discretionary Asset Manager for each Dealing Desk. Alternatively, you could request us to appoint only one Discretionary Asset Manager for all Dealing Desks.

7.3 Instructions from the Fund Adviser or Discretionary Asset Manager to the Dealing Desk

- 7.3.1 The Dealing Desk will act on the instructions of a Fund Adviser, or Discretionary Asset Manager once appointed, until we are advised by you that you wish to terminate the appointment of the Fund Adviser, or we terminate the appointment of the Discretionary Asset Manager for your Policy. Termination will not affect any transactions already carried out or for which binding instructions have been given directly or indirectly. We will inform you of such termination. We will also inform the Fund Adviser or Discretionary Asset Manager of the termination. You can then request to submit instructions to the Dealing Desk where the Assets are held by an Authorised Custodian or submit instructions to the Dealing Desk where the Assets are held by the Default Custodian or request that a Fund Adviser or Discretionary Asset Manager is replaced in accordance with Term 7.4.
- 7.3.2 Any fees relating to the service provided by the Fund Adviser or Discretionary Asset Manager will stop from the termination date. Where the termination date does not coincide with a fee payment date, then where the Fund Adviser Fee is a fixed percentage, we will make a final prorated payment for the period from the last payment date up to the termination date on the next payment date. If the Fund Adviser Fee is a fixed monetary amount, then where the termination date does not coincide with a fixed payment date, we will take one final payment for the full amount at the next fee payment date. For Discretionary Asset Managers, this final payment by us will be reflected as a final Discretionary Asset Manager Charge on your next Quarterly Valuation.



7.4 Replacement of a Fund Adviser or Discretionary Asset Manager by you

7.4.1 You may request us to appoint a replacement Discretionary Asset Manager, alternatively you may request the appointment of a replacement Fund Adviser by completing the appropriate form and sending it to us at our Head Office. If we agree to this request, then replacement of the Discretionary Asset Manager or Fund Adviser will not affect any transactions already carried out or for which binding instructions have already been made. We will confirm the appointment to you through the Online Service Account where you have one, or by post.

7.5 Removal of a Fund Adviser or Discretionary Asset Manager by us

7.5.1 We reserve the right to cease to act on the instructions of the Fund Adviser or to terminate our agreement with the Discretionary Asset Manager with immediate effect. As examples, the reasons for terminating the agreement or ceasing to act on instructions may include if we become aware that a Discretionary Asset Manager or Fund Adviser:

- a) has been refused membership by, or has been expelled from, a professional organisation; or
- b) is under investigation by, or has been the subject of disciplinary action by, a regulatory authority; or
- c) has carried out or is carrying out activities in a manner which could prejudice or be harmful to our reputation; or
- d) ceases to hold the necessary authorisation due to change of law or regulation.

These examples are illustrative and not exhaustive. We will confirm the termination of our appointment with the Discretionary Asset Manager or that we are ceasing to accept instructions from the Fund Adviser to you through the Online Service Account where you have one, or by post.

7.6 Amendment to the Investment Mandate

7.6.1 You may inform us in writing at our Head Office of any change to your Investment Mandate. If the changes are acceptable to us, we will inform the Discretionary Asset Manager at the earliest opportunity.

7.7 In the event of the death of all Policyholders or assignment of the Policy, any appointment of a Fund Adviser or Discretionary Asset Manager will automatically terminate.

8. Authorised custodian account facility

8.1 You may request us to consider the appointment of one or more Authorised Custodians and Dealing Desks, instead of, or as well as, our Default Custodian and Dealing Desk subject to our minimum published investment limit for transfers to Authorised Custodians.

8.2 If we agree to your request to appoint an Authorised Custodian and Dealing Desk, then you, the Fund Adviser or the Discretionary Asset Manager will give Asset dealing instructions to the Dealing Desk. Any instructions sent to us that relate to Assets held by an Authorised Custodian will not be actioned. We will not forward the instruction to the Authorised Custodian.

8.2.1 Once appointed, the Authorised Custodian will then make all necessary arrangements for safe custody, and release from custody, of our Assets to carry out the transactions.

8.2.2 We may restrict the number of Authorised Custodians and Dealing Desks that we will consider appointing in respect of your Policy.

8.3 The Dealing Desk and Authorised Custodian must be acceptable to us and be suitable for Isle of Man regulatory purposes. The Assets must be held in such a way that they are protected from any creditors of ours and cannot be used for any purpose other than to:

8.3.1 buy other Assets for the Portfolio Fund; or

8.3.2 enable us to pay or to authorise the payment of Portfolio Fund Charges, Third-Party Agent Charges and the costs of custodianship and other charges and expenses of the Portfolio Fund; or

8.3.3 to pay benefits including Regular Withdrawals, part surrenders and Regular Withdrawals for ongoing fees where instructed by us.

8.4 We may require the Dealing Desk to take responsibility for ensuring that the Portfolio Fund does not invest in Assets of types we advise are not permitted nor become used for non-permitted purposes.

8.5 The Authorised Custodian's normal custody charges will be debited from our account held at the Authorised Custodian and they will be reflected in your Quarterly Valuation statement.



8.6 After the Contract Date, you may request in writing to us at our Head Office that an Authorised Custodian is appointed, replaced or removed. This is subject to any restrictions referred to in Term 8.3.

8.6.1 Where an Authorised Custodian is the Lead Custodian and you request that we remove or replace that Authorised Custodian, we may not act on your instruction unless you have also confirmed the replacement Lead Custodian.

8.7 We reserve the right to terminate our agreement with the Authorised Custodian or Dealing Desk with immediate effect. As examples, the reasons for terminating our agreement may include if we become aware that the Authorised Custodian or Dealing Desk:

8.7.1 is under investigation by, or has been the subject of disciplinary action by, a regulatory authority; or

8.7.2 has had a licence revoked; or

8.7.3 has carried out or is carrying out activities in a manner which could prejudice or be harmful to our reputation; or

8.7.4 ceases to hold the necessary authorisation due to change of law or regulations; or

8.7.5 has terminated their agreement with us; or

8.7.6 ceases to hold Assets linked to your Policy which are greater in value than our minimum published limit for transfers to Authorised Custodians; or

8.7.7 is no longer acceptable to us.

These examples are illustrative and not exhaustive. In such circumstances, we will transfer custody and Dealing Desk functionality to the Default Custodian. We will make a charge for this transfer. We will advise you of this as soon as practicably possible.

8.8 The fact that we may allow or refuse a particular Authorised Custodian and Dealing Desk does not indicate any judgement by us about its financial stability, services or suitability for you. We accept no responsibility for the acts or omissions of the Authorised Custodian and Dealing Desk.

8.9 Assets may need to be sold or transferred to or from the Authorised Custodian before some Policy Transactions can be actioned. We will normally give instructions to sell Assets or to start the process of transferring Assets to or from the Authorised Custodian within five Working Days of receiving everything we require to appoint or remove an Authorised Custodian.

8.10 We will impose an Authorised Custodian Amendment Charge to cover our administrative costs on each transfer of Assets from the Default Custodian to one or more Authorised Custodians, and from an Authorised Custodian to the Default Custodian or between Authorised Custodians, where this occurs after the Contract Date. This charge is described in Term 20.12.

8.11 In the event of death of all the Policyholders, any delegation to an Authorised Custodian and Dealing Desk will terminate subject to completion of any outstanding transactions.

8.12 What happens if the Authorised Custodian becomes insolvent?

8.12.1 If we know that the Authorised Custodian is insolvent, we will normally inform you of this. You and your Intermediary will need to investigate the implications of this for your Policy. It remains your responsibility to ensure that the Portfolio Fund Charges can be paid.

9. What types of assets can be included in the portfolio fund?

9.1 A range of Assets can be included within the Portfolio Fund. All such Assets must have been accepted by us, which means that we have decided that we are prepared to acquire and hold them. We have an absolute discretion whether or not to accept an asset. Any acceptance of an Asset by us is not an endorsement of that Asset by us, nor should it be construed as an endorsement by us.

9.2 Acceptable Assets

9.2.1 We maintain a list of Asset types which can be considered for the Collective Redemption Bond. This is known as the list of Acceptable Asset types. Once we have considered that an Asset of a type listed on the list of Acceptable Asset types is acceptable to us, the Asset is known as an Acceptable Asset. The list of Acceptable Asset types is updated by us from time to time.

9.2.2 The fact that we have accepted an Asset as an Acceptable Asset or that an Asset type appears on the list of Acceptable Asset types does not mean we have endorsed that Asset or Asset type as being suitable or appropriate for any purpose or otherwise endorsed it. You, your Fund Adviser or a Discretionary Asset Manager have sole responsibility for deciding whether an Acceptable Asset or Asset type is suitable and/or appropriate to your needs and circumstances.

9.2.3 If an Asset was an Acceptable Asset when it was acquired, but is then removed by us from the Portfolio Fund for any reason, that acquired Asset will cease to be an Acceptable Asset from the moment it is removed as described in Term 9.8.



- 9.2.4 You, your Fund Adviser or a Discretionary Asset Manager may request that we include an Asset of a type listed on the Acceptable Asset types list within the Portfolio Fund. As to the asset acceptance process:
- a) The carrying out of an asset acceptance process (whether on request or otherwise) is solely for us to satisfy ourselves that the proposed asset is acceptable for Isle of Man regulatory purposes and for our own administrative requirements. The asset acceptance process has no other purpose and does not amount to an endorsement of the asset.
 - b) Where a request is made for an asset to become an Acceptable Asset, we will try and complete the asset acceptance process within two Working Days of that request, although the process can sometimes take much longer. If the process is taking longer than two Working Days, we will endeavour to inform you, your Fund Adviser or the Discretionary Asset Manager of the anticipated timescale for its completion.
 - c) If the asset you have requested to become an Acceptable Asset is your first Asset choice then an amount equal to the relevant proportion of the Allocation Percentage will be retained in the Transaction Account held with us until completion of the asset acceptance process.
 - d) If you, your Fund Adviser or a Discretionary Asset Manager, request a sale of an Asset to purchase another asset which requires the asset acceptance process, then we will carry out the sale at the next dealing time administratively available to us following receipt of your dealing instruction unless you advise us to the contrary. We will then hold any sale proceeds in the Transaction Account held with us until completion of the asset acceptance process.
 - e) If the asset acceptance process identifies that the asset is not acceptable to us then we will inform you, your Fund Adviser or a Discretionary Asset Manager of that and you, your Fund Adviser or the Discretionary Asset Manager should then give us alternative instructions.
 - f) Whether an asset is or is not accepted as a result of an asset acceptance process is a matter entirely at our discretion and we are not required to provide you, your Fund Adviser or the Discretionary Asset Manager with any reasons for our decision.
 - g) We accept no liability (except that arising from our fraud) for any economic or other loss occasioned or caused by our exercising our right to only accept Acceptable Assets and/or to undertake the asset acceptance process.

9.3 Acceptable Asset Types

- 9.3.1 Assets can take a range of forms. The following Terms 9.4 to 9.7 are specific Terms which relate to some of the different types of assets which can be listed on the List of Acceptable Asset types.

9.4 Bank Deposits

- 9.4.1 Your Portfolio Fund may include a Bank Deposit provided the value is at least of the minimum we stipulate at the time.
- 9.4.2 Normally any such deposit will be in the Policy Currency.
- 9.4.3 At your request, we may grant you access to deposits from several banks or other deposit-taking institutions. If your request is for a deposit with a particular rate with an institution, you should be aware that, as interest rates are subject to frequent variation, we will place the deposit at the prevailing rate with that chosen institution. This may be lower or higher than the rate requested. We will not consider rates that may be available with other institutions. We offer any such accounts on the express understanding that we do not give investment advice and it is for you, your Fund Adviser or a Discretionary Asset Manager to decide which if any are suitable to your circumstances.
- 9.4.4 Institutions may refuse a request or impose early withdrawal charges if money is withdrawn from an account before the expiry of a fixed term or without providing the required advance notice. If you request us to invest into these deposits then we will deduct any such charge imposed by the institution on withdrawal from your Portfolio Fund.

9.5 External Funds which are Acceptable Assets

- 9.5.1 Your Portfolio Fund may include units or shares in an External Fund which is on the list of Acceptable Assets, provided that the value at outset of the Units or shares in any fund is at least of the minimum value we stipulate at the time, and/or that of the external institution, which may be higher.
- 9.5.2 Normally any dividends will be held in the Transaction Account held with us or to our credit in a non-interest bearing account by the nominee holder of the Asset.



9.6 Transaction Account

9.6.1 The Transaction Account held with us that applies to your Policy will be in the Policy Currency. If you pay a Premium, or the Portfolio Fund includes Assets that are denominated in other currencies, we will also use Transaction Accounts held with us in those currencies for those transaction purposes only.

9.6.2 Any credit or debit balance of the Transaction Account that applies to your Policy is an Asset within your Portfolio Fund. The Transaction Account is legally and beneficially owned by us at all times. You accept this investment risk where there is a credit balance in the Transaction Account.

9.6.3 Any credit balances held in the Transaction Account held with us are invested in accordance with our treasury policy which is available on request. We review our treasury policy on a yearly basis and will amend it from time to time at our discretion. We reserve the right to change any of the financial institutions we use and will do so without notice. When any changes are made to our treasury policy, we will seek to update the same as soon as reasonably practicable after any material change.

A summary of our current treasury policy as at 30 September 2019 is that credit balances in the Transaction Account are invested in accordance with 9.6.3 (a) to 9.6.3 (d) below:

a) Credit balances are held with a range of financial institutions:

- i) The main bank we use currently is National Westminster Bank (part of the RBS Group). We also use other UK and International banks with a FITCHIBCA rating (or a comparable rating by Moody's or Standard and Poor's) of A or higher.
- ii) We also use AAA rated money market funds managed by financial institutions.
- iii) The Default Custodian we currently use to hold our Assets (including credit balances in our Transaction Account) is BNY Mellon.

b) Currently, a minimum of 75% of the total credit balance held in the pooled Transaction Account is held on instant access or short term deposits.

c) Cash held within the Transaction Account is pooled and therefore a proportion of any credit balance held in the Transaction Account will be held across all of the financial institutions referred to in 9.6.3 (a).

d) We review the financial institutions referred to in 9.6.3 (a) on a quarterly basis and adjust credit balances held with these financial institutions accordingly.

9.6.4 Where the Authorised Custodian facility applies, we will credit an amount equal to the Allocation Percentage of all Premiums to the Transaction Account held with us before we transfer your chosen payments to the relevant Authorised Custodian(s). In all other circumstances, we credit the Allocation Percentage of all Premiums and proceeds of sale of Assets to the Transaction Account held with us together with any dividend or interest income received or any residual cash as a result of buying and selling Assets or as a result of a corporate action, except for any realisation of Assets in order to pay the Maturity Benefit. We expect to receive prompt Asset dealing instructions for any such amounts unless these amounts are being used to meet your obligations in Term 16.3.

9.6.5 We take from the Transaction Account held with us all amounts for payments of:

- a) benefits (including amounts transferred to the Fixed Account); and
- b) buying and selling of Assets; and
- c) Portfolio Fund Charges, except on the Final Valuation Date; and
- d) Third-Party Agent Charges.

9.6.6 Interest will not be credited for any cash balance in the Transaction Account, nor overdraft interest charged on any overdrawn debit balance in the Transaction Account. Balances held in the Transaction Account are not subject to the Investment Dealing Charge explained in Term 20.7.

9.6.7 If there is a debit balance in the Transaction Account held with us on the Quarterly Date then we will reduce this by any credit in any other Transaction Account held with us, as described in Term 9.6.1.

9.7 Consideration of other assets

9.7.1 We reserve the right to consider other assets as potential investments for the Portfolio Fund subject to them being suitable assets for a capital redemption policy.



9.8 Removal of an Asset

- 9.8.1 We have the right to dispose of any Asset if we have reasonable belief that it is no longer a suitable Asset for a capital redemption policy or if it ceases to be an Acceptable Asset. We may exercise, at our absolute discretion, the relevant rights and powers vested in us as owner of the Asset, to liquidate, wind up or otherwise dissolve the Asset on whatever terms we decide in order to remove the Asset from the Portfolio Fund and all associated costs of such action will be debited from the Transaction Account.
- 9.8.2 We will inform you through the Online Service Account, or by electronic communication as described in Term 27, or in writing by post when we have disposed of the Asset.
- 9.8.3 We will hold the proceeds from the disposal of the Asset in a Transaction Account held with us until we receive further instructions from you.

9.9 If any Asset ceases to be acceptable to us or the Isle of Man Financial Services Authority or any successors, you will not be able to allocate any further Units to that Asset.

- 9.9.1 We shall write to you through your Online Service Account where you have one, by e-mail or by post, as soon as we become aware that an Asset ceases to be acceptable to us or the Isle of Man Financial Services Authority or any successors.
- 9.9.2 Whilst awaiting further instructions in relation to Term 9.8.3, we will hold the proceeds in the Transaction Account held with us.

9.10 Where one or more Assets held become illiquid

- 9.10.1 Where one or more Assets held become illiquid, it may result in unpaid Portfolio Fund Charges. If these unpaid Charges erode the value in the Portfolio Fund so that it falls below our published minimum Portfolio Fund value, then we may either terminate your Policy or you can request to pay an additional Premium.

10. Closure, merger or other termination of an external fund

- 10.1 The provider of an External Fund may close the External Fund to further investment from Policyholders by way of Premiums or dealing instruction. In that case, the External Fund will remain one of the investments in the Portfolio Fund unless you provide a dealing instruction to sell the External Fund.
- 10.2 The provider of an External Fund may terminate an External Fund for all unit holdings.
- 10.3 The provider of an External Fund may merge two or more External Funds.
- 10.4 The conditions of Terms 10.1, 10.2 and 10.3 will be outside our control, although we will advise you of any such action as soon as practical after we are advised of it.

11. Funds and bank deposits with special conditions

11.1 Funds and bank deposits with special conditions

- 11.1.1 Some External Funds and Bank Deposits which are Assets may set a higher minimum investment amount than that imposed by us for individual holdings of Assets.
- This may mean that such an Asset will have to be sold if the value falls below the provider's then minimum value. We are not responsible for the results of this action and will hold any sale proceeds in the Transaction Account held with us until you give us alternative instructions.
- 11.1.2 Some collective funds (for example Exchange Traded Funds) only trade in whole units or in whole numbers of units sometimes referred to as 'lots'. Buying or selling these funds may consequently result in there being residual cash (either a credit or debit) held in the Transaction Account held with us due to the need to round up or down to the nearest tradeable number of units. Any credit or debit balance in the Transaction Account will be subject to Term 9.6.
- 11.1.3 We may allow Assets which are valued less often than daily or which may exist for a fixed duration. We may also allow Bank Deposits of a fixed duration. This may result in a delay in selling (including transfers to the Fixed Account) and sometimes buying Assets. If you request us to invest in such Assets then you accept such delays.
- 11.1.4 The Portfolio Fund cannot be made up only of Assets as described in Terms 11.1.1 to 11.1.3, otherwise the Assets may be sold in accordance with Term 16. In particular, we still need you to have a cash balance in liquid Assets such as the Transaction Account held with us. An Investment Dealing Charge as described in Term 20.7 will apply in respect of the sale of an Asset.



- 11.1.5 We will only allow transactions which would involve an early sale of these Assets if the provider agrees. You may have to pay a penalty for selling the Assets early and this would reduce the value of the Portfolio Fund and the amount available to you. There may be a delay in paying the money from the sale until the next date that the Asset is valued and the proceeds are then credited to the Transaction Account.
- 11.1.6 We may allow Assets which advertise guaranteed returns or an element of capital protection. You, your Fund Adviser or the Discretionary Asset Manager, should be satisfied that the guarantee or capital protection is likely to be met. We accept no responsibility for, and offer no advice about, the value of any such guarantee or capital protection.
- 11.1.7 The Dealing Desk may also allow investment into Assets which are commonly referred to as 'experienced', 'professional' or 'qualifying investor' Assets. Such Assets are not intended for retail sale to private investors unless they meet strict financial criteria.
- 11.1.8 Such Assets by their nature usually involve a high degree of risk and often have a minimum investment duration.
- 11.1.9 It is normal for the provider to insist on the investor confirming the risks are understood before allowing the investment to be made. We accept no responsibility if investment into such a fund is chosen and you should obtain and review all relevant documentation and be satisfied that you understand the risks associated with the investment.
- 11.1.10 Investment into such an Asset is subject to the condition that the provisions of Term 12 apply so that you accept the investment risk and in addition:
- a) you have read the prospectus and risk warnings issued by the provider, including any disclaimer they require a professional investor to sign, and you accept those added risks; and
 - b) you understand that there may be a significant redemption penalty should you wish to surrender the Policy, should the Maturity Benefit become payable or if you ask us to realise the particular fund within the stipulated minimum investment period.
- 11.1.11 Although we may allow Assets described in this Term 11, it is for you, your Fund Adviser or the Discretionary Asset Manager to ensure that the Portfolio Fund is invested in liquid Assets so as to enable prompt and adequate realisation in order to pay for Portfolio Fund Charges. We do not undertake to monitor this in any way and can accept no responsibility for any failure to pay Portfolio Fund Charges in a timely manner for any such reason.

12. Investment risks and responsibilities

- 12.1 You accept the investment risks by investing into the Collective Redemption Bond.
- 12.2 Due to the wide variety of Assets which can be chosen, this section cannot detail all the risks. You should ensure you fully understand and accept all the potential risk exposures. This section is designed to give you information on some of the risk exposures.
- 12.3 All financial products including cash carry a degree of risk. Even low risk investment strategies involve an element of uncertainty. The types of risk that might apply will depend on various matters, including how any relevant Asset is created, the type of Asset, policy, the location or domicile of the Asset provider, the diversification of the Assets (including the amount invested in any one currency, security, country or Asset provider) and the use of borrowing.
- 12.3.1 Different Assets involve different levels of risk exposure. The value of stocks and investment funds can fall as well as rise and they, as well as Bank Deposits and any balance in the Transaction Account held with us, could in exceptional circumstances become valueless either permanently or temporarily if they are illiquid or suspended or if the banks holding cash in Bank Deposits or the Transaction Account become insolvent. In the event of the insolvency of the Authorised Custodian, any cash held by them may be at risk. Should any third party holding cash or Assets linked to your Policy (including Assets or cash in respect of buy or sell instructions where cleared funds have not been credited to our bank account) becomes insolvent, we will attempt to recoup such money or Assets. However, if that third party cannot repay, a debit to reflect any shortfall will be made against your Policy.
- 12.3.2 Risk factors may occur simultaneously and may compound each other, resulting in an unpredictable effect on the value of any Asset. The value of Assets and the income from them can fall as well as rise and you might lose the original amount invested. Fluctuations in such value and income can be caused by factors such as market movements and variations in exchange rates. Past performance is not a reliable indicator of future results.



- 12.4** You, your Fund Adviser or the Discretionary Asset Manager decide the investment objectives and risk profile of the Portfolio Fund.
- You are responsible for ensuring that the Assets are suitable for your circumstances. You understand and accept the risks associated with the Assets that you, your Fund Adviser or the Discretionary Asset Manager choose.
- We do not give investment advice. We accept no responsibility for the investment performance of an Asset. The fact that we may allow or refuse a particular External Fund, Bank Deposit or stock as an Asset does not indicate any judgement by us about its investment potential or the propriety of the provider of the Asset.
- 12.5** By asking us to include an Asset in your Portfolio Fund, you, your Fund Adviser or the Discretionary Asset Manager are agreeing to accept the risk that, for any reason, the Assets may not be managed in line with its objectives and limits. This includes negligent and fraudulent activity. Also, you, your Fund Adviser or the Discretionary Asset Manager accept any risk related to any change to the Asset's investment objectives and limits. You are responsible for monitoring the Assets. We are not responsible for managing the Assets you have chosen in your Portfolio Fund other than carrying out a treasury function in respect of the Transaction Account(s) held with us. The manager of the Asset is responsible for managing the Asset, including appointing and supervising any administrator and for complying with the stated investment objectives. We have no control over the manager's actions or omissions and we will not monitor the manager or accept any responsibility for making sure that the Asset is properly managed. Similarly, the provider of an External Fund controls the investment policy of that External Fund, as does the provider of a Bank Deposit.
- 12.6** An Asset in the Portfolio Fund to which your Policy is linked may have redemption restrictions applied from time to time. If such restrictions are applied, they will also apply to your Portfolio Fund and may significantly delay the processing of surrenders and benefit payments.
- 12.7** You legally own the Policy. As we legally and beneficially own the Assets, they will be held in our name which means you have no right to specific Assets. Assets may be pooled with Assets held by us for other policyholders and their entitlements may not be identifiable by separate certificates, other documents of ownership or equivalent electronic records. As an example, cash held in the Transaction Account may be pooled with Assets held for other policyholders. This example is illustrative and not exhaustive.
- 13. How much of a premium is allocated to units and how are assets bought?**
- 13.1** The Allocation Percentage is shown in the Schedule. For additional Premiums, the Allocation Premium is shown in our letter accepting the additional Premium. This will be sent to your Online Service Account where you have one or by post.
- 13.2** The Allocation Percentage is applied to the Premium. Where the Allocation Percentage for the Premium differs from 100%, we then debit or credit the Transaction Account to reflect this adjustment in the Premium. The amount remaining after the adjustment in the Premium is known as the Allocation Amount. We use this Allocation Amount to buy Assets for the Portfolio Fund or determine the amount to be transferred to the relevant Authorised Custodian where you have chosen to use the Authorised Custodian facility.
- 13.3** We will create Allocated Units based on a notional price of 1 Unit of Policy Currency per Allocated Unit on the Contract Date. For example, if the Policy Currency is GBP, then the notional Unit price is £1. By dividing the Allocation Amount by the notional Unit price, the number of Allocated Units is determined.
- 13.4** For Premiums we accept after the Contract Date, we will use the Allocation Amount to create Allocated Units based on the price of the Allocated Units already within the Portfolio Fund on the previous Quarterly Date or the Contract Date if there is no previous Quarterly Date.
- 13.5** We will credit the Premium to the Portfolio Fund and determine the Allocation Amount as described in Term 13.2, which we will use to buy your chosen Assets at the available market price for that Asset or transfer to the relevant Authorised Custodian or Authorised Custodians as explained in Term 13.8. Where the Default Custodian is used, we will buy your chosen Assets and debit the costs of the transaction from the Transaction Account held with us.
- 13.5.1** We will normally give instructions to buy Assets within two Working Days following the Contract Date or the date that we accept payment of the Premium. This may be the same day.
- 13.5.2** If all or any part of the instruction to buy an Asset is illegible, ambiguous, conflicting or unclear in any way to us, or the Asset name selected does not exist, or if a situation such as referred to in Term 17 applies, then we will not act on the instruction and will inform you of that. We can accept no responsibility for the effects of any delay or failure to carry out all or part of a transaction in such circumstances.
- 13.5.3** If you choose an Asset which is valued less frequently than daily then an amount equal to the relevant proportion of the Allocation Percentage will be retained in the Transaction Account held with us until the date we are able to purchase the Asset or money is required by the External Fund manager or their asset administrator prior to any purchase.



- 13.5.4 If you choose an Asset which requires a number of units or shares to be purchased rather than a cash value, where we are instructed to buy such an Asset using a cash value, we will use the previous day's closing price to convert the cash value into the number of units or shares to buy the Asset. Market movements may result in a different cash value being applied to purchase the Asset than the cash value we were instructed to use. We can accept no responsibility for any difference in the cash value in such circumstances. By requesting the number of units or shares to be purchased for these Assets, the difference in cash value can be avoided.
- 13.5.5 All costs involved, including third-party and professional costs incurred relating to the acquiring of an Acceptable Asset will be applied to the Transaction Account.
- 13.5.6 There may be a delay acquiring an Asset, due to the nature of the Asset, for example they may not be liquid, and in some cases it may not be possible to execute the instruction. We or the Dealing Desk can accept no responsibility for the effects of any delay or failure to carry out all or part of the transaction in such circumstances.
- 13.6** We use the expressions 'buy', 'purchase' and 'sell' in these Terms because they are easy to understand. However, they do only refer to buying and selling by the Dealing Desk and not any actions by you, your Fund Adviser or the Discretionary Asset Manager.
- 13.7** If we have not completed the asset acceptance process as described in Term 9.2.4 then an amount equal to the relevant proportion of the Allocation Amount will be retained in the Transaction Account held with us until completion of the asset acceptance process. If the asset acceptance process identifies that the Asset is not acceptable to us, then we will inform you of that and you should give us alternative instructions.
- 13.8** Where the Authorised Custodian facility applies and you pay us the Premium, we will credit the amount relating to the Authorised Custodian to the Transaction Account held with us before we transfer it to the relevant Authorised Custodian. The percentage transferred will be as requested by you.
- 13.9 Allocated Units and a cash or Asset Transfer.**
- 13.9.1 Where you have transferred part or all of your Premium in the form of an Asset transfer or cash transfer as described in Term 4.4. and the cash or Assets are held with an Authorised Custodian, we will create Allocated Units as described in Term 13.3.
- 13.9.2 The cash and Assets will remain with the Authorised Custodian and be transferred into our beneficial ownership where you have requested us and we have agreed to appoint that Authorised Custodian.
- 13.9.3 If you have requested us to transfer some or all of the Assets to a different Authorised Custodian, they will be transferred into our beneficial ownership with that different Authorised Custodian.

14. How can you choose and change assets?

14.1 Making your first Asset choice

- 14.1.1 In your application, unless you wish to transfer the Assets solely to an Authorised Custodian, you must tell us the Assets that you have chosen. You must also tell us how much of the Allocation Amount we should allocate to each Asset or transfer to an Authorised Custodian. This is subject to the higher of our published minimum dealing amount and the External Fund's minimum dealing amount.
- 14.1.2 On the Contract Date, we will allocate the Premium to the Transaction Account held with us, determining the Allocation Amount, and normally give instructions to buy Assets for the Portfolio Fund within five Working Days of the Contract Date. Where the Authorised Custodian facility applies as described in Term 8, we will transfer the requested proportion of the Allocation Amount to the relevant Authorised Custodian within five Working Days following the Contract Date. You, your Fund Adviser or the Discretionary Asset Manager will need to provide dealing instructions to the Dealing Desk of the relevant Authorised Custodian.
- 14.1.3 Within your Cluster of Policies, the value of the Assets will be allocated equally to each Policy subject to any rounding adjustment.
- 14.1.4 If we cannot buy the Assets you have chosen, or we are unable to transfer the relevant amount to the relevant Authorised Custodian in accordance with Term 14.1.2, we will hold the relevant amount in the Transaction Account held with us unless you, your Fund Adviser or the Discretionary Asset Manager give us other instructions. This may happen if a situation such as referred to in Term 17 applies. We will inform you of this through your Online Service Account where you have one, by electronic communication acceptable to us, or by post.
- 14.1.5 We may buy an Asset before your Premium payment has cleared. If your Premium payment does not clear, the bank does not honour your Premium payment or your Premium payment is cancelled for any reason, we will sell any Assets we have bought and you will be liable to us for our losses if the value of the Assets have fallen. We will keep any increase in the value of the Assets from the sale of the Assets.



14.2 Changing the Assets

- 14.2.1 You, your Fund Adviser or the Discretionary Asset Manager may change your choice of Assets by using the Online Service or sending a dealing instruction to our Dealing Desk by electronic communication acceptable to us, or by post for Assets held with our Default Custodian.
- a) If you choose an Asset which requires a number of units or shares to be purchased or sold rather than a cash value, where we are instructed to buy or sell such an Asset using a cash value, we will use the previous day's closing price to convert the cash value into the number of units or shares to buy or sell the Asset. Market movements may result in a different cash value being applied to purchase or sell the Asset than the cash value we were instructed to use. We can accept no responsibility for any difference in the cash value in such circumstances. By requesting the number of units or shares to be purchased or sold for these Assets, the difference in cash value can be avoided.
 - b) All costs involved, including third-party and professional costs incurred relating to the reviewing, buying, administration, custody, selling, closure and winding up of Assets will be applied to the Transaction Account.
 - c) There may be a delay acquiring and disposing of Assets. For example, they may not be liquidated immediately, and in some cases it may not be possible to execute the instruction. We or the Dealing Desk can accept no responsibility for the effects of any delay or failure to carry out all or part of the transaction in such circumstances.
 - d) Where you are using the Authorised Custodian account facility, you must send a dealing instruction form by post to the relevant Authorised Custodian's Dealing Desk (or other communication method acceptable to the Dealing Desk). Any instruction sent to us that relates to Assets held by an Authorised Custodian will not be actioned or sent on to the Dealing Desk of the relevant Authorised Custodian.
- 14.2.2 The time of receipt or delivery of any electronic communication sent to our Dealing Desk will be determined by the time of sending recorded on our system, as explained in Term 26.2.5. Where we receive a paper instruction, receipt will be as defined in Term 26.3.4. You will need to ask us to acknowledge receipt of e-mails otherwise there can be no guarantee they have been received and actioned by us.
- a) Where you are using the Authorised Custodian account facility, time or delivery of any communication to the Dealing Desk will be defined by that particular Dealing Desk.
- 14.2.3 We will normally give instructions to buy or sell Assets within two Working Days of receipt of a valid instruction. The dealing date will be the next dealing point administratively available to us by the provider of the Assets or next available market price for other tradeable securities, after we have actioned your request. Where you are using the Authorised Custodian account facility, the dealing date will be defined by their Dealing Desk. It will normally be the next dealing point administratively available to that Dealing Desk.
- 14.2.4 Your instruction must meet our reasonable requirements at the time. These requirements may include a valid identifier such as an ISIN number and a minimum value of Assets to be bought or sold. This minimum will be the higher of our published minimum dealing amount, and the minimum dealing amount of the Asset as determined by the Asset's manager.
- 14.2.5 The Dealing Desk will normally only buy an Asset if there is enough cash balance to fund the transaction and to pay any related direct and indirect expenses, taxes and any associated currency transactions, or if there is a simultaneous sale of an Asset which provides enough cash in the Transaction Account. The Dealing Desk will hold the proceeds of sale after all direct and indirect expenses and taxes of the sale and any associated currency transaction have been deducted.
- 14.2.6 If instructions to sell Assets have a higher value than instructions to buy, any balance of proceeds of transactions will be held as cash in the Transaction Account.
- 14.2.7 It is your, your Fund Adviser's or the Discretionary Asset Manager's responsibility to ensure that prompt Asset dealing instructions which account for the full value of the Assets in the relevant Transaction Account are provided, unless this is being used to meet your obligations in Term 11.1.11. Any credit balance will be shown in the next Quarterly Valuation.
- 14.3** If we agree to accept an additional Premium then you may give us an Asset dealing instruction through the Online Service or by post. We may buy an Asset before your additional Premium payment has cleared. If your additional Premium payment does not clear, the bank does not honour your additional Premium payment or your additional Premium payment is cancelled for any reason, we will sell any Assets we have bought and you will be liable to us for our losses if the value of the Assets have fallen. We can recover the value of our loss from your Collective Redemption Bond. We will keep any increase in the value of the Assets from the sale of the Assets.



- 14.4** We will normally only buy an Asset if:
- 14.4.1 there is enough cash balance in the Transaction Account held with us to fund the transaction and to pay any related direct and indirect expenses and taxes and any costs associated with currency transactions, for example, converting the amount to a different currency.
 - 14.4.2 we sell other Assets at the same time to provide enough cash for the transaction.
 - 14.4.3 the deal meets the minimum dealing amount as described in Term 14.1.1 and Term 14.2.4.
- 14.5** We will take all direct and indirect expenses and taxes due as a result of selling the Asset and any costs associated with a currency transaction from the proceeds of the sale of the Asset and will pay the rest into the Transaction Account held with us.
- 14.5.1 If you choose an Asset which requires a number of units or shares to be purchased rather than a cash value, where we are instructed to buy such an Asset using a cash value, we will use the previous day's closing price to convert the cash value into the number of units or shares to buy the Asset. Market movements may result in a different cash value being applied to purchase the Asset than the cash value we were instructed to use. We can accept no responsibility for any difference in the cash value in such circumstances. By requesting the number of units or shares to be purchased for these Assets, the difference in cash value can be avoided
- 14.6 Instructions to us**
- 14.6.1 An Asset dealing instruction form (or other communication acceptable to us) should be completed by you, your Fund Adviser or the Discretionary Asset Manager and provided to us.
 - 14.6.2 If all or any part of the instruction to us from you, your Fund Adviser or the Discretionary Asset Manager, to buy or sell an Asset is illegible, ambiguous, conflicting or unclear in any way to us, or the Asset name selected does not exist, or if a situation such as referred to in Term 17 applies, then we will not act on the instruction and will use our best efforts to inform you of that. We can accept no responsibility for the effects of any delay or failure to carry out all or part of a transaction in such circumstances.
- 14.7 Market Timing**
- 14.7.1 Market Timing can be disruptive to fund management and may cause dilution in funds which is detrimental to long-term investors. We monitor Market Timing and take appropriate action where such activity is identified.
 - 14.7.2 We or the provider of the Asset reserve the right to defer or decline a request, employ fair value pricing or adjust the fund pricing basis on a fund or individual transaction. This would apply where under regulatory guidelines or best market practice, we or the provider of the Asset reasonably consider any activity to constitute Market Timing. We or the provider of the Asset may impose an appropriate levy or charge which will be passed on to relevant Policyholders within the price of units or shares allocated or cancelled. We or the provider of the Asset can accept no responsibility for any economic or other loss suffered through the exercise of such rights by us or the provider of the Asset.
- 14.8** We have the right to defer or decline carrying out a dealing instruction because of a situation such as those referred to in Term 17.
- 14.9** We have the right to agree to change the timings set out in this Term 14 to take advantage of improvements in communication and the possibility of more than one dealing point in a day.

15. When and how is the portfolio fund valued?

15.1 Contract Date calculation

- 15.1.1 On the Contract Date, we will calculate the value of your Portfolio Fund as follows. The Premium, or converted Premium where your Premium is paid in a different currency to the Policy Currency (the Premium will be notionally converted to the Policy Currency at the mid-market rate on the Contract Date), less:
 - a) any reduction in the Premium to reflect an Allocation Percentage of less than 100%;
 - b) any direct or indirect expenses, taxes and associated currency transactions incurred in the transfer to us of any Assets we agree to accept as a Premium payment; and
 - c) any premium tax, stamp duty or other levy imposed on capital redemption policies and payable on behalf of the Policyholder.
- 15.1.2 We will then create Allocated Units based on a notional price of 1 Unit of Policy Currency per Allocated Unit. For example, if the Policy Currency is Pound Sterling GBP, then the notional Unit price is £1. By dividing the value in Term 15.1.1 by the notional Unit price the number of Allocated Units is determined.

Example:

If your Premium is £150,000, the Allocation Percentage is 100% and the Policy Currency is Pound Sterling GBP, then the number of Allocated Units will be 150,000. If the Allocation Percentage is 98%, the Allocation Amount would be £147,000 (£150,000 less £3,000 to reflect the reduction in the Premium by 2% as the Allocation Percentage is 98%), then the number of Allocated Units would be 147,000 and the value of each Allocated Unit at that time will be £1.



15.2 Quarterly Date, Final Plan Valuation Date or Final Valuation Date

15.2.1 We will calculate the value of the Assets on the Quarterly Date using the latest published prices available to us for those Assets. We may use independently sourced prices for this.

- a) For External Funds we will use the latest selling price.
- b) We will not be responsible for any losses arising as a result of someone else pricing an Asset incorrectly.
- c) For Bank Deposits, we will use the latest deposit value without allowance for any interest which has not accrued.

15.2.2 On the Final Valuation Date or Final Plan Valuation Date, we will calculate the final value of each Asset less any costs involved.

15.2.3 We will add to those values any credit balance in the Transaction Account held with us, including any Asset rebates we agree to share with you.

15.2.4 We will deduct from that value:

- a) any Portfolio Fund Charge which applies for the Valuation Period; and
- b) any Third-Party Agent Charge or other charges which have been debited to the Transaction Account held with us during the Valuation Period;
- c) any debit balance in the Transaction Account held with us in addition to those mentioned in Term 15.2.4 (b) above; and
- d) any actual or prospective taxes, levy or other charge against the Assets or income of the Portfolio Fund for the Valuation Period, including any value added tax (VAT) for services. The share of any such tax, levy or charge debited to the Portfolio Fund will be proportionate.

15.3 We will then divide the calculated value by the number of Allocated Units, rounding the result up to two decimal places to arrive at the price of the Allocated Units for your Portfolio Fund.

15.4 We will carry out the valuation within a reasonable period following the Quarterly Date and will provide you with a Quarterly Valuation which can be viewed through the Online Service Account. Where you do not have an Online Service Account or upon request, we will send you a paper version of the Quarterly Valuation.

15.5 We may agree to provide a valuation statement (which will not take into account any accrual of Portfolio Fund Charges) at other times and subject to our right to impose a reasonable charge for the administrative costs incurred as explained in Term 20.13. Where you have an Online Service Account, such valuation statements are available to access at any time without any additional charge.

15.6 Payment of a further Premium or taking a Part Surrender benefit

15.6.1 If we agree to accept a further Premium from you then we will create further Allocated Units based on the price of Units on the preceding Quarterly Date (or the Contract Date if there is none).

15.6.2 If we pay you a part surrender benefit, then we will cancel Allocated Units to pay the benefit based on the price of Units on the preceding Quarterly Date (or the Contract Date if there is none).

15.6.3 Our use of the prices referred to in Term 15.6.1 and 15.6.2 are solely for our administrative convenience and will not disadvantage you in any way.

15.7 We reserve the right to change the Quarterly Date for administrative reasons. We will inform you of the change to the Quarterly Date before it happens.



16. Selling assets to clear any debit balance in the Transaction Account

- 16.1** If there is a debit balance held in the Transaction Account, the debit balance will be reflected in your next Quarterly Valuation. You, your Fund Adviser or the Discretionary Asset Manager have 30 days from the date of the Quarterly Valuation to provide us with investment instructions in order to clear the debit balance.
- 16.1.1 If the debit balance is less than the published maximum overdraft limit, the debit balance will remain in the Transaction Account. If the debit balance remains outstanding after the 30 day notice period and if the debit balance is above the published maximum overdraft limit, then we have the right to sell from an instant access or short notice Bank Deposit first and if not then, from the highest value Asset on that date, unless that Asset has restricted dealing, or early redemption penalties. Under these circumstances, we will sell from the Asset with the next highest value but with no restricted dealing or early redemption penalties, and so on.
- 16.1.2 If all Assets have restricted dealing or early redemption penalties, we will sell from the Asset with the highest value and you will incur the redemption costs.
- 16.1.3 The redemption of an Asset may result in the loss of a previously secured interest rate or price for the Asset. Any credit balance in the Transaction Account where the amount of the Asset redeemed is greater than the debit balance will use the prevailing interest rate or Asset price when new Assets are purchased.
- 16.1.4 If we cannot sell from any Assets, we will defer the sale of Assets as described in Term 17.
- 16.2** If you have chosen to use the Authorised Custodian account facility, we will request that the Authorised Custodian transfers an amount to us to cover the outstanding debit balance on the Deduction Date. This is regardless of any maximum overdraft limit on debit balances for the Transaction Account held with us.
- 16.2.1 If the Authorised Custodian is unable to pay the invoice as there is insufficient credit in its transaction account, then we or the Authorised Custodian will contact you, your Fund Adviser or the Discretionary Asset Manager requesting that investment instructions are provided to the Dealing Desk for the Authorised Custodian immediately, so that Assets are realised to clear any debit balance in the Transaction Account held with us.
- 16.2.2 The debit balance will be reflected in the Quarterly Valuations we provide for you.
- a) If the debit balance is more than our published maximum overdraft limit and if a debit balance remains outstanding 30 days after the Quarterly Valuation confirming the debit balance, we have the right to clear any debit balance in the Transaction Account held with us by instructing the Authorised Custodian to sell from an instant access or short notice Bank Deposit first and if not, we will request the Authorised Custodian to sell from the highest value Asset, unless that Asset has restricted dealing or early redemption penalties. Under these circumstances, we will instruct the Authorised Custodian to sell from the Asset with the next highest value but no restricted dealing or early redemption penalties.
- b) If all Assets have restricted dealing or early redemption penalties, we will instruct the Authorised Custodian to sell from the Asset with the highest value and you will incur the redemption costs.
- c) The redemption of an Asset may result in the loss of a previously secured interest rate or price for the Asset. Any credit balance in the Transaction Account where the amount of the Asset redeemed is greater than the debit balance will use the prevailing interest rate or Asset price when new Assets are purchased.
- d) If none of the Assets can be sold, we will defer the sale of Assets as described in Term 17.
- 16.2.3 If we do not instruct the Dealing Desk due to the debit balance being less than the published maximum overdraft limit, the debit balance will remain in the Transaction Account held with us. Once the debit balance is above the published maximum overdraft limit, the debit balance will be cleared in accordance with this Term 16.2.
- 16.3** It is the responsibility of the Fund Adviser, you or the Discretionary Asset Manager, to ensure that there is sufficient credit balance in the Transaction Account to meet any payments which will be taken from the Transaction Account. An Investment Dealing Charge will apply in respect of the sale of an Asset.
- 16.4** We will send confirmation to your Online Service Account where you have one or by post after the sale of Assets has taken place.
- 16.5** We have the right to defer or decline selling Assets because of a situation such as referred to in Term 17.



- 16.6** Selling Assets to pay for Portfolio Fund Charges
- 16.6.1 Portfolio Fund Charges will be debited from the Transaction Account. If there is a credit balance held in the Transaction Account held with us then we will normally use that value towards payment for Portfolio Fund Charges.
- 16.6.2 If there is a debit balance held in the Transaction Account, the debit balance will be reflected in your next Quarterly Valuation. You, your Fund Adviser or the Discretionary Asset Manager have 30 days from the date of the Quarterly Valuation to provide us with investment instructions in order to clear the debit balance.
- a) If there is no credit balance in the Transaction Accounts, or the credit balance is insufficient to meet the amount debited, we will deduct the Portfolio Fund Charges from the Transaction Account which will result in the Transaction Account going overdrawn. If the debit balance is less than the published maximum overdraft limit, the debit balance will remain in the Transaction Account. If the debit balance remains outstanding after the 30 day notice period and if the debit balance is above the published maximum overdraft limit, then we have the right to sell Assets. Assets will be sold in accordance with Term 16.1.1, 16.1.2, 16.1.3 and 16.1.4 when we exercise the right to sell Assets.
- 16.7** If you have chosen to use the Authorised Custodian account facility, we will request that the Authorised Custodian transfers an amount to us to cover the outstanding debit balance on the Deduction Date. This is regardless of any maximum overdraft limit on debit balances for the Transaction Account held with us.
- 16.7.1 If the Authorised Custodian is unable to pay the invoice as there is insufficient credit in its transaction account, then we or the Authorised Custodian will contact you, your Fund Adviser or the Discretionary Asset Manager requesting that investment instructions are provided to the Dealing Desk for the Authorised Custodian immediately, so that Assets are realised to clear any debit balance in the Transaction Account held with us.
- 16.7.2 The debit balance will be reflected in the Quarterly Valuations we provide for you.
- a) If the debit balance is more than our published maximum overdraft limit and if a debit balance remains outstanding 30 days after the Quarterly Valuation confirming the debit balance, we have the right to clear any debit balance in the Transaction Account held with us by instructing the Authorised Custodian to sell Assets in accordance with Term 16.2.
- 16.7.3 If we do not instruct the Dealing Desk due to the debit balance being less than the published maximum overdraft limit, the debit balance will remain in the Transaction Account held with us. Once the debit balance is above the published maximum overdraft limit, the debit balance will be cleared in accordance with Term 16.2.
- 16.8** It is the responsibility of the Fund Adviser, the Discretionary Asset Manager or you to ensure that there is sufficient credit balance in the Transaction Account to meet the Portfolio Fund Charges which will be debited. An Investment Dealing Charge will apply in respect of the sale of an Asset.
- 16.9** We will send confirmation to your Online Service Account where you have one or by post after the sale of Assets has taken place.
- 16.10** We have the right to defer or decline selling Assets because of a situation such as referred to in Term 17.
- 17. Deferral and declinature of transactions**
- 17.1** It may not be possible for us to carry out transactions due to a number of factors outside of our control.
- 17.2** We or the manager of an External Fund may defer any transaction involving buying and selling an Asset until a date we or the manager of an External Fund consider appropriate and equitable in the circumstances, having regard to the interests of Policyholders generally if:
- 17.2.1 dealings in an External Fund or in an Asset directly held by such an External Fund have been suspended; or
- 17.2.2 any of the principal stock exchanges or markets on which a significant proportion of the Assets of an External Fund are quoted is closed, other than for ordinary holidays, or has restricted dealing; or
- 17.2.3 we or the manager of an External Fund:
- a) are unable to return money to make payments following cancellation of Units; or
- b) consider that money cannot be transferred to buy or sell Assets of a fund or payments that are due when Units are cancelled; or
- c) believe there are other circumstances which mean it is not possible to calculate fair and accurate prices for Units or any other Assets.
- 17.3** The provider of an External Fund has the right to decline an instruction from us to carry out a transaction.
- 17.4** We may decline a request by you for a Policy Transaction if we believe that the request is invalid, incomplete, corrupted, compromised or unclear.



- 17.5** We may defer or decline a Policy Transaction, including those requested through the Online Service, if we believe:
- 17.5.1 it is unlawful or might be associated with unlawful, criminal, fraudulent or terrorist activity;
 - 17.5.2 that by carrying out the Policy Transaction, we may breach a legal or regulatory duty that applies to us;
 - 17.5.3 you are in breach of your Online Service Agreement or these Policy Terms; or
 - 17.5.4 you have submitted a request and the Online Service is not available to you.

17.6 If your Policy Transaction is deferred or declined as explained in this Term 17, we will communicate this to you.

18. How can you get your money out of your policy?

18.1 You may request a total surrender of one or more Cluster of Policies, a Part Surrender of a Policy or Cluster of Policies or Regular Withdrawals by using your Online Service Account or by completing a surrender form and sending it to us by electronic communication acceptable to us or by post.

- 18.1.1 Where there is more than one Policyholder, all Policyholders must approve the request to totally surrender one or more Cluster of Policies, to Part Surrender a Policy or to take Regular Withdrawals.
- 18.1.2 When you submit your request, we will send you confirmation that we have actioned your request including the details of the transaction, by post. Where you have an Online Service Account, we will inform you by e-mail that information regarding your request is available to you in your Online Service Account, in particular to inform you of the fact that we have actioned your request.
- 18.1.3 The time of receipt or delivery of any electronic communication sent to us will be determined by the time of sending recorded on our system as explained in Term 26.2.5 or by post as described in Term 26.3.4. You will need to ask us to acknowledge receipt of e-mails otherwise there can be no guarantee that they have been received and actioned by us.
- 18.1.4 We will normally give instructions (including to the Dealing Desk) to sell the Assets within five Working Days of receiving a fully completed instruction.
- 18.1.5 Once the realised amount has been credited to our bank account, then subject to receipt of our reasonable requirements, we will make payment of the total surrender proceeds or part surrender proceeds. Regular Withdrawals will be paid on the Regular Withdrawal Due Date in accordance with Term 18.4.

18.2 Total surrender of one or more Cluster of Policies

- 18.2.1 You can surrender your Policy or one or more of your Cluster of Policies and receive the value of the Allocated Units less any outstanding Portfolio Fund Charge including the Early Withdrawal Charge.
- 18.2.2 To ensure that transactions and Policies remain economically viable, we stipulate a minimum value of a Portfolio Fund. We may refuse a surrender of one or more of your Cluster of Policies if the surrender will reduce the value of the Portfolio Fund below the minimum value we stipulate for a Policy or Cluster of Policies or the current published percentage of the Premium. If at any time the Portfolio Fund value falls below our minimum published amount for maintaining a Portfolio Fund then we reserve the right to automatically surrender your Policy or Cluster of Policies unless you offer to pay us an additional Premium and we accept the additional Premium. If we choose to exercise this right, we will confirm this to you via your Online Service Account where you have one or by post. This may be after the fact.
- 18.2.3 We will normally give instructions (including to the Dealing Desk) to sell the Assets within five Working Days of receiving your instruction to surrender one or more of your Cluster of Policies.
- 18.2.4 The Assets will be sold at the next dealing point administratively available following our instruction.
- 18.2.5 We will not make payment of the total surrender benefits until the realised amount has been credited to our bank account. We can accept no responsibility for the late payment due to delay in providing us with dealing instructions in respect of the Asset or Assets to be realised especially if they are not priced daily.



- 18.2.6 We have the right to defer or decline any request to surrender because of a situation such as referred to in Term 17.
- 18.2.7 On total surrender of a Policy, your Policy will end and we will not pay any further benefits. As an example, dividends received on our Assets after the total surrender benefits have been paid will be kept by us regardless of which payment period the dividends relate to.
- 18.2.8 We may terminate your Online Service Agreement if all of your Policies come to an end by totally surrendering all Policies within your contract.
- 18.2.9 We reserve the right to automatically surrender your Policy immediately and without notice in the circumstances where you have materially breached these Terms, including in circumstances where:
- a) You are, or we reasonably suspect you may be, using your Policy for an illegal purpose;
 - b) You are, or we have reason to suspect you may be, acting fraudulently;
 - c) You exhibit threatening, abusive or violent behaviour towards our employees, either face-to-face, over the phone or in correspondence;
 - d) We reasonably believe you have applied for the Policy using falsified information or documents;
 - e) You repeatedly fail to provide us with reasonable information or documents enabling us to comply with our legal and regulatory obligations;
 - f) We reasonably conclude that by continuing to keep the Policy in force, we may break a law, regulation or Court Order and where such consequence could lead to action against us or to our criminal prosecution.
- 18.2.10 Where we invoke Term 18.2.9, we will pay the total surrender benefits to you as soon as reasonably practicable (unless directed by a Court Order or similar legal instrument to pay the total surrender benefits to an alternative party) by either one or a combination of the following methods:
- a) By means of a crossed cheque made out in your name and sent by registered mail to the last recorded address we have for you on our records;
 - b) By bank transfer to the nominated account we hold for you on our records;
 - c) By the transfer of Assets to you using the relevant details maintained on our records.
- 18.2.11 Once we have paid the total surrender benefit to you under Term 18.2.10, your Policy will end and we will not pay any further benefits.

18.3 Part surrender of a Policy or Cluster of Policies

- 18.3.1 A part surrender of your Policy or Cluster of Policies is made by selling Assets in the Portfolio Fund so that the value of each Policy will be reduced proportionately. This means that all the Policies will remain of the same value (subject to any rounding adjustments). You may instead totally surrender one or more Policies.
- 18.3.2 We will cancel Allocated Units to pay the part surrender benefit based on the price of Units on the preceding Quarterly Date (or the Contract Date if there is no previous Quarterly Date).
- 18.3.3 You must select an Asset to be sold to pay for the part surrender benefits.
- a) If the Asset you have chosen is held with our Default Custodian, this will be the Asset sold to pay for the part surrender benefits.
 - b) Where the Asset you have chosen is held with an Authorised Custodian, you will need to contact the Dealing Desk of the Authorised Custodian to sell the Asset to pay for the part surrender benefits.
- 18.3.4 On receipt of your instruction to part surrender, instructions to sell the Asset you have selected in accordance with Term 18.3.3 above will normally be given within five Working Days following receipt of your part surrender instruction.



- 18.3.5 If we are unable to pay the part surrender benefits because the Asset you have selected in Term 18.3.3 is unavailable to sell then we will contact you for revised instructions.
- a) Your part surrender will not be actioned until we have received new dealing instructions. This includes instructing us to use any credit balance in our Transaction Account held with us or the transaction account of the Authorised Custodian.
 - b) On receipt of your revised instructions, Assets will be sold as described in Term 18.3.4.
- 18.3.6 We will not make payment of part surrender benefits until the realised amount has been credited to our bank account unless the part surrender is a Regular Withdrawal as described in Term 18.4 where the payment will be made on the Regular Withdrawal Due Date. We can accept no responsibility for the late payment due to delay in providing us with dealing instructions in respect of the Asset or Assets to be realised, especially if they are not priced daily.
- 18.3.7 We have the right to defer or decline any request for part surrender because of a situation such as referred to in Term 17.
- 18.3.8 To ensure that transactions and Policies remain economically viable, we stipulate a minimum value of a Portfolio Fund. We may stop part surrenders if the part surrender will reduce the value of the Portfolio Fund below the minimum value we stipulate for a Policy or Cluster of Policies or the current published percentage of the Premium. If at any time the Portfolio Fund value falls below our minimum published amount for maintaining a Portfolio Fund then:
- a) we have the right to automatically surrender your Policy or Cluster of Policies unless you offer to pay us an additional Premium and we accept the additional Premium. If we choose to exercise this right, we will confirm this to you via your Online Service Account where you have one or by post. This may be after the fact.
- 18.3.9 The 'Early Withdrawal Charge' section of the Charges Schedule sets out the period (expressed as a full number of years) after payment of the Premium during which the Early Withdrawal Charge will apply. Should a part surrender take place during this period then an Early Withdrawal Charge will become payable. However, we will not impose such Early Withdrawal Charge at that time if, following the surrender:
- a) the remaining Portfolio Fund value is equal to or more than the published percentage of the Premium at the time the surrender is requested; and
 - b) the Surrender Value exceeds our then current published minimum value for the Policy or a Cluster of Policies.
 - c) The following example assumes that the current published percentage of the Premium is 25% and that the current monetary value for a Cluster of Policies is £10,000 at the time the surrender is requested:

A Premium of £300,000 is paid. A part surrender of £250,000 is requested. The Surrender Value is £420,000. The remaining Surrender Value is £170,000 which is both higher than 25% of the Premium of £75,000 (£300,000 x 25%) and the current published minimum value for a Portfolio of £10,000. Therefore an Early Withdrawal Charge will not be imposed at the time of the part surrender.

An Early Withdrawal Charge would apply where the remaining Surrender Value was less than £75,000, but only in respect of the amount of the remaining Portfolio Fund falling below £75,000.

So if in the above example a part surrender of £370,000 was requested instead, then as the remaining Surrender Value is £50,000, an Early Withdrawal Charge would apply in respect of £25,000 (£75,000-£50,000).

We reserve the right to defer an Early Withdrawal Charge.
- 18.3.10 The Regular Policy Management Charge detailed in Term 20.4, the Establishment Charge detailed in Term 20.3, and the Ongoing Service Charge detailed in Term 20.5, will continue to be payable as though a part surrender had not occurred.



18.4 Regular Withdrawals

- 18.4.1 You may take Regular Withdrawals each month, two months, quarter, four months, six months or year, depending on our minimum published withdrawal limit by sending us instructions using the Online Service or by post. Where an Authorised Custodian is appointed, the frequencies of Regular Withdrawals may be restricted. We have the right to amend the frequency available for Regular Withdrawals in the future in order to meet our administrative requirements at the time. If you have Regular Withdrawals in place that will be affected, we will inform you of this change either through your Online Service Account where you have one, or by post at least one month before the change will take place.
- 18.4.2 We will pay the Regular Withdrawals on the Regular Withdrawal Due Date subject to Term 18.4.4 or 18.4.5 (d). This will be paid by debiting the Transaction Account held with us, unless we agree to instruct an Authorised Custodian (where appointed) to make payment of Regular Withdrawals on our behalf on the dates and for the amounts specified. In this circumstance, the Authorised Custodian will debit its transaction account on the Regular Withdrawal Due Date subject to Term 18.4.5 (f).
- 18.4.3 The value of each Policy will be reduced proportionately to reflect the Regular Withdrawal payment. This means that all the Policies will remain of the same value (subject to any rounding adjustments).
- 18.4.4 If some or all of the Assets in your Portfolio Fund are held by our Default Custodian, then we will pay the Regular Withdrawals to you, unless Terms 18.4.4 (b) or 18.4.4 (d) applies, or it is no longer possible to sell from a Nominated Asset and Term 18.4.4 (f) applies. If we have not been able to process the transaction, we will send confirmation to your Online Service Account where you have one or by post if you do not.
- a) We will normally sell the Nominated Asset (unless you have chosen the Transaction Account as your Nominated Asset) five Working Days before the Regular Withdrawal Due Date and debit the Transaction Account held with us and pay the Regular Withdrawal on the Regular Withdrawal Due Date. This is regardless of any credit balance in the Transaction Account held with us. We will credit the proceeds of the sale of the Nominated Asset to the Transaction Account held with us.
 - b) If we requested the sale of the Nominated Asset five Working Days before the Regular Withdrawal Due Date but the sale of the Nominated Asset subsequently fails after the Regular Withdrawal Due Date, the outstanding debit for the Regular Withdrawal will be cleared by you, your Fund Adviser, the Discretionary Asset Manager or by selling Assets in accordance with Term 16.
 - c) If you have chosen the Transaction Account held with us as your Nominated Asset, you, your Fund Adviser or the Discretionary Asset Manager must ensure there is sufficient credit balance in the Transaction Account by selling Assets to pay the Regular Withdrawal five Working Days prior to the Regular Withdrawal Due Date.
 - d) If there is not sufficient credit (cash) in the Transaction Account held with us, we will not pay that Regular Withdrawal.
 - e) If it is no longer possible to sell from a Nominated Asset, you, your Fund Adviser or the Discretionary Asset Manager will need to provide a new Nominated Asset. This is regardless of any credit balance in the Transaction Account.
 - f) If we do not receive a new instruction for a Nominated Asset before the next Regular Withdrawal Due Date, we will not pay that Regular Withdrawal.
 - g) If we cannot pay a Regular Withdrawal, we will not pay any future Regular Withdrawals until the next Regular Withdrawal Due Date after we have received a new instruction for a Nominated Asset or there is sufficient credit in the Transaction Account where this is your Nominated Asset. We will not pay any missed Regular Withdrawals unless we are requested to pay the missed Regular Withdrawals and we agree to this request.



- 18.4.5 If you have chosen to use the Authorised Custodian account facility then we may permit the Authorised Custodian to pay the Regular Withdrawals on our behalf. You, your Fund Adviser or the Discretionary Asset Manager are required to ensure the relevant Dealing Desk has instructions to sell Assets to ensure sufficient cash to cover the Regular Withdrawal is available in the Transaction Account held with us at least five Working Days before the Regular Withdrawal Due Date, or the transaction account held with the Authorised Custodian where we have instructed them to make payment on our behalf to pay the Regular Withdrawal on the Regular Withdrawal Due Date.
- a) Where we are paying the Regular Withdrawal and there is sufficient credit in the Transaction Account held with us on the Regular Withdrawal Due Date, we will debit the Transaction Account held with us and pay the Regular Withdrawal.
 - b) Where we are paying the Regular Withdrawal and there is no credit held in the Transaction Account held with us, we will pay the Regular Withdrawal and debit the Transaction Account held with us unless the Authorised Custodian has advised us that it cannot release funds to us. We will send confirmation to your Online Service Account where you have one or by post after this transaction has taken place.
 - c) If the Authorised Custodian is unable to send us the funds to cover the Regular Withdrawal, they will inform us and then contact you, your Fund Adviser or the Discretionary Asset Manager for investment dealing instructions.
 - d) Once the Authorised Custodian has informed us that they cannot release funds to us, we will not pay any future Regular Withdrawals and any outstanding debits in the Transaction Account held with us will be cleared in accordance with Term 16.
 - e) Where we have agreed that the Authorised Custodian can pay the Regular Withdrawals on our behalf and there is credit held in the Authorised Custodian's transaction account, the Authorised Custodian will pay the Regular Withdrawal on the Regular Withdrawal Due Date and this will be reflected in the next Quarterly Valuation we provide for you.
 - f) Where we have agreed that the Authorised Custodian can pay the Regular Withdrawals on our behalf and there is no credit held in its transaction account on the Regular Withdrawal Due Date, the Authorised Custodian will not pay the Regular Withdrawal and will inform us of this fact.
 - g) If we (or the Authorised Custodian on our behalf) cannot pay a Regular Withdrawal, we (or the Authorised Custodian) will not pay any future Regular Withdrawals until the next Regular Withdrawal Due Date after there is sufficient credit in the Transaction Account held with us (or the Authorised Custodian's transaction account) to cover a Regular Withdrawal. We will not pay any missed Regular Withdrawals unless we are requested to pay the missed Regular Withdrawals and we agree to this request.
- 18.4.6 We reserve the right to cancel any request for Regular Withdrawals because of a situation such as referred to in Term 17 or if the Fund Adviser, the Discretionary Asset Manager or you do not fulfil their responsibility in Term 18.4.5 and 18.4.9.
- 18.4.7 To ensure that transactions and Policies remain economically viable, we stipulate a minimum value of a Portfolio Fund. We may stop Regular Withdrawals if the Regular Withdrawal will reduce the value of the Portfolio Fund below the minimum value we stipulate for a Policy or Cluster of Policies or the current published percentage of the Premium. If at any time the Portfolio Fund value falls below our minimum published amount for maintaining a Portfolio Fund then we reserve the right to automatically surrender your Policy or Cluster of Policies unless you offer to pay us an additional Premium and we accept the additional Premium. If we choose to exercise this right, we will confirm this to you via your Online Service Account where you have one or by post. This may be after the fact.
- 18.4.8 If the debit balance remains outstanding for more than 30 days and the debit balance exceeds the published maximum overdraft limit, we will sell Assets to clear any debit balance in the Transaction Account in accordance with Term 16.
- 18.4.9 It is the responsibility of the Fund Adviser, the Discretionary Asset Manager or you, to ensure the Regular Withdrawals can be paid.



18.5 Facilitating Fund Adviser Fees

- 18.5.1 This Term 18.5 only applies where you have requested that we facilitate payment of Fund Adviser Fees by making Regular Withdrawals. You may request Regular Withdrawals for Fund Adviser Fees by sending us instructions by post or by e-mail.
- 18.5.2 You may request a fixed monetary amount or a fixed annual percentage of the value of Assets held at the relevant Authorised Custodian or the Default Custodian for each Dealing Desk the Fund Adviser is appointed to instruct and that you have agreed with your Fund Adviser. Where the Fund Adviser Fee is a fixed percentage, we will make a prorated payment for the first Quarterly Date following your request to make these payments. If the Fund Adviser Fee is a fixed monetary amount, then we will make a payment for the full amount for the first Quarterly Date following your request to make these payments. Where you have used the Authorised Custodian account facility, we may permit the Authorised Custodian to pay the Fund Adviser Fees on our behalf.
- a) Where the Fund Adviser Fees are to be a percentage of the value of the Assets on the Quarterly Date and are to be paid by us, the amount will need to be calculated before payment can be made.
- 18.5.3 The payment date and therefore when we debit the Transaction Account held with us will usually be the second Friday of the Quarter or when the day is not a Working Day, the next Working Day. However, it may depend on the date we have received all relevant information to calculate the amount. This date will vary depending on the type of Assets held, and the Authorised Custodian's internal processes for reporting to us.
- 18.5.4 The value of each Policy will be reduced proportionately to reflect the Regular Withdrawal for Fund Adviser Fees payment (subject to any rounding adjustments).

18.6 Payment of Fund Adviser Fees using our Default Custodian

- 18.6.1 Regular Withdrawals for Fund Adviser Fees will be debited from the Transaction Account. If there is a credit balance held in the Transaction Account held with us then we will normally use that value towards payment for Regular Withdrawals for Fund Adviser Fees.
- 18.6.2 If there is a debit balance held in the Transaction Account, the debit balance will be reflected in your next Quarterly Valuation. You or your Fund Adviser have 30 days from the date of the Quarterly Valuation to provide us with investment instructions in order to clear the debit balance in accordance with Term 16.
- 18.6.3 If there is no credit balance in the Transaction Account, or the credit balance is insufficient to meet the amount debited, we will deduct the Regular Withdrawals for Fund Adviser Fees from the Transaction Account which will result in the Transaction Account going overdrawn. If the debit balance is less than the published maximum overdraft limit, the debit balance will remain in the Transaction Account. If the debit balance remains outstanding after the 30 day notice period and if the debit balance is above the published maximum overdraft limit, then we have the right to sell from an instant access or short notice Bank Deposit first and if not, then from the highest value Asset on that date, unless that Asset has restricted dealing, or early redemption penalties. Under these circumstances, we will sell from the Asset with the next highest value but with no restricted dealing or early redemption penalties, and so on.
- 18.6.4 If all Assets have restricted dealing or early redemption penalties, we will sell from the Asset with the highest value and you will incur the redemption costs.
- 18.6.5 If we cannot sell from any Assets, we will defer the sale of Assets as described in Term 17.

18.7 Payment of Fund Adviser Fees using an Authorised Custodian

- 18.7.1 If you have chosen to use the Authorised Custodian account facility then you or your Fund Adviser are required to ensure the relevant Dealing Desk has instructions to sell Assets to ensure sufficient credit is available to cover the Regular Withdrawals for Fund Adviser Fees in the Transaction Account held with us at least five Working Days before the payment date, or the transaction account held with the Authorised Custodian where we have instructed them to make payment on our behalf, to pay the Regular Withdrawals for Fund Adviser Fees on the payment date.
- 18.7.2 Your Quarterly Valuations will reflect when Regular Withdrawals for Fund Adviser Fees have been paid.
- 18.7.3 Where we are paying the Regular Withdrawals for Fund Adviser Fees and there is sufficient credit in the Transaction Account held with us on the payment date, we will debit the Transaction Account held with us and pay the Regular Withdrawals for Fund Adviser Fees.
- 18.7.4 Where we are paying the Regular Withdrawals for Fund Adviser Fees and there is no credit held in the Transaction Account held with us, we will pay the Regular Withdrawals for Fund Adviser Fees and debit the Transaction Account held with us.



- 18.7.5 If the Authorised Custodian is unable to send us the funds to cover the Regular Withdrawals for Fund Adviser Fees, they will contact you or the Fund Adviser for investment dealing instructions. They will also inform us that they cannot release funds.
- 18.7.6 Once the Authorised Custodian has informed us that they cannot release funds to us, we will not pay any future Regular Withdrawals for Fund Adviser Fees and any outstanding debits in the Transaction Account held with us will be cleared in accordance with Term 16.
- 18.7.7 Where we have agreed that the relevant Authorised Custodian can pay the Fund Adviser Fees and there is credit held in the Authorised Custodian's transaction account, the Authorised Custodian will pay the quarterly Fund Adviser Fee and this will be reflected in the next Quarterly Valuation we provide for you.
- 18.7.8 Where we have agreed that the Authorised Custodian can pay the Fund Adviser Fees on our behalf and there is no credit held in its transaction account on the payment date, the Authorised Custodian will pay the Fund Adviser Fee. It is the responsibility of the Fund Adviser to sell Assets to clear the debit balance with the Authorised Custodian.
- 18.7.9 If we (or the Authorised Custodian on our behalf) cannot pay a Regular Withdrawal for Fund Adviser Fees, we (or the Authorised Custodian) will not pay any future Regular Withdrawals for Fund Adviser Fees until the next payment date after there is sufficient credit in the Transaction Account held with us (or the Authorised Custodian's transaction account) to cover a Regular Withdrawal for Fund Adviser Fees. We (or the Authorised Custodian) will not pay any missed Regular Withdrawals for Fund Adviser Fees.
- 18.8** These Regular Withdrawals for Fund Adviser Fees will continue until either:
- 18.8.1 your Policy is terminated; or
- 18.8.2 you ask us to stop making these payments by sending us instructions by post; or
- 18.8.3 a situation as described in Term 7.3, 7.4 or 7.5 occurs in respect of a Fund Adviser.
- 18.9** We reserve the right to cancel any request for Regular Withdrawals for Fund Adviser Fees because of a situation such as referred to in Term 17 or the Fund Adviser does not fulfil their responsibility or you do not fulfil your responsibility in Term 18.7.
- 18.10** To ensure that transactions and Policies remain economically viable, we stipulate a minimum value of a Portfolio Fund. If at any time the Portfolio Fund value falls below our minimum published amount for maintaining a Portfolio Fund then we reserve the right to automatically surrender your Policy or Cluster of Policies unless you offer to pay us an additional Premium and we accept the additional Premium. If we choose to exercise this right, we will confirm this to your Online Service Account where you have one or by post. This may be after the fact.
- 18.11 Fixed account loan withdrawals**
- 18.11.1 You may at any time request that an amount be transferred from the Portfolio Fund (by surrender of Allocated Units for their Surrender Value) to Units in the Fixed Account. Requests will be declined if they result in the remaining Portfolio Fund value being lower than the minimum published value for the Policy or Cluster of Policies or current published percentage of the Premium. The Portfolio Fund Charges will continue to apply to Units in the Fixed Account.
- 18.11.2 Any such request must be made in a manner acceptable to us at the time and be received by us at our Head Office by post as provided by Term 26.3. The appropriate date for giving instructions to sell Units or shares in External Funds will normally be within five Working Days following the date the written request for the transfer is received at our Head Office.
- 18.11.3 You, your Fund Adviser or the Discretionary Asset Manager must select an Asset to be sold and transferred to the Fixed Account.
- 18.11.4 The Fixed Account does not receive any interest or other form of income, nor does it participate in any form of capital growth so that the Units allocated to the Policy in respect of the transfer will remain of the same value at all times.
- 18.11.5 You will borrow the amount of the value of the Units in the Fixed Account by way of interest-free loan (a 'loan withdrawal') subject to the Policy being deposited with us.
- 18.11.6 You can, at any time whilst the Policy remains in force, repay part (subject to our minimum repayment requirement at the time) or the whole of the loan withdrawal, in which event the sum standing to the credit of the Policy in the Fixed Account will be reduced by cancelling Units equal in value to the sum repaid.
- 18.11.7 If the Policy terminates then the amount of any loan withdrawals will be a first charge by us against the value of the benefits payable.
- 18.11.8 At all times, we reserve the right to decline any request for a transfer to the Fixed Account for a loan withdrawal.



18.12 Inability to sell an Asset

18.12.1 It may not be possible to sell or dispose of Assets because of a situation such as referred to in Term 17 happening.

- a) If you ask for a total surrender of all your Cluster Policies, we may pay the Surrender Value in one or more instalments.
 - i) The first instalment will be for the value of the Assets which can be sold as though they were the only Assets for total surrender of all your Cluster Policies in accordance with Term 18.2; and
 - ii) a further instalment or instalments will be made when the remaining Assets have been sold.
 - iii) In such circumstances, if it is not possible to sell any of the Assets, we will defer payment of your Surrender Value until we are able to pay either the whole Surrender Value or the first instalment as described by Term 18.12.1(a) (i), unless you request and we agree to transfer ownership of the Assets to you. As owner of the Asset, whether we agree to pay all or part of the Surrender Value by such transfer of ownership is a matter entirely at our discretion and we are not required to provide you with any reason for our decision. You can also ask us to consider relinquishing your rights to the value of the Assets linked to the Policy.
- b) If you request a total surrender of one or more, but not all of the Cluster Policies, or a part surrender other than a Regular Withdrawal, we will not carry out your request until you confirm to us through your Online Service Account where you have one or by post that we can sell or dispose of Assets or we agree to transfer the ownership of Assets to you.

18.13 If you ask us to surrender a Policy, in full or in part, you must meet our reasonable requirements including providing proof that you are entitled to the Policy and completion of a surrender form or by completing the instructions to surrender online. We may also ask you to return the Schedule.

18.14 We will make payment when the amount from the last sale of the Asset has been credited to our bank account. If there is a delay sending us a dealing instruction in respect of the Assets you want to sell then we are not responsible if the payment to you is delayed.

18.15 Surrender by transfer of Assets to you

18.15.1 Provided it is permitted by law and regulation and with your consent (unless Term 18.2.9 applies) including where Term 18.6 applies, then we may pay all or part of a payment due by transferring the ownership of Assets linked to the Portfolio Fund to you.

18.15.2 You may also ask us to pay you by transferring the ownership of Assets linked to the Portfolio Fund to you.

- a) If we agree to your request, we will agree a value of those Assets (taking into account any associated costs of the transfer and any outstanding Portfolio Fund Charges and Third-Party Agent Charges).
- b) If necessary, we will sell Assets to pay for the costs and outstanding Portfolio Fund Charges and Third-Party Agent Charges out of the Assets we are transferring.

19. What are the portfolio fund charges and how are they paid?

19.1 The Charges Schedule which forms a part of the Policy shows the details of each Portfolio Fund Charge that will, or in certain instances may, apply to your Policy.

19.2 Any outstanding charge will also be deducted from the Portfolio Fund on the Final Plan Valuation Date or Final Valuation Date when we calculate the Unit Price to pay the Maturity Benefit when the Policy comes to an end or the Surrender Value where you have surrendered your Policy or Cluster of Policies.

19.3 Your Charges Schedule will confirm which charging basis you have agreed to. If the charging basis provides that charges are based on the higher of the Premium or the Portfolio Fund value, then you should be aware that if the value of the Portfolio Fund falls below the Premium, the charge will apply to the value of the Premium paid and not the lower Portfolio Fund value.

19.4 Where Assets in your Portfolio Fund cannot be sold to pay Fund Charges

19.4.1 There may not be enough credit balance in the Transaction Account held with us. It may also not be possible to sell Units or shares in any other Assets because of a situation happening such as those referred to in Term 17. In that case, we will carry forward the outstanding charges as a debit balance on the Transaction Account held with us until we can sell the Assets.

19.5 Investing in External Funds

19.5.1 Many External Funds will be subject to the External Fund's annual management charge. Deduction of that charge will be reflected in the price of that fund's units or shares before we calculate the Portfolio Fund value and any Regular Policy Management Charge.

20. Portfolio fund charges

20.1 This Term describes each charge that may apply to your Policy.

If a charge applies to your Policy then it will be shown in the Charges Schedule. The Charges Schedule will show the amount of the charge and the period it applies to and how we work out the charge.

20.1.1 We will calculate the charge using the Quarterly Date or, where applicable, the Final Valuation Date or Final Plan Valuation Date. We will deduct the charge from the Transaction Account held with us on the Deduction Date and, if applicable, on the Final Valuation Date or Final Plan Valuation Date. We will then sell Assets or instruct the Dealing Desk of the Authorised Custodian to sell Assets as described in Term 16. As well as the charges shown in the Charges Schedule, charges imposed by third-parties may apply as explained in Term 21. We may amend the date of the Deduction Date in the future. We will tell you about any change to the Deduction Date which varies the current Deduction Date by more than one week through your Online Service Account where you have one or by post.

20.1.2 Where the Portfolio Fund value is not sufficient to meet the deduction of a charge which is due, the Policy will lapse without value and no further benefits will be payable from the Policy. This includes the Maturity Benefit.

20.1.3 Where a charge is stated to be reviewable, the following Terms will apply:

- a) The amount of this charge is reviewed yearly and may be altered with any amendment normally applying from 1 January each year.
- b) We will tell you about any change to the charge either within your Quarterly Valuation or through the Online Service Account where you have one or by post or electronically in accordance with Term 27.1 at least one month before the change takes effect.
- c) When reviewing the charge we will, on the advice of our Actuary, consider any change year-on-year to the rate of Isle of Man inflation since the last amendment to the charge and any changes to the level of the expenses incurred by us which are reasonable in amount and reasonably incurred. Any such change will be proportionate.
- d) In exceptional circumstances, our Actuary may advise us that it is appropriate to review the charge immediately, taking account of the facts in Term 20.1.3 (c). We will inform you of this fact through your Online Service Account where you have one or by post or electronically in accordance with Term 27.1. This may be after the revised charge applies.

20.2 'Set Up Charge'

20.2.1 This charge will apply on the Premium Acceptance Date.

20.2.2 The charge is a monetary amount shown in the Policy Currency in the Charges Schedule.

20.2.3 A separate charge will apply in respect of each additional Premium.

20.3 'Establishment Charge'

20.3.1 This charge will apply in arrears on each Quarterly Date and, if applicable, on the Final Valuation Date for the number of full months shown in the Charges Schedule.

20.3.2 We will only charge a proportion of the charge relevant to the number of days the Policy has been in existence for:

- a) the Valuation Period which includes the Contract Date;
- b) the Valuation Period which includes the end date of the Establishment Charge; and
- c) the Valuation Period which includes the Final Valuation Date if within the period relevant to this charge.

20.3.3 The charge will be based on either:

- a) the relevant Premium; or
- b) the proportion of the value of the Portfolio Fund in respect of the relevant Premium; or
- c) the higher of the relevant Premium paid or the value of the Portfolio Fund in respect of that Premium.

20.3.4 A separate charge will apply from the Premium Acceptance Date in respect of each additional Premium.

20.3.5 Where the charge is based on the relevant Premium, if a part surrender is taken from the Cluster of Policies then the Establishment Charge will continue to be payable as though a part surrender had not occurred.



20.4 'Regular Policy Management Charge'

- 20.4.1 One or more levels may apply for this charge.
- 20.4.2 The charge will apply in arrears on each Quarterly Date and if applicable the Final Valuation Date. Your Charges Schedule will show when each Regular Policy Management Charge level will start to be deducted and the number of full months it will be taken for unless the Policy comes to an end sooner.
- 20.4.3 We will only charge a proportion of the charge relevant to the number of days the Policy has been in existence for:
 - a) the Valuation Period which includes the Contract Date or the commencement of a Regular Policy Management Charge,
 - b) the Valuation Period which includes the end date of a Regular Policy Management Charge; and
 - c) the Valuation Period which includes the Final Valuation Date if within the period relevant to this charge.
- 20.4.4 The charge will be based on either:
 - a) the relevant Premium; or
 - b) the proportion of the value of the Portfolio Fund in respect of the relevant Premium; or
 - c) the higher of the relevant Premium paid or the value of the Portfolio Fund in respect of that Premium.
- 20.4.5 A separate charge will apply from the Premium Acceptance Date in respect of each additional Premium.
- 20.4.6 Where the charge is based on the relevant Premium, if a part surrender is taken from the Cluster of Policies then the Regular Policy Management Charge will continue to be payable as though a part surrender had not occurred.
- 20.4.7 A minimum or maximum monetary charge in the Policy Currency may apply as specified in your Charges Schedule. This charge is reviewable as described in Term 20.1.3.

20.5 'Ongoing Service Charge'

- 20.5.1 This charge can apply where regulatory rules allow and you have agreed a fund based commission with your Intermediary. Alternatively, the fund based commission deductions can be included within the Regular Policy Management Charge.
- 20.5.2 One or more levels may apply for this charge.
- 20.5.3 The charge will apply in arrears on each Quarterly Date and if applicable, on the Final Valuation Date for the number of full months shown in the Charges Schedule or until the Policy comes to an end.
- 20.5.4 We will only charge a proportion of the Ongoing Service Charge relevant to the number of days the Policy has been in existence for:
 - a) the Valuation Period which includes the Contract Date or the commencement of an Ongoing Service Charge,
 - b) the Valuation Period which includes the end date of an Ongoing Service Charge; and
 - c) the Valuation Period which includes the Final Valuation Date if within the period relevant to this charge.
- 20.5.5 The charge will be based on either:
 - a) the relevant Premium; or
 - b) the proportion of the value of the Portfolio Fund in respect of the relevant Premium: or
 - c) the higher of the relevant Premium paid or the value of the Portfolio Fund in respect of that Premium.
- 20.5.6 A minimum or maximum monetary charge in the Policy Currency may apply as specified in your Charges Schedule.
- 20.5.7 You may request us to change this charge in the future by writing to us at our Head Office. All Policyholders have to agree to the change. Any amendment will be subject to our approval which, if granted, will be actioned and take effect on the date our approval is granted.
- 20.5.8 Any change will be communicated to you through your Online Service Account where you have one or by post or electronically in accordance with Term 27.1.



20.6 'Administration Charge'

- 20.6.1 The charge is a monetary amount shown in the Charges Schedule in the Policy Currency and payable in arrears on the Deduction Date and the Final Plan Valuation Date.
- 20.6.2 This charge is not proportioned and so applies in full if the Policy has been in existence for one day or more of the Valuation Period relevant to the particular Valuation Date or the Final Valuation Date.
- 20.6.3 The amount of this charge is reviewable as described in Term 20.1.3.

20.7 'Investment Dealing Charge'

- 20.7.1 This charge applies to each transaction to buy and each transaction to sell an Asset and will apply in arrears on each Quarterly Date and if applicable, on the Final Plan Valuation Date. It will not apply during the initial period from the Contract Date as specified in your Charges Schedule.
- 20.7.2 We may allow you a number of transactions to sell or buy an Asset without incurring an Investment Dealing Charge. Your Charges Schedule will show if this applies to your Policy. It will also show the number of transactions which can be made without incurring an Investment Dealing Charge.
- 20.7.3 We will calculate the total amount of this charge as the Investment Dealing Charge multiplied by the number of chargeable transactions needed to buy and sell Assets that have been requested. The total amount of the Investment Dealing Charge will be applied on the Quarterly Date.
- 20.7.4 The amount of this charge is reviewable as described in Term 20.1.3.

20.8 'Offline Investment Dealing Charge'

- 20.8.1 We reserve the right to apply this charge in the future. Where this charge applies, we will impose a charge for any dealing instructions that are not submitted through the Online Service Account.

20.9 'Currency Dealing Charge'

- 20.9.1 Any costs incurred in converting any sum from one currency to another for a transaction may be deducted from the amount available for the transaction.
- 20.9.2 If a Currency Dealing Charge is shown in the Charges Schedule, then the charge will be made in respect of each conversion from one currency to another.

20.10 'Early Withdrawal Charge'

- 20.10.1 This charge applies on total or part surrender of your Policy or a Cluster of Policies before it has been in existence for the complete number of years from payment of a Premium shown in your Charges Schedule. It may also apply if the amounts of such part surrenders result in the remaining Portfolio Fund value being less than the current published percentage of the Premium or the remaining Surrender Value being less than our current published minimum value at the time for the Policy or Cluster of Policies.
- 20.10.2 One or more amounts may apply for this charge.
- 20.10.3 The charge will be the relevant percentage, taking into account any reductions of the charge depending on the time since payment of the Premium, as shown in the Charges Schedule. The charge will be based on either:
- a) the relevant Premium; or
 - b) the proportion of the value of the Portfolio Fund in respect of the relevant Premium; or
 - c) the higher of the relevant Premium paid or the value of the Portfolio Fund in respect of that Premium
- 20.10.4 A separate charge will apply from the Premium Acceptance Date in respect of each additional Premium.

20.11 'Fixed Account Servicing Charge'

- 20.11.1 This charge will arise on every Quarterly Date on which an amount is standing to the credit of the Policy in the Fixed Account. The Portfolio Fund Charges will continue to apply to Units in the Fixed Account.



20.12 'Authorised Custodian Amendment Charge'

- 20.12.1 The Authorised Custodian Amendment Charge will apply as a fixed monetary amount to cover our administration costs of making an amendment to the appointment of an Authorised Custodian.
- 20.12.2 The charge will apply on each transfer of Assets from the Default Custodian to an Authorised Custodian, from an Authorised Custodian to the Default Custodian or between Authorised Custodians, other than the initial appointment of one or more Authorised Custodian.
- 20.12.3 The charge is shown in the Policy Currency in your Charges Schedule.
- 20.12.4 This will be deducted from the Transaction Account held by us on the date the amendment is made.
- 20.12.5 20.12.5 The amount of this charge is reviewable as described in Term 20.1.3.

20.13 'Paper Valuation Charge'

- 20.13.1 Should you request us to, we will send you a hard copy of a valuation statement as described in Term 15.5, but there is a charge for every copy sent to you known as a 'Paper Valuation Charge'. This will be deducted from the Transaction Account held with us on the date we send the paper Valuation statement. This charge will not apply to valuation statements sent to you on the Quarterly Date where you do not have an Online Service Account.
- 20.13.2 The charge is a monetary amount shown in the Policy Currency in the Charges Schedule.
- 20.13.3 The amount of this charge is reviewable as described in Term 20.1.3.

21. Third-party agent charges and other charges

21.1 Third-Party Agent Charges

- 21.1.1 There are various third-party charges related to the Collective Redemption Bond Policy. These charges will be debited to the Transaction Account held with us or debited by an Authorised Custodian and debited to the Portfolio Fund at each Valuation Date unless debited earlier.
- 21.1.2 As examples, these charges may include:
 - a) safe custody charges imposed by our Default Custodian, or an Authorised Custodian as described in Term 8.
 - b) the charges for the services of the Dealing Desk in conjunction with the Authorised Custodian facility.
 - c) currency conversion charges for payment of any benefit in a currency other than the Policy Currency.
 - d) currency conversion charges to purchase any Assets in a different currency.
 - e) remittance charges to pay benefits by a method requested by you.
- 21.1.3 These examples are illustrative and not exhaustive and we have no control over the number of such charges or their amount. As a result, they may increase, reduce, stop, or be introduced without notice to you or us.

21.2 Discretionary Asset Manager Charge

- 21.2.1 This charge will apply in arrears on each Quarterly Date or if applicable, on the Final Valuation Date. This charge will be an annual percentage of the value of the Assets managed by the Discretionary Asset Manager. A separate charge will apply for each Discretionary Asset Manager appointed.
- 21.2.2 The annual percentage charge will be provided in either the application form or the form requesting the appointment of a Discretionary Asset Manager.
- 21.2.3 We will only charge a proportion of the charge relevant to the number of days the Policy has been in existence for:
 - a) the Valuation Period which includes the Contract Date or the commencement of a Discretionary Asset Manager Charge;
 - b) the Valuation Period which includes the end date of a Discretionary Asset Manager Charge; and
 - c) the Valuation Period which includes the Final Valuation Date if within the period relevant to this charge.



- 21.2.4 The payment date and therefore when we debit the Transaction Account held with us will usually be the second Friday of the Quarter or when the day is not a Working Day, the next Working Day. However, where an Authorised Custodian has also been appointed then it may depend on the date we have received all relevant information to calculate the amount. This date will vary depending on the type of Assets held, and the Authorised Custodian's internal processes for reporting to us.
- 21.2.5 We will continue to take this charge until our agreement with the Discretionary Asset Manager is terminated as described in Terms 7.3, 7.4 or 7.5.

22. Other charges – direct and indirect expenses, taxes and associated currency transactions

22.1 Various other charges may arise on payment of a Premium or when a transaction takes place. They will either be taken before the amount is made to us or we will take them from the amount we receive.

- 22.1.1 These charges may be imposed in the currency of the transaction even if it is not the Policy Currency.
- 22.1.2 As examples, these charges may include:
- a) charges imposed by a banker for a telegraphic transfer;
 - b) stockbrokers' charges and fees;
 - c) stamp duty or other fiscal imposition on a sale or purchase;
 - d) withholding taxes; and
 - e) foreign exchange charges.
- 22.1.3 This is not a complete list and we have no control over these charges other than for charges described in Term 22.1.4 below. As a result, they may increase, reduce, stop, or be introduced without notice to you or us.
- 22.1.4 If we incur charges due to telegraphic transfers, we will consider the costs imposed on us by a bank or other financial institution and our costs of administering the telegraphic transfer when deciding the level of charge that we will apply.

23. Joint ownership

23.1 Where the Policyholder is two or more individuals then if any of them dies, all their rights, title and interest in the Policy will automatically accrue to the surviving individuals as Policyholder. Any transaction requiring a request by the Policyholder will require a request by each such Policyholder.

24. Lead Policyholder

24.1 Appointment of a Lead Policyholder or Lead Trustee by an individual(s) or trustees.

- 24.1.1 If there is more than one Policyholder, you will be asked to select one Policyholder to be the Lead Policyholder in order for Policy Transactions to be carried out through the Online Service. If you are using a different form of communication which is acceptable to us, you may also select a Lead Policyholder.
- 24.1.2 Each Policyholder must agree to select the same Lead Policyholder. If each Policyholder cannot agree then you will not be able to use the Online Service.
- 24.1.3 By selecting a Lead Policyholder, you agree and authorise the Lead Policyholder to provide us with instructions to carry out certain Policy Transactions on behalf of all the Policyholders.
- 24.1.4 By selecting a Lead Policyholder, where the application is made by trustees, the trustees confirm that the provisions of the trust allow delegation of authority to one trustee to act on behalf of all trustees.
- 24.1.5 Each Policyholder may have their own Online Service Account. Each Policyholder will be able to access their account to view their Policy but will not be able to carry out Policy Transactions individually through their Online Service Account unless they are the Lead Policyholder.

24.2 Appointment of a Lead Policyholder by a corporate entity.

- 24.2.1 If you are registering for the Online Service on behalf of a corporate entity, including, for example, a trust company, then you will be known as the Lead Policyholder.
- 24.2.2 Where an individual is selected as a Lead Policyholder by a Policyholder which is a corporate entity, you will ensure that the individual has the appropriate authority to act on behalf of the corporate entity. For example that there has been a board resolution that confirms the Lead Policyholder has the authority to act on behalf of the corporate entity solely.



24.3 Changes to the Lead Policyholder

- 24.3.1 You may request to change the Lead Policyholder at any time.
- 24.3.2 All Policyholders must agree on a new appointment for a replacement Lead Policyholder, as explained in Term 24.1.2.
- 24.3.3 The Lead Policyholder will stop being a Lead Policyholder when:
 - a) that person dies; or
 - b) there is a request by all Policyholders to remove the authority from that person to be a Lead Policyholder. For example, where the Lead Policyholder ceases to be a trustee of the trust, for any reason.
- 24.3.4 You must inform us of any change. If you do not inform us of the change then we will continue to act on the instruction of the Lead Policyholder.
- 24.3.5 We will not accept any further instructions through the Online Service and we will only accept instructions by post signed by all Policyholders until a replacement has been appointed, as explained in Term 24.3.2.

25. Online service

- 25.1 You may apply to access our Online Service through which you can communicate with us and we can communicate with you. Continuing access to our Online Service is subject to the Online Service Agreement.
- 25.2 You may access the Online Service by means of the use by you of certain security details. You are responsible for keeping such security details secure. In the event that your details are used to access the Online Service, it is agreed that we are to assume that such usage is done either by you personally or by someone you have authorised and such usage will be binding upon you. It is therefore your responsibility to ensure that the Online Service is only accessed by you or persons you have authorised.
- 25.3 You shall indemnify us in full for costs, losses, damages and expenses we suffer or incur, however so arising, which are caused by any improper, unauthorised and/or fraudulent access to the Online Service, except where the same has been caused by our own negligence.
- 25.4 You should tell us immediately if you experience any failure, delay or error whilst using any aspect of the Online Service, including when sending and receiving instructions. We are not responsible for any loss which could have been avoided had you advised us of any such failure, delay or error immediately.

26. How to let us know you want to use policy options and communications generally

26.1 General Provisions

- 26.1.1 There are several methods by which you can communicate with us and these are set out in more detail in Terms 26.2 to 26.5 below. The following general provisions apply to all these methods of communication. In the event that there is a conflict between these general provisions and the method specific provisions set out in Terms 26.2 to 26.5, the latter will take precedence.
- 26.1.2 If all or any part of your communication to us is illegible, ambiguous, conflicting or unclear in any way to us, then we will not act on that instruction and will use our best endeavours to inform you of that and resolve the issue. We can accept no responsibility for any consequences of any delay or failure to carry out all or part of an instruction in such circumstances.
- 26.1.3 At all times we retain a right, in our absolute discretion, to require that further information or documents are provided to us in respect of any instruction we receive before we are required to accept such an instruction.
- 26.1.4 You are solely responsible for the accuracy and correctness of all instructions sent to us and you must check them prior to them being submitted to us. Upon receipt of any instructions we will seek to implement them without further reference to you and we are not responsible if those instructions are inaccurate or incorrect.
- 26.1.5 We will not acknowledge the receipt of any communication from you. If you wish to obtain such acknowledgement, you must seek that from us separately. We will therefore act on all communications received without further reference to you.
- 26.1.6 Once an instruction has been communicated to us, we may not be able to change or stop that instruction. If we can change or stop the instruction, you agree to indemnify us for all expenses, costs or losses we may suffer, howsoever arising, as a result.
- 26.1.7 In the event that you believe that there has been any failure, delay or error in us carrying out an instruction sent to us, you must immediately advise us of the same.



- 26.1.8 Where any method of you communicating with us involves you using security details, you must keep those details secure and ensure that they are only used by you or persons authorised by you. In the event that you fail to keep those details secure and/or they are used by anyone not authorised by you, we are not responsible for any resultant loss or damage you may suffer except where it is through our own negligence.
- 26.1.9 We can, in our reasonable discretion, refuse to carry out an instruction if:
- a) It may result in us or another Quilter Group Company breaking a law, regulation, code or other duty which applies to either us or that other Quilter Group Company. Unless regulatory or other legal requirements prevent us from doing so, we will inform you that we have exercised our discretion in refusing to carry out an instruction; or
 - b) We suspect that an instruction may be fraudulent or is potentially connected to any suspected fraud, whether against us, you or any third party. Where we exercise this discretion, we may seek confirmation from you as to your instructions and we may report the matter to any interested third parties (including the police or other authorities). We will only carry out the instruction if our concerns have, in our reasonable view, been satisfactorily resolved.
- 26.1.10 We have the right to amend the provisions of this Term 26 in our absolute discretion, provided that any such amendments are communicated to you.

26.2 Communications to us electronically using the Online Service

- 26.2.1 Any communication received by us using the Online Service is legally equivalent to that communication being personally signed by you, whether initiated by you or not. It is your responsibility to ensure that the Online Service is either only accessed by you or persons you have authorised.
- 26.2.2 Where there is more than one Policyholder, then we may require, at our absolute discretion, confirmation of an instruction from all Policyholders. In the absence of such a requirement, any instruction received by us through the Online Service used by the Lead Policyholder will be treated as having been sent on behalf of all Policyholders and with their authority and consent.
- 26.2.3 Where we have received an instruction through the Online Service, we may send you an e-mail to inform you that the instruction has either been actioned or not actioned as the case may be, albeit you should note that receipt by you of such an e-mail is not guaranteed by us. If you are in any doubt as to whether an instruction has been received or not and whether or not it has been actioned, you can communicate with us separately to ascertain the position.
- 26.2.4 You will be notified of any transaction date at the time of your Policy Transaction through the Online Service.
- 26.2.5 The time of receipt or delivery of any electronic communication sent to us using the Online Service will be determined by the time of sending recorded on our system, unless our system fails and an error message is generated. Where the system fails, an error message is generated, an electronic communication will generally be treated as being received one full Working Day after the date it is received by us through the Online Service Account, except in exceptional circumstances as described in Term 32. You should tell us immediately if you experience any failure, delay or error whilst using any aspect of the Online Service, including when sending and receiving instructions.
- 26.2.6 Certain instructions cannot be provided to us by means of the Online Service. If this is the case, upon receipt of such an instruction we will advise you accordingly. We are not responsible for any loss or damage caused by any delay arising on our refusal to accept an instruction by means of the Online Service.

26.3 Communications to us by post or courier

- 26.3.1 Any communication received by us by post or courier is legally equivalent to that communication being personally signed by you, whether initiated by you or not.
- 26.3.2 You accept the risk of sending communications to us either by secure or unsecured post or courier.
- 26.3.3 Communication with us by post or courier shall only be valid if:
- a) Physically received by us at our Head Office; and
 - b) If signed by the Policyholder personally.
- 26.3.4 'Received' in the context of this Term 26.3 means that we have received the relevant item by postal delivery or courier at our Head Office on a Working Day by 10:00 am Isle of Man time. If we receive any such item after 10:00 am, it shall be treated as having been received on the next Working Day, regardless of what time after 10:00 am it was received.



26.4 Electronic communication other than by the Online Service

- 26.4.1 We will accept communications from you electronically other than by the Online Service, such as by e-mail. Where we have accepted such a method of communication, such as e-mails from an identified e-mail address, receipt of such a communication by us will be legally equivalent to that communication being personally signed by you, whether initiated by you or not.
- 26.4.2 In the event that you change your means of communicating with us electronically, such as your e-mail address, you must immediately advise us of such change. In the absence of such information, we are entitled to treat any communication by means of the previously identified method (such as an e-mail address) as being a communication from you personally.
- 26.4.3 We strongly recommend that all personal, financial and banking information is sent to us through a secure means and that you implement robust security measures to reduce the risk of information and your electronic communications to us being lost, altered or stolen. We are not responsible for any electronic communications (of any type) intended for us which are lost, altered or stolen. You must ensure that all devices used by you to communicate electronically with us are secure, have reasonable protection from viruses and hacking and are never placed in the possession or control of any third parties not authorised by you. We are not responsible for any losses, expenses or costs caused or contributed to by any failure on your part to ensure that all electronic communication to us is secure and cannot be accessed by anyone not authorised by you.
- 26.4.4 In the event that we receive a form of electronic communication which appears to us to be from you, but has been generated by a third party, whether authorised or not, where the receipt of that communication by us has arisen from any failure on your part to secure or protect your devices, e-mail accounts or confidential information, we are entitled to assume that such electronic communication is from you or on your behalf and it will bind you unless we have acted negligently.
- 26.4.5 Proof that you sent an electronic communication to us will not be proof that it has been received by us, irrespective of any transmission confirmation at the sender's location.

26.5 Communications to us by telephone

- 26.5.1 We may also accept instructions or requests to exercise policy options by telephone subject to such conditions and safeguards we consider reasonable and appropriate. Where we have accepted communications to us by telephone, we will consider such communication to be legally equivalent to a personally signed instruction from you.
- 26.5.2 Where we receive communications by telephone, the caller will be asked to provide security details in order for us to verify the caller. You must keep those security details secure and ensure that they are only used by you or persons authorised by you. In the event that a caller provides us with such security details to our satisfaction, any instructions provided by that caller to us are binding on you, except where we have been negligent.

27. How we will communicate with you

- 27.1 We will contact you by post, telephone, through the Online Service or by other electronic means (such as by e-mail). Where we communicate with you by any of these methods, it is legally equivalent to you physically receiving communication from us in writing.
- 27.2 In communicating with you by any of the means provided in Term 27.1, we will use the most recent details you have provided to us. You must immediately inform us of any changes to those details. We accept no liability for any loss or damage suffered if we have not been informed of your most recent contact details. You also will indemnify us for any loss, damages, expenses or costs incurred by us, howsoever arising, as a result of any failure to provide us with up to date or accurate contact details.
- 27.3 Except in cases of negligence on our part, where we have sent you communications, including any notices, they shall be treated as having been received by you as a result of them being sent to you, whether or not they are actually received by you or seen by you.
- 27.4 We are not responsible for any loss or damage caused by any interception, loss or alteration of any of our communications to you, except where we have been negligent. If you suspect that any of our communications to you have been intercepted, lost or altered, you must inform us immediately.
- 27.5 Where any communication is sent to the Lead Policyholder, such communication shall be deemed to have also been provided simultaneously to all Policyholders.
- 27.6 We have the right to amend the provisions of this Term 27 at our absolute discretion, provided that any such amendments are communicated to you.
- 27.7 All communications to you and received from you may be recorded and stored by us for our records. We may use such records for any purpose relating to our business, including for training purposes, regulatory requirements, checking the accuracy of instructions received, for verifying identities and resolving any disputes we may have, either with you or third parties.



28. Policy currency and where benefits are payable

- 28.1 We will pay all benefits in the Policy Currency at our Head Office.
- 28.2 If the Policy Currency is replaced by another currency, then the Policy Currency will become that new currency. For example, if the Policy Currency is Pound Sterling GBP and it is replaced with the Euro, then the Policy Currency will become the Euro. Premiums and benefits will then become payable in Euros based on the rate of conversion provided for by legislation.
- 28.3 If a Policy Currency is abandoned and is replaced by more than one currency (such as where the Euro is abandoned) then the new Policy Currency will be the Pound Sterling GBP.

29. Right to vary the terms because of changes to law and taxation

- 29.1 Our Actuary may advise us to vary these Terms and the benefits we pay under the Policy if we cannot maintain the Policy in line with these Terms without this having a negative effect on us or our Policyholders generally because of:
- 29.1.1 any statutory or regulatory levy being imposed; or
- 29.1.2 any change in law or taxation or regulatory practice which affects:
- a) us; or
 - b) the policies we issue; or
 - c) the funds we keep; or
 - d) the Assets.
- 29.2 Any change we make to these Terms and the benefits we pay will be appropriate to put us and our Policyholders into the financial position we both would have been in but for the levy or change.
- 29.3 We will tell you about any change to these Terms at least one month before the change will take effect.

30. Relevant law and jurisdiction for legal proceedings

- 30.1 By signing the Policy application form, you acknowledge and accept that any dispute between you and us in respect of or relating to your Policy, howsoever arising, shall be governed exclusively by the law of the Isle of Man. Further, you acknowledge and accept that the High Court of Justice of the Isle of Man shall have exclusive jurisdiction to hear all disputes between you and us, whether or not concerning your Policy and howsoever arising.

31. Anti-money laundering and countering terrorist financing

- 31.1 You will provide us with such information or documents that we request in order to comply with the anti-money laundering regulations and countering terrorist financing regulations and legislation in the Isle of Man or any other relevant jurisdiction(s). We can only proceed with the allocation of Premiums or the payment of benefits when the information provided complies with the regulations and legislation. We can accept no responsibility for any delay or failure to carry out your instruction or request in such circumstances. If our requests for information and documents required under this Term are refused, we reserve the right to invoke Terms 18.2.9 and 18.2.10 to surrender the Policy.

32. Information technology failure and force majeure

- 32.1 We will not be liable or have any responsibility for any loss or damage, fall in investment value or loss of investment opportunity incurred or suffered because of a delay or failure to perform our obligations when an event occurs that we could not reasonably control.

As examples, such events include:

- a) any act (or credible threat) of terrorism;
- b) acts of government, local authority or regulatory body;
- c) acts of God, explosion or fire, earthquake, extraordinary storm, flood, abnormal weather conditions or other natural catastrophe, radioactivity, sonic bangs, pollution, any nuclear, chemical or biological contamination or any strikes, lockouts or other industrial disputes (other than to the extent involving our workforce or other personnel);
- d) riot, civil unrest, commotion or rebellion, war or civil war (whether or not declared) or armed conflict, invasion and acts of foreign enemies, blockades, embargoes (including as to trade);
- e) an unavoidable accident;
- f) the loss of supply of essential services including but not limited to electrical power, telecommunications, air conditioning and essential third-party services;
- g) failure outside of our control of our information technology systems including those caused by network attacks, provided we have reasonable procedures in place by way of virus protection on our networks and a disaster recovery programme; or
- h) any other cause beyond our reasonable control as a consequence of which we can no longer administer your Policy for a given period.

These examples are illustrative and not exhaustive.



33. Assigning your policy to someone else

- 33.1** If you assign this Policy to someone else and we note and acknowledge the assignment or notice of such assignment, we accept no responsibility for the legality or effect of the transaction to which it relates.
- 33.2** If an assignment is not in respect of all of the Policies then we reserve the right to require that the Policy or Policies that are assigned are:
- 33.2.1** endorsed to show a new Policy number for administrative purposes; and
 - 33.2.2** allocated to a new Portfolio Fund for the proportion of the value of the Portfolio Fund represented by those Policies.
- 33.3** We may terminate the Online Service Agreement if you are no longer a Policyholder of a Policy, for example if you have assigned all your rights and title to a Policy to someone else.
- 33.4** You must tell us if you assign your Policy as soon as the Policy has been assigned.
- 33.5** You should provide the new Policyholder (following an assignment) with a copy of the Policy Terms or refer them to us to obtain a copy of the Policy Terms.
- 33.6** It is the responsibility of the new Policyholder to determine whether they meet our definition of Professional Investor. The new Policyholder should read the Policy Terms for the Collective Redemption Bond. In particular, the risks of investing in Assets which are suitable only for Professional Investors in accordance with Term 1.2.2.

34. Third-party rights

- 34.1** Only the Policyholder, or their personal representatives, or assignees (including trustees where the Policy is subject to a trust) may enforce the terms of the Policy. Where the Policy is subject to a beneficiary nomination request (using our beneficiary nomination request form), the nomination is intended to benefit any beneficiary, from the transfer date, and shall be enforceable to that extent under the Isle of Man Contracts (Rights of Third Parties) Act 2001 (as amended or replaced from time to time).

We will not recognise the rights of any other third party.

35. Change of country of residence

- 35.1** You have an obligation to advise us immediately should your country of residence change. You are responsible for any tax reporting and liability in relation to your Policy required by the relevant tax authorities. Your country of residence could vary how your Policy is taxed, and you should seek professional tax advice before moving to a new country

36. Complaints procedure

- 36.1** Customer satisfaction is very important to us, but if you do have any cause to complain about the administration or service provided by us, in the first instance please write to the Complaints Team Manager at our Head Office address.

If you are not satisfied with our response, you can complain to:

Financial Services Ombudsman Scheme for the Isle of Man (FSOS)
The Slieau Whallian
Foxdale Road
St John's
Isle of Man
IM4 3AS

Referral to FSOS must be made within six years of the act or omission which led to your complaint. Complaining to FSOS may affect your legal rights.

With effect from 1 April 2012, the maximum award limit paid by the Financial Services Ombudsman Scheme was increased to £150,000 for complaints where the act or omission occurs on or after 1 April 2012. The maximum award limit on other complaints remains at £100,000.



37. Appointment of intermediary

- 37.1 The Intermediary has been appointed by you to deal with your affairs and interests according to whatever terms you have agreed with them.
- 37.2 The Intermediary is not acting on our behalf and does not represent us in any way, and we have no knowledge on what basis your Intermediary acts on your behalf.
- 37.3 We are not responsible for any failure or breach in the relationship between you and your Intermediary.
- 37.4 We may make payments (such as commission, for example, if regulatory rules allow) to your Intermediary in respect of your Policy (including upon the inception of the Policy), even though they are acting for you and irrespective of the nature of the relationship you have with them. Your Intermediary can tell you the details of the amounts payable.

38. Can you change your mind and cancel the contract?

- 38.1 You may change your mind and cancel the contract within 30 days of the date you receive our letter or e-mail confirming the date your Policy started or an e-mail confirming that your documents can be downloaded from the Online Service. We would expect you to receive our letter within standard postal delivery timescales (which would generally be within seven days of the date the letter is dispatched).
- 38.2 If you wish to cancel the contract then you must advise us in writing at our Head Office or by cancelling the contract through the Online Service.
- 38.3 As you bear the investment risk of the Policy, it is possible that the amount you will receive will be less than the Premium you paid. This will be the case if the value of the Assets fall between the Contract Date and the date the notification of your cancellation is received by us. Non-refundable asset charges and bank charges will also be deducted from the Premium you paid which could also result in you receiving less than the Premium you paid.
- 38.4 Any part of the Premium paid by a transfer of assets to us will be repaid by return to you of units or shares in the Asset if requested by you or required by us.
- 38.5 In that case, any direct and indirect expenses, taxes and any associated currency transactions incurred by us in relation to the transfer to us or back to you will be deducted if necessary by the sale of units or shares in the Asset.
- 38.6 If at any time after the Contract Date you agree to pay an additional Premium, then you may change your mind and cancel your additional Premium within 30 days of the date that you receive an e-mail to confirm that the letter accepting your additional Premium is available for you to download from your Online Service Account or you receive the letter accepting the additional Premium by post or an e-mail. We would expect you to receive our letter within standard postal delivery timescales (which would generally be within seven days of the date the letter is dispatched).
- 38.7 If you wish to cancel the additional Premium then you must advise us in writing at our Head Office or by cancelling the additional Premium through the Online Service.
- 38.8 The amount of the additional Premium refunded will be less a deduction of the amount (if any) by which the value of Assets for the additional Premium has fallen between the time the additional Premium was paid and the date your notification of your cancellation of your additional Premium is received by us. Non-refundable Asset charges and bank charges will also be deducted from the additional Premium you paid which could result in you receiving less than the additional Premium you paid.
- 38.9 The provisions of Term 38.4 above will apply to such additional Premium amount.

39. Policyholder tax liability and reporting

- 39.1 You are responsible for any tax reporting and liability in relation to your Policy required by the relevant tax authorities. Your country of residence could vary how your Policy is taxed, and you should seek professional tax advice before moving to a new country.

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