



STERLING

Investment Account full encashment or partial withdrawal request form

For use with Sterling Investment Accounts only

Alternatives to encashing your account

- You should only consider encashing your account if you have carefully reviewed your financial affairs.
- You may wish to discuss your options with your Financial Adviser as there may be alternative ways to raise the funds you require.
- Remember that the minimum funds that can remain after a withdrawal is £2000.
(Unless you are making monthly payments).
- If you would like to discuss any options available to you please contact your adviser or call us on 0370 909 6010.

Confirming and protecting your identity

Why do we need to confirm your identity?

The 2007 Money Laundering Regulations mean that we have to confirm the identity of everybody who owns, is a beneficiary of, or has any involvement in the operation of a plan. So, we need evidence of your identity before we can act on your instructions.

When do we need to confirm your identity?

If we don't already have proof of identity, we have to ask for verification when:

- The proceeds of the account are paid out, whether it's on death or cashing in.
- We need to pay out someone other than the account owner.
- Someone is given power of attorney over the account owner's affair.

We may also ask for confirmation of your address and/or relevant bank details and tax residency details.

N.B. If the payment is to be made outside the UK or most other western European countries, further verification may be needed – please contact us.

What can we do to make this easier?

If you have credit facilities or products with other financial services companies, **and** if you are on the electoral roll, we may be able to use an electronic checking system called Equifax to validate your name and address. Before we can use this, we do need to have your written consent. This checking system is not guaranteed in all cases and it may be necessary to come back to you for the documents listed below.

What can you use to confirm your identity?

Please do not send originals of these documents unless specified but we can accept black and white photocopies which have been certified as below.

We will need one document if it is a government-issued document which incorporates:

your full name and photograph, and

- **either** your residential address
- **or** your date of birth

Government-issued documents with a photograph include:

- a valid passport
- a valid photocard driving licence (full)
- a national identity card (non-UK nationals)
- a firearm or shotgun certificate
- an identity card issued by the Electoral Office for Northern Ireland

If you do not have a Government-issued document with a photograph then you will need:

One government-issued document (without a photograph) which shows your full name.

Government-issued documents without a photograph include:

- a valid (old style) full UK driving licence
- recent evidence of entitlement to a state or local authority funded benefit (including housing benefit and council tax benefit), tax credit, pension, educational or other grant.

Supported by:

A second document, either government-issued, or by a Court, or a council, or another financial services company, showing your full name and:

- **either** your residential address
- **or** your date of birth

Examples of these types of documents include:

- an instrument of a court appointment (such as liquidator, or grant of probate)
- a current council tax demand letter, or statement*
- current bank statements (must not be printed off the internet) *
- utility (other than mobile phone) bills less than 6 months old (utility bills printed off the internet are not permitted).*

What can you use to confirm your new address?

We can accept originals or black and white photocopies which have been certified as below.

- utility (other than mobile phone) bills less than 6 months old (utility bills printed off the internet are not permitted).*
- house insurance documents* (must not be printed off the internet)
- current council tax demand letter or statement*
- State/Local authority benefit letter less than 6 months old
- a mortgage agreement, rental statement or tenancy agreement.*
- a firearm or shotgun certificate

*We prefer copies of these documents (certified as below) rather than originals as they may get lost in transit. If you send original statements or bills, we will return them only if you ask us to, otherwise they will be securely destroyed.

What can you use to confirm payee bank account details?

- Original Bank/building society statement or a correctly certified copy, less than 6 months old (cannot be an internet statement)
- void cheque
- paying in slip

Who can certify your documents?

Please ask one of the following people to certify that the copy of the document you're sending in is the same as the original:

- NHS registered medical professional (GP)
- minister of religion
- registered teacher
- government official
- employee of a UK regulated bank or building society
- regulated financial adviser or mortgage broker
- registered solicitor
- registered chartered accountant

If you don't know anyone who can certify your documents, then please contact us.

How do you certify a copy of a document?

To certify a copy of a document the following words should be used:

"I certify that this is a true copy of the original document and any photograph bears a good likeness of the applicant."

The certifier must then print their name, title and telephone number on the document, sign their name, and include their company stamp or job title or occupation and date it accordingly.

What happens if I don't have these documents?

If you don't have any of the documents mentioned, there are other ways we can verify your identity. Please contact us to see what else would be suitable if you're having difficulties.

Please note we reserve the right to ask for further documentation to protect your plan and assets.

Step 1 – personal details

Investment account number

Owner 1

Name(s)

Address Postcode

Date of birth

Nationality

Daytime number*

Mobile number*

Adviser name and firm

Owner 2

Name(s)

Address Postcode

Date of birth

Nationality

Daytime number*

Mobile number*

*We may use this number to contact you about this request or for the future servicing of your plan.

If your address details are different to those held on our records or you have recently moved we may require documentation to confirm your new address. Please see the section on page 2 "Confirming and protecting your identity" for more details.

Step 2 – encashment details

Your encashment instruction

Please choose one of the following options

- Account closure – any regular payments will cease and all proceeds will be paid out.
- Full value encashment – this only applies if you are currently making regular contributions by Direct Debit and you want to continue with these. Your account will remain open and the full value will be paid out.
- Partial withdrawal across all funds held

Amount to be withdrawn £

(This amount will be taken from all the funds you are invested in, based on each fund's value as a proportion of the overall account value).

- Partial withdrawal – specific funds
If you wish to withdraw units or amounts* from specific funds, please indicate below:

Please note for partial withdrawals, if you don't currently make regular contributions via Direct Debit you must leave at least £2,000 in the account for it to remain open.

If you sell units from any protected profit fund without advice, we may ask you to complete an appropriateness test.

| Fund | Percentage of units | Monetary amount |
|----------------------|------------------------|------------------------|
| <input type="text"/> | <input type="text"/> % | £ <input type="text"/> |
| <input type="text"/> | <input type="text"/> % | £ <input type="text"/> |
| <input type="text"/> | <input type="text"/> % | £ <input type="text"/> |
| <input type="text"/> | <input type="text"/> % | £ <input type="text"/> |
| <input type="text"/> | <input type="text"/> % | £ <input type="text"/> |
| <input type="text"/> | <input type="text"/> % | £ <input type="text"/> |
| <input type="text"/> | <input type="text"/> % | £ <input type="text"/> |
| <input type="text"/> | <input type="text"/> % | £ <input type="text"/> |
| <input type="text"/> | <input type="text"/> % | £ <input type="text"/> |
| <input type="text"/> | <input type="text"/> % | £ <input type="text"/> |

* If monetary amount, please confirm total to be withdrawn:

£

Step 3 – Payee details

We will only make payments to plan owners, beneficiaries, trustees, or the following third parties: solicitors, financial services companies and independent financial advisers who are regulated by the FCA, nursing homes or fee charging schools. Please note payments to nursing homes or fee charging schools must always be made by cheque.

Payee details for plans not in trust

We may need to carry out additional checks if payment is requested to some, but not all, of the plan owners.

If the payment is to be made to anyone other than the plan owner(s), please ensure the relevant anti-money laundering ID and International Tax Compliance self-certification form(s) for the individual(s) or entity(ies) are enclosed as indicated on page 9.

Please tick the appropriate box:

- Issue a cheque payable to
- Directly into the bank account detailed below

Payee details for Investment accounts subject to a trust

- The payments must be made to the Trust.
- If you do not have a trust bank account, we recommend you contact your bank now to arrange this.
- If the beneficiaries currently named on the trust are not the people you wish to receive the payments, please contact us before completing the form.

- Pay trustees jointly.
- Pay beneficiaries in the shares specified in the trust.

Where payments are to be made to the beneficiaries, proof of identity will be required for any beneficiaries who are not also trustees. This evidence needs to be documentary as listed in the 'confirming and protecting your identity?' section.

If trustees and beneficiaries are being paid, you must fully complete the table below. You should also include all countries in which trustees and beneficiaries are tax resident, along with the relevant tax reference numbers.

| Full name | Date of birth | Full address | Country/ countries of tax residency | Tax reference number (if UK, please supply your national insurance number) | Signature |
|-----------|---------------|--------------|---|--|-----------|
| | | | | | |
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| | | | | | |
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| | | | | | |

Please provide all tax residencies and continue onto another page if needed.

Step 4 – Payment details

We can send the payment directly to your bank account or building society. If you would like us to do this please complete this section.

- Please note payments to nursing homes or fee charging schools must always be made by cheque
- If you want the payment made to an account that we do not have on our records or haven't paid to previously, we will require bank/building society identification. This is either, an original bank statement or correctly certified copy, a void cheque or a paying in slip. Please see the 'confirming and protecting your identity' section for more details.

| | |
|-------------------------------|---|
| Name of bank/building society | |
| Address | |
| Postcode | |
| Sort code | <input style="width: 30px; height: 20px;" type="text"/> <input style="width: 30px; height: 20px;" type="text"/> <input style="width: 30px; height: 20px;" type="text"/> / <input style="width: 30px; height: 20px;" type="text"/> <input style="width: 30px; height: 20px;" type="text"/> / <input style="width: 30px; height: 20px;" type="text"/> <input style="width: 30px; height: 20px;" type="text"/> |
| Account number | Roll number |
| Name of account holder | |

Each payment should reach the specified bank account by the fourth working day following the date of payment.

Bank Identification enclosed. Tick appropriate box:

- Original Bank/Building society statement or certified copy
- Void Cheque
- Paying in Slip

Step 5 – Declaration

Have you received a personal instruction from your adviser to submit this application? Yes No

Please note that all trustees, account owners or their attorney(s) must sign the declaration. Payment cannot be made unless this declaration has been fully completed and signed.

I / We wish to encash the investment in accordance with its terms and conditions and acknowledge that payment will be made to the extent indicated and as specified in this form.

I / We declare that I am/we are over the age of 18 and, except as disclosed in writing to the Company, I am/we are not now, nor was I/were we at the time of applying for the plan, or at any time since, bankrupt or insolvent.

I / We consent to Sterling using a reference agency (Equifax) for identity verification and fraud checking purposes (if you do not consent, please place an x in the box next to your signature)

| | |
|-----------|------|
| Signature | Name |
| | Date |
| Signature | Name |
| | Date |
| Signature | Name |
| | Date |
| Signature | Name |
| | Date |

Step 6 – Accounts subject to trusts

Please note this section only applies for Sterling investment accounts in trust only.

This agreement must be signed by all owners of the account.

| | | |
|------------------|-------------|---------------|
| Trustee 1 | Name | Date |
| Address | | Postcode |
| Signature | Nationality | Date of birth |
| Trustee 2 | Name | Date |
| Address | | Postcode |
| Signature | Nationality | Date of birth |
| Trustee 3 | Name | Date |
| Address | | Postcode |
| Signature | Nationality | Date of birth |
| Trustee 4 | Name | Date |
| Address | | Postcode |
| Signature | Nationality | Date of birth |

Step 7 – Checklist

Please ensure the following checklist is completed and returned. Please note, we will not be able to proceed until we receive all requirements listed on this form.

1. Have you enclosed all the required money laundering ID and any information required to confirm personal changes, address details or bank account details? (please refer to notes on page 2).
2. Have all the account owners/trustees signed the request?
3. Have you made any personal changes?
4. Have you read the 'confirming and protecting your identity' section?
5. Have you completed the relevant International Tax Compliance self-certification form(s) and included, along with supporting evidence?
6. Have you completed an appropriateness test where you are selling holdings in protected profits funds.

Have you any other special instructions or information you would like to inform us of?

If you have any questions, or require any further information, please contact your financial adviser, or call us on 0370 909 6010.

Please send the completed form to: Sterling Repurchases, PO Box 461, The Grange, Bishops Cleeve, Cheltenham, Gloucestershire GL52 8ZN.