



STERLING

Investment Bond full or partial surrender request form

For use with Sterling Investment Bonds only

Alternatives to cancelling your bond

Your bond offers alternatives to cancelling; for example, a partial surrender of monies. If you would like to discuss any options available to you please contact your financial adviser or call us on 0370 909 6010.

If you don't have an adviser, you can find one near you at unbiased.co.uk or you can find one and get a review at vouchedfor.co.uk. You may have to pay for any advice you receive.

There are a number of important factors you should consider before deciding whether to cancel your bond:

- you may be liable to pay income tax at a higher rate as a result of taking the money from your bond
- the surrender method you choose may result in significantly different tax liabilities
- please note, under HMRC rules, once a surrender has been completed, it cannot be changed or reversed. To replace this investment, you would need to take out a new bond, which could mean higher or new initial charges
- there may be a charge for surrendering your bond earlier than originally intended, please refer to your terms and conditions for more information or call us on the telephone number above
- if you are receiving Age Allowance or certain tax credits, it/they may be affected by taking money from your bond.
- if a loyalty bonus applies then this may be affected by a surrender, please refer to your terms and conditions for more information or call us on the telephone number above.

1. Partial surrenders

Your bond was originally made up of 1000 separate identical policies and there is more than one way you can make a partial surrender:

Method A

- we will only surrender enough individual policies to raise the amount you need. If the amount that you require is less than the value of one whole policy, we will use Method B
- if surrendering individual policies doesn't produce the exact amount, we will make up the difference by taking an equal amount from each of the remaining policies
- you need to consider the tax implications carefully. Surrendering individual policies may result in an immediate Chargeable Gain. You will be sent a Chargeable Event Certificate if this is the case
- your yearly 5% allowance will be reduced in future years
- if you have a regular withdrawal arrangement, you will need to reassess it, as there will be fewer policies over which to spread the withdrawal.

or

Method B

- we will surrender units across all policies equally or from funds as specified by you
- a Chargeable Excess will occur if total withdrawals and/or partial surrenders in any one year exceed the cumulative allowances. If this occurs, then a Chargeable Event Certificate will be sent to you at the end of the policy year
- if you have a regular withdrawal arrangement, you may need to reassess it to avoid exceeding your 5% allowance in the current policy year.

2. Partial surrender – should I choose Method A or B?

It is not possible to give any specific guidance as to which method will be better for you as this will differ from one person to another. The method you should choose will depend on a number of factors such as your personal circumstances, the rate of tax you pay now or may pay in the future, the amount(s) invested, when the investment was made, fund performance, the amount of the partial surrender and the history of previous surrenders and regular withdrawals.

Important things to consider

- We are not permitted to give you tax advice. If you are in any doubt about which method to choose, we recommend that you seek independent financial advice before completing this form.
- For more information please read the Sterling Tax guide which is available at www.sterling-assurance.co.uk. If you'd like us to send you a copy, please call us on 0370 909 6010.
- The surrender method you choose may result in significantly different tax liabilities.
- Please note, under HMRC rules, once a partial surrender has been completed, it cannot be changed or reversed.

3. Payments from bonds in trust

If the bond is in trust, we can make payments jointly to the trustees or, in the case of most trusts, to the named beneficiaries in accordance with the shares specified. The exceptions to this are Gift and Loan Trusts, Loan Trusts, Discounted Gift Trusts and trusts that were not drafted by Sterling. We must make the payment from bonds in these trusts jointly to the trustees.

If we haven't already seen the trust form, we will require it, plus any additional deeds of amendments.

There may be Inheritance Tax implications – please contact your financial adviser.

Confirming and protecting your identity

Why do we need to confirm your identity?

UK Money Laundering Regulations require us to confirm the identity of everybody who owns, is a beneficiary of, or has any involvement in the operation of a plan. We may therefore 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:

- a claim is made against a plan – whether it is on death, serious illness or cashing in
- we need to pay out to someone other than the plan owner

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 on 0370 909 6010.

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 role, 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, which you can give through the declaration later in this form. 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?

For EACH person being identified we need either: (1) ONE item from list A; OR (2) ONE item from list B AND ONE item from list C.

LIST A

We require ONE item from list A

- A current UK passport
- A current UK photocard driving licence
- A national identity card (non-UK nationals)
- A current UK firearms certificate / shotgun licence
- A valid identity card issued by the Electoral Office for Northern Ireland.

LIST B

If you cannot provide ONE item from list A please provide ONE item from list B AND ONE item from list C.

- A valid paper (without photo) UK driving licence.
- Suitable written evidence (less than 6 months old) of your entitlement to a state or local authority funded benefit such as housing benefit, council tax benefit, tax credit, pension, educational or other grant.

LIST C

If you cannot provide ONE item from list A please send us ONE item from list C AND ONE item from list B.

The item must show your full name and residential address and must be received from the bank or utility company etc. through the post i.e. it must not be printed off the internet.

- A current council tax bill
- A bank or building society account or credit card or mortgage statement – less than 6 months old.
- A gas, electricity or water utility bill or landline telephone bill (not a mobile phone bill) – less than 6 months old.

CERTIFIED COPIES

Do I need to send originals or certified copies?

Due to the risk of loss, please send us certified copy documents, bills and statements rather than originals. We will securely destroy certified copies once we have updated our records. Any original document you send us will be sent back to you (at your risk). We will only send back original bills and statements if you ask us to return them at the time they are submitted to us otherwise they will be securely destroyed once we have updated our records.

What is a certified copy?

A certified copy is a photocopy of the original document, statement, bill etc. that has written or stamped on it an endorsement that says it is a true copy of the original (see below for the required endorsement wording). The person who certifies the copy must see the original before being able to endorse the copy.

Who can certify the copy?

Any person from the following list:

Regulated Financial Adviser, Bank / Building Society Official and counter staff, Post Office Official and counter staff, Solicitor, Doctor, Teacher, Religious Minister, Airline Pilot, Armed Services Officer (active or retired), Barrister, Chairperson or Officer of Public (PLC) or Limited (LTD) UK registered Company, Chartered or Certified Accountant, Chartered Secretary, Chemist, Chiropodist, Physiotherapist, Actuary, Commissioner of Oaths, Court Judge, Court Official, Customs Officer, Dentist, Elected local or county Councillor, Embassy, Consulate or High Commission Official, Legal Executive, Fire or Ambulance Service Officer, Funeral Director, Government Department Official, Journalist, Justice of the Peace, Lawyer, Lecturer, Magistrate, Member of Parliament/ Northern Ireland Assembly, Merchant Navy Officer, Notary Public, Officer of Registered Charity, Optician, Permanent Civil Servant, Pharmacist, Police, Prison or Probation Officer, Registered Nurse, Regulated Mortgage Broker, Social Worker, Surveyor, Trade Union Official, Veterinary Surgeon.

Certified Copy Endorsement.

The person who certifies the copy (the certifier) must clearly write or stamp in original wet ink directly onto the copy (not on to a label that is attached to the copy) the following wording:

I certify that this is a true copy of the original and any photograph bears a true likeness to the person being identified.

The certifier must then clearly write their name, business name and business address, contact telephone number and position/job title. They must then sign their name, and clearly write the date. If the copy comprises more than one page only the first page needs to be certified.

What do I need to provide to confirm a change of address?

Please forward a certified copy of a document, statement or bill which shows your full name and new residential address (documents printed off the internet are not permitted).

We can accept the following:

- A current council tax bill
- A bank or building society statement or a utility company bill i.e. gas, electricity, water (not a mobile phone bill) dated within the last 6 months.
- A mortgage agreement or tenancy agreement.

What can you use to confirm payee bank account details?

- Original current bank statements – dated within the last 6 months (must not be printed off the internet).

Request for full or partial surrender

Task number – office use only

Please return the completed form to – Sterling, Sterling Centre, PO Box 461, Bishops Cleeve, Cheltenham, Gloucestershire, GL52 8ZN.

Step 1 – personal details

Investment bond number

Name (Owner 1)

Date of birth

Address

Postcode

Daytime number*

Mobile number*

Email address*

Name (Owner 2)

Date of birth

Address

Postcode

Daytime number*

Mobile number*

Email address*

*We may use these details to contact you about this request, the future servicing of your plan or your satisfaction with our service.

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 'Confirming and protecting your identity' section on page 3 for more details.

Step 2 – surrender details

Surrender instructions

Important things to consider

- We are not permitted to give you tax advice. If you are in any doubt about which decision to make or which method to choose, we recommend that you seek independent financial advice before completing this form.
- For more information please read the Sterling Tax guide which is available at www.sterling-assurance.co.uk. If you'd like us to send you a copy, please call us on 0370 909 6010.
- The surrender method you choose may result in significantly different tax liabilities.
- Please note, under HMRC rules, once a full or a partial surrender has been completed, it cannot be changed or reversed.

Please complete one of the four options below.

1. Full surrender

- Fully surrender the investment bond.

2. Partial surrender of a specific amount

Please confirm the amount of the investment bond that you want to surrender

Amount to be surrendered £

Amount in words

Please choose a method to take your chosen option

- Method A** – by surrendering sufficient whole policies within the investment bond.
- Method B** – by surrendering equally from all the individual policies within the investment bond.
Units to be surrendered proportionately across each investment fund.

Please note that if neither of the above methods are selected, we will need written instructions of the chosen method before we can proceed which may delay payment being made.

3. Partial surrender of whole policies

Please confirm how many whole policies you would like to surrender.

Number of policies to be surrendered

Method A will apply – by surrendering sufficient whole policies within the investment bond.

4. Partial surrender from specified funds

Please confirm the amount to be surrendered from each individual fund or if the whole individual fund should be surrendered.

| Name of fund(s) to be surrendered | Tick here only if you would like to surrender 100% of this fund | | Amount of fund to be surrendered |
|-----------------------------------|---|----|----------------------------------|
| <input type="text"/> | <input type="checkbox"/> | or | £ <input type="text"/> |
| <input type="text"/> | <input type="checkbox"/> | or | £ <input type="text"/> |
| <input type="text"/> | <input type="checkbox"/> | or | £ <input type="text"/> |
| <input type="text"/> | <input type="checkbox"/> | or | £ <input type="text"/> |
| <input type="text"/> | <input type="checkbox"/> | or | £ <input type="text"/> |
| <input type="text"/> | <input type="checkbox"/> | or | £ <input type="text"/> |
| <input type="text"/> | <input type="checkbox"/> | or | £ <input type="text"/> |
| <input type="text"/> | <input type="checkbox"/> | or | £ <input type="text"/> |

Method B will apply – by surrendering equally from all the individual policies within the investment bond.

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.

Payee details for plans not in trust (use the space provided to let us know the payee)

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.

Payee

or

Payee details for plans in trust

- The payment must be made to the trustees jointly or to the named beneficiary(ies).
- If the payment is to be made to the trustees jointly but you do not have a trustee 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 payment, please contact us before completing the form.
- Proof of identity is required for all trustees before we can make payment. Please see the 'What can you use to confirm your identity?' section on page 3.
- Where payment is 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 'What can you use to confirm your identity?' section on page 3.

Pay trustees jointly.

Pay beneficiaries in shares specified in the trust.*

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.

If we do not receive the appropriate signatures we may need to send an International Tax compliance self-certification form to be completed.

International Tax Compliance self-certification table

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

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

*please refer to section 3 of the notes on page 2.

Step 4 – delivery of payment

- We can send the payment directly to your bank 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 the payment is to an account that we don't currently hold on our records we may require further documentation. Please see the 'Confirming and protecting your identity' section on page 3 for more details.
- If you would like the payment sent to your home address, please leave this section blank.
- If payment is to go to more than one beneficiary, please use the space below to give us the additional bank details.

Name of bank/building society

Address

Postcode

Sort code

/ /

Account number

Account name

Step 5 – assignee's authority

If your bond is assigned, you must send the assignee's authority or a letter from them stating that they do not have an interest in the bond.

Step 6 – declaration

I/We wish to surrender the investment bond(s) in accordance with its terms and conditions and acknowledge that payment will be made to the extent indicated and as specified above.

I/We certify that I am/we are entitled to receive and/or distribute the proceeds of the investment bond(s) and it is/they are not mortgaged or assigned to any other person or party.

I am/We are over 18 years old and not bankrupt, nor have been since acquiring the investment bond(s).

I/We consent to Zurich 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).

All owners must sign. If the bond is in trust, then all trustees (this may include the settlor) must sign. Please attach an additional sheet if there are more than four owners/trustees.

| | |
|------------------------------------|------------|
| <input type="checkbox"/> Signature | Print name |
| | Date |

| |
|---------|
| Address |
|---------|

| | |
|-------------|---------------|
| Nationality | Date of birth |
|-------------|---------------|

| | |
|------------------------------------|------------|
| <input type="checkbox"/> Signature | Print name |
| | Date |

| |
|---------|
| Address |
|---------|

| | |
|-------------|---------------|
| Nationality | Date of birth |
|-------------|---------------|

| | |
|------------------------------------|------------|
| <input type="checkbox"/> Signature | Print name |
| | Date |

| |
|---------|
| Address |
|---------|

| | |
|-------------|---------------|
| Nationality | Date of birth |
|-------------|---------------|

| | |
|------------------------------------|------------|
| <input type="checkbox"/> Signature | Print name |
| | Date |

| |
|---------|
| Address |
|---------|

| | |
|-------------|---------------|
| Nationality | Date of birth |
|-------------|---------------|

Step 7 – Surrender requirements checklist

Important – Please ensure that 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 3) Yes N/A
2. If the bond(s) is/are assigned as security for a loan or mortgage, have you enclosed a reassignment (letter of release) or letter of consent from your lender? Yes N/A
3. Have all the owners/trustees signed the request? Yes
4. If any of the owners/trustees have granted a power of attorney and the request is being signed on their behalf by the attorney, have you enclosed a certified copy of the power of attorney? Yes N/A
5. Have you completed the relevant International Tax Compliance self-certification table? Yes N/A

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

We can produce this document in large print, braille, audio cassette and DVD upon request.