

personal details (continued)

Owner 4

Name (Owner 4)

Telephone number*

Address

Postcode

Nationality

Date of birth

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* 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 8 'Confirming and protecting your identity' for more details.

Your instructions – options available

Option A

Fixed amount (per plan)

I/We would like to withdraw a fixed amount (each payment must be £50 or more) of per year, per plan.

This amount may be increased on a yearly basis by a percentage, or in line with the Average Weekly Earnings or the Retail Price Index. If you would like to take advantage of this facility, please indicate the increase you want (per plan).

% per year OR AWE OR RPI

Additional option for bonds, which started on or after 29 January 2007

If your bond started on or after 29 January 2007 and you have invested in more than one fund, you can take withdrawals from particular funds.

If you have invested in more than one fund, how do you want to take withdrawals?

(If you don't complete either option, we will split withdrawals proportionately across all funds.)

split proportionately across all your funds

OR

from particular funds

If you want to take withdrawals from particular funds, please confirm the funds you wish to withdraw from in the table below.

The amounts you complete must add up to the total withdrawal amount shown. For example, if total withdrawals are £100 each year and you want to withdraw from two funds, you can choose £50 from each fund or £30 from one fund and £70 from the other fund.

Fund(s) to take withdrawals from	Amount from fund(s)
	£
	£
	£
	£
	£
	£
	£
	£
	£
	£
	£

OR

You cannot take regular withdrawals if you are invested in the distribution fund.

Your instructions – options available (continued)

Option B

Yearly percentage of current value (per plan)

I/We would like to withdraw % per year of the current value of my/our plan.

(This must be at least £50 for each payment at the time the instruction is set up.)

Note:

- If your bond started on or after 29 January 2007, the option to take regular withdrawals from particular funds is not available if you have chosen withdrawals as a percentage of your bond value.
- If the level of your withdrawals persistently exceeds the growth rate of your plan you will, over a period of time, erode the capital value of your investment. We would therefore recommend that you exercise caution when deciding on the level of withdrawals, particularly if you choose the maximum withdrawal limit available on your investment bond. If your investment bond started on or before the 5th April 2005 the maximum regular withdrawal available is 10% of the total fund value of your investment. If your investment bond started on or after the 6th April 2005 the maximum regular withdrawal available is 7.5% of the total fund value of your investment.
- The amount of any withdrawal can be changed at any time.

Your instructions – payment frequency

I/We would like this amount to be paid (please tick one)

In 12 equal payments (ie monthly)

Month during which first payment is required

In 4 equal payments (ie quarterly)

Termly

In 2 equal payments (ie half yearly)

In 1 payment (ie yearly)

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 8.

Please tick the appropriate box:

Issue a cheque payable to

or

Directly into the bank account detailed on page 5.

Payee details for plans in trust

- The payments must be made to the trustees jointly or to the named beneficiary(ies).
- If the payments are 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 payments, please contact us before completing the form.
- Proof of identity is required for all trustees before we can make any payment. Please see the 'What can you use to confirm your identity?' section.
- 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 'What can you use to confirm your identity?' section.

Pay trustees jointly.

Pay beneficiaries in the 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.

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.

Payment details

This section is not applicable for life plans

If payment is required to a bank account that we don't currently hold on our records we will require further documentation. Please see the "Confirming and protecting your identity" section for more details.

Name of bank/building society

Address

Postcode

Sort code

- -

Roll number (building society only)

Account number

Name of account holder(s)

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

Assignee's authority

If your plan(s) is/are assigned, you must send the assignee's authority or a letter from them stating that they do not have an interest in the plan(s)

Your agreement

- I/we hereby request Sterling Assurance to make partial surrenders from the plan(s) in order to pay me/us an amount equal to the value or the percentage set out in the 'your instructions' section, and I/we acknowledge that the payment(s) will be sent at my/our risk.
- 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 am/we are entitled to receive the payments(s), and no other person has any rights to the plan(s) or the proceeds thereof.
- 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).

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

Owner 1

 Signature

Date Day Month Year

 Print name

Owner 2

 Signature

Date Day Month Year

 Print name

Owner 3

 Signature

Date Day Month Year

 Print name

Owner 4

 Signature

Date Day Month Year

 Print name

If your plan is written in Trust

If your plan is written into trust all trustees must sign this agreement. We shall make the payment to all owners (which includes Trustees), unless we are instructed otherwise in the payee section. The Trustees must ensure the proceeds are used in accordance with the terms of the Trust. Some Trusts, (e.g. the T7 Flexible Trust) specifically exclude the person who declared the Trust (the Settlor) from benefiting from the proceeds of the plan. Please attach an additional sheet if there are more than four trustees.

Trustee 1

Signature

Date

Print name

Nationality

Date of birth

Address

Postcode

Trustee 2

Signature

Date

Print name

Nationality

Date of birth

Address

Postcode

If your plan is written in Trust

Trustee 3

Signature

Date

Day			Month			Year				
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Print name

Nationality

Date of birth

Day			Month			Year				
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Address

Postcode

Trustee 4

Signature

Date

Day			Month			Year				
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Print name

Nationality

Date of birth

Day			Month			Year				
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Address

Postcode

Checklist

Important – we will not be able to proceed until we receive all our requirements.

1. Have you enclosed all the required identification?
2. Have you enclosed any address documentation?
3. Have you enclosed any bank account documentation?
4. Have all owners/trustees signed the request?
5. Have you made any personal changes?
6. Have you read the 'confirming and protecting your identity' section?
7. Have you completed the relevant International Tax Compliance self-certification form(s) and included, along with supporting evidence?

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:

- a claim is made against a plan – whether its on death, serious illness or cashing in
- we need to pay out 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 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 firearms/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.

Confirming and protecting your identity (continued)

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 statement (must not be printed off the internet)*
- utility bills (other than mobile phone) less than 6 months old (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 bills* (other than mobile phone) 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 firearms/ 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?

- certified copy of your bank statement (must not be an internet bank statement).

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:

- a regulated financial adviser
- a solicitor
- an accountant
- a mortgage broker
- a general practitioner (GP)
- a dentist

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.

Please contact us or your adviser if you would like this in large print, Braille on audio tape or CD.