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Your bond was originally made up of 1000 separate identical policies and there is more than one way you can make a partial surrender: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

Why do we need to confirm your identity?
UK Money Laundering Regulations require us to confirm the identity of a policy owner and/or a beneficiary before we can act on certain instructions including when a claim or alteration to the policy is made.

Your identity can be confirmed by paper ID evidence or it may be possible for us to verify it electronically using a reference agency to check your name and address details on data sources including the Electoral Register. This is called an ID verification check. An ID verification check will be visible to you, should you view your records with the reference agency, but will not form part of any credit rating assessment or be visible to other enquirers.

So we can make an electronic search please complete and return the Electronic Search Form below. If you do not wish us to verify your identity by electronic means or if it is not possible for us to do so we will require you to provide paper ID documentation as detailed later in this form.

Sterling will not be able to provide services in the absence of this verification taking place.

Electronic Search Form

Please provide the following information so an identity search through a reference agency, such as Equifax, can be carried out in order to verify your name and address.

<table>
<thead>
<tr>
<th>Policy Number(s)</th>
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<tbody>
<tr>
<td>Full Name</td>
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<tr>
<td>Address</td>
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<tr>
<td>Postcode</td>
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<td>Date of birth</td>
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<tr>
<td>Contact phone number</td>
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<tr>
<td>Signature</td>
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<tr>
<td>Name</td>
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</tbody>
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Paper ID Requirements (where electronic ID is not applicable)

We require ONE item from List A.

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

Note that expired documents will not be accepted.

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

List B:
• A valid paper (without photo) UK driving licence
• Suitable written evidence 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:
• A council tax bill
• A bank or building society account, credit card or mortgage statement
• A gas, electricity or water utility bill or landline telephone bill (not a mobile phone bill)

All items from List C must show your full name and residential address.

Documents should be dated within the last 6 months, where applicable. Where documents are issued annually (i.e. council tax bill/mortgage statement), the document for the current 12 month period would be acceptable.

For information on sending us copies of documents please see the ‘certified copies’ section. Documents that are printed from the internet may be accepted, i.e. on-line bank statements* and utility bills. Additional ID or clarification may be requested, where the validity of the document is unclear.

*Surrender or Withdrawal Requests – confirming your bank account

If we have asked you to confirm your account details in connection with a surrender or withdrawal request, please note that we will only accept internet bank statements if they have been stamped by a member of staff at the bank or building society who issued the statement; we will also need the bank employee's name, telephone number and job title. Original bank statements, on letter-headed paper, are also acceptable.

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. 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.

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.
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 your identity’ section on page 3 for more details.
Step 2 – surrender details

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
     or £
     or £
     or £
     or £
     or £
     or £
     or £
     or £

   - 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

<table>
<thead>
<tr>
<th>Full name</th>
<th>Date of birth</th>
<th>Full address</th>
<th>Country/countries of tax residency</th>
<th>Tax reference number (if UK, please supply your national insurance number)</th>
<th>Signature</th>
</tr>
</thead>
<tbody>
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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 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.
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).

In order for Zurich to meet its legal obligations, we need to verify your identity. Your identity can be confirmed by paper ID evidence or it may be possible for us to verify you electronically using a reference agency. The reference agency will check details you supply against any particulars on any database (public or otherwise) to which they have access. A record of the search will be retained by the reference agency, who will use these details in the future to assist other companies for verification purposes. Zurich will not be able to provide services in the absence of this verification taking place.

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.

<table>
<thead>
<tr>
<th>Signature</th>
<th>Print name</th>
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<tr>
<td>Date</td>
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<tr>
<td>Address</td>
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<tr>
<td>Nationality</td>
<td>Date of birth</td>
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**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?  
   - 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?

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