Helping you decide

This important document gives you a summary of the Zurich Stocks and Shares ISA. Please read this before you decide to invest, and keep it for future reference.
The Financial Conduct Authority is a financial services regulator. It requires us, Sterling ISA Managers Limited, to give you this important information to help you to decide whether our Stocks and Shares ISA is right for you.

You should read this document carefully so that you understand what you are buying, and then keep it safe for future reference.

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The Zurich Stocks and Shares ISA

The Zurich Stocks and Shares ISA (the account) is provided by Sterling ISA Managers Limited, trading as Zurich. The account provides access to a range of assets, giving your savings the potential for tax-efficient capital growth and income. Your adviser will help you decide if the Zurich Stocks and Shares ISA is right for you.

Its aims

What the account is designed to do
- Increase the value of the money you invest.
- Provide you with a flexible and tax-efficient way of investing and accessing your money.
- Give you access to a range of assets to match your investment objectives and attitude to risk.

Your commitment

What we ask you to do
- Read the information about the account, including its features and risks.
- Seek ongoing financial advice. If you don’t, your decisions may not be appropriate.
- Agree with your adviser how you will pay them for their services to you. Where appropriate, you can authorise us to deduct your adviser’s remuneration from your account, and pay it to them.
- Give us accurate information and tell us when your circumstances change, for example, if you move house.
- Look to invest for at least five years.
- Regularly review your account.

Risk factors

What you need to be aware of
- The value of the account can go down and you may get back less than you invest.
- The level of risk and potential investment performance depends on the assets you invest in – see the ‘How do I know where to invest?’ section on page 10.
- If you are transferring from a cash ISA, you should be aware of the increased risks associated with stocks and shares ISAs.
- Changes to tax law may affect the tax benefits of the account.
- Charges may increase in future.

Information about risks associated with assets available through the account is detailed in the Asset guide, asset information sheets and, where available, key investor information documents and supplementary information documents or simplified prospectus – these are available from your adviser.
Other documents you should read

**Zurich Stocks and Shares ISA Terms and conditions**
This sets out the terms and conditions that apply to your Stocks and Shares ISA.

**Charges information document**
This document specifies the charges and adviser remuneration that apply specifically to your account.

**Asset guide**
This provides details of the assets we make available to you, together with a description of the main investment risks associated with them.

**Asset information sheets**
These tell you what each of the investment funds is designed to do.

**Key investor information documents (KIID)/Supplementary information document/Simplified prospectus**
Where available, these are issued by fund managers and set out the investment objectives, financial highlights, risks and charges that relate to each fund provided by the fund manager.
Questions and answers

About your Stocks and Shares ISA

Who can invest?

To start an account you must:

- be aged 18 or over, and
- have been resident in the UK for tax purposes for the last six months, and
- not have paid into another stocks and shares ISA in the current tax year (unless you have transferred the current tax year’s subscription from that ISA to us), and
- not have exceeded the overall ISA subscription limit taking into account any payments you have made to a Cash ISA. You can find out the current limit from your adviser or by calling us.

Is the account right for me?

The account may be right for you if you:

- are looking for potentially higher investment returns than a typical bank or building society account
- are looking for a tax-efficient way of investing
- want access to the funds that we make available in the account and accept the risks associated with this type of investment
- want to consolidate a number of existing assets within one account
- can invest for at least five years.

How can I invest?

To invest in your account, you can:

- make regular payments monthly, quarterly, half-yearly and yearly by direct debit
- make single payments by cheque
- arrange a cash transfer of proceeds from an existing stocks and shares or cash ISA, and
- re-register assets from an existing stocks and shares ISA.

Cash transfer from an existing stocks and shares ISA

The ISA manager for your existing stocks and shares ISA will sell the assets you hold in it, and send the proceeds to us. During the transfer period, your ISA holdings will not benefit from any growth or income.
Re-registration of existing assets
If possible, and where you request, we’ll arrange for assets that you hold in an existing stocks and shares ISA to be re-registered with us. The benefit of this is that you don’t need to sell your assets and then buy them back – your money remains invested. You can re-register a maximum of 15 assets at any one time.
Only assets that are available under the account can be re-registered with us – your adviser will tell you what these are.

Phased investment
If you make a single payment, cash transfer or have some available cash, you can ring-fence it and use a proportion of it to buy assets each month. You can choose to do this for a period of between 3 and 12 months.

How much can I invest?
You can invest up to the yearly ISA allowance – this goes up each year. Your adviser will tell you the current ISA allowance.
If you start your account with either a single payment, transfer, re-registration of assets or any combination of these, the total minimum initial investment must be at least £3,000. Any subsequent single payment must be at least £1,000.
If you make regular payments to your account, the minimum amount will depend on the frequency of your regular payments based on a yearly minimum of £1,200. For example, if you pay monthly, the minimum regular payments will be £100 each month.

Read the Zurich Stocks and Shares ISA Terms and conditions for more information about payments, re-registration and phased investment.
What are the charges?

The following charges may apply to your account:

**Our charges**

**Zurich yearly charge**
This is a yearly charge that we deduct monthly. The actual percentage we use to calculate the charge will depend on the overall value of your account (excluding any cash held in your account) based on the following charging bands.

- 0.350% on the first £100,000
- 0.300% on the next £150,000
- 0.270% on the next £750,000
- 0.220% on any value above £999,999.99

**Interest charge**
Currently, we keep the first 0.1% of the interest rate we receive on cash in your account. This may change in the future and we’ll let you know if it does.

**Fund manager charges**
These are applied by fund managers and can include, for example, initial charges, bid-offer spreads, annual management charges, fund expenses, and dilution levies or adjustments.

**Adviser remuneration**
You will agree with your adviser their charges for the services they provide to you.
How will charges and expenses affect my investment?

The following tables show the effect of charges and expenses. They are based on the following assumptions:

- payments are invested in a mutual fund with a yearly growth rate of 5%
- net fund manager charges of 1%
- that no adviser remuneration is payable.

You should speak to your adviser to find out more about the effect of charges.

### Single payment

#### £5,000 to the mutual fund

<table>
<thead>
<tr>
<th>At year end</th>
<th>Payments to date</th>
<th>Effect of deductions to date</th>
<th>What you might get back</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>£5,000</td>
<td>£71</td>
<td>£5,170</td>
</tr>
<tr>
<td>3</td>
<td>£231</td>
<td>£5,550</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>£419</td>
<td>£5,960</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>£1,030</td>
<td>£7,100</td>
<td></td>
</tr>
</tbody>
</table>

The last line in the table shows that for a single payment of £5,000 invested over 10 years the effect of total charges and expenses could amount to £1,030. Put another way, this would have the same effect as reducing the investment growth from an assumed rate of 5.0% a year to 3.6% a year.

#### £5,000 payment to the mutual fund with 5% withdrawals taken each year*

<table>
<thead>
<tr>
<th>At year end</th>
<th>Payments to date</th>
<th>Withdrawals</th>
<th>Effect of deductions to date</th>
<th>What you might get back</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>£5,000</td>
<td>£0</td>
<td>£71</td>
<td>£5,170</td>
</tr>
<tr>
<td>3</td>
<td>£514</td>
<td>£221</td>
<td>£5,010</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>£1,010</td>
<td>£381</td>
<td>£4,850</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>£2,180</td>
<td>£839</td>
<td>£4,480</td>
<td></td>
</tr>
</tbody>
</table>

The last line in the table shows that for a single payment of £5,000 invested over 10 years the effect of total charges and expenses could amount to £839. Put another way, this would have the same effect as reducing the investment growth from an assumed rate of 5.0% a year to 3.6% a year.

* Taken as yearly withdrawals starting after the end of the first year.
Monthly payment

£200 a month payments to the mutual fund

<table>
<thead>
<tr>
<th>At year end</th>
<th>Payments to date</th>
<th>Effect of deductions to date</th>
<th>What you might get back</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>£2,400</td>
<td>£18</td>
<td>£2,440</td>
</tr>
<tr>
<td>3</td>
<td>£7,200</td>
<td>£164</td>
<td>£7,600</td>
</tr>
<tr>
<td>5</td>
<td>£12,000</td>
<td>£478</td>
<td>£13,100</td>
</tr>
<tr>
<td>10</td>
<td>£24,000</td>
<td>£2,180</td>
<td>£28,800</td>
</tr>
</tbody>
</table>

The last line in the table shows that for payments of £200 a month invested over 10 years the effect of the total charges and expenses could amount to £2,180. Put another way, this would have the same effect as reducing the investment growth from an assumed rate of 5% a year to 3.6% a year.

In each of the above examples in the early years the deductions would reduce investment growth from an assumed rate of 5% a year down to 3.6% a year at the end of year 3 and to 3.6% at the end of year 5.

These figures are not guaranteed. They are only examples that illustrate the effect of the charges and expenses.

What you will get back depends on the value of your account when you cash it in.

The value of your account depends on:

- how much you invest
- how long your money is invested
- how much money you take out
- charges
- the performance of the assets you invest in.

How will I know how my account is doing?

We'll send you half-yearly statements showing the value of your account at that time.
What about tax?

Currently, you don’t have to pay income tax or capital gains tax on any investment gains within an ISA, and there’s no need to mention it on your tax return.

If income is received net of UK income tax, we will claim that tax from HM Revenue & Customs (HMRC) on your behalf and add it to your account.

We’ve based this information on our understanding of current UK law and HMRC practice. Any changes in your circumstances or in the law and tax practice could affect the amount of tax you pay.

Managing your account

What will my adviser do?

Once you have set up your account, your adviser will continue to advise you and help you to provide us with your instructions whenever you want to make a change to your account, for example if you want to:

- set up a new payment or transfer, or take one-off and regular withdrawals
- change the assets you’re investing in, and
- make any other changes.

How do I know where to invest?

Your adviser will help you decide what assets to invest in. Whether a particular asset is suitable for you will depend on, your circumstances, your investment objectives and your attitude to risk. We will never assess whether any asset is suitable for you.

Before you invest you should be aware that:

- the value of assets can fall – if they do this will reduce the amount you get back in future
- the level of income from assets can fall
- over time the value of your assets, or income from them, may be eroded by inflation
- you could lose money if we, or another financial institution in which you have invested, fails.

Each asset you invest in will have specific investment risks associated with it – your adviser will tell you what these are.

The performance of the assets you invest in affects the value of your account – we are not responsible for how any assets perform. Fund managers are responsible for fund performance and the performance of other assets will be affected by financial markets.
Where can I invest?

We make available a range of mutual funds that are traded and valued in pounds sterling (£). You can get more information about these from your adviser.

Subject to any restrictions imposed by ISA legislation, we will give you access to a range of mutual funds that include:

- unit trusts
- open-ended investment companies (OEICs), and
- sociétés d’investissement à capital variable (SICAVs).

You are also able to hold cash in your account.

What about cash?

We’ll deposit cash in a bank account with our chosen banking partner as set out in the Zurich Stocks and Shares ISA Terms and conditions. This cash will earn a variable rate of interest – the current rate is available from us and in your charges information documents.

We will deduct charges and any adviser remuneration you agree with your adviser from available cash. If there isn’t enough available cash to cover these, we’ll sell assets in line with the disinvestment strategy.

What is the disinvestment strategy?

The disinvestment strategy determines what assets we’ll sell if there isn’t enough available cash in your account to cover deductions such as:

- charges due to us, and
- any ongoing adviser remuneration.

We’ll sell assets, starting with your least volatile fund.

You may choose to exclude specific assets from this strategy – these are known as treasured assets.

If we have to sell assets as part of a disinvestment strategy, it may have a negative effect on investment performance. Your adviser will be able to explain the potential consequences of selling assets.
Can I change my assets?

Yes – you can ask us to:

- buy and sell assets, and
- redirect regular payments to different assets.

Can I take money out?

Yes – you can arrange one-off withdrawals and start or stop regular withdrawals at any time. We won’t apply any penalties for taking money out of your account. However, any money you withdraw will lose the tax benefits of being invested in an ISA.

- **Regular withdrawals**
  
  You can choose to take regular withdrawals monthly, quarterly, half-yearly or yearly.

  We will fund withdrawals by selling assets proportionately based on the value of each asset holding. You may choose to include available cash and treasured assets in this income payment strategy.

- **One-off withdrawals**
  
  You can take a one-off withdrawal at any time.

  One-off withdrawals must be taken from available cash in your account. You may need to sell assets to generate cash for a one-off withdrawal.

Can I transfer my account to another ISA manager?

Yes – you can arrange to transfer the value of your account to another ISA manager at any time.

You can do this either as a cash transfer, or by re-registering assets if the receiving provider can accept the re-registration of your assets.

If you choose a cash transfer, you’ll be out of the market and won’t benefit from any growth during the transfer period.

You can transfer or re-register:

- all the assets bought with all the payments you have made to your account in the current tax year, and/or
- some or all of the value of your account built up from investments made in previous tax years.

If you simply withdraw cash from your account and invest it in another stocks and shares ISA, that investment will count towards your yearly ISA allowance.
Can I cash in my account?

Yes – you can cash in your account at any time.

What happens to my account if I die?

If you die, the tax benefits of your account will end immediately.
We’ll sell any assets and pay the cash proceeds, less any unpaid charges and, if applicable, any adviser remuneration, as set out in your Zurich Stocks and Shares Terms and conditions.

Can I change my mind and cancel?

Yes – when we issue your account documents, we’ll send you a cancellation notice and information on how to cancel your account.

You can cancel your account within 30 days of receiving the cancellation notice by completing and returning the cancellation notice to us.

If you cancel your account, what you’ll get back depends on the type of payment:

• If you’re cancelling a regular payment, we’ll give you your payment back, less any adviser remuneration we’ve already deducted.
• If your payment was a single payment, we’ll return the payment to you, less any fall in value and less any adviser remuneration we’ve already deducted.
• If you cancel a cash transfer, we’ll try to return it to the previous ISA manager, less any fall in value and less any adviser remuneration we’ve already deducted. If they refuse to take it back, you’ll need to find a different ISA provider to take it. Alternatively, you can choose to take a cash refund. If you do, you’ll lose any future tax benefits.

If you cancel your account or a subsequent cash transfer during the 30-day cancellation period, any gain in the value of your assets up to the point at which you cancel will not be returned to you.

During the lifetime of your account, cancellation rights will also apply to any new cash transfer payments we are asked to accept. We’ll send you a cancellation notice at that time and you’ll have 30 days to exercise your right to cancel the transfer.

If you start your account by re-registering existing ISA assets, you’ll have 14 days from the date you sign your transfer authority to tell us if you want to cancel. Where possible, we’ll stop the re-registration of assets. However, if the process to re-register assets has already started, we’ll be unable to stop the transaction and you must arrange to re-register the assets to another provider after we’ve completed the re-registration.
Other information

We classify you as a ‘retail client’ under Financial Conduct Authority rules. This means you’ll receive the highest level of protection for complaints and compensation and receive information in a straightforward way.

How to complain
If you need to complain, please see the ‘How to contact us’ section on page 15.
Details of our complaints handling process are available from your adviser or directly from us.
If you’re not satisfied with our response you can complain to the Financial Ombudsman Service.
Website: www.financial-ombudsman.org.uk
Email: complaint.info@financial-ombudsman.org.uk
Telephone: 0800 023 4567 or 0300 123 9123
Write to: Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London
E14 9SR
This service is free and using it won’t affect your legal rights.

Compensation
If we, or any of the asset providers you are invested with, are unable to meet any financial obligations to you in full, you may be entitled to help from the Financial Services Compensation Scheme (FSCS).
The compensation you will receive will be based on the FSCS rules, and whether or not you are eligible to make a claim may depend on which firm is in default, what service or investment they were providing, where they are based and where you are resident.
The Zurich Stocks and Shares ISA Terms and conditions give more details about compensation limits, the circumstances when it might be available and how to claim.

Benefits we may give to your adviser
We may give benefits to your adviser – designed to help them give you an improved service. These benefits may include marketing and promotional support, technical services and training, seminars, travel and accommodation expenses, gifts and hospitality.
Your adviser will give you details of any such benefits they receive from us.

Terms and conditions
This key features document gives a summary of the Zurich Stocks and Shares ISA. It doesn’t include all the definitions, exclusions or terms and conditions.
Your adviser will give you a copy of the Zurich Stocks and Shares ISA Terms and conditions, which you should read before you take out your account.
We’ll let you know about any changes when we send your half-yearly statements.
If at any time you’d like a copy of the latest Zurich Stocks and Shares ISA Terms and conditions, please contact us or your adviser.

Law
The account is governed by the law of England.

Our regulator
Sterling ISA Managers Limited, trading as Zurich, is authorised and regulated by the Financial Conduct Authority. We are entered on the Financial Services Register under number 191278. You can find this on the website www.fca.org.uk.
You can contact the FCA:
Telephone: 0800 111 6768 (freephone).
Write to: Financial Conduct Authority
25 The North Colonnade
Canary Wharf
London
E14 5HS

Communicating with you
The account documents and Zurich Stocks and Shares ISA Terms and conditions are in English and all our other communications with you will be in English.
How to contact us

To contact us you can email, phone or write.

**Email:** zurichportfolioteam@uk.zurich.com

**Phone:** 0345 607 2013 (Monday to Friday 8am until 6.30pm, Saturdays from 9.30am to 12.30pm, except on public holidays)

We may record or monitor calls to improve our service.

**Write to:** Zurich Portfolio Team  
PO Box 1200  
Bishops Cleeve  
Cheltenham  
GL50 9UP  
UK

Keep in touch

It’s important we keep in touch so, if you change your address, or any of your contact details, please tell your adviser.

We’d like everyone to find it easy to deal with us. Please let us know if you need information about our plans and services in a different format.

If you are a textphone user, we can answer any questions you have through a Typetalk operator. Please call us on 18001 0345 607 2013. Or, if you prefer, we can introduce you to a sign language interpreter.
Please let us know if you would like a copy of this in large print or braille, or on audiotape or CD.