



STERLING

# Investment Bond

## Automatic regular withdrawal request form

Please use this form if your bond or life plan number is made up of a series of numbers only. The form should be returned to:  
Sterling Centre, PO Box 461, Bishops Cleeve, Cheltenham, Gloucestershire, GL52 8ZN.

### 1 – Personal details

#### Owner 1

Title

Full name

Address

Postcode

Date of birth

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Nationality

Email address

Daytime telephone number\*

Mobile telephone number\*

Country/Countries of tax residence

Taxpayer Identification Number (TIN)

#### Owner 2

Title

Full name

Address

Postcode

Date of birth

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Nationality

Email address

Daytime telephone number\*

Mobile telephone number\*

Country/Countries of tax residence

Taxpayer Identification Number (TIN)

\*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 9 for more details.

## Personal details (continued)

### Owner 3

Title

Full name

Address

Postcode

Date of birth

       

Nationality

Email address

Daytime telephone number\*

Mobile telephone number\*

Country/Countries of tax residence

Taxpayer Identification Number (TIN)

### Owner 4

Title

Full name

Address

Postcode

Date of birth

       

Nationality

Email address

Daytime telephone number\*

Mobile telephone number\*

Country/Countries of tax residence

Taxpayer Identification Number (TIN)

\*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 9 '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

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

## Your instructions – options available (continued)

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

### 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 (monthly)
- ☐ In 4 equal payments (quarterly)
- ☐ Termly
- ☐ In 2 equal payments (half yearly)
- ☐ In 1 payment (yearly)

Month during which first payment is required

We will only make payments to plan owners, beneficiaries, trustees, or the following third parties: solicitors, financial services companies 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:

☐

(UK residents only) 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 'What you can use to confirm your identity' on page 9.
- 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 'What you can use to confirm your identity' on page 9.

☐

Pay trustees jointly.

☐

Pay beneficiaries in the shares specified in the trust.

## Payment details

This section is not applicable for life plans

We will send the payment directly to your bank or building society. Please complete the bank account details section below. Please note payments to UK nursing homes or UK fee paying schools will always be made by cheque. If the payee resides outside of the UK payments cannot be made by cheque. Payments can be made into a UK bank account or to a foreign bank account via International Money Mover (IMM).

Name of bank/building society

Address of bank

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.

### Foreign bank account details:

Bank account holder name

Account number:

IBAN:

Swift code number:

Name of bank

Address of bank

Postcode

Foreign transaction charge. When making payment to countries outside of the UK we will deduct an IMM charge from each transaction. Additional charges may also be applied by the receiving bank.

## 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.

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

### Trust Registration Service (TRS) – Applicable to bonds held in trust

The TRS is an online registration service for trustees and is managed by HM Revenue & Customs (HMRC). It enables trustees to fulfil their obligations under Money Laundering Regulations by registering information with HMRC about the trust, including its assets and those individuals associated with it.

A trust holding a Sterling Investment Bond should be registered on HMRC TRS.

#### Important notes:

We are required to obtain proof that your trust has been registered on HMRC TRS in certain circumstances, including when:

- A new regular withdrawal is set-up,
- The amount payable each year is increased, or
- An existing regular withdrawal is to be paid to a different bank account.

This proof must be in the form of the PDF output that can be downloaded from the TRS. If proof has already been received by Sterling, and there have been no changes to the trust since, it does not need to be provided again.

More information about the Trust Registration Service, including how to register, can be found at [zurich.co.uk/insurance/trust-registration](https://zurich.co.uk/insurance/trust-registration) and [gov.uk/guidance/register-a-trust-as-a-trustee](https://gov.uk/guidance/register-a-trust-as-a-trustee).

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

Day			Month			Year				

Print name

Nationality

Date of birth

Day			Month			Year				

Address

Postcode

#### Trustee 2

Signature

Date

Day			Month			Year				

Print name

Nationality

Date of birth

Day			Month			Year				

Address

Postcode

If your plan is written in Trust

Trustee 3

Signature

Date

Print name

Nationality

Date of birth

Address

Postcode

Trustee 4

Signature

Date

Print name

Nationality

Date of birth

Address

Postcode



## 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 is confirmed by sending us paper ID evidence as detailed below.

Please note: If a document is not written in English it must be accompanied by a translation into English.

How many items from each list do I need to send?

For EACH person being identified we need TWO items from list A AND TWO items from list B.

List A – confirmation of name

We require TWO items from this list (note that expired documents will not be accepted):

- A current passport
- A current driving licence
- A current national identity card
- A current residence permit

List B – confirmation of address

We also require TWO items from this list:

- A current tax demand or tax statement
- A mortgage or tenancy agreement
- A bank or building society account statement - less than 6 months old
- A gas, electricity or water utility bill or landline telephone bill (not a mobile phone bill)
- A letter from an employer where accommodation is provided as part of the employment contract

The item must show your full name and current residential address.

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.

The statement must then be certified – see below for who can certify the statement.

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.

Original documents 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 overleaf for the required endorsement wording). The person who certifies the copy must see the original before being able to endorse the copy.

## Confirming your identity (continued)

### 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.

Note that certification cannot be accepted from family members of the customer being identified.

### 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.

### Will I need to send anything else to confirm identity?

We reserve the right to ask for further documentation to satisfy our obligations.

## 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 your identity' section?
7. Have you completed the relevant International Tax Compliance self-certification form(s) and included, along with supporting evidence?
8. If applicable, have you provided proof confirming the trust has been registered on the TRS?

**See the earlier TRS notes for more information.**

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