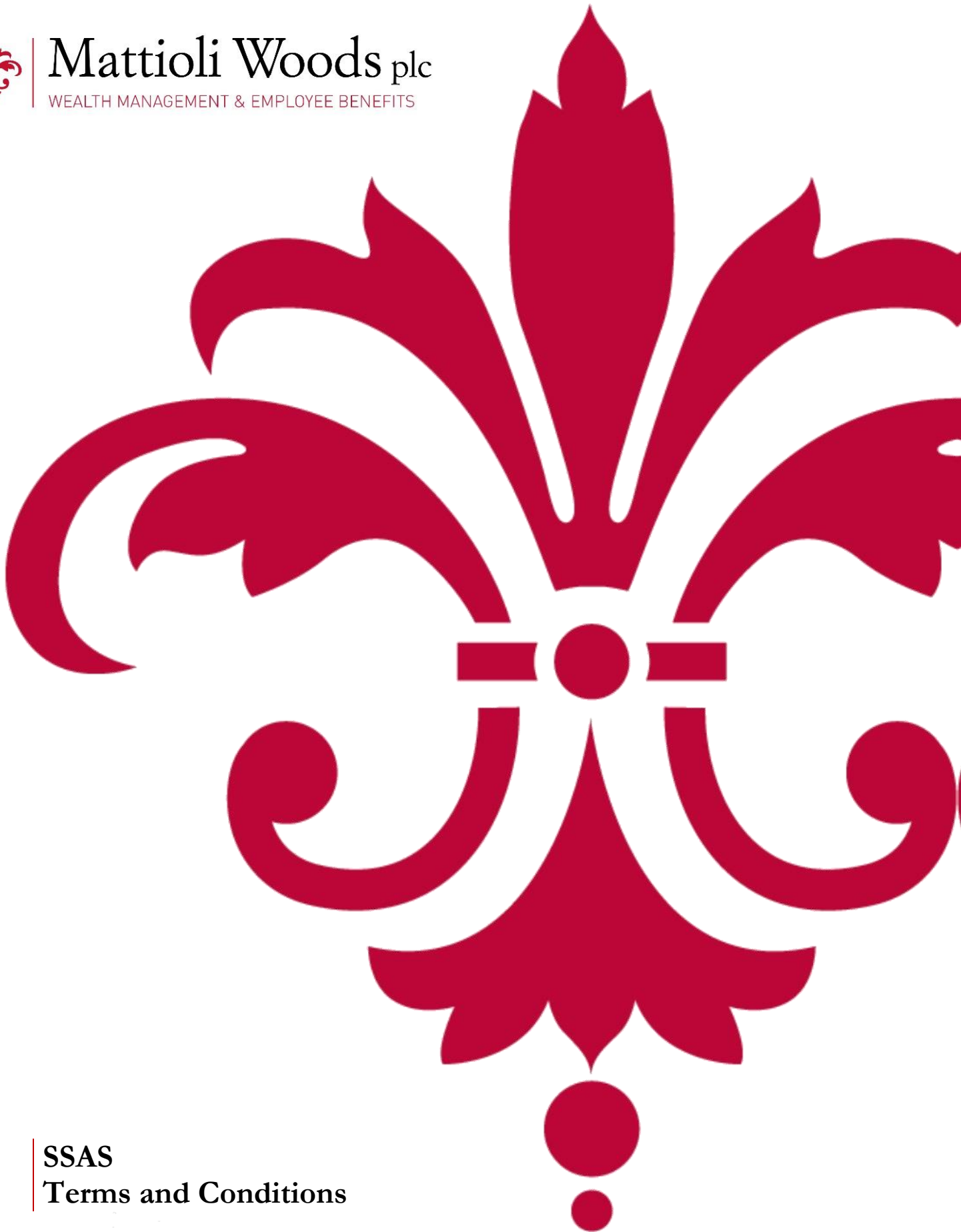




Mattioli Woods plc

WEALTH MANAGEMENT & EMPLOYEE BENEFITS



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Terms and Conditions

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2 THE SCHEME

- 2.1 The *scheme* is established by the *principal employer* and governed by the *rules*. The legally binding agreement between *you* and *us* referred to in section 1 imposes conditions and restrictions on the operation of the *scheme*. If there is any conflict between that agreement and the *rules*, the *rules* prevail. *You* can ask *us* for a copy of the *rules*.
- 2.2 *We* are responsible for operating and administering the *scheme* on behalf of the *principal employer*.
- 2.3 When an individual becomes a *member*, an *individual fund* will be set up on their behalf. All contributions and transfer payments invested in the *scheme* on a *member's* behalf will be applied to the *member's individual fund*.
- 2.4 Under the *rules* governing the *scheme* the *Trustees* have full powers, rights, privileges and discretions. All sections covered in these *terms and conditions* are subject to the *Trustees* approval and discretion.
- 2.5 Unless otherwise agreed by the *trustees* all assets will be held in the '*general fund*'.

3 OWNERSHIP

- 3.1 Each *member* over age 18 will normally be appointed as an *individual trustee* to act with the *independent trustee* in relation to the *general fund*.
- The *individual trustee(s)* and the *independent trustee* together are the legal owners of all the assets relating to the *general fund*. *We* pay the benefits from the *member's individual fund* in accordance with the *rules* and the agreement referred to in section 1.
- 3.2 However, in relation to assets that are held in respect of *you*, *we* shall invest and appoint investment managers in accordance with (and only in accordance with) *your* direction, subject to the conditions set out in sections 10 and 11.

4 MEMBERSHIP

- 4.1 Anyone may apply to become a *member*.
- 4.2 A parent or legal guardian may apply for membership on behalf of their child under the age of 18. Until the child reaches the age of 18, *we* will act on the instructions of the parent or legal guardian in relation to the child's *individual fund*. Once the child reaches the age of 18, they will have full authority to give instructions in relation to their *individual fund*, provided that they accept these *terms and conditions*.
- 4.3 Any *eligible dependants*, *nominees* or *successors* in respect of whom an entitlement to benefits arises may participate in the *scheme* as *dependants*, *nominees* or *successors* by applying to take benefits in the form of *scheme pension* (*dependants* only) or *income withdrawal* (see sections 20 and 21). *We* have the right to decline such an application where the *eligible dependant*, *nominee* or *successor* is not habitually resident i.e. does not normally live, in the UK and/or this would, in *our* opinion,
- 4.3.1 likely lead to an *unauthorised payment*, which attracts tax charges or
- 4.3.2 would limit or restrict in any way *our* ability to administer the *scheme*.
- 4.4 *We* do not currently require a minimum initial investment, but *we* reserve the right to introduce a minimum requirement in future.

5 COMMUNICATION

- 5.1 Any instructions from *you* to *us* must be in writing, by email or by facsimile and be submitted directly to *us*. Instructions include, but are not limited to, notices, application forms, benefit options and nominations and directions in relation to investments.
- Instructions are not effective until actually received by *us* at the address set out in section 1.
- 5.2 *We* will normally communicate with *you* in writing.

- 5.3 The exceptions to section 5.1 are:
- 5.3.1 where *we* agree that instructions in relation to the ongoing transactions by any *DFM* should be submitted to that *DFM* (see section 11) in accordance with the separate terms and conditions governing the operation of those services;
- 5.3.2 where *we* agree that instructions
- to place a buy, sell or switch transaction in relation to funds linked to any investment product held by *your individual fund* or
 - to trade assets and investments using any agreed share dealing facility
- should be submitted to the provider of the investment product or share dealing facility in accordance with the separate terms and conditions governing that product or facility;
- 5.3.3 where *we* give notice that instructions should be submitted to any other relevant third party;
- 5.3.4 where *you* wish to give urgent instructions relating to the buying or selling of investments, in which case *you* can send a copy of *your* instruction by facsimile, provided that the original is posted to *us* as soon as possible. These instructions must be identifiable by including the *scheme's* full name and *your* details.
- 5.4 *You* authorise *us* and the *independent trustee*
- to rely on, and treat as fully authorised and binding on *you*, any decision or instruction which purports to have been given by *you* without further enquiry by *us*, and
 - to accept such an agreement as genuine, without the need for further investigation as to the authority or identity of the person giving, or purporting to give, such an agreement provided the instructions have been received in good faith and without negligence.

6 CONTRIBUTIONS

- 6.1 Contributions may be made in respect of *members*. No contributions may be made in respect of *dependants*, *nominees* or *successors*.
- 6.2 *You* or the *principal employer* may arrange regular or one-off contributions to *your individual fund*.
- 6.3 The *principal employer* may make contributions to the *general fund* to be allocated at a later date as agreed by the *individual trustees*.
- 6.4 Prior to any personal contributions being made to the *scheme* *you* must advise the *scheme administrator* to ensure that the *scheme* is registered for relief at source in advance of a personal contribution being paid.
- 6.5 Where appropriate, *your* personal contributions qualify for tax relief if *you* meet the conditions set out in the *Finance Act*.
- 6.6 Contributions over the limit that are eligible for tax relief should not be paid into *your individual fund*. *We* will tell *you* if *you* are likely to be affected by the limit set by *HMRC* for tax relief on contributions.
- If *you* do pay over the qualifying limit for tax relief, *you* may ask *us* to refund the excess contributions to *you* or to whoever paid the contributions on *your* behalf. The refund to *you* would be the lower of the excess contribution or the value of the part of *your* individual fund attributable to that excess contribution. In addition, *HMRC* will require *us* to repay the full amount of the basic rate tax relief (see section 6.11) which *we* had claimed on the excess contribution.
- 6.7 If contributions are paid which lead to the annual allowance and money purchase annual allowance under the *Finance Act* being exceeded, *you* will be responsible for paying the annual allowance tax charge arising. The

excess contribution paid in these circumstances must remain in *your individual fund* (invested until benefits are to be paid as set out in these *terms and conditions*).

- 6.8 Contributions can continue even after *you* take retirement benefits, but any contributions paid after *your* 75th birthday, do not currently qualify for tax relief.
- 6.9 *We* do not impose minimum contribution levels. However, *we* reserve the right to introduce a minimum and, if *we* do, *we* will alter these *terms and conditions* as described in section 29.1.
- 6.10 Single contributions can be paid
- 6.10.1 by cheque,
- or, subject to *our* prior agreement, by
- 6.10.2 direct credit or
- 6.10.3 as an ‘in specie’ contribution. ‘In specie’ contributions are paid by transferring assets or investments into *your individual fund*. The assets are not sold but, instead, are re-registered in the name of the *trustees* of the *scheme* with an ‘in specie’ transfer, costs may be incurred during the re-registration process and there are *HMRC* rules around the process. If *you* are interested in arranging an ‘in specie’ contribution, please ask *us* for more details.

Regular contributions can be paid by cheque, standing order or direct debit.

We will not issue any reminders if an expected regular contribution is not paid.

- 6.11 *We* will act as the collecting agent for all contributions and will pass monies, including basic rate tax relief on *member* contributions, to the *audit account*.

Where appropriate, *we* will claim basic rate tax relief from *HMRC* on any contributions made by *you* or on *your* behalf paid as a personal contribution, for investment in *your individual fund* via the *audit account*, when *HMRC* pay the tax to *us*.

- 6.12 If *you* want to pay a contribution in the form of assets, the basic rate tax relief will only be applied to *your individual fund* once *HMRC* pays the tax relief to *us*.
- 6.13 *You* may claim higher rate tax relief (or the intermediate, higher or top rate of tax relief if you are a Scottish resident) through *your* self-assessment tax return. Tax relief on personal contributions paid on behalf of a *minor* is attributable to the *minor* as opposed to the person who actually pays the contribution.
- 6.14 *Your* employer may also pay contributions on *your* behalf. Any employer should claim tax relief as a business expense on any employer contributions.
- 6.15 All contributions must be expressed in cash terms but may be settled, wholly or partially, by appropriate assets rather than cash (subject to section 6.16). *HMRC* will treat the value of the asset as a cash contribution for the purposes of establishing any tax relief due.
- 6.16 Making a contribution in the form of assets is subject to:
- 6.16.1 the assets being a permitted investment in accordance with section 10.1
- 6.16.2 *our* prior consent;
- 6.16.3 full legal ownership of the assets being transferred to the *trustees*; and
- 6.16.4 satisfying any *HMRC* requirements.
- 6.17 Where the contribution is in the form of shares which *you* acquired on exercising a right under a Save As You Earn option scheme (as defined in Section 516 Income Tax Employment and Pensions Act 2003, or subsequent legislation), or from a share incentive plan (as defined in Section 488 Income Tax Employment and Pensions

Act 2003, or subsequent legislation), the value given to the contribution for tax relief purposes is the market value at the date on which the shares are transferred to the *scheme*.

- 6.18 Where the contribution is in the form of an asset which does not come within section 6.17, the value of the asset must equal the agreed amount of that contribution. For this purpose, *we* must get a current open market valuation of the asset. The cost of the valuation will be met from *your individual fund* in accordance with section 16 when *we* ask for payment, irrespective of whether or not the transfer is actually completed.

7 TRANSFER PAYMENTS INTO THE SCHEME

- 7.1 Subject to section 7.2, *HMRC's* requirements and *our* prior consent, *you* may transfer *your* benefits under another *registered pension scheme* to this *scheme* (provided it is not a public sector defined benefit scheme).
- 7.2 It is also possible to transfer the total value of a *scheme pension* or an *income withdrawal fund* into the *scheme*. If *you* have any pension arrangements that are suitable for transfer into the *scheme*, *we* will discuss the possible benefits of transferring with *you*.
- 7.3 Transfer payments may be arranged as a cash transfer (by cheque or direct credit), or by a transfer of assets, or a combination of both, from the other scheme. A transfer of assets is subject to:
- 7.3.1 the assets being a permitted investment in accordance with 10.1;
 - 7.3.2 *our* prior consent;
 - 7.3.3 *us* having obtained a current open market valuation of the assets (the cost of which, if any, being met when *we* are asked for payment in accordance with section 16, irrespective of whether or not the transfer is actually completed);
 - 7.3.4 full ownership of the assets being passed to the *trustees*; and
 - 7.3.5 satisfying *HMRC's* requirements.
- 7.4 *We* do not impose a minimum on transfer values. However, *we* reserve the right to introduce a minimum and, if *we* do, *we* will alter these *terms and conditions* as described in section 29.1.

8 TRANSFER PAYMENTS OUT OF THE SCHEME

- 8.1 *You* may request a transfer of the value of any benefits under *your individual fund* to another *registered pension scheme* or overseas pension scheme allowed by *HMRC* rules. *You* would need to check that the proposed scheme is willing to accept the transfer.
- 8.2 If *you* are not transferring out *your* whole *individual fund*, *you* must tell *us* which assets are to be sold or cashed in before *we* can arrange the transfer.
- 8.3 Costs may be incurred for cashing in assets and making the transfer out (for example, by the *DFM* or product provider).
- 8.4 It may be possible to make a transfer payment to another pension arrangement 'in specie' i.e. the assets are not sold but, instead, are re-registered in the name of the trustee of the new pension scheme. With an 'in specie' transfer, costs may be incurred during the re-registration process.
- 8.5 With both cash and 'in specie' transfers, costs may also be incurred if *we* require a current open market valuation of the assets.
- 8.6 The costs (irrespective of whether or not the transfer out proceeds) will be met, in accordance with section 16, prior to any transfer taking place. Payment of a transfer value may be delayed if there is a delay in receiving payment.
- 8.7 Subject to the requirements of the *Finance Act*, *you* may transfer the whole of *your scheme pension fund* or the whole of *your income withdrawal fund* at any time to another *registered pension scheme* that is willing to accept it. *You* should get advice from an appropriately qualified financial adviser before considering a transfer.

9 AUDIT ACCOUNT

9.1 We will operate an interest-bearing bank account with a nominated provider which will be known as the *audit account* (unless you nominate a different account), for the purposes of the *general fund*. Contributions and payments into the *general fund* and payments out of the *general fund* will be via the *audit account*, unless we agree otherwise.

You may ask us to open other bank accounts, with other account providers that you choose for the purposes of the *general fund*.

Assets relating to your *individual fund* in the *audit account* and in any other account or investment will be held jointly in the name of the *independent trustee* and the *individual trustees* of the *scheme*.

9.2 All monies available for investment will be held in the *audit account* unless and until we receive investment instructions from the *independent* and *individual trustee(s)*.

9.3 Interest is paid on cleared funds held in the *audit account*. The level of interest is calculated by reference to the Bank of England Base Rate, subject to a minimum rate of no less than zero. You can also ask us for details of the current interest rate basis.

9.4 No ongoing bank charges are currently made on the *audit account* whilst it is in credit. However, individual transactions (for example, receipt of monies in foreign currencies or electronic transfer) may attract charges. Charges may apply in the future, which would be met in accordance with section 16. We will require the *individual trustees* to maintain a suitable cleared balance in the *audit account* at any time to cover all payments due from or in respect of the *general fund*. These payments will include, but shall not be limited to:

9.4.1 any *scheme pension* or *income withdrawal* payments falling due which will cease or be delayed if there are insufficient cleared funds;

9.4.2 ongoing capital and interest repayments in connection with any borrowing; and

9.4.3 fees, charges or costs.

Overdrafts are not usually permitted on the *audit account* (or on any other account that we agree in connection with the *general fund*).

9.5 If there is an insufficient cleared balance in the *audit account* to comply with the requirements of section 9.4, we will realise (cash in) assets in order to provide the necessary funds. The procedure for realising assets is set out in section 17. We, and the *independent trustee* do not accept any liability whatsoever for any loss or any tax charge that may be incurred due to insufficient cleared funds being available in the *audit account*. Any additional tax charge resulting from a failure to pay an *income withdrawal* payment within HMRC limits will be met from the relevant *income withdrawal fund* or, subject to our agreement from any other account relating to your *individual fund*.

9.6 Where a DFM is appointed, cash may be held by the DFM or its nominees, subject to section 11. Cash held in this way may attract interest. Details of the appropriate prevailing interest rates can be obtained directly from the DFM upon request. For further details in relation to DFMs, please see section 11 and/or contact us.

9.7 Upon the *individual trustees'* request and subject to the *independent trustee's* approval, additional bank accounts can be opened in relation to the *general fund*. However, all contributions and transfer payments must be made via the *audit account*.

10 INVESTMENTS

10.1 We will normally allow any investment that HMRC rules allow without attracting any *unauthorised payment* tax charges. You can ask us for details of permitted investments.

The type of investments permitted by HMRC may vary from time to time. However, in order to comply with HMRC's rules for authorised investments, certain restrictions apply. In particular, the *scheme* may not (directly or indirectly) engage in investment transactions with:

10.1.1 *you* or a person connected with *you* e.g. a family member or a business partner, or

10.1.2 a company or firm in which *you* or a member of *your* family has an interest

unless any transactions are made on an arm's length bargain terms basis i.e. on a basis consistent with a normal open-market commercial transaction between two or more persons.

10.2 *We* have the right to decline to accept an investment into the *scheme*.

10.3 The sole purpose of a *registered pension scheme* must be the provision of retirement income or lump sums as specified in the *Finance Act*. The investment objectives of the *scheme* must have due regard to this.

10.4 Any investment instruction will only be carried out where there are sufficient cleared funds available to complete the transaction.

We, and any appointed third parties, have the right to decline to accept instructions, for example, where an instruction is received to purchase an asset which falls outside the range of permitted investments.

11 INVESTMENT MANAGEMENT

11.1 In the event that *we* act as investment managers in relation to investments under the *scheme*, *you* may appoint *us* to act as investment adviser. If *you* do not appoint *us* as investment adviser, or *we* refuse or resign from the appointment, *we* will not accept any liability for the performance or choice of investments, or performance or choice of any investment manager where *we* were not involved in giving the advice that led to the selection of the investments.

11.2 The *individual trustee(s)* are responsible for deciding the manner in which the *general fund* is invested. Any investment instruction must be submitted to *us* in accordance with section 5.

11.3 *You* may select an execution only dealing facility, for trading in stocks and share / securities, which will be governed by separate terms and conditions. It will be necessary for *you* to complete the relevant documentation provided by the facility provider and to agree to those terms and conditions.

11.4 Instead of deciding on investments yourself, the *individual trustees* may appoint, with *our* agreement, one or more *DFMs* to manage all or part of *your general fund*, on a discretionary basis. Such appointments must be notified to *us*. If a *DFM* has been appointed it will be necessary for *you* to complete the relevant documentation provided by the appointed *DFM*. The investment strategy will be set out in the documentation which will also detail the terms and conditions under which the *DFM* will execute transactions in relation to the assets of the *scheme* managed by that *DFM*. These terms will be formally entered into by the *trustees* and *us* with the *DFM*. Please note that the *DFM* may have rights to compensation from or to take security over some or all of the assets of the *scheme* held by them in certain circumstances.

11.5 *We* will release the monies to the appointed *DFM* once the *DFM* has opened an account relating to the *general fund*. The costs arising from the *DFM's* commissions, fees and disbursements relating to the *general fund* will be borne by the investments under the control of the *DFM* relating to the *general fund*.

11.6 Any *DFM* appointed will be able to provide full details of their charges.

12 STOCK CUSTODY

12.1 Permitted investments may be registered in the name of nominee companies used by any *DFM* appointed in accordance with section 11 or, subject to *our* agreement, such other third party provider appointed by the *individual trustees*.

12.2 The costs arising from fees and charges of any nominee or custodian relating to stock registration or custody and settlement shall be charged to the *scheme* in accordance with section 16.

12.3 In relation to any investment held in accordance with section 12.1 *we* are not responsible for providing any advice regarding the assets held in these arrangements. *You* should ensure that *your DFM* or nominee keeps *you* fully up dated on any matters which will affect *your* portfolio, including but not exclusive corporate actions and voting rights.

13 COMMERCIAL PROPERTY

- 13.1 In *our* capacity as *independent trustee*, and *administrator*, *we*, will not give advice, nor accept any liability for the performance or choice of property investment in relation to the *scheme*.
- 13.2 All *commercial property* relating to the *general fund* will be held and any associated borrowing will be made in the name of the *trustees*.
- 13.3 When purchasing or selling any *commercial property*, *the trustees* will jointly instruct or appoint only approved third parties. This will include surveyors, environmental specialists, solicitors, insurance consultants, property administrators and property managers.
- 13.4 The fees arising from the appointed third parties relating to the *general fund*, together with all associated costs and expenses arising from the ongoing administration and compliance with relevant legislation in respect of *commercial property*, including litigation, relating to the *general fund* will be charged to the *general fund* and met in accordance with section 16.
- 13.5 *We* have the right to instruct the *trustees* to sell a *commercial property* at any time if a particular risk or liability (statutory or otherwise) occurs that affects the *commercial property* or the land surrounding it. For example, if legislation changes so that the property is no longer treated by HMRC rules as *commercial property* or the property is subject to revised environmental requirements.
- 13.6 *You* can ask *us* for further information about investment in *commercial property*.
- 13.7 Subject to section 17.1.2, acquisition and disposal of *commercial property* will require the *trustees'* instructions as set out in section 5.

14 BORROWING

- 14.1 The maximum amount that the *scheme* can borrow is set by HMRC and is currently limited to 50% of the 'net market value' of the *general fund* immediately before the borrowing takes place.
- 'Net market value' has the meaning given by Section 278 of the *Finance Act* and any subsequent legislation. The value of any asset being purchased using the borrowing must therefore not be taken into account in calculating the borrowing limit unless, exceptionally, the asset was already held in the *general fund* before the borrowing takes place e.g. a re-mortgage. *We* will take into account any existing borrowing when calculating the limits.
- 14.2 Subject to section 14.1, any borrowing may be further restricted in accordance with the terms and conditions offered by the lender. For example, a lender may not be willing to lend the maximum otherwise permitted in respect of minors or where there are benefits in payment.
- 14.3 All borrowing must be arranged in the name of the *trustees*.
- 14.4 Neither *we* nor the *independent trustee* takes responsibility for finding a willing third party lender, but *we* may be able to facilitate a third party lender that could be used.
- 14.5 When *we* confirm that the borrowing is acceptable, *we* will instruct the *trustees* to sign the lender's loan documentation on behalf of the *scheme*.
- 14.6 Certain lenders may require the *scheme* to maintain a suitable cleared balance in the *audit account* (or in another account relating to the *general fund*) to cover ongoing capital and interest repayments. This will vary from lender to lender. If there are insufficient cleared funds to cover ongoing capital and interest repayments, *we* will realise (cash in) assets in order to provide the necessary funds. The procedure for realising assets is set out in section 17.
- 14.7 All borrowing must be repaid in accordance with the terms and conditions of the lender's loan documentation (for example on completion of the sale of a *commercial property*).
- 14.8 It will be necessary to review the level of borrowing available if *your individual fund* is to be fully encashed as a consequence of *you*:

- 14.8.1 dying;
- 14.8.2 transferring out;
- 14.8.3 becoming subject to a Pension Sharing Order.

In certain circumstances, this may require the borrowing to be wholly or partially repaid.

- 14.9 We will comply with the terms and conditions offered by the lender.

15 STATEMENTS

- 15.1 The *nominated member* will receive regular statements in respect of the *audit account* and from any other bank that the *trustees* appoint (see section 9.1). The frequency of statements in respect of any other accounts relating to the *general fund* will depend on the arrangements the *trustees* agree with the operator of the account.
- 15.2 The *trustees* must agree with the *DFM* (if one is appointed) how often investment updates are issued, including transaction details and a portfolio valuation during the period.
- 15.3 We will arrange to send *you* a yearly statement covering investments relating to the *general fund*. This will give details of all investments relating to the *general fund* although (due to issues of timing and costs in obtaining valuations) this may not be a current valuation. If *you* ask *us* for a current valuation, the cost (if any) of obtaining this will be charged in accordance with section 16. If *you* require an additional summary of investments at any time, *we* will apply an additional charge for each and every statement. This additional charge shall be met in accordance with section 16. Please refer to the Client Agreement for more details.
- 15.4 If *you* receive a *scheme pension*, *you* will also get a yearly statement. This will provide details of the payments made from the *scheme*. We will review the level of *scheme pension* and its suitability. If any amendments are necessary, *we* will contact *you*.
- 15.5 If *you* receive *income withdrawals*, *we* will give *you* separate details of the income payments made from *your individual fund*.

16 CHARGES

16.1 Amount of charges

The Services and Fee Agreement, available on request, sets out the charges that may become payable to *us*. The charges that will actually become payable will depend on the investments *you* select, the benefits *you* take and any administrative or other requests *you* make. Additional services outside *our* normal administration activities will be charged on a 'time-cost' basis (hourly rates for the service) as set out in the Services and Fee Agreement.

We may review and amend *our* Client Agreement as explained in section 29.

We will normally increase *our* charges on 31 May each year in accordance with the terms described in the Services and Fee Agreement. We will not give *you* any notice of the changes following the review that *we* carry out each year.

All charges quoted are exclusive of any VAT, stamp duty and other applicable taxes and/or duties, which, if payable, are in addition.

16.2 Payment of charges and other sums due

All charges and other sums due in respect of the *general fund* or from *you* personally under these *terms and conditions* must be paid out of funds held in the *audit account*, or from any other account that *we* agree. *You* are responsible for ensuring that there are sufficient funds available in good time to pay charges or any other sums due under these *terms and conditions*, although *we* will warn *you* if there are insufficient funds in any account relating to the *general fund*. If there is not enough money in any bank account in respect of the *general fund* to meet charges or other amounts as they fall due, *we* may cover the shortfall by arranging the sale of investments held within the *general fund*. If there is more than one type of investment in the *general fund*, *we* will normally follow the process set out in section 17.1.

Important: If any shortfall remains after the sale of all investments held within the *general fund*, *you* will be personally responsible for paying the outstanding charges or other sums due to *us*.

17 REALISATION OF ASSETS

17.1 Where there are insufficient cleared funds in any bank account relating to the *general fund* to meet payments that are due to or from *your individual fund*, *we* will carry out the following procedure:

17.1.1 *we* will ask *you* to provide additional contributions (where appropriate) or instructions to sell assets (or a combination of both) to provide sufficient funds. The instructions to sell assets must specify the assets *we* should sell, and the order in which *we* should sell them;

17.1.2 if *we* do not receive additional contributions and/or instructions to sell assets that would together provide sufficient cleared funds within one month (or such longer period as *we* allow) of *our* request, *we* reserve the right to arrange for assets to be sold in the following order:

- a) any cash held on deposit with another bank or licensed deposit taker;
- b) any assets held through a *DFM* (last appointed *DFM* contacted first);
- c) stocks and shares, on a last-in, first-out basis;
- d) investment trusts/unit trusts/OEICs on a last-in, first-out basis;
- e) trustee investment policies/bonds on a last-in, first-out basis;
- f) any other asset (excluding *commercial property*) not included above on a last-in, first-out basis; then
- g) *commercial property* on a last-in, first-out basis.

By joining the *scheme*, or applying for *dependant's scheme pension* or *dependant's, nominee's* or *successor's income withdrawal*, *you* agree and accept that in these circumstances *you* authorise *us* to sell assets in the order set out above.

17.2 *We* may make a charge to the *scheme* on a 'time-cost' basis (hourly rates for the service) as set out in the Services and Fee Agreement, for co-ordinating the sale of assets under section 17.1.2 and will deduct this charge from the *general fund*. This is in addition to other parties' costs incurred in valuing and selling the assets.

17.3 *We* will write to *you* as soon as practicable to confirm the intention to sell assets and the order in which *we* will do this. *We* will also write to confirm details after the assets have been sold and the amount of any charge made.

17.4 In some circumstances, it may be necessary to sell or cash in assets at whatever price is available at the time. This may result in the cashing-in of assets when the relevant market is depressed. Assets may have to be cashed-in:

17.4.1 to provide a lump sum death benefit (see section 26.2 for details of the time limits on payment of lump sum death benefits);

17.4.2 to facilitate other benefit payments; or

17.4.3 on implementing the *scheme* wind up provisions (as described in section 30).

17.5 As an alternative to cashing-in assets in accordance with section 17.4, it may be possible to settle the transaction by a transfer of assets.

17.6 Cashing-in any investment will be governed by the terms and conditions of that investment. Such terms and conditions may include a right for the investment provider to delay the cashing in.

18 MEMBER'S RETIREMENT

This section applies to Member's retirement benefit only

- 18.1 As part of the process to join the *scheme*, we require *you* to choose a retirement date – the date when *you* intend to take retirement benefits.

This date must be on or after *your* 55th birthday, or such a later date as may be *your* minimum pension age.

In addition, some people have a right to a special early normal retirement age in terms of *HMRC* rules which applied before 6 April 2006. We will confirm any such early normal retirement age if *you* qualify for this.

You may change *your* chosen retirement date (within the range allowed by *HMRC* rules), but if *you* do so *you* must inform *us*. *You* do not need to retire to take benefits.

Even if *you* do not have a right to a special early normal retirement age, *you* may still be able to access benefits before age 55, if *you* are in ill-health. If *you* are in ill-health, please ask *us* for details.

Contributions can continue to *your individual fund* even after *you* take retirement benefits in terms of sections 19 and 21.

- 18.2 Before *you* can take retirement benefits, there must be sufficient cleared money in the *audit account* relating to the *general fund*. To achieve this, assets may need to be realised (cashed-in or sold) under the procedure set out in section 17. Some assets (for example, property) may take longer to realise than others. This could delay benefit payment. Alternatively, there is the option to make payment by way of an in-specie transfer of an asset.

- 18.3 The value of the *individual fund* being used to provide retirement benefits must be tested against an allowance called the lifetime allowance, set by *HMRC*. Where the lifetime allowance is exceeded, there will be a tax charge. We will deduct the tax charge due from the retirement benefits being taken and pass this to *HMRC*. For further details of the circumstances in which this tax charge may arise, please contact *us*.

- 18.4 The options for taking benefits from *your individual fund* are:

18.4.1 When *you* start to take retirement income through *scheme pension* or *income withdrawal*, or by moving straight to 'open market option' (see section 19.1) *you* can opt to take part of the benefit as a tax-free lump sum. Normally, the maximum tax-free lump sum will be 25% of the value of the part of *your individual fund* being used to provide retirement benefit, **subject to 25% of the prevailing standard lifetime allowance** (a limit set by legislation: we will tell *you* if *you* are affected by this limit). However, if *you* have higher tax-free lump sum rights in respect of benefits earned before 6 April 2006, it may be possible to take more than 25% as a tax-free lump sum.

18.4.2 With the balance of *your individual fund* (after the tax-free lump sum) *you* may:

- a) buy a *lifetime annuity* – see section 19, or subject to *our* agreement,
- b) choose a *scheme pension* - see section 20 and/or
- c) choose *income withdrawal* - see section 21.

19 LIFETIME ANNUITY OPTION

- 19.1 A *lifetime annuity* pays an income for the rest of an individual's life. There are different ways in which a *lifetime annuity* can be paid. Please ask *us* for more details if *you* are interested in this option.

The *rules* allow *you* to purchase a *lifetime annuity* with an insurance company using the value of the whole or part of *your individual fund*. This is known as the open market option.

The *lifetime annuity* option is also available where income has been taken initially as a *scheme pension* (see section 20) or the *income withdrawal* basis (see section 21).

19.2 We require the appropriate documentation to be completed before a *lifetime annuity* is purchased. You must agree the relevant amount to be transferred to the insurance company to buy the *lifetime annuity* contract, and that you have no further interest in the *individual fund* in respect of the amount used to buy the *lifetime annuity*.

20 SCHEME PENSION OPTION

20.1 Subject to our agreement, you have the option of drawing an income from the *scheme*, as a *scheme pension*, instead of buying a *lifetime annuity* or taking *income withdrawal*.

The *scheme pension* option is also available where income has been taken initially as *income withdrawal*.

20.2 If you choose to take a *scheme pension* on any part of your *individual fund* already being used for *income withdrawal*, no further tax-free lump sum is allowed (as the tax-free lump sum applied when you started the *income withdrawal*), but otherwise, you can take a tax-free lump sum (as described in section 18.4.1).

20.3 We will require you to complete, and return to us, certain paperwork (which we will supply) before you can start *scheme pension*. This paperwork includes an agreement that:

20.3.1 the part of your *individual fund* to be used for *scheme pension* should be exchanged for (become) a *scheme pension fund*, and that;

20.3.2 your *scheme pension fund* will be used to pay you a pension for life, subject to the value of your *individual fund* being sufficient to meet the commitment throughout your lifetime and within any rules set by HMRC.

We may also ask you to complete a health questionnaire. The details from your health questionnaire (and any supplementary information which we may ask you or your doctor to provide) will allow us to calculate a level of *scheme pension* more specific to your circumstances.

The actuary we appoint will calculate the amount of the *scheme pension* that can be supported by the amount of your *individual fund* to be applied for *scheme pension*. You can ask us for details of the method that the actuary uses for this purpose.

20.4 Terms for *scheme pension* payments

You can choose to have a *scheme pension* paid:

20.4.1 on a half-yearly or yearly basis (or on such other payment frequency which we may agree);

20.4.2 as a 'single life, level pension' or as a 'single life, increasing pension':

a) single life, level - this provides a pension which is intended to remain at the same level each year ceasing on your death; or

b) single life, increasing - this provides a pension which will start at a lower level than the corresponding single life level pension and gradually increase at an agreed rate of up to 5% per year;

20.4.3 for a fixed period of up to ten years (which must be agreed with us when you start *scheme pension*). This means that, if you die during that period, the pension payments will continue to the end of the period. This may have the effect of reducing the starting level of the *scheme pension*. The level of *scheme pension* that could be paid for the fixed period will not be guaranteed since the level of *scheme pension* could be reduced as a result of a review (as described in section 20.5).

20.5 We will occasionally review the sustainability of the level of your *scheme pension* being paid against your *scheme pension fund* at the time. We will complete the reviews every three years. At each review, we will assess the funds needed to maintain the level of your *scheme pension* on agreed terms for *scheme pension* payments (as described in section 20.4). If we consider that the level should be altered, we will confirm the new level of *scheme pension* to you.

- 20.6 We may, at our absolute discretion, secure the liability for any *scheme pension* outside the *scheme*, by buying an annuity with all or part of *your scheme pension fund* on the terms that we agree with the pension provider. If we decide to do this, we will let you know before we do this and may allow you to choose the insurance company.
- 20.7 Subject to rules set by HMRC, you can transfer the value of *your scheme pension* at any time to another *registered pension scheme* willing to accept the transfer.

21 INCOME WITHDRAWAL

- 21.1 You may draw an income, as *income withdrawal*, from *your individual fund* instead of buying a *lifetime annuity* or taking a *scheme pension*. You can start *income withdrawal* at any time from *your 55th birthday*.
- 21.2 You may choose for *income withdrawals* to be paid on a monthly, quarterly, half-yearly or yearly basis. We will require you to complete, and return to us, certain paperwork (which we will supply) before you can start *income withdrawals*.
- 21.3 Unless otherwise agreed between you and the provider, you may choose to take any level of income which may be imposed by the *Finance Act* from time to time after taking tax-free lump sum, or you can choose not to take any income. You may also increase, reduce and/or ask us for an extra one-off *income withdrawal*, within these limits. If you ask for a change in the level of *income withdrawal*, a charge will be incurred. Please refer to the Client Agreement for details of this charge.
- 21.4 Where you continue from 6 April 2015 with *income withdrawal*, we must review the *income withdrawal* limit at least every three years, (in some cases pre-5 April 2011 *income withdrawal funds* might have five-year review dates. We will advise you if this applies to your fund) in accordance with HMRC's requirements until your 75th birthday and then every year from your 75th birthday. We will tell you the new maximum level that will apply until the next scheduled review date. However, you can convert your fund to flexi-access drawdown at any point by notification to the provider.

You can also ask us to review the *income withdrawal* limit on an anniversary earlier than any scheduled three-year review date. Following such an early review, the new *income withdrawal limits* then apply from the anniversary date used in the review calculation for the next three years or until the next anniversary following your 75th birthday if earlier.

- 21.5 Please refer to us if you require further income.

22 BENEFITS FOLLOWING A MEMBER'S DEATH

- 22.1 If you die any remaining *individual fund* will be applied in the following order:
- 22.1.1 first, allocated to provide pension income in accordance with section 23 for any *eligible dependants* or *nominees* that you specify to us; and
- 22.1.2 second, if no specified *eligible dependant* or *nominee* survives you, or if you do not give us any instructions for allocation to provide pension income, paid as a lump sum death benefit in accordance with section 25. If you die after your 75th birthday any lump sum payments will be subject to the relevant tax charges.
- 22.1.3 third, where there is no surviving *eligible dependant* or *nominee*, paid as a lump sum to any charity or charities that you specify to us.
- 22.2 If you die while receiving *scheme pension*, the remaining balance of *your scheme pension fund* will be distributed in the following order:
- 22.2.1 first,
- if you chose that the *scheme pension* should be paid for a specified period of up to ten years, and you die within that period, your *scheme pension* will, subject to the review process described in section 20.5, continue to the end of that period.

Unless *you* assign the continuing payments in *your* Will, *we* will choose, at *our* discretion, the recipient(s) for the continuing *scheme pension*. However, *you* can complete an Expression of Wish form (available from *us* on request) to inform *us* of *your* wishes on recipients for the continuing *scheme pension*. *We* will take *your* wishes into account, but *we* are not bound by them. (When the *scheme pension* stops at the end of the fixed period, any remaining *scheme pension fund* will be used to provide pension for *your eligible dependant(s)* as set out in section 22.2.2b). If no *eligible dependant(s)* can be traced, the provisions of section 22.2.2a) and 22.2.3 will apply);

22.2.2 second,

- a) payment of a lump sum in accordance with section 26 under HMRC's annuity protection rules (as detailed in the *Finance Act*). This payment is calculated as: 20 times the initial yearly amount of *your scheme pension* then less the amount of *scheme pension* payments made up to the time of *your* death, but subject to a maximum of the value of the remaining *scheme pension fund* at the time of *your* death (The value of any remaining *scheme pension* will be paid in accordance with section 22.2.3) and/or
- b) allocation to provide a pension in accordance with section 23 for an *eligible dependant* *you* chose and confirmed to *us*. If *your* chosen *eligible dependant* died before *you*, or at the time of *your* death, no longer qualifies as an *eligible dependant*, the remainder of *your scheme pension fund* will be divided up amongst any other *eligible dependants* *you* specified to *us*, and in the proportions *you* specified. If there are no remaining *eligible dependants*, the provisions of section 22.2.3 will apply.

22.2.3 third,

paid as a lump sum to any charity or charities that *you* specify to *us*.

22.3 Any instructions to *us* to provide pensions for *dependants* must specify the *dependant(s)* *you* want to benefit, and the proportion of the *individual fund* that *you* would like to be used for each. *We* will supply a standard form on request for this purpose. *You* can amend these instructions at any time, to take account of any changes in circumstances. *You* should update *us*, in writing, with any amendments to *your* instructions.

23 DEPENDANT'S OR NOMINEE'S PENSION

Where *you* confirmed to *us* that any part of *your individual fund* should be allocated to provide pension income in accordance with this section, each specified *eligible dependant* (or *nominee* in the case of *income withdrawal*) must decide how the part of the *individual fund* allocated to them should be used to:

- 23.1.1 buy a *lifetime annuity* in their name (see section 19);
- 23.1.2 apply for a *scheme pension* (see section 20);
- 23.1.3 apply to take *income withdrawal* (see section 21).

If the *eligible dependant* or *nominee* applies for *scheme pension* (*dependants* only) or *income withdrawal*, this must be done in writing using *our* prescribed application form, which includes the *eligible dependant's* or *nominee's* agreement to the *terms and conditions*.

23.2 If any *eligible dependant* or *nominee* fails to decide which option should be used for pension income within three months of being asked to do so (or such longer period as *we* may at *our* discretion decide), *we* may instigate the purchase of a *lifetime annuity* for that person, from an insurance company that *we* choose.

24 BENEFITS FOLLOWING DEATH OF DEPENDANT OR NOMINEE

24.1 Where a *dependant* dies while taking *scheme pension*, the *dependant's scheme pension fund* will be applied:

- 24.1.1 first, in accordance with section 22.2.2b) for the benefit of any other *eligible dependants* of the *member*, and
- 24.1.2 second, in accordance with section 22.2.3.

- 24.2 If a *dependant* or *nominee* dies while taking income through *income withdrawal*, the *dependant's* or *nominee's income withdrawal fund* will be paid as follows;
- 24.2.1 applied to provide *income withdrawal* for a *successor* nominated by the *dependant* or *nominee* pursuant to the *Finance Act*.
 - 24.2.2 as a lump sum, after deduction of any tax charge in accordance with section 25.
 - 24.2.3 paid as a lump sum to any charity or charities that the *dependant* specifies to *us*.

25 BENEFITS FOLLOWING THE DEATH OF A SUCCESSOR

- 25.1 If a *successor* dies while taking income through *income withdrawal*, the *successor's income withdrawal fund* will be paid as follows:
- 25.1.1 applied to provide *income withdrawal* for a *successor* nominated by the *successor* pursuant to the *Finance Act*.
 - 25.1.2 as a lump sum, after deduction of any tax charge in accordance with section 25.
 - 25.1.3 paid as a lump sum to any charity or charities that the *successor* specifies to *us*.

26 LUMP SUM DEATH BENEFITS

- 26.1 Any part of *your individual fund* to be paid as lump sum death benefit in accordance with the *rules* will be paid as follows: *we* will choose, at the *trustees'* discretion, the recipient(s) for the lump sum death benefit (from the range of possible beneficiaries defined in the *rules*), and the share to each beneficiary.

You can complete an Expression of Wish form to inform *us* of *your* wishes on recipients and shares for lump sum death benefits. *We* will take *your* wishes into account, but *we* are not bound by them. If *you* have established an individual trust in respect of the lump sum that would be payable under the *scheme*, *you* should ensure that *you* send *us* a copy of any such trust as soon as it is established, and confirm the share of *your individual fund* that *you* wish to be paid to the trust.

- 26.2 Any payment out of an *uncrystallised* or *crystallised fund* in accordance with this section is subject to the following:
- 26.2.1 if the *member*, *nominee* or *successor* dies before age 75 it must be paid within two years of the date *we* first received notification of *your* death, or the date *we* could have first reasonably been expected to have known if earlier. If payment is not made within the two-year period, it will be taxed at the recipient's marginal rate of income tax; and
 - 26.2.2 the value of the *uncrystallised fund* must be tested against an allowance called the lifetime allowance, set by HMRC. Where the lifetime allowance is exceeded, there will be a tax charge. *We* will pay any such lump sum death benefit without deduction of the tax charge. If the aggregate lump sum death payments exceed the lifetime allowance, HMRC will contact the beneficiaries to collect any tax.
- 26.3 As the law currently stands where a *member*, *nominee* or *successor* dies post-age 75, death benefit payments will be subject to tax charges.

27 TAXATION OF INCOME PAYMENTS

- 27.1 If *you* are receiving income payments from the *scheme*, the income *you* receive will be taxed under the Pay As You Earn System (PAYE). Where *we* have taken reasonable steps to identify *your* correct tax code, *we* will not be liable for any loss whatsoever *you* incur as a result of the use of an incorrect tax code.
- 27.2 If *you* are receiving income payments from the *scheme*, *we* will provide *you* with a P60 at the end of each tax year showing the gross income paid, tax code used and details of any tax deducted.
- 27.3 Alternatively, on request, the income payments from the scheme can be paid to *you* via the *principal employers* PAYE.

28 COMPLAINTS AND COMPENSATION

- 28.1 Should *you* wish to register a complaint in relation to the operation of the *scheme*, *you* should do this verbally or in writing, addressed to *us*. *We* have the right to telephone *you*, or someone else nominated by *you*, to discuss any administrative aspects without having been expressly invited by *you* to do so.
- 28.2 If *you* are not satisfied with any aspect of the service that *you* have received from *us*, *we* have a formal complaints procedure, a copy of which is available on request.
- 28.3 If *you* are not happy with *our* response to *your* complaint, *you* may have the right to refer it to the Pensions Advisory Service ('PAS'), the Pensions Ombudsman ('PO') or the Financial Ombudsman Service ('FOS').

PAS are an independent non-profit organisation providing information and guidance on pensions to help pension scheme *members* who have a problem, complaint or dispute with their pension scheme.

FOS and PO are both independent statutory bodies that investigate and adjudicate on disputes between pension schemes and *members*, but only after *you* have complained to *us* and tried to resolve the dispute using *our* complaints procedure. *We* will tell *you* about any ombudsman referral rights *you* may have.

PAS contact details:

The Pensions Advisory Service
11 Belgrave Road
London
SW1V 1RB
Telephone: 0300 123 1047

PO contact details:

The Office of the Pensions Ombudsman
11 Belgrave Road
London
SW1V 1RB
Telephone: 020 7834 9144

FOS contact details:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR
Telephone: 0800 0234567

28.4 Compensation

The Financial Services Compensation Scheme (FSCS) is a scheme that provides limited compensation for customers who might otherwise lose out if a company regulated in the UK by the Financial Conduct Authority is unable to pay claims against it.

Investments in the *general fund* may be covered by the FSCS. Where compensation is available in respect of an investment in the *general fund*, *we* will make the claim on the *schemes* behalf.

FSCS contact details:

Financial Services Compensation Scheme
10th Floor
Beaufort House
15 St Botolph Street
London
EC3A 7QU
Telephone: 0800 678 1100
www.fscs.org.uk

Please ask *us* if *you* have any questions about the FSCS or the protection it provides.

29 VARIATIONS TO THE TERMS AND CONDITIONS

- 29.1 *We* reserve the right to amend or supplement the *terms and conditions* from time to time on giving 30 days' written notice (or such other period allowed or required by law) to *you*. *We* will send such written notice to the last address *you* gave *us*. The changes notified in this way will be effective from the date stated in the written notice.

During the notice period, if *you* are unhappy with the proposed amendment or supplementary *terms and conditions* that *we* provide, *we* will not increase the transfer out fees and charges and *you* will be free to transfer *your individual fund* to another *registered pension scheme* (subject to the existing transfer out fees and charges.) For the avoidance of doubt, any fees and charges involved in cashing in or selling assets will be at the rates applicable at the time of realisation and/or encashment, as appropriate.

29.2 *We* will only alter the *terms and conditions* for the following valid reasons:

- 29.2.1 relevant changes in pensions, tax or other relevant UK or European legislation;
- 29.2.2 relevant changes in the reporting requirements or regulatory regime;
- 29.2.3 changes in how the London Stock Exchange or other different investment markets may work which may impact on the *scheme*;
- 29.2.4 changes in investment/share dealing or administration which may impact on the *scheme*;
- 29.2.5 to correct manifest errors or other issues outside *our* control and avoid cross-subsidy between *individual funds* where the charges for any service is, in *our* opinion, no longer reasonable;
- 29.2.6 changes in ownership of *our* business or how it operates;
- 29.2.7 changes in *our* services;
- 29.2.8 changes to the services provided by third parties appointed under the *scheme*;
- 29.2.9 appointment by *us* of alternative third parties to provide services under the *scheme*;
- 29.2.10 any other reasonable issues outside *our* control.

30 WINDING UP OF THE SCHEME

- 30.1 The *terms and conditions* shall continue until *your individual fund* has been extinguished by the payment of a transfer value to another *registered pension scheme* or the provision of pension/death benefits outside or the *scheme* is wound up in accordance with the *rules*.
- 30.2 On wind up, *we* will apply the assets of *your individual fund* as set out in the *rules*.
- 30.3 On wind up, no fees or charges already paid shall be refunded and those due shall remain so and will include any charges associated with undertaking any transaction necessary to wind up the *scheme*. On wind up, the obligations of payment of charges in section 16 and the provisions in section 31 shall continue in full.
- 30.4 Wind up will be without prejudice to the completion of transactions already initiated. The *trustees* are authorised to continue to operate the *audit account* and any other accounts relating to the *general fund* to *our* order and direction for the purposes of receiving monies, paying benefits and paying any expenses or charges due to *us*, the *independent trustee* or other parties.

31 ADDITIONAL INFORMATION

- 31.1 *We* undertake not to disclose personal information coming into *our* possession at any time during the life of the *scheme*, except where expressly authorised to do so, or where required to do so by law.
- 31.2 The tax reliefs referred to in the *terms and conditions* are those available under current legislation, which may change. The value of the tax reliefs depend on individual circumstances.
- 31.3 Notwithstanding anything to the contrary in the *terms and conditions*, only those options described in the *terms and conditions* will be made available under the *scheme* unless *we* notify *you* in writing to the contrary.
- 31.4 *We* may decide to change the provisions of the *scheme's rules* to meet with any changes to law or regulation affecting the *scheme*. *We* will provide notice to *you* of any changes which are needed to meet such requirements, or for any other reason.

- 31.5 Any notice *we* serve in relation to the *scheme* will be sent to *your* last known address for correspondence according to *our* records. Any such notice sent by post will be deemed to have been received by *you* within three working days.
- 31.6 *You* need to tell *us* as soon as *you* move to another address.
- 31.7 *We* have the right to delay calculation of any amount due under the *scheme* until *we* have received satisfactory proof of ownership. Similarly, the exercise of rights conferred by the *scheme* and payment of any benefit is subject to the satisfactory proof of ownership.
- 31.8 *We* and *you* have a free choice about the law that can apply to the *scheme*. *We* propose to choose the law of England and Wales and, by agreeing to these *terms and conditions*, *you* agree that the law of England and Wales applies to the *scheme*.
- 31.9 Subject to 31.10, nothing in the *terms and conditions* expressly or impliedly confers any right on any third party to enforce any of its provisions under the Contracts (Rights of Third Parties) Act 1999. For the purpose of this section, a third party is any party which is not *us* or the *independent trustee*.
- 31.10 *We*, the *independent trustee* and *you* can enforce the *terms and conditions*.
- 31.11 These *terms and conditions* will only apply provided they are not held by a relevant court or decided by the Financial Conduct Authority to be unfair contract terms or reasonably considered by *us* to be unfair contract terms. If a term is held, viewed or considered to be unfair it will, as far as possible, still apply but without any part of it which could cause it to be held, viewed or considered unfair.
- 31.12 For the purposes of section 17 only, where *you* are unable to act due to serious ill-health, physical or mental incapacity, *we* may at *our* sole discretion require medical advice to that effect (the cost of which will be met from *your individual fund*). Subject to such medical advice, *we* may accept the directions of any legally authorised party acting on *your* behalf. *We*, and the *independent trustee* will not be liable for any or all losses, costs, actions, proceedings, claims and demands which may be incurred by or brought or made against any or all of *us* or them arising directly or indirectly from *us* or them having acted in good faith (as described in this section).

32 LIABILITY AND INDEMNITY

- 32.1 By accepting the *terms and conditions*, *you* waive any and all claims or rights of action that *you* may otherwise have apart from claims and rights set out in these *terms and conditions*. This waiver extends to claims and rights of action at any time against any previous, current or future officers, employees, agents and sub-contractors of *ours*, or of any company within *our* group of companies, regarding any acts or omissions of such officers, employees, agents and sub-contractors in relation to the *general fund*.
- 32.2 To the extent allowed by law and Financial Conduct Authority rules, *we* do not accept liability:
- 32.2.1 for any or all losses, costs, actions, proceedings, claims and demands which may be incurred by or brought or made against *us* arising directly or indirectly from *us* having acted in good faith pursuant to any purported instruction relating to benefit options or nominations and any purported investment directions;
 - 32.2.2 to *you* or any other person entitled to benefit under the *scheme* for any loss that may be incurred as a result of any error by *you* as a direct result of *our* negligence, wilful default or fraud;
 - 32.2.3 for any instruction or investment direction sent by *you*, or *your* representatives or agents, but not received by *us*;
 - 32.2.4 for any failure or delay in implementing any instruction or investment direction which is caused by circumstances beyond *our* reasonable control, including but not limited to acts of God, fires, strikes, terrorism, power failures, intervention by exchanges or regulators, court orders, failure or error of any equipment, telecommunications, intermediary, exchange, counterparty product provider or bank; and,
 - 32.2.5 for default or any losses whatsoever caused by any third parties, nominees, other custodians, banks or authorised institutions which hold any assets including, but not limited to, insurance company

unit-linked funds, stocks and shares, unit trusts, Open-Ended Investment Companies (OEICs) and investment trust companies and cash for the purpose of *your* individual fund.

- 32.3 In accepting the *terms and conditions*, *you* agree that *you* will be responsible to *us* for all reasonable costs, claims, expenses, tax charges, demands and losses whatsoever that *we* may suffer or incur in performing *our* duties under the *terms and conditions* or carrying out *our* lawful duties and responsibilities in relation to *you* and the *general fund*. *You* will not, however, be responsible for any costs, claims, expenses, tax charges, demands and losses resulting directly from any negligence, wilful default or fraud committed by *us* or *our* employees.

The following words and expressions, which appear in italics, have the meanings as set out below:

audit account means the bank account described in section 9.

commercial property means any land or building that is zoned, designed or intended for use by businesses such as offices, retail, leisure and industrial developments but not ‘residential property’ for the purposes of the taxable property provisions as defined in paragraphs 7 to 10 of Schedule 29A of the *Finance Act* and subsequent legislation.

dependant means:

- an *eligible dependant* who has applied to take benefits, and has been accepted under section 4.3 (Membership) to receive benefits in the form of *income withdrawal* or *scheme pension*; or
- a person who has become entitled to *income withdrawal* on the death of a member under another *registered pension scheme* and who transfers that entitlement to the *scheme* in accordance with section 7.2

and has not subsequently died or left the *scheme*.

discretionary fund manager (‘DFM’) means an investment manager who has been given complete discretion to manage and invest all or part of *your individual fund* (see section 11).

eligible dependant means, in relation to a *member*, a person falling within any of the following categories at the date of their death:

- the *member’s* wife, husband or civil partner;
- any child of the *member* who has not reached the age of 23;
- any child of the *member* who has reached the age of 23 and in *our* opinion is financially dependent on the *member*, or who is in a mutually-dependent financial relationship with the *member* or is dependent on the *member* because of physical or mental impairment; or
- any other individual who in *our* opinion is financially dependent on the *member*, or who is in a mutually-dependent financial relationship with the *member* or is dependent on the *member* because of physical or mental impairment.

Finance Act means the Finance Act 2004 as amended from time to time and any subsequent relevant Finance Acts.

general fund means the collective *individual funds* of all *members*.

HMRC means Her Majesty’s Revenue & Customs.

income withdrawal means income withdrawals direct from *your individual fund*. Please see section 21 for further details.

income withdrawal fund means any part of an *individual fund* which is designated as available for the provision of *income withdrawal*.

independent trustee means the professional trustee as appointed for the time being in accordance with the *rules*.

individual fund means in relation to a *member* or *eligible dependant*, *nominee* or *successor* the aggregate of their (i) *uncrystallised fund* and (ii) *income withdrawal fund*.

individual trustee means the *member* appointed as a trustee, as described in section 3.1.

lifetime annuity means an annuity contract purchased from an insurance company, which provides an income for life.

member means an individual who has been granted membership of the *scheme* under section 4 and who has not subsequently left the *scheme*.

minimum pension age means normal minimum pension age under the *Finance Act*.

minor means an individual under the age of 18 years.

nominee means anyone nominated by the *member* to receive benefits from the scheme pensions fund pursuant to the *Finance Act*.

nominated member – *member* who will receive copy bank statements nominated by the *members*.

principal employer means the employer who established the scheme as per the *rules*.

registered pension scheme means a pension scheme registered under Part 4 of the *Finance Act*.

rules means the trust deed and rules that establish the *scheme*, as amended from time to time.

scheme means the pension scheme established by the *rules*.

scheme administrator means Mattioli Woods plc or any successor appointed for the time being in accordance with the *rules*.

scheme pension means the facility allowing *you* to exchange all or part of *your individual fund* for a promise, subject to conditions, to be paid a certain pension for life direct from the *scheme*.

scheme pension fund means any part of *your individual fund* that *we* determine from time to time attributable to the provision of *scheme pension(s)*.

successor means someone nominated by a *dependant* or *nominee* or *successor* of the *member*, or nominated by the *scheme's administrator*.

terms and conditions means the *terms and conditions* set out in this booklet, as amended from time to time.

trustees mean, jointly, the *independent trustee* and the *individual trustee(s)*.

unauthorised payment means an *unauthorised payment* (as defined in Section 160(5) of the *Finance Act*), which attracts tax charges.

uncrystallised fund means, in relation to a *member* only, any part of *your individual fund* that has not been applied towards the provision of any benefit under the *scheme*.

we / us / our(s) means the *scheme administrator*.

you / your means a *member* or *dependant* in the *scheme* as the context requires.

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