



# ISA request for regular withdrawals

## For your Information

You can take regular withdrawals from your account by cashing in units. You can set up, change or stop regular withdrawals at any time.

If you want to start taking regular withdrawals please complete this form and return it to **Advance, Sterling Centre, PO Box 1200, Bishops Cleeve, Cheltenham, Gloucestershire, GL50 9UP.**

Your instructions must be signed by all account holders – their names are shown on your investor schedule.

We will only make payments to the account owners, beneficiaries or the following third parties that we are able to verify: Solicitors, Accountants, IFAs, Financial Services Companies regulated by the FCA, Nursing homes or fee charging schools.

The current maximum amount you can set for regular withdrawals is 7.5% of the total fund value of the account each year, unless the account was opened before 6th April 2005, in which case you can withdraw up to 10%. The minimum withdrawal is £50.

If you haven't already, you may want to discuss your proposed course of action with your adviser.

If you're uncertain about any of the information requested, please ring Sterling on 0370 242 5597. We may record or monitor calls to improve our service.

## Confirming your identity

### Why do we need to confirm your identity?

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

Your identity can be confirmed by paper ID evidence or it may be possible for us to verify it electronically using a reference agency to check your name and address details on data sources including the Electoral Register. This is called an ID verification check. An ID verification check will be visible to you, should you view your records with the reference

agency, but will not form part of any credit rating assessment or be visible to other enquirers.

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

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

## Electronic Search Form

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

Policy Number(s)	
Full Name	
Address	
Postcode	
Date of birth	Contact phone number
Signature	Name

## Paper ID Requirements (where electronic ID is not applicable)

We require ONE item from List A.

### List A:

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

Note that expired documents will not be accepted.

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

### List B:

- A valid paper (without photo) UK driving licence
- Suitable written evidence of your entitlement to a state or local authority funded benefit such as housing benefit, council tax benefit, tax credit, pension, educational or other grant.

### List C:

- A council tax bill
- A bank or building society account, credit card or mortgage statement
- A gas, electricity or water utility bill or landline telephone bill (not a mobile phone bill)

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

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

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

### **\*Surrender or Withdrawal Requests – confirming your bank account**

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

## Certified copies

### **Do I need to send originals or certified copies?**

Due to the risk of loss, please send us certified copy documents, bills and statements rather than originals. Any original document you send us will be sent back to you (at your risk). We will only send back original bills and statements if you ask us to return them at the time they are submitted to us.

### **What is a certified copy?**

A certified copy is a photocopy of the original document, statement, bill etc. that has written or stamped on it an endorsement that says it is a true copy of the original (see below for the required endorsement wording). The person who certifies the copy must see the original before being able to endorse the copy.

### **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, active or retired Armed Services Officer, 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. This may be more likely if we are asked to make payment to someone who is outside of the UK and certain other western European countries.

## Step 1 – Personal details

In order for us to carry out your requirements please fully complete this form.

Account number

### Owner 1

Name(s)

Date of birth

Address

Postcode

Nationality

Telephone number\*

### Owner 2

Name(s)

Date of birth

Address

Postcode

Nationality

Telephone number\*

### Owner 3

Name(s)

Date of birth

Address

Postcode

Nationality

Telephone number\*

### Owner 4

Name(s)

Date of birth

Address

Postcode

Nationality

Telephone number\*

\* We may use this number to contact you about this request or for the future servicing of your plan.

## Step 2 – Your instructions

1. Please state the amount you want to withdrawal each year. The current maximum amount you can set for regular withdrawals is 7.5% of the total fund value of the account each year, unless the account was opened before 6th April 2005, in which case you can withdraw up to 10%.

(i) A fixed amount (Minimum payment is £50) of £  pa

(ii) A fixed amount (Minimum payment is £50) of £  pa increasing each year by

Average Weekly Earnings (AWE)

Retail Prices Index (RPI)

A fixed percentage of  % (between 1% and 10%)

OR

(iii) A percentage of the fund value  % (The minimum payment is £50 at the time the instruction is set up)

Unless stated we will assume that any withdrawals are spread across all funds. If you require specific withdrawals to be taken please list them on the back page at the end of this form. Please note that if you take withdrawals from any protected profit fund without advice, we may ask you to complete an appropriateness test.

2. Frequency of payments (please tick)

In 12 equal payments (i.e. Monthly)

In 4 equal payments (i.e. Quarterly)

Termly

In 2 equal payments (i.e. Half yearly)

In 1 payment (i.e. Yearly)

The withdrawal will be calculated on or around the 10th day of each month. Please state the month and year you would like the first payment to commence. If you leave this blank we will set this up for the first available month following receipt of the request.

Date of first payment:

## Step 3 – Payee

We will only make payments to plan owners, beneficiaries or the following third parties: solicitors, financial services companies and independent financial advisers who are regulated by the FCA, nursing homes or fee charging schools.

Payments for plan owners, beneficiaries or the following third parties: solicitors, financial services companies and independent financial advisers who are regulated by the FCA, can only be made directly into a bank account.

We will make payments directly into the bank account specified in step 4 unless they are to a nursing home or fee charging school where payment must be made by cheque.

## Step 4 – Payment details

Name of bank/building society

Bank address

Postcode

Sort code

/   /

Account number

Roll number (building society only)

### Step 4 – Payment details (continued)

Type of account

Name of account holder(s)

If payments are to a nursing home or fee charging school **ONLY** – please make a cheque payable to:

Please note if the payment is to an account we don't currently hold on our records we will require further documentation. Please see relevant section of 'confirming your identity' for more details.

### Step 5 – Declaration

Have you received a personal instruction from your adviser to submit this application?

Yes  No

Please note that all account owners and attorneys must sign the declaration. Payment cannot be made unless this declaration has been fully completed and signed.

I/We request and authorise Sterling to carry out the above instructions.

I/We certify that I'm/we're entitled to receive the withdrawals.

I/We're over 18 years old and not bankrupt nor have been since acquiring the account.

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

Owner 1:

Signature

Name

Date

Owner 2:

Signature

Name

Date

Owner 3:

Signature

Name

Date

Owner 4:

Signature

Name

Date

### Step 6 – Sending the form

Before sending this form into us, please ensure that:

- It is fully completed and signed by all account owners or attorneys.
- That you have included all the necessary information that we require to process your request.
- That you have enclosed all the necessary documentation that we require to process your request (such as identification/ name changes/address change/bank ID evidence/power of attorney documentation if this has not been previously provided).
- Have you completed an appropriateness test where you are taking withdrawals from any protected profits funds.

If you have any questions, or require any further information, please contact your financial adviser, or call us on 0370 242 5597.

Please send the completed form to:

**Sterling, PO Box 1200, The Grange, Bishops Cleeve, Cheltenham, Gloucestershire, GL50 9UP.**

