

TERMS & CONDITIONS OF THE CAREY PENSION SCHEME SIPP

The Financial Conduct Authority is a financial services regulator. It requires us, Carey Pensions UK, to give you this important information to help you decide whether the Carey Pension Scheme SIPP is right for you.

You should read this document carefully in conjunction with the Key Features, Fee Schedules and Application Form so that you understand what you are buying, and then keep it safe for future reference.

This is a legal document. Please keep it safe.

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NO TABLE OF CONTENTS ENTRIES FOUND.

1. UNDERSTANDING THIS DOCUMENT

1.1 The words "we", "us" and "our" refer to Carey Pensions UK LLP. The words "you" and "your" refer to:

- the individual named as Member in the *SIPP schedule*; or
- (for a *dependant* who is taking *drawdown pension* or *flexible drawdown*) the individual named as Dependent in the *SIPP schedule*.

1.2 Words shown in italics have the following meaning:

adviser charge means the charge agreed between you and your financial adviser for providing you with either or both of:

- advice about your *arrangement(s)*; and
- administration and implementation services related to investment of and decisions about your *arrangement*,

the payment of which you have instructed us in writing to make from your *individual fund(s)*.

agent means a person authorised to act on your behalf under section 24, in relation to all or part of your *SIPP*.

arrangement refers to a part of the *scheme* that provides benefits for you. For a *member*, "arrangement" is defined in the *Finance Act* and means an arrangement a *member* makes with us for assets and money to be held under the *scheme* in order to provide the *member* with pension and related benefits. For a *dependant*, it means an arrangement a *dependant* makes with us for assets and money to be held under the *scheme* in order to provide the *dependant* with *drawdown pension* or *flexible drawdown* benefits.

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 pension to a child will cease on the child's 23rd birthday unless the child is also dependent or mutually dependent on the *member* because of physical or mental impairment);
- any child of the *member* who has reached the age of 23 and in our opinion 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.

designated account means the bank account we select to hold the money in your *SIPP*, as described in section 8.

drawdown pension means taking income directly from an *individual fund* instead of buying an annuity contract from an insurance company. All the individual fund can be accessed in one go. If only part of the *individual fund* is being accessed for paying *drawdown pension* the

funds not being used to pay drawdown pension will remain invested, unless instructed otherwise, so its value can go up and down. The amounts you can take as 'income' are not subject to any limits unless you have chosen to remain in an existing Capped Drawdown that was set up before 6th April 2015 which will continue to be subject to maximum limits set by the Finance Act 2014. Capped Drawdown is no longer available for new drawdown requests.

fee schedule means the schedule we issue to you setting out our fees and charges for operating and providing services for your *SIPP*, together with any amendments to it.

Finance Act means the Finance Act 2004 as amended from time to time.

Flexi- access drawdown means *drawdown pension* without any *Finance Act*-imposed limits on the amounts which can be taken by you directly from an *individual fund*. *The whole fund can be accessed in one go or in stages at the amount and time you choose until all the pension fund has been paid out.*

HMRC means Her Majesty's Revenue & Customs.

individual fund means the net value of the investments and money held for each *arrangement* after deduction of any costs, charges and liabilities. Section 12.6 explains how we attribute investments and money of the *scheme* to each *arrangement*.

investment firm means a stockbroker, investment manager (whether execution only, advisory or discretionary) or platform service provider, who is appointed in accordance with section 10.

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

member means an individual whose application for a *SIPP* is accepted by us and whom we have admitted as a member of the *scheme* under the *rules* and who has not subsequently left the *scheme*.

MPAA means Money Purchase Annual Allowance which is the annual allowance available to a member once they have first accessed their money purchase savings under flexible access and is triggered at the point benefits are taken. This runs in parallel to the Annual Allowance.

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 Carey Pension Scheme, which is a *registered pension scheme* established by declaration of trust on 27th July 2009.

SIPP means the legal agreement between you and us for providing your *arrangement(s)*, which is described in section 3.

SIPP schedule means the schedule we issue to you that contains the unique reference number we assign to your *SIPP* and other information specific to your *SIPP*, together with any amendments to it.

terms and conditions means the terms and conditions set out in this document, together with any amendments that related to it.

trustee means Carey Pension Trustees UK Limited or any successor appointed by us.

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

UFPLS mean Uncrystallised Fund Pension Lump Sum which is a lump sum payment from a members money purchase fund and consists 25% of the benefit payment being paid as a tax free lump sum and 75% being paid as income which will be taxed at the member's marginal rate.

2. LEGAL AGREEMENT

2.1 These are the terms and conditions of your *SIPP*. They describe and define the *arrangement(s)* we make with you for benefits to be provided and investments and money to be held under the *scheme*.

2.2 The *SIPP* is a legal agreement between you and us formed by:

- your application form, including the declarations you make in it;
- these *terms and conditions*;
- the *SIPP schedule*; and
- the *fee schedule*.

2.3 When you sign and submit the application form, this does not mean we have accepted your application for the *SIPP*. If we are unable to accept your application, we inform you of this in writing and we will not set up your *SIPP*.

2.4 These terms and conditions become binding on you and us and your *SIPP* comes into existence when we issue you with the *SIPP schedule*.

2.5 The Key Features Document does not form part of the legal agreement between you and us. It can be used as a guide to help you to understand the key features of your *SIPP*.

3. THE SCHEME

3.1 The *scheme* is a *registered pension* scheme established under trust and is governed by the *rules*. The *SIPP* is subject to the *rules*. A copy of the *rules* can be provided on request. It might be necessary to change the provisions of the *rules* to take reasonable account of any changes to law or regulation affecting the *scheme* or for any other reason the *rules* or the law permit. We provide notice to you of any significant changes if required by law.

3.2 If there is any conflict between any of the documents listed in section 3.1, then the document listed first takes priority. If there is any conflict between the *rules* and the documents listed in section 3.1, then the *rules* take priority. If there is any conflict between any other item of our literature relating to your *SIPP* and the documents listed in section 3.1, then the documents listed in section 3.1 take priority.

- 3.3 We treat you as a retail client, unless the *SIPP schedule* confirms otherwise. Being a retail client means you benefit from the highest level of regulatory protection.
- 3.4 If you are under 18 your legal guardian must sign the application form for your *SIPP* on your behalf. Your legal guardian is then responsible for your *SIPP* as if they were the *member* or *dependant* until you reach the age of 18. Until you reach the age of 18, only your legal guardian can give instructions to us on your behalf. All your other rights and obligations under your *SIPP* apply to your legal guardian until you reach the age of 18, at which point they automatically apply to you.
- 3.5 In accordance with UK money laundering regulations, we can use third party online systems or databases and checks to verify your and, whilst you are under the age of 18, your legal guardian's identity and address. We can do this in respect of your application and throughout the duration of your *SIPP*. The systems we use to verify your identity could include credit searches which may leave a record on your credit history records.

4. **ARRANGEMENTS**

- 4.1 With our agreement, you can have more than one *arrangement* under your *SIPP*. Legislation governing pension schemes generally applies to each *arrangement* separately and so it may be necessary (or helpful to you) for your *SIPP* to be split into more than one *arrangement*. The net value of investments and money held for each *arrangement* is called the "individual fund".
- 4.2 The benefits described in section 18 may be taken from each *arrangement* separately. The starting date, the form of payment and the method by which benefits are provided can be different for each *arrangement*. You can crystallise portions of each *arrangement* successively, for taking benefits.
- 4.3 Contributions and transfers-in are allocated to the earliest *arrangement* made with us that has a part/portion from which benefits have not yet been taken, unless your *SIPP schedule* indicates otherwise.
- 4.4 The *SIPP schedule* shows how many *arrangements* you have and if transfer payments and contributions are to be allocated differently than described in section 4.3.

5. **CONTRIBUTIONS**

- 5.1 Contributions can be made to a member's *arrangement(s)*, but not a dependent's *arrangement(s)*. If you are a *member*, we accept contributions from you, from someone else on your behalf (eg from a spouse, partner, parent, grandparent etc) and from your employer. Contributions can continue after you take retirement benefits in the form of a *lifetime annuity, continue in capped drawdown pension, flexi-access drawdown or take an uncrystallised fund pension lump sum (UFPLS)* although restrictions to the amount you can contribute apply after you go into *flexi-access drawdown* or take an UFPLS – as described in section 19
- 5.2 Regular contributions must be paid by standing order. Single contributions can be paid:
- by cheque, payable to "Carey Pension Trustees UK Limited - [*SIPP* number]";
 - by direct credit (i.e. using an electronic payment system such as BACS or CHAPS); or

- as an "in specie" contribution, under section 5.10.

5.3 You can stop and start your contributions at any time without penalty, although fees and expenses continue to be incurred in respect of your *SIPP* whether or not you are contributing.

Tax relief

5.4 We claim basic rate tax relief from *HMRC* on the contributions made by you or on your behalf. The basic rate tax relief will only be applied to your *SIPP* once *HMRC* pays the tax relief to us. You must tell us if you are not entitled to tax relief on all or part of the contributions. In the event that contributions over the tax relief limit are paid into your *SIPP*, no tax relief will be available on the excess. Any contributions made after you reach age 75 do not qualify for tax relief.

5.5 In the event you exceed the annual allowance under the *Finance Act*, there is usually a tax charge on you. The annual allowance is the maximum amount of pension savings under UK tax-approved schemes you can accrue each year without incurring the tax charge. You are responsible for notifying the local Inspector of Taxes if the annual allowance is exceeded. The annual allowance is separate from the limits on tax relief which can be claimed on contributions.

Pension input period

5.6 Your first "pension input period" under the *Finance Act* for annual allowance purposes under any *arrangement* starts on the first day contributions are made to that *arrangement* and, unless you have nominated an alternative date on your *SIPP* application form or separately in writing to us, ends on the following 5th April. Subsequent periods run from the day following the previous period's end date up to the anniversary of the previous end date. If however after the first pension input period you want to change the timing of your pension input periods you must tell us in writing before the end date of your current period. Any change is subject to *Finance Act* requirements.

Refund of excess contributions

5.7 If you have paid pension contributions over the tax relief limit, you can request a refund in respect of the excess. We can agree to refund the lower of the excess contribution and the value of the *individual fund* to which that excess contribution has been applied. *HMRC* require us to repay to it the full amount of the basic rate tax relief that we had claimed on the excess contribution. Any refund to you will be subject to the *individual fund* being sufficient to make the required payment to *HMRC*.

5.8 Any investment loss or growth in respect of refunded contributions is deemed to have occurred outside the *scheme*.

5.9 If contributions are paid which result in the annual allowance being exceeded, you cannot avoid the annual allowance charge simply by obtaining a refund of contributions from us.

In-specie contributions

5.10 All contributions must be expressed in cash and in sterling. If your *SIPP* is shown in the *SIPP schedule* as being a Carey Standard *SIPP*, you can with our agreement settle a contribution, wholly or partially, by transfer of appropriate assets rather than cash. You ask for permission

to settle a contribution by asset transfer by making an instruction under section 11, but with references to buying an investment being read as settling a contribution by asset transfer.

6. TRANSFER PAYMENTS INTO THE SCHEME

6.1 With our agreement, a *member* can transfer benefits from another *registered pension scheme* to the *SIPP*.

6.2 Any individual who has become entitled to *drawdown pension* or *flexible drawdown* on the death of a member under another *registered pension scheme* can apply to transfer the entitlement into the *scheme* for the purpose of continuation of *drawdown pension* or *flexible drawdown*. If we accept the application, the individual is treated as a *dependant*.

6.3 You are responsible for ensuring that a transfer of benefits is in your best interests. You should take advice from a suitably qualified financial adviser. Neither we nor the *trustee* provide advice and our acceptance of any transfer is in no way an endorsement of the suitability for you of the transfer.

6.4 Transfers-in can be made by cash payment (by cheque or direct credit) or, with our agreement, by transferring assets or a combination of both. You ask for permission to transfer assets by making an instruction under section 11, but with references to buying an investment being read as transferring in an asset.

7. TRANSFER PAYMENTS OUT OF THE SCHEME

7.1 You can transfer all or part of an *individual fund* to another *registered pension scheme* or overseas pension scheme if the transfer is not an *unauthorised payment*. A partial transfer of an *individual fund* allocated for drawdown pension is not permitted. The transfer is made as soon as reasonably practicable.

7.2 Transfers out are made by cash payment or, with our agreement, by transferring assets or a combination of both. You ask for permission to transfer assets by making an instruction under section 11, but with references to selling an investment being read as transferring out an asset.

7.3 If you are transferring only part of an individual fund, you must tell us which assets are to be sold or transferred before we can arrange the transfer.

7.4 We can delay the requested transfer if we are unable to realise or transfer some of the investments, particularly property or other investments that cannot be converted to cash immediately. You may need to postpone transferring or taking your pension benefits. We will tell you if this is likely to be the case.

7.5 Costs might be incurred for selling assets and making the transfer out. For example an investment firm might charge fees and costs for selling assets.

7.6 The fees, costs of transferring out must be met in full prior to the transfer taking place.

8. DESIGNATED ACCOUNT

8.1 All money in your *SIPP* must be held in a bank account selected by us from time to time. The bank account we select will be opened as a trust account in the name of the *trustee* and

designated to hold money for your *SIPP* alone¹. All contributions, transfers, investments, borrowing and loans and interest and capital payments in respect of them, and benefit payments must be channelled through the *designated account* for audit purposes.

- 8.2 We operate the *designated account* on behalf of the *trustee* and are the only authorised signatories.
- 8.3 If your *designated account* has a credit balance it earns interest, paid free of tax based on the amount of money in your *designated account* and the rate of interest payable by the bank.
- 8.4 Currently, no charges are made in relation to the normal operation of the bank account. This might change in the future if there are changes to our arrangement with the bank. We will notify you if this is to occur. CHAPs payments and non standard transactions can attract charges (for example, receipt of money in foreign currencies or electronic transfer). Any bank charges attributable to your *SIPP* are met in accordance with section 15.
- 8.5 We do not hold client money. Money held in the bank account falls outside the scope of protection provided by the Client Money Rules as set out in the Financial Conduct Authority's Client Assets Sourcebook.
- 8.6 You must maintain a minimum balance in the *designated account*. The amount of the minimum balance is set out in the *fee schedule*. If the cleared balance falls below this minimum amount, we can cover the shortfall by arranging for the sale of investments held within your *SIPP* under the procedure described in section 17. You are responsible for any liability (including any tax charge) that we or the *trustee* incur due to insufficient cleared funds being available in the *designated account*.
- 8.7 The *designated account* must not go overdrawn without our prior consent in writing.

9. ACCEPTABLE INVESTMENTS

- 9.1 If your *SIPP* is shown in the *SIPP schedule* as being a Carey Simple *SIPP*, investments are restricted to collective investment schemes managed by authorised fund managers.
- 9.2 If your *SIPP* is shown in the *SIPP schedule* as being a Carey Smart *SIPP*, you can instruct us or, if appointed, an *investment firm*, to invest in any type of investment that meets our criteria. If requested, we explain the investment criteria to you. We can change our investment criteria without notice if any investment type within it causes tax to be imposed or other liabilities on us or if required by law or regulatory bodies.
- 9.3 Any transaction carried out between your *SIPP* and you, any of your connected parties or any pension scheme or trust of which you or any of your connected parties are a beneficiary must take place at market value.
- 9.4 Any investment in contracts for difference or similar instruments must limit the potential liability for losses associated with the investment to the capital amount of the investment.
- 9.5 Any investment in a term deposit account of more than one year must allow the *trustee* to withdraw the deposit during the term.

9.6 **Property**

- 9.7 If your *SIPP* is shown in the *SIPP schedule* as being a Carey Smart *SIPP*, you can instruct us to invest in property by completing our Property Application Form and making an investment instruction under section 10. You must not make any commitment to purchase the property through your *SIPP* until we have approved the proposed investment under section 10.4. Any fees, expenses or liabilities incurred by you prior to our approval are borne by you personally and not your *SIPP*.
- 9.8 Where we agree to the investment, we instruct the *trustee* to appoint professional service firms to buy or sell the property and to administer and manage the property and to help us and the *trustee* comply with our duties as holder of the property, including as landlord. This includes surveyors, environmental specialists, solicitors, insurance consultants, property administrators and property managers. Each firm is chosen by us or, if the firm's terms of appointment are acceptable to us and if the firm meets our requirements, chosen by you. We appoint the firm to act for the *trustee* and you. If a potential or actual conflict of interest arises, we can appoint another firm to act only for us.
- 9.9 Property is held and any associated borrowings are made in the name of the *trustee*. The investment in property must limit our and the *trustee's* liability under any loan, mortgage, lease or other instrument in aggregate to the value of the *individual fund(s)* for which the property is to be held. A clause to this effect must be included in legal documents.
- 9.10 We make decisions about the ongoing administration of the commercial property, if possible in consultation with you, to maintain both the property and to ensure we comply with our obligations under law and your *SIPP*. The property must be insured. Insurance can be arranged by you to our satisfaction or by us. If you are arranging insurance this must be done promptly and evidence of the insurance cover must be provided to us.

Borrowing

- 9.11 Your *arrangements* can borrow to assist with the purchase of an investment by making an instruction under section 11, but with references to buying an investment being read as borrowing and selling an investment being read as repayment of all sums due under the borrowing in full.
- 9.12 All borrowing must comply with Section 182 of the *Finance Act* and any other legal or regulatory requirements. The borrowing must be arranged in the *trustee's* name as trustee of the *scheme* and on terms satisfactory to us but we do not take responsibility for arranging a lender. Any lender must be a bank, building society or similar organisation. In no case may the lender be you or any of your connected parties.
- 9.13 The lender must pay the borrowed money to the *designated account*. All repayments of interest or of capital to the lender must pass through the *designated account*. You are responsible for ensuring that there is enough cleared money available in the *designated account* in good time to cover ongoing capital and interest repayments. If there is not enough cleared money in the *designated account* to meet the repayments, we can cover the shortfall by arranging for the sale of investments held within your *individual fund(s)* under the procedure described in section 17.

10. INVESTMENT FIRMS

10.1 If your *SIPP* is shown in the *SIPP schedule* as being a Carey Smart SIPP, you can instruct us to appoint any one or more of :

- an *investment firm* to open an investment dealing account or platform account with the *investment firm* that enables you to give instructions to buy and sell investments on an execution only basis for all or part of your *arrangement(s)*. "Execution only" means no advice is offered by the *investment firm* about what to buy and sell;
- an *investment firm* to advise you on how all or part of your *arrangement(s)* should be invested;
- an *investment firm* to make investment decisions on your behalf on a discretionary basis in relation to all or part of your *arrangement(s)*.

10.2 If your *SIPP* is shown in the *SIPP schedule* as being a Carey Simple SIPP, you must instruct us to appoint up to two of one each of the following, for your *arrangement(s)*:

- an *investment firm* to open an investment dealing account or platform account with the *investment firm* that enables you to give instructions to buy and sell holdings in collective investment schemes on an execution only basis. "Execution only" means no advice is offered by the *investment firm* about what to buy and sell;
- an *investment firm* to advise you on how to invest in holdings in collective investment schemes;
- an *investment firm* to make investment decisions on your behalf on a discretionary basis in relation to holdings in collective investment schemes.

You cannot invest in more than two investments (not including the *designated account*) at any time. You can instruct us to change *investment firms* but you must have at least one *investment firm* appointed for all your *arrangement(s)* at all times.

10.3 We direct the *trustee* to appoint an *investment firm* in accordance with your instruction if the *investment firm's* terms of appointment are acceptable to us and if the *investment firm* meets our requirements and any applicable regulatory requirement. The *investment firm's* terms of appointment must include a requirement on the *investment firm*, in relation to the *arrangement(s)* or part *arrangement(s)* covered by the appointment, to:

- be responsible: for setting up the necessary client account arrangements (including a bank account operated by the *investment firm* to pay for investments purchased and expenses arising, to receive income arising on investments and to receive the proceeds of investments); the registration and safe custody of investments; accounting regularly for all transactions and interest in relation to the investments in a form acceptable to us; and carrying out investment transactions;
- if appointed on a discretionary or advisory basis, check that a proposed investment is acceptable to us before buying it;
- act on our instructions, if we intervene in order to ensure that the investment conditions set out in section 9 are met;

- transfer money and investments held with the *investment firm* to the *trustee* only, except in the course of usual trading or if we explicitly agree otherwise; and
- not allow an overdraft facility to be operated on the account for the purchase investments.

If you are unsure whether your chosen *investment firm* is acceptable to us please contact us. You are responsible for ensuring that the *investment firm's* terms of appointment are acceptable to you, including the fees payable to the *investment firm*. We may require you to enter into the *investment firm's* terms of appointment.

- 10.4 Any costs, fees or expenses incurred as a result of the appointment of an *investment firm* are met from the *individual fund(s)* in relation to which the appointment is made.
- 10.5 If an *investment firm* is appointed on a discretionary or advisory basis you must agree with the *investment firm* an appropriate investment strategy (after taking into account the level of risk to be assumed). Responsibility for each investment transaction and for the short and long term performance of the investments held by an investment manager is entirely a matter for you and for the *investment firm*. Neither we nor the *trustee* is responsible for the performance of the *investment firm* or for any of the investments selected by them.
- 10.6 You authorise us to accept telephone or written instructions from the *investment firm* to transfer funds from the *designated account* to the *investment firm* unless you tell us otherwise.
- 10.7 We can direct the *trustee* to terminate the appointment of an *investment firm* if the *investment firm* ceases to have the appropriate regulatory authorisation or permissions.
- 10.8 We authorise you to give investment instructions to the *investment firm* on our behalf. We can remove this authorisation if an investment instruction does not meet the investment conditions set out in section 9. You must not instruct the *investment firm* to transfer investments and money to anyone but the *trustee*, except in the course of usual trading or if we explicitly agree otherwise.
- 10.9 Neither we nor the *trustee* are responsible for your choice of any *investment firm* and are not responsible for any loss caused by any *investment firm*, or by any nominee, banker, custodian or by any other person providing services to an *investment firm* unless such loss is attributable, directly or indirectly, to our fraud, negligence, wilful default or breach of regulatory duty or our employees or agents.
- 10.10 Neither we nor the *trustee* act as a discretionary investment manager for your *SIPP*.

11. INVESTMENT INSTRUCTIONS

- 11.1 The investments and money in your *SIPP* are held by the *trustee* (or on the *trustee's* behalf by an *investment firm*, nominee or custodian).
- 11.2 You can instruct either (i) us (if no *investment firm* is appointed) or (ii) an *investment firm*, but not both, to buy or sell an investment for your *SIPP* (or the relevant part of it). Instructions to buy or sell an investment must be given in writing, by fax or by telephone. If an *investment firm* is appointed for your *SIPP* (or any part of your *SIPP*) you must give all investment instructions direct to the *investment firm* for that part of your *SIPP*.

11.3 Once instructed, we direct the *trustee* to buy or sell the investment or the *investment firm* makes arrangements to buy or sell the investment, if the investment meets the investment conditions set out in section 9 and you complete any additional documentation required for specific types of investment (for example, the Property Application Form).

11.4 We consider whether any investment instruction meets our investment criteria as soon as reasonably practicable. We can make enquiries and searches and obtain professional opinions or valuations in order to inform our decision. We can refuse your instruction or direct the *trustee* or *investment firm* to refuse or sell an existing investment if:

- the relevant investment is not or ceases to be an investment type acceptable to us or otherwise does not or ceases to meet the investment conditions set out in section 9;
- making or holding the relevant investment may: be unlawful or may result in the imposition of taxes or other costs on us or the *trustee* or your *SIPP* or expose us or the *trustee* or your *SIPP* to liabilities which in each case your *SIPP* may not be able to meet; give rise to an *unauthorised payments charge*, *unauthorised payments surcharge* or a scheme sanction charge, each in accordance with the *Finance Act*; or limit or restrict our ability to administer the *scheme*;
- required to do so in order to comply with a court order;
- in our opinion, you no longer have the capacity to enter into agreements due to physical or mental impairment and we have not received your valid power of attorney or other legally acceptable document to accept instructions on your behalf;
- (in relation to us refusing your instruction) the instruction is not given or, if we request it, confirmed to us in writing; there isn't enough cleared money available in the *designated account* to make the proposed investment and maintain the minimum balance requirement described in section 8.6 (after taking into account any proceeds from a dependant sale); the instruction is to buy an investment and you cancel a transfer into your *SIPP* to which the instruction relates; carrying out the instruction is impracticable, unlawful or contrary to any agreement by which we or the *trustee* are bound, or to any applicable court order; the instruction is to buy an illiquid investment and we have given you notice to transfer your *SIPP* to another pension scheme or it is not possible to complete the transaction before the date on which your *SIPP* must be transferred; the instruction is to buy an investment that may require an offer to be made to purchase further shares in accordance with the City Code on Takeovers and Mergers or any other code or legislation in force from time to time, or any further assets; or, for a property, the results of title, environmental and other searches are not satisfactory; or
- (in relation to us directing that an asset must be sold) disposal of the investment is required by the terms of any applicable agreement, for example a co-ownership agreement.

Our decision to refuse an instruction or direct an investment to be sold must be exercised reasonably.

11.5 We use all reasonable endeavours promptly to transmit your instruction for dealing. This is not always possible, so neither we nor the *trustee* are responsible for any market or price movements during the period between your investment instruction being received and executed. If the acquisition of one investment is dependant on the sale of another, the acquisition cannot proceed until cleared funds from the sale are received in the *designated account*. Neither we nor the *trustee* are responsible for any non-performance on behalf of any third party fund manager or provider.

11.6 All instructions to us are transmitted for dealing in the order they are received, unless an instruction relates to an investment type that we do not already hold in the *scheme* and we wish to carry out checks on it before accepting the investment instruction.

12. OTHER TERMS ABOUT INVESTMENTS

12.1 You must notify the appropriate parties if the holding in your *SIPP* together with those holdings held personally by you and your connected parties require reporting under the rules of the Takeover Panel, United Kingdom Listing Authority disclosure rules or any other similar requirements in place from time to time.

12.2 We do not direct the *trustee* to exercise, nor direct any *investment firm* to exercise, voting rights in respect of any investment. We do not direct the *trustee* to appoint, nor direct any *investment firm* to appoint, a representative to vote in respect of any investments.

12.3 We will forward to you in a timely manner any notices we receive from *investment firms* or fund providers about corporate actions in respect of investments held in your *SIPP*. We are not responsible for any loss or foregone profit resulting from you not receiving these notices in good time unless such loss or foregone profit results from our fraud, wilful misconduct, negligence or breach of regulatory duty.

12.4 Neither we nor the *trustee* are responsible for any loss (including loss of profit) in relation to, or reduction in value of any investment:

- acquired at your request unless such loss or reduction results from fraud, wilful misconduct, negligence or breach of regulatory duty on the part of us or the *trustee*, or the fraud, wilful misconduct, negligence or breach of regulatory duty of any of our or their employees or agents;
- not acquired or not disposed of in accordance with our rights under these *terms and conditions*;
- disposed of in accordance with these *terms and conditions* unless such loss or reduction results from fraud, wilful misconduct, negligence or breach of regulatory duty on the part of us or the *trustee*, or the fraud, wilful misconduct, negligence or breach of regulatory duty of any of their employees or agents;
- which results from any action or omission of any nature whatsoever by any *investment firm* or by any nominee, banker, custodian or other person providing services to any *investment firm* or to us or the *trustee*; or
- which may arise as a consequence of selling an investment under section 11.4.

12.5 Neither we nor the *trustee* is under any duty to consider or advise on the general or specific merits, suitability or appropriateness of any actual or proposed investment purchase or

disposal and neither we nor the *trustee* are responsible for advice given by an *investment firm* or any exercise of discretion by an *investment firm*.

- 12.6 We attribute investments and money of the *scheme* to each *arrangement* having regard to (i) (for a *member* only) contributions or (for a *dependant* only) any amounts allocated to provide you with a *drawdown pension* or an UFPLS following the death of a *member* and (ii) transfer in payments paid by or in respect of you LESS (i) benefits and transfer out payments paid for you and (ii) fees, charges, costs, expenses, taxes, borrowings and any other liabilities due from the *arrangement*; all adjusted to account for any growth or loss in the investments.

13. STATEMENTS

- 13.1 We send you annual statements that include transaction statements in respect of the *designated account*. You can request an interim statement by writing to us.
- 13.2 You must agree with the *investment firm* (if one is appointed) how often investment updates are issued, including transaction details and a portfolio valuation during the period.
- 13.3 The annual statement includes a statement covering investments relating to your *SIPP*. This gives details of all investments relating to your *SIPP* although (due to issues of timing and costs in obtaining valuations) this might not be a current valuation. If investments or other assets have no published price or value, the valuation is based on the original cost or the most recent valuation which has previously been commissioned. You can require an additional summary (but not a valuation) of investments at any time, but there is a charge.
- 13.4 You agree to review any statements we provide and tell us within three months of receipt (by you or your *agent*) about any discrepancy.

14. OUR CHARGES

- 14.1 Our fees and charges for administering and operating your *arrangement(s)* are set out in the *fee schedule* and are met from your *individual fund(s)*. The fees and charges that apply differ depending on the investments you select, the benefits you take and any administrative or other requests you make. Under section 29, we can increase and change our fees and charges (beyond those automatic increases and changes shown in the *fee schedule*) and introduce new fees by changing the *fee schedule* and these *terms and conditions*. Copies of our current *fee schedule* are available from us on request at any time.
- 14.2 Expenses, costs, and liabilities that we or the *trustee* incur in administering and operating your *arrangement(s)* are met from your *individual fund(s)* under section 15. Examples include the following, but this is not a complete list:
- the costs of making enquiries and searches and engaging professionals in relation to considering a proposed investment;
 - tax charges imposed on us relating to investments;
 - expenses of obtaining a current valuation or providing you with additional statements under section 13;
 - expenses of acquiring, holding, disposing of, transferring or valuing any investment or other asset;

- costs of complying with a court order, whether relating to investments or divorce or dissolution of a registered civil partnership;
- amounts charged by an investment manager, nominee, banker, custodian, solicitor, surveyor, mortgagee or anyone else providing services in relation to your arrangement(s);
- all taxes, duties, levies or other liabilities resulting from purchasing, holding, disposing of or transferring investments;
- scheme sanction charges; and
- any taxes, duties or levies (including VAT) in respect of fees, charges or costs.

When incurring expenses and costs, we seek the lowest reasonably available cost. Additional expenses and costs that we incur for your *arrangement(s)* will be clearly identified, if reasonably possible, in advance.

14.3 If a fee, charge, cost expense or liability relates to more than one of your *arrangements*, we determine the proportion attributable to each.

15. PAYMENT OF CHARGES AND OTHER SUMS DUE

15.1 Fees, costs expenses and other sums that are due and payable from your *individual fund(s)* are paid from the *designated account*. You are responsible for ensuring that there is enough cleared money available in the *designated account* in good time to pay all the sums which are due to be met from it. If there is not enough cleared money in the *designated account*, we recover the shortfall by arranging for the sale of investments held within the relevant *individual fund* under the procedure described in section 17. **If any shortfall remains after the sale of all investments in the relevant *individual fund*, you are personally responsible for paying the outstanding charges or other sums due to us.**

15.2 If amounts fall to be deducted from the *designated account* and cannot be met due to an inadequate balance in the *designated account*, we are entitled to add interest on a daily basis to the amount not so recoverable at a rate of 3% above the Bank of England base rate, as amended from time to time, until such time as the balance in the *designated account* is adequate to allow us to meet the amounts due. This interest provision does not prevent us from commencing proceedings under law to recover the amounts for the time being not recoverable from the *designated account*.

16. PAYMENT OF ADVISER CHARGES

16.1 Adviser Charge

If you appoint a financial adviser as your *agent*, the charges that you agree to pay your financial adviser are a matter between you and your financial adviser. However, we can agree on your instruction to facilitate the payment of *adviser charges* by deduction of them from your *individual fund(s)* and payment on your behalf to your financial adviser. If an *adviser charge* relates to more than one of your *arrangements*, you must tell us the proportion attributable to each failing which we decide the proportion. This is not a payment for any services provided by your financial adviser to us. We do not charge for the facilitation service. The payment of an *adviser charge* is in addition to our charges.

16.2 **Timing of deduction**

Any *adviser charges* relating to establishment of your *SIPP* are deducted from your *individual fund(s)* upon receipt of the relevant contribution or transfer-in payment.

Any *adviser charges* relating to investment of or decisions about an *arrangement* are deducted from the relevant *individual fund* after the investment or decision has been arranged. For example, an *adviser charge* for investment advice are deducted after a *member's investment application or instruction has been processed and completed*.

16.3 **Changes to Rate of Adviser Charges**

We stop or reduce the payment of *adviser charges* if instructed by you. We act on the instructions of your financial adviser regarding *adviser charges* only if your financial adviser is asking us to reduce or stop paying any *adviser charge*. We do not extend or increase *adviser charges* without your instruction. We can however stop payment in accordance with section 16.6.

16.4 **Making Payment**

Adviser charges are paid to the order of your financial adviser and once due, payment is credited to your financial adviser on dates agreed between us and your financial adviser.

If after reasonable efforts on our part, we have been unable to make payments of any *adviser charge* to your financial adviser, we stop deducting *adviser charges* and notify you of our action. *Adviser charges* that have already been deducted from an *individual fund* but not yet paid to your financial adviser are re-credited to the *individual fund*.

If we receive an *adviser charge* refund from your financial adviser, we are not able to return it to you in cash. We do, however, credit the *adviser charge* to the relevant *individual fund*.

We accept no responsibility for monitoring any payment or non-payment of an *adviser charge* out of an investment held in an *individual fund* if the *adviser charge* is to be paid to your financial adviser by a third party.

16.5 **Cancellation**

When you take out your *SIPP*, you have a 30 day period during which you can change your mind by cancelling your *SIPP*. If you decide to cancel your *SIPP* during the cancellation period, we do not reclaim any *adviser charges* already paid to your financial adviser – the same would also apply to the exercise by you of any other cancellation right we notify to you after your *SIPP* has been set up.

If you have transferred in benefits from another pension scheme and your financial adviser returns the *adviser charge* to us, we refund the *adviser charge* and include it in the transfer payment made from your *SIPP* on cancellation.

16.6 Our Right to Stop Paying an Adviser Charge

We can stop or reduce the payment of all or part of an *adviser charge* if:

- we no longer have a business relationship with your financial adviser;
- we reasonably believe that the payment of the *adviser charge* would be in breach of any relevant laws or regulations;
- we reasonably believe that your financial adviser was not appropriately authorised by the Financial Conduct Authority or exempt from authorisation under the Financial Services and Markets Act 2000 or any replacement regulator at the time of providing you with advice or services in relation to your *SIPP*;
- your financial adviser ceases to trade;
- we believe your financial adviser is insolvent;
- we terminate our services to facilitate *adviser charges*;
- the payment exceeds the maximum amount of *adviser charge* that we are prepared to facilitate, as set by us from time to time; or
- we can no longer facilitate an *adviser charge* due to changes in your *SIPP*.

We endeavour to notify you as soon as possible of the action we have taken.

If there is not enough money in the *designated account* to pay an *adviser charge* in full, we can make a partial payment to the extent possible.

16.7 Other terms about Adviser Charges

We provide you with written confirmation when we set up the arrangements to pay the *adviser charges* you have instructed us to pay to your financial adviser or if the *adviser charges* are varied or stopped. We do not normally send you confirmation of the actual payments of *adviser charges* made by us. You should check the information that we provide to you and bring to our attention any errors or omissions you believe exist.

If an *adviser charge* is stopped, reduced, unpaid or is re-credited to an *individual fund* or if you exercise a cancellation right notified by us, you might remain liable to reimburse your financial adviser. You should check the terms of your agreement or arrangement with your financial adviser.

We expect that most *adviser charges* relating to your *arrangement(s)* are not subject to VAT. We treat all instructions from you to pay *adviser charges* as including the payment of any VAT applicable at the rate prevailing at the time of the payment of the *adviser charge* and taking into account any changes to the rate of VAT.

17. INSUFFICIENT CLEARED FUNDS

- 17.1 If there is not enough cleared money in the *designated account* to meet our minimum balance requirement or to meet benefit or other payments due from an *individual fund*, we ask you for additional contributions or instructions to sell assets from the *individual fund* or

both. The instructions must specify the assets within each *individual fund* that we are to sell and the order in which we are to sell them and must be signed by you.

17.2 If within one month of our request we do not receive enough additional contributions or instructions to sell, we arrange for assets to be sold or cash to be recalled to the extent necessary to provide enough cleared money. We realise assets for cash in the following order:

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

17.3 We write to you as soon as practicable to confirm our intention to sell assets and the intended order of sale. We also write to confirm details after the assets have been sold and the amount of our and third parties' fees and the expenses.

17.4 In some circumstances, it is necessary to sell an asset at whatever price is available at the time. This can result in selling assets when the relevant market is depressed. Selling any investment is governed by the terms and conditions of that investment. Such terms and conditions might include a right for the investment provider to delay the sale.

17.5 For the purpose of section 17 only, we accept the instruction of any legally authorised party acting on your behalf if we receive medical advice (commissioned by and addressed to us) that you are unable to act due to serious ill-health, physical or mental incapacity.

18. MEMBER'S BENEFITS

18.1 You can access benefits flexibly from age 55 or before if you meet the ill-health rules in either or both of the following ways:

- buy a *lifetime annuity* in your name with the balance of all or part of an *individual fund* (after payment of the tax free cash lump sum as described below);
- take *drawdown pension*. In any of the following ways:
 - continue in Capped Drawdown for those members who are already in Capped Drawdown prior to 6th April 2015
 - Flexi-access drawdown (FADD) as described in Clause 19.*
 - Uncrystallised pension fund lump sum (UPFLS) as described in Clause 19.*

Each option can be taken with or without a pension commencement lump sum (apart from UFPLS as 25% of the payment is automatically paid as a tax free payment). Normally, the maximum lump sum will be 25% of the value of the part of the *individual fund* being used to provide these benefits. A higher or lower amount might be available if you had transitional rights in respect of benefits earned before 6 April 2006 under schedule 36 of the *Finance Act* and you meet the conditions under it. Tax will not normally be payable on the lump sum.

18.2 When you commence taking benefits from an *individual fund* before your 75th birthday, the value of the *individual fund* being used for benefits must be tested against an allowance called the lifetime allowance, as set by the *Finance Act*. If the lifetime allowance is exceeded, there is a tax charge. We deduct the tax charge from the *individual fund*. You must provide us with such information necessary to calculate the tax charge. You are responsible for any further tax charges that may arise as a result of that information being incorrect or failing to be provided. Any part of an *individual fund* that you have not designated for the payment of benefits by your 75th birthday must be tested against the lifetime allowance at that point.

18.3 You may be able to take benefits before age 55:

- if we are satisfied that you are in ill health, as defined in the *Finance Act*;
- if you had transitional rights at 6 April 2006 to a protected pension age under Schedule 36 of the *Finance Act* and you satisfy the conditions; or
- as a serious ill health lump sum, if (i) evidence has been provided by a registered medical practitioner that your life expectancy is less than a year (ii) you satisfy the conditions in the *Finance Act* for a serious ill health lump sum (iii) no benefits have already been taken from the *individual fund* being used to provide the serious ill health lump sum and (iv) you have not used up all you lifetime allowance. If you are aged 75 or older at the date of payment, we deduct tax at 55% from the lump sum.

18.4 You are responsible for ensuring that there is enough cleared money in the *designated account* available in good time to pay any benefits you have chosen to take. If there is not enough cleared money in the *designated account* to pay the benefits, we might have to sell assets within your *SIPP* under the procedure described in section 17. Depending on how you have chosen to invest your *SIPP* there may be an unavoidable delay in selling the assets, which could delay the benefit payment.

19. **FLEXI-ACCESS DRAWDOWN AND UNCRYSTALISED FUND PENSION LUMP SUM (UFPLS)**

19.1 You can draw income from an *arrangement* by going into flexi-access drawdown or by taking an UFPLS and we accept your application for flexi-access *drawdown* or UFPLS.

Capped Drawdown

19.2 If you are in an existing Capped Drawdown arrangement before 6th April 2015 you can remain in capped drawdown but this is not available for a new arrangement from 6th April 2015 onwards. Capped Drawdown will continue to have a maximum limit imposed on the income that can be taken and we calculate the maximum for you. You can take any level of income up to the maximum. You can choose not to take any income at all. Subject to the maximum limit, you can increase, reduce and/or ask us for an extra one-off drawdown

pension payment. You can choose for your income to be paid on a monthly, quarterly, half-yearly or yearly basis.

- 19.3 The *Finance Act 2014* requires that the maximum limit to be reviewed at least every 3 years until the end of the review year when you reach age 75, then every year from your 75th birthday. If necessary, the amount of income must be reduced to ensure the maximum limit is not exceeded. The reviews can be carried out on any pre-arranged future date within a 60 day period before the review date. You can elect for any such review date by giving us 5 days notice. Making this calculation early will not affect the timing of any subsequent review. Before you reach age 75 you can also request an earlier review on any anniversary date. A review might result in a reduction in the maximum amount of income you can take.

Flexi-access drawdown

- 19.4 *Flexi-access drawdown* is the facility to receive unrestricted payments from the part of an *individual fund* allocated as available for paying *drawdown pension*. You can choose to take up to the whole value of your pension fund after any fees that are due have been deducted. You become eligible to receive *flexi-access drawdown* payments if:

- you have reached the minimum pension age of 55 years old or qualify under the ill-health rules;
- using our prescribed forms, you make a declaration required by legislation (the "Declaration") to the effect that you have received the UK Government backed guidance and/or received financial advice from a suitably qualified regulated financial adviser; and
- we accept your Declaration and your application for *flexi-access drawdown*. We have the right to decline an application for *flexi-access drawdown* if we have not received the information or verification we need to administer the application or by accepting it would, in our opinion, limit or restrict in any way our ability to administer the *scheme*.

- 19.5 Neither we nor the *trustee* are responsible for checking the accuracy of your Declaration. You incur severe tax charges if you use *flexi-access drawdown* but do not meet the eligibility requirements under the *Finance Act*.

- 19.6 The decision to move to *flexi-access drawdown* cannot be reversed under the present *Finance Act* rules. You can make further contributions under a *registered pension scheme*, however the annual personal allowance decreases once you access your pension fund and tax charges may apply on the excess if you exceed your annual personal allowance in the tax year the excess is made.

- 19.7 The decision to take an income from your flexi-access drawdown may take you into the higher rate tax bracket depending on the level of income you take and any other income you may be receiving from other sources, and this may affect the amount of tax you pay on the income you receive. You should seek the appropriate advice from a suitably qualified adviser before you proceed with an application for income from your flexi-access drawdown.

Uncrystallised Funds Pension Lump Sum (UFPLS)

- 19.8 Taking an uncrystallised funds pension lump sum (UFPLS) is the facility to take a lump sum payment from your pension fund which will consist 25% of the payment being tax free and

75% as income which will be taxed at your marginal rate. You can choose to take up to the whole value of your pension fund after any fees that are due have been deducted. If you need a specific amount of income, we will calculate how much of your pension fund will need to be crystallised to provide you with the net amount of income you require. You become eligible to receive an UFPLS payment if:

- you have reached the minimum pension age of 55 years old or qualify under the ill-health rules;
- using our prescribed forms, you make a declaration required by legislation (the "Declaration") to the effect that you have received the UK Government back guidance and/or received financial advice from a suitably qualified regulated financial adviser; and
- we accept your Declaration and your application to take an UFPLS payment. We have the right to decline an application for *flexi-access drawdown* if we have not received the information or verification we need to administer the application or by accepting it would, in our opinion, limit or restrict in any way our ability to administer the *scheme*.

19.9 The decision to take an UFPLS cannot be reversed under the present *Finance Act* rules. You can make further contributions under a *registered pension scheme*, however the annual personal allowance decreases once you access your pension fund and tax charges may apply if you exceed your annual personal allowance in the tax year the excess is made.

19.10 The decision to take an UFPLS where the income element may take you into the higher rate tax bracket, depending on the level of income you take and any other income you may be receiving from other sources, and this may affect the amount of tax you pay on the income you receive. You should seek the appropriate advice from a suitably qualified adviser before you proceed with an application for an UFPLS.

Money Purchase Annual Allowance (MPAA)

19.11 When you begin to take income under either Flexi-access drawdown or by an UFPLS payment a new annual allowance is triggered called Money Purchase Annual Allowance (MPAA). This means that you are restricted by the amount you can contribute once you begin to take an income from your pension. Contributions exceeding the new annual allowance will suffer a tax charge at your marginal rate, the tax charge will be charged by HM Revenue & Customs to you personally. It is your responsibility to report this on your self assessment submission.

20. BENEFITS FOLLOWING MEMBER'S DEATH

20.1 On the death of a *member*, we use the *member's* remaining *individual fund(s)* in either or both of the following ways as we in our absolute discretion determine:

- to provide pension income in accordance with section 20.2 for any one or more *recipients* and, if more than one, in such proportions as we decide; and
- to pay one or more lump sum death benefits in accordance with section 20.3.

There are two categories of recipient, a beneficiary or nominee who can be nominated by a member to receive death benefits. The third category of recipient, a successor, may not. A

member should complete the Expression of Wish Form to inform the trustees how they wish their remaining fund to be distributed in the event of their death and how it is to be paid, either cash lump sum or to provide a pension. We write to the *member's* personal representatives or potential recipients (as applicable) with details of the ways in which benefits can be provided. The categories of recipient are:

- Beneficiaries – Financially dependent on the member
- Nominee – non-dependent but nominated by the member/scheme administrator
- Successor – Non-dependent, nominated by the nominee/dependent/successor/scheme administrator

20.2 A *recipient* who chooses a pension under section 20.1 must either (i) use all or part of the *individual fund* to buy a *lifetime annuity* in the *recipient's* name or (ii) apply to take income under flexi-access *drawdown* or UFPLS (see section 19) from the *individual fund*. Any application for flexi-access *drawdown* or UFPLS must be made in writing using our prescribed application form, which includes the *recipient's* agreement to these *terms and conditions*. We can decline an application if it would in, our opinion, limit or restrict in any way our ability to administer the *scheme*. We can also decline an application if the *recipient* is applying but does not meet the eligibility requirements in the *Finance Act 2014*.

If a *recipient* fails to decide which option should be used for pension income within three months of being asked to do so, we can buy a *lifetime annuity* for that person, from a pension provider of our choice.

20.3 If we decide to pay one or more lump sum benefits and we are satisfied that at the time of the *member's* death the *member's* benefits are subject to a valid trust, we apply the *individual fund* allocated by us for lump sum benefit(s) to the trustees of that trust. A "valid trust" is one which is separate from the *scheme* and under which no beneficial interest in a benefit can be payable to the *member*, the *member's* estate or the *member's* legal personal representatives. If there is no such trust, the *individual fund* we have decided to apply as lump sum benefit(s) is paid to one or more recipients as we decide (from the range of possible 'lump sum beneficiaries', as defined in the *rules*) and in such proportions as we decide.

The tax treatment of the lump sum payment will depend on the member's age when they die and any tax charge is deducted before payment.

20.4 If the member dies before they reach the age of 75 all death benefit options will usually be paid tax free. If the member dies before taking benefits and where the total pension value is above the members remaining lifetime allowance, any excess may be subject to a lifetime allowance charge of up to 55%.

20.5 If the member dies after they reach the age of 75, if the beneficiary or nominee takes the whole fund as cash in one go, the tax charge will be 45% of the fund value. This may change from April 2016 as Government proposals are to charge tax at the beneficiary's or nominees marginal rate. If an income option is chosen by the beneficiary or nominee, this will be taxed at the beneficiary's or nominee's marginal rate.

20.6 A *member* should complete an 'expression of wish' form to inform us of the *member's* wishes for who should receive death benefits and how they wish those benefits to be paid

(lump sum or pension) for when we are exercising our discretion. We take the *member's* wishes into account but we are not bound by them. A *member* can state or amend their wishes at any time using the form we provide for this purpose.

20.7 If your beneficiaries are not dependants and you have other dependants, your beneficiaries will only be able to take these benefits as drawdown if you have nominated them in your 'expression of wish' form (or other form of written instructions that would indicate your expression of wish). This will enable your beneficiaries who have chosen to take their benefits as drawdown to potentially pass the remaining benefits on in a similar way on their death.

20.8 Your benefits will need to be paid to the recipients within two years of your death being notified to us to avoid your pension fund falling into your estate for inheritance tax purposes. The investments that you hold within the pension may need to be sold so enable the pension fund to be distributed between the recipients. If the investments are illiquid, we cannot guarantee that we will be able to sell them within two years and the investment may have to be assigned to the recipients.

21. **BENEFITS FOLLOWING BENEFICIARY'S OR NOMINEE'S DEATH**

If a *beneficiary or nominee* dies while taking income through either capped *drawdown pension, flexi-access drawdown, or UFPLS* the part of the *dependant's individual fund(s)* designated as available for paying *drawdown pension* will be paid as a lump sum to one or more recipients as we decide (from the range of possible 'lump sum beneficiaries', as defined in the *rules*) and in such shares as we decide. The *beneficiary or nominee* can complete an Expression of Wish form to inform us of their wishes for who should receive lump sum death benefits. We take the *beneficiary's or nominee's* wishes into account but we are not bound by them. The tax treatment of the lump sum payment will depend on the beneficiary's or nominee's age when they die and any tax charge is deducted before payment.

22. **RESPONSIBILITY AND LIABILITY**

22.1 You are responsible for selecting, monitoring performance of and giving us instructions about investments for your *SIPP*.

22.2 We and the *trustee* are not responsible for selecting or monitoring performance of investments or *investment firms*, or for assessing suitability of investments for you or providing financial or other advice.

22.3 You are responsible to us for all reasonable fees, costs, claims, expenses, tax charges, levies, liabilities, demands and losses whatsoever that we suffer or incur:

- in performing our duties under your *SIPP*;
- in carrying out our lawful duties and responsibilities in relation to you;
- in acting on requests or instructions made by you (including in connection with the appointment of any *investment firm* or service provider) if the requests or instructions are in compliance with law and your *SIPP*; or

- if you carry out or arrange an action in respect of your *SIPP* that is unlawful or contrary to *SIPP* or that results in a liability or cost to you, your *arrangement(s)* or the *scheme*

except in all cases as a direct result of our wilful neglect, wilful default or fraud. This section 22.3 continues in force after your *individual fund(s)* have been extinguished or the *scheme* has been wound up.

22.4 Other than as a direct result of wilful neglect, wilful default or fraud by us or the *trustee*, neither we nor the *trustee* accept any liability or obligation for any or all losses, costs, actions, proceedings, claims and demands arising directly or indirectly that are incurred by, or brought or made against us or the *trustee*:

- if we or the *trustee* acted in good faith in accordance with any instruction (relating to benefit options, benefit nominations and investment directions) that reasonably appears to us to have been given by you or (where permitted under these *terms and conditions* and authorised by you) reasonably appears to us to have been given by your financial adviser;
- as a result of having acted in good faith on the instruction of a legally authorised party acting on your behalf;
- as a result of any default or error by you or by your *agents or investment firms* or your representatives;
- as a result of any instruction or investment direction sent by you, or your representatives or *agents*, or any other third parties who may hold or manage or advise on investments not being received by us;
- as a result of any investment disposed of or not acquired or not disposed of in accordance with our rights under your *SIPP*;
- for the defaults or errors of or any losses whatsoever caused by any third parties, *investment firms*, providers of execution only dealing facilities, third parties who may manage investments, nominees, custodians, banks or institutions which hold any assets including cash (or are a counterparty to any investment) including, but not limited to, insurance company unit-linked funds, stocks and shares, unit trusts, open-ended investment companies (OEICs) and investment trust companies;
- for the default or error of or any losses whatsoever caused by any professional adviser or manager appointed by some or all of you, us and the *trustee*; and
- for any failure or delay in implementing any instruction or investment direction or in performing some or all of our or the *trustee's* obligations in respect of the *scheme* or your *SIPP* which is caused by circumstances beyond our reasonable control, including but not limited to any one or more of: act of God, earthquake, storm, flood, lightning, fire, explosion or similar natural events; power failure; failure or disruption of a computer system or other equipment, including electronic mail systems and telecommunications; failure or disruption of any relevant stock exchange, including depositories, settlement systems or markets; strike, lockout, other industrial action or other interference with work; nationalisation, expropriation, prohibition, intervention, direction or embargo; imposition by any

governmental or quasi-governmental authority of currency restrictions, exchange controls or other charges or restraints affecting your *arrangement(s)* or the investments and assets allocated to it; inability or delay in obtaining governmental or quasi-governmental approval, consent, permit, licence, authority or allocation; intervention by an exchange or regulator; act of war (declared or undeclared), terrorism, insurrection, revolution, civil disturbance, riot, blockade or other disturbance.

If such an event occurs and the failure or delay by us or the *trustee* is material, we to the extent reasonably practicable give you prompt notice of that event unless you might reasonably be expected to be aware of the circumstances. We then also give you reasonable particulars of it and, insofar as known, the probable extent to which we and/or the *trustee* are unable to perform, or be delayed in performing, the relevant obligations.

Other than as a direct result of wilful neglect or wilful default or fraud by us or the *trustee*, neither we nor the *trustee* accept any liability or obligation for *unauthorised payment* tax charges, taxable property charges, scheme sanction charges, tax surcharges, income or capital gains tax, or any other tax or levy.

23. TAXATION AND LEVIES

23.1 We deduct from payments made under your *SIPP* any tax or levy that we or the *trustee* are required or entitled to deduct in accordance with law or *HMRC* requirements. Any income payments you receive from your *SIPP* are taxed under the pay as you earn system. We and the *trustee* are not liable for any loss that you incur as a result of the use of an incorrect tax code. We also deduct any taxation or levy for which we or the *trustee* might be accountable in accordance with law or *HMRC* requirements until our or the *trustee's* liability has settled – any remaining amount of the deduction from the proposed payment is made by us on settlement of the liability.

23.2 We deduct from each *individual fund* any tax (including scheme sanction charge) or levy imposed on us or the *trustee* that relates to the relevant *arrangement(s)*. If a tax or levy is imposed on us or the *trustee* in respect of the *scheme* as a whole, we allocate such proportion of the tax or levy to your *SIPP* as we consider reasonable.

24. AGENTS

You can authorise one or more persons (each an *agent*) to act on your behalf in relation to all or part of your *SIPP*, including to give instructions about investments under sections 10 and 11 or to receive communications in relation to your *SIPP*. Any such authority must be given in the application form for your *SIPP* or in such other form as we may accept. We treat any *agent* as continuing to be authorised to act on your behalf until we receive notice from you or the *agent* that the authority is ended. You must confirm all actions that your *agent* takes on your behalf under these *terms and conditions* if we ask you to.

25. COMMUNICATION AND INSTRUCTIONS

25.1 Communications under these *terms and conditions* can be given orally or in writing, unless specified otherwise. Communications in writing can be delivered personally, posted or sent by fax or by email. All communications by post are, unless there is evidence to the contrary, deemed to have been received two working days after posting. All communications, whether from you or us, must be in English.

- 25.2 Communications from you to us must be made to us at Carey Pensions UK LLP, 1st Floor, Lakeside House, Shirwell Crescent, Furzton Lake, Milton Keynes MK4 1GA; telephone 01908 336010; fax 01908 506169; email enquiries@careypensions.co.uk (or any other address we specify to you in writing).
- 25.3 Communications in writing from us to you or your *agent* are to be sent to the relevant address provided in your application or *agent* authorisation form until we are told by you that you or your *agent* would like communications sent to a different address.
- 25.4 Use of email is not a secure means of communication and in particular third parties may be able to view or alter information sent by email without either the sender or recipient knowing. We do not guarantee that the content of any email we receive from you or send to you will remain private during transmission over the internet. By sending information to us by email you accept this risk.
- 25.5 We can telephone you at any time to discuss your *SIPP* without having been expressly invited by you to do so. We rely, in good faith, on any communication which we reasonably believe to have been issued by you or your *agent* and on any information provided by you under these *terms and conditions*.
- 25.6 We can require you to make an instruction to us in writing before acting upon it. We can decline to accept or act upon any communication which we reasonably believe not to have been issued in accordance with the provisions of these *terms and conditions*, or if we reasonably consider that compliance with such communication would be impossible or would give rise to a breach of any applicable law or regulation. In such circumstances we will use our reasonable endeavours to tell you promptly.
- 25.7 We deem any communication received after 5.00 pm on a business day, or on a day other than a business day, to have been received on the following business day. If, under these *terms and conditions*, a period of notice is to be given to you, the period of notice is calculated from the date on which the notice is sent to you.

26. COMPLAINTS & COMPENSATION

- 26.1 If you have any complaints about us, you can write to Chief Executive Officer at Carey Pensions UK LLP, 1st Floor, Lakeside House, Shirwell Crescent, Furzton Lake, Milton Keynes MK4 1GA. If you are not happy with our response to a complaint, you might have the right to refer it to the Pensions Advisory Service, the Pensions Ombudsman or the Financial Ombudsman Service. We tell you about any ombudsman referral rights you have at the time. Making a complaint, unless made to the Pensions Ombudsman, does not hinder your right to take legal proceedings.

26.2

The Pensions Advisory
Service
11 Belgrave Road
London SW1V 1RB
Tel: 0845 601 2923

Pensions Ombudsman
11 Belgrave Road
London
SW1V 1RB
Tel: 020 7630 2200

Financial Ombudsman
Service
South Quay Plaza
183 Marsh Wall
London
E14 9SR
Tel: 020 7964 1000

26.3 We are covered by the Financial Services Compensation Scheme (FSCS). This 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. If we are unable to meet our obligations to you then you may be eligible to make a claim for compensation under the FSCS. If a provider of an underlying investment or bank account is unable to meet its obligations to us, then you or we on your behalf may be eligible to make a claim for compensation under the FSCS. The maximum amount that can be claimed will depend on the investment type. FSCS contact details are: 10th Floor, Beaufort House, 15 St. Botolph Street, London EC3A 7QU, Tel: 020 7741 4100 www.fscs.org.uk

27. DATA PROTECTION AND CONFIDENTIALITY

We are the data controller of any information we hold about you. We comply with all relevant data protection legislation.

Your information includes any details which we hold about you and includes information received from third parties. We use your information for the purpose of establishing, processing and administering the *scheme* and disclose your information to the *trustee*. You accept that even if the application to join the *scheme* does not proceed, your information can be stored for regulatory, statutory or audit purposes.

We must not disclose your information to anyone other than the *trustee* unless:

- it is to other members of the Carey Group, any of our agents, delegates and advisers and any person anywhere in the world in the proper performance of our obligations in relation to your *SIPP* or the *scheme* including under the *Finance Act* as it affects the *scheme*;
- we have your permission;
- it is to any person we reasonably believe to have been appointed by you as your financial adviser, *agent*, investment manager or professional adviser;
- we are required or permitted to do so by law or any competent authority;
- we are transferring your information to our third party service providers, credit reference agencies and fraud prevention agencies; or
- we have transferred our rights and obligations in relation to your *SIPP*.

We can transfer your information to other countries but only if the receiving country has an appropriate level of data protection. This information may be accessed by law enforcement agencies and other authorities in that country to prevent and detect crime.

You can request a copy of the information we hold about you by writing to The Data Protection Officer, Carey Pensions UK LLP at the address given in section 25.2. We reserve the right to charge a small fee.

28. INFORMATION AND PAYMENT OF BENEFITS

28.1 You must provide such information as we reasonably require to enable us to administer your *SIPP* and fulfil our obligations under it.

28.2 You must notify us of any change in address or other circumstances relevant to this *SIPP* as soon as reasonably practical. If you are in doubt as to whether a change is relevant, please contact us.

28.3 We pay the benefits under this *SIPP* by direct credit transfer to a bank account in the United Kingdom specified by the person who receives the payments. If we arrange for anything else, the person who receives the payment must bear any additional costs that arise.

28.4 You must not compel us or the *trustee* to make an *unauthorised payment*.

29. **VARIATION**

29.1 We can change your *SIPP* (including the *terms and conditions*, the *SIPP schedule* and the *fee schedule*), without notice for the following reason:

- to respond proportionately to changes in general law or decisions of the Financial Ombudsman Service or the Pensions Ombudsman or the Financial Services Compensation Scheme;
- to respond proportionately to a court order or decision affecting the *scheme* or *SIPP*;
- to meet regulatory requirements;
- to reflect new industry guidance and codes of practice which raise standards of consumer protection;
- to reflect a change in our corporate structure that doesn't have an unfavourable impact on you but which does require us to make certain changes to the terms of the *scheme* or *SIPP*;
- to respond proportionately to changes in the terms or charges of any investment fund;
- to respond proportionately to changes in the Bank of England base rate, other specified market rates or indices or tax rates;
- to proportionately reflect other legitimate cost increases or reductions associated with providing the *scheme* and *SIPP*;
- to provide for the introduction of new or improved systems, methods of operation, services or facilities; or
- to correct any mistake in the *terms and conditions*, provided the correction does not reduce any rights that you have as a result of the mistake.

We inform you at the earliest opportunity after the changes.

29.2 By giving you reasonable notice in advance, we can change the *terms and conditions* and, if we have a valid reason for doing so, the *fee schedule*. We do not charge for transferring out your *SIPP* if:

- a change under this section 29.2 has a significant unfavourable effect on your rights under the *SIPP*; and
- we receive your written request to transfer with 30 days of our notice of the change.

Although, in these circumstances, we do not charge for the transfer, any outstanding charges are still payable and any fees, charges and costs for cashing in or selling investments are still charged.

30. TERMINATION

30.1 Your *SIPP* continues until all your *individual fund(s)* have been extinguished through the payment of a transfer value to another *registered pension scheme* or the provision of pension or death benefits outside the *scheme*. The obligations of payment of charges and other sums due in sections 14 and 15 and the provisions in section 22 continue in full even though all your *individual fund(s)* have been extinguished.

30.2 By giving you six months notice in advance, we can transfer out your *arrangement(s)* for any of the following reasons:

- if the *scheme* becomes too expensive for us to operate;
- if we make an alternative scheme available that provides the similar benefits;
- if the registration of the *scheme* is removed by *HMRC*; or
- your behaviour, in our reasonable opinion, is abusive, offensive or threatening (in language or action) or is otherwise inappropriate.

30.3 For transfers under this section 30.2, we make the transfer to any *registered pension scheme* you notify to us before the end of the six month notice period or, if you do not notify us of your chosen scheme, to a scheme that we choose and you authorise us to execute any documentation on your behalf necessary to achieve the transfer. Further, we transfer the investments and cash held in respect of your *SIPP* net of any liabilities (less the amount required to satisfy all charges due to us and all costs chargeable to your *SIPP*). Investment transactions already initiated by us are completed. We do not charge you any fee or any costs in respect of the transfer. The *trustee* is authorised to continue to operate the *designated account* to our order and direction for the purposes of receiving money, paying benefits and paying any expenses or fees due to us, the *trustee* or other parties.

31. OTHER TERMS

31.1 We can transfer our rights and obligations under your *SIPP* to another organisation, and we will always notify you in writing if this happens, but this will not affect your rights or our obligations under your *SIPP*.

31.2 You must not assign, mortgage or charge your *SIPP* in any way.

31.3 This *SIPP* is a contract between you and us. It gives rights to you, us and to the *trustee*. No person other than you, us and the *trustee* shall have any rights to enforce any of its terms.

- 31.4 Each of the paragraphs of these *terms and conditions* operates separately. If any court or relevant authority decides that any of them are (i) unlawful, the remaining paragraphs remain in full force and effect; (ii) unfair it, as far as possible, still applies but without any part which could cause it to be held, viewed or considered unfair.
- 31.5 If we fail to insist that you perform any of the obligations under your *SIPP*, or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with those obligations. If we do waive a default by you, we will only do so in writing, and that will not mean that we will automatically waive any later default by you.
- 31.6 Your *SIPP* is governed by English law. You, the *trustee* and we agree to submit to the non-exclusive jurisdiction of the English courts. However, if you are a resident of Northern Ireland you can also bring proceedings in Northern Ireland, and if you are a resident of Scotland, you can also bring proceedings in Scotland.