

KEY FEATURES OF THE INDIVIDUAL SAVINGS ACCOUNT

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® The Financial Conduct Authority is a financial services regulator. It requires us, Old Mutual Wealth, to give you this important information to help you decide whether our Individual Savings Account is right for you. You should read this document carefully so you understand what you are buying, and then keep it safe for future reference.

The purpose of this Key Features Document is to give you a clear and balanced summary of the information you need to help you make a decision about whether the Individual Savings Account is right for you.

Reading financial literature can be daunting, so we try to make our brochures and other documents as clear as possible, with no 'small print'.

If technical expressions are unavoidable, we also include an explanation in plain English. We test our literature regularly to make sure that it can be understood by our customers.

Please read this Key Features Document in conjunction with the other important documents below available from your financial adviser.

Other important documents:

- Investment guides
- Funds list
- Key Features Illustration
- Investing with Old Mutual Wealth
- Key Investor Information Document
- Making the cost of investment clear
- Terms and Conditions

ABOUT US

Old Mutual Wealth is part of Quilter plc, a leading wealth management business in the UK and internationally, helping to create prosperity for the generations of today and tomorrow.

We provide platform-based investments including ISAs, bonds, pensions and life assurance, all underpinned by a choice of investments and ways to monitor and manage them online, with the help of your financial adviser.

Quilter plc oversees £111.6 billion in customer investments (as at 31 March 2018).

INVESTING WITH OLD MUTUAL WEALTH

The platform is an innovative way to manage your investments. It provides access to a wide choice of funds, together with a range of tax-efficient ways to hold them, within a single consolidated portfolio.

A Managed Portfolio Service is also available for investors.*

The Old Mutual Wealth Individual Savings Account (ISA) offers you the opportunity to hold the investment funds of your choice in a tax-efficient way. The funds available for you and your adviser to choose from are in two separate investment ranges. You can hold funds from one or other investment ranges in your ISA, but not from both.

SELFSELECT

SelfSelect offers an extensive choice of more than 1,600 funds from over 120 fund management groups, spanning a broad range of asset classes, sectors and markets.

This range gives you and your adviser the freedom and flexibility to build a bespoke portfolio from a market-wide selection of funds.

WEALTHSELECT

The WealthSelect Managed Portfolio Service provides a practical and cost-effective way to manage your investments, helping to keep them on track with your aims and providing you with regular information on them.

The Old Mutual Wealth ISA also gives you access to an interest paying cash facility, as well as access to money market funds, giving you the flexibility to manage your investments in a manner that best suits you.

* Throughout this document, references to the WealthSelect Managed Portfolio Service will be in green like this. For more information see our brochure 'A Managed Portfolio to match your goals'.

AIMS

THE INDIVIDUAL SAVINGS ACCOUNT (ISA) AND ITS BENEFITS

The Individual Savings Account (ISA) was first introduced by the Government in April 1999 as a tax-efficient way of saving. An ISA can allow you to enjoy tax-efficient, medium- to long-term growth. There is no personal liability to pay tax on any income or capital gains you receive from your ISA and you don't have to declare the income on your tax return.

There are four main types of ISA:

- Cash (we do not offer a cash-only ISA).
- Innovative Finance ISA (we do not offer this ISA type).
- Lifetime ISA (we do not offer this type of ISA).
- Stocks and shares (Old Mutual Wealth's ISA is a stocks and shares ISA).

Old Mutual Wealth's ISA provides a tax-free environment in which you can hold stocks and shares through investments such as Open-Ended Investment Companies (OEICs) and unit trust funds as well as cash, allowing you to switch between them as and when you require, on a next-day basis. See Q3 'What are unit trusts and OEICs?'

It enables you to spread and adapt your chosen funds as you wish, according to your financial goals and attitude to risk. See Q7 'What funds can I invest in?'

You can:

- have easy access to your money, through either regular or one-off withdrawals. See Q12 'Can I take money out?'
- switch funds or swap investment ranges within your ISA. See Q10 'Can I change my choice of funds?'
- earn interest on cash held within your ISA
- keep track of your investments, conveniently and simply, with just one set of account documents, no matter how many funds you invest in
- cash in the whole or part of your ISA whenever you wish
- move your existing ISA investments to us, without any loss of tax benefits.

When you invest through the platform you can hold and manage your ISA and all your fund-based investments within a single, consolidated portfolio. The platform provides an environment where you and your financial adviser can better control your investments; where you can review them, react to any developments in the market, and if appropriate make any changes to your choice of funds, a process known as fund switching. See Q2 'How does investing with Old Mutual Wealth work?'

YOUR COMMITMENT

WHAT YOU HAVE TO DO AS THE INVESTOR

You should satisfy yourself that you understand the features and risks of this product, so that you can decide whether it is likely to meet your needs and expectations in terms of taking an income, capital growth and tax planning.

MAKING PAYMENTS

You can invest a lump sum, pay in regular amounts over the year or a combination of the two up to a current maximum of £20,000 for the 2018/19 tax year. If you have agreed an initial fee with your financial adviser, it can be paid on top of this maximum, enabling you to make full use of your ISA allowance. See your personalised Key Features Illustration for more information about the charges.

If you are making regular payments you must invest at least £99 a month. For lump sum payments the initial minimum is £2,500 but there is no minimum for subsequent lump sum investments. You can invest in a maximum of one stocks and shares ISA, one cash ISA and one Innovative Finance ISA in the same tax year. You can choose to divide your money between them as you wish. Additionally where you are eligible you can contribute up to £4,000 each tax year in a Lifetime ISA, however your combined contributions to all your ISAs must not exceed £20,000 (for the 2018/19 tax year).

Although Old Mutual Wealth's ISA is a stocks and shares ISA, it also gives you the ability to hold cash or money market funds alongside stocks and shares, within the same ISA, making managing your investments far easier.

CHOOSING AND REVIEWING FUNDS

You need to choose the fund or funds in which to invest your money. Your financial adviser will be able to help you with this and, if appropriate, will provide you with a Key Investor Information Document for each of your chosen funds. See Q8 'What is a Key Investor Information Document?'

To ensure that the Individual Savings Account and your chosen funds continue to meet your needs, you should monitor their performance regularly, consider new funds that become available and make whatever changes (fund switches or investment range swaps) may be necessary. Your financial adviser will be able to help with this. See Q7 'What funds can I invest in?'

If you have agreed with your financial adviser to use the WealthSelect Managed Portfolio Service, the choice of funds held in your account will be made by the Portfolio Manager. For more information see our brochure: 'A Managed Portfolio to match your goals'.

KEEPING IN TOUCH

There is no minimum period for holding an ISA but you should consider it to be a medium- to long-term investment. You will need to keep us informed about any future change of address or contact details so we can maintain efficient records for your benefit. See 'Contact details' on page 8.

RISKS

FACTORS THAT COULD AFFECT YOUR ISA

All types of investment involve some risk. The ISA gives you access to a wide variety of investment funds. Their value and the value of any income from them may fall as well as rise. This means we cannot guarantee the amount you get back when you cash in your ISA. It may be less than forecast in your personalised Key Features Illustration, or less than you invested, for the following reasons.

CHOICE OF FUNDS

- The funds available for you to invest in all have specific objectives and associated risks.
- These differ according to the assets held within them. For example, if you choose 'emerging market' funds that are invested in parts of the world with less well established economies, their value could be subject to considerable price variations – known as 'volatility'. Similarly, some funds, such as those investing in property, can be difficult to sell and you might not be able to sell or switch from such funds when you want. See the relevant Funds List for more information.
- If you don't review the choice of funds within your account regularly and monitor their performance, they may fail to meet your expectations. See Q7 'What funds can I invest in?'
- If the funds in your ISA do not match your attitude to risk (willingness to accept potential losses), they may not perform as you anticipate.
- If you do not give us eligible investment instructions, we may invest your payment(s) in cash deposit while we await your revised investment instructions.

CHARGES AND WITHDRAWALS

- The effect of charges may be higher than illustrated. If you switch to funds with higher charges than those originally illustrated, or if fund management costs increase in the funds you initially chose, the effect of charges will change. See Q6 'Where can I find out about the charges?'
- If you cash in the account during the early years you may get back less than you paid in. For more details see your personalised Key Features Illustration.
- If you take greater withdrawals than originally planned, the value of your account will be less than shown in the illustration.

TRANSFERS

- Transfers of existing ISAs to us will be made via re-registration where possible. However, if funds in your existing ISA are not to be re-registered, and they are therefore transferred as a cash amount to us, you may lose potential income or growth during the time it takes to complete the process. See Q5 'How can I invest?'
- If you transfer your cash ISA to us, it is likely that investing in a stocks and shares ISA will involve a greater degree of risk, compared to that of the cash ISA.
- If you transfer from us to another ISA manager, we will re-register your funds where possible. However, if the new manager cannot accept re-registration and instructs us to sell the funds, we will transfer the proceeds as cash. It will retain its advantageous tax status, but you could lose the opportunity of investment growth or income during the period of the cash transfer.

TAX

- Tax rules could change in the future.

CANCELLATION RISK

- If you decide to cancel your account within the first 30 days, you may get back less than you invested if its value falls in the meantime. See Q18 'Can I change my mind?'

QUESTIONS AND ANSWERS

Q1. Could the Individual Savings Account be right for me or not?

The section titled 'Aims' on page 1 details the benefits available to Individual Savings Account holders.

Old Mutual Wealth does not give investment advice nor do we make any judgements on your behalf about the merits or suitability of this stocks and shares ISA.

Your financial adviser will help you understand if it is a suitable solution for your investment needs. If you do not have a financial adviser and if you are not comfortable making investment decisions without professional advice, this account is unlikely to be the right one for you.

The Individual Savings Account could be right for you if:

- you want to invest tax-efficiently over the medium- to long-term, in unit trusts and open-ended investment companies (OEICs) with the aim of achieving growth, bearing in mind that growth is not guaranteed.
- you are a UK resident aged 18 or over
- you are happy to accept more risk to your capital than saving in a cash ISA through a bank or building society

The Individual Savings Account might not be right for you if:

- you have no other savings
- you are not happy to accept the risk of potential investment losses, with no guarantee of growth.

Q2. How does investing with Old Mutual Wealth work?

When you hold investments from a variety of product providers and fund managers, you have to deal with a number of different companies.

Obtaining separate valuations, issuing investment instructions or simply updating your personal details can involve numerous different systems, lots of paperwork and could be very time consuming.

Investing with Old Mutual Wealth makes life less complicated. We enable you to consolidate your entire investment portfolio in a single, web-based location, meaning you and your financial adviser can access your investments quickly and easily. This means you have more control of your financial position, can react more quickly to market developments, make plans and alter your investment choice easily if you need to.

Managing all your investments in one secure place gives you and your adviser a sound base from which to make your investment decisions. You can enjoy access to a wide choice of funds and a range of tax-efficient ways to hold them.

You can invest in your chosen funds through:

- An Individual Savings Account (ISA) – a stocks and shares ISA
- A Collective Retirement Account (CRA) – a registered pension scheme
- A Collective Investment Bond (CIB) – an investment with an element of life assurance
- A Collective Investment Account (CIA) – this investment does not have any particular tax advantages, however it is a convenient way of investing your money in funds. This can be either held directly or within an offshore bond or trust or a UK Registered Pension Scheme.

The Old Mutual Wealth ISA and CIA are provided by Old Mutual Wealth Limited. When you invest in an ISA or CIA, our role is to provide and service your account and to give you direct access to a range of funds.

The Old Mutual Wealth CRA and CIB are provided by Old Mutual Wealth Life & Pensions Limited. When you invest in a CRA or CIB, our role is to administer your bond or pension product, through which you can invest in a range of funds.

Old Mutual Wealth and Old Mutual Wealth Life & Pensions Limited are both part of Quilter plc. Important information about each of the above investments is in the relevant Terms and Conditions Document, which you can obtain from your financial adviser.

Please note that as you are investing in funds through the platform rather than directly, you will not receive individual voting rights in those funds, since they are held on your behalf in Old Mutual Wealth's name. If you want to attend meetings and exercise voting rights relating to funds in your account, you must send your request to our head office. We will make arrangements for you to do this provided that, in our opinion, there is enough time to do so. Similarly, although we will inform you of any significant fund news through our 'fund updates', you will not receive directly any fund manager reports that may be distributed to direct investors. You should consider how important these factors are to you. [For more information see the Terms and Conditions for the ISA.](#)

Q3. What are unit trusts and OEICs?

Unit trusts and Open-Ended Investment Companies (OEICs) are pooled investment funds, also called 'collective investment funds'. These provide a useful way for savers to invest for long-term growth, without the need for specialist investment know-how.

Collective investment fund managers pool investors' money to buy assets such as UK and international stocks and shares, commercial property, fixed interest assets or cash deposits. These are known as the fund's 'underlying assets'.

Typically a fund manager heads a team of analysts and stock buyers. It is their responsibility to make whatever investment decisions are necessary to keep the fund's performance in line with its objectives and to look after all the regulatory requirements and administration involved.

Different funds have different objectives. For example, some specialise in particular asset types or geographic areas. Some are managed in such a way as to produce a particular outcome.

Because your risk is spread across many companies, your investment is less reliant on the success of just a few.

When you invest in a unit trust you buy units and when you invest in an OEIC you buy shares. The number of units or shares you receive depends on the amount you invest and the price of the units/shares at the time of your investment.

The value of your investment will vary according to the total value of the fund, which is determined by the performance of the underlying investments.

Unit trusts and OEICs are either accumulation or income funds. Accumulation funds retain any income (such as dividends or interest) received from underlying investments within the fund. The accumulated income will be reflected in the price. Income funds regularly pay out any income received from the underlying investments on specified dates.

Q4. Is my money guaranteed and what might I get back?

No, the value of your investment in the ISA and any income from it can go down as well as up and you may not get back the original amount invested. It is important to be aware that you will lose any capital guarantees if you transfer from a cash ISA into a stocks and shares ISA. Your personal Key Features Illustration gives examples of what you might get back and the projections shown are based on a range of assumptions about future growth rates, which are not guaranteed.

The amount you get back will depend on:

- how much you have invested
- how long your money has been invested
- the investment performance of your chosen fund(s)
- how much you have previously withdrawn
- deductions from your account, which will include our charges and any fees you have asked us to pay your financial adviser on your behalf. [See your personalised Key Features Illustration for more information.](#)

Q5. How can I invest?

REGULAR INVESTMENTS

You can only make regular investments by direct debit. Direct debit payments are taken on the 10th of the month, however as an alternative you can choose the 20th of the month. You can stop these at any time by writing to us at the address on page 8.

LUMP SUM INVESTMENTS

Lump sum investments can be paid by cheque, by bank transfer or, for online applications, by debit card.

TRANSFERRING YOUR ISA FROM ANOTHER ISA MANAGER TO US

If you already have a stocks and shares ISA with another ISA manager, you can transfer it into your Old Mutual Wealth ISA by a process called 're-registration'. This means existing funds are not sold; you simply move the administration to us from your current provider and because the funds are invested at all times you will not miss out on market movements. Re-registration is only possible if your current ISA manager agrees to re-register your funds and the same funds are available with us in the SelfSelect investment range. **Re-registration cannot be used in conjunction with the WealthSelect researched funds or the Managed Portfolio Service. This is because the WealthSelect researched funds are unique to the platform and therefore not available on any other platform.** [See the relevant Funds List for more information.](#)

If the funds you hold in your current ISA are not available with us, or they are not being re-registered for any reason, the funds will be sold and the proceeds of the sale paid to us as a cash transfer, which we will invest in the funds you choose. There is no loss of tax benefits when doing this.

You can also transfer a cash ISA into a stocks and shares ISA with us, in which case the other ISA manager will send us the cash proceeds, which we will invest in the funds you choose.

Whether you transfer a cash ISA or a stocks and shares ISA to us, any amounts invested in the transferred ISA:

- in the current tax year will count towards your overall current tax year subscription limit and will therefore affect the amount you can pay into your ISA with us
- in **earlier** tax years will not count towards your current tax year subscription limit.

Before transferring you should seek advice from your financial adviser.

Q6. Where can I find out about the charges?

Your personalised Key Features Illustration gives details of the charges made for managing your account and the investments, how they are taken and the effect they could have on the value of your account. The document '**Making the cost of investment clear**', included with your Key Features Illustration, explains the charges and costs involved, how they are calculated and who receives them.

Q7. What funds can I invest in?

The Individual Savings Account offers you two investment choices, the WealthSelect Managed Portfolio Service, and the SelfSelect investment range. Your financial adviser will discuss with you which is most appropriate for your needs. This will depend on a number of factors, including your financial objectives, the level of investment risk you are comfortable with and the breadth of fund choice you require. The funds available for you to hold in your Individual Savings Account cover a wide range of UK and overseas investments, including shares, government stocks, fixed interest securities, cash and commercial property.

SELFSELECT

SelfSelect offers an extensive choice of more than 1,600 funds from over 120 fund management groups, spanning a broad range of asset classes, sectors and markets.

WEALTHSELECT

The WealthSelect Managed Portfolio Service provides a practical and cost-effective way to manage your investments, helping to keep them on track with your aims and providing you with regular information on them. [Further information about the Managed Portfolio Service is available in our brochure: **A Managed Portfolio to match your goals.**](#)

We do not provide advice on selecting investments. Your financial adviser can help you choose the most suitable funds for your circumstances and needs. You can change your choice of funds as your needs change. If you are choosing funds, or changing your choice of funds, without using a financial adviser, the range of funds you can invest in may be limited to funds that are not classed as 'complex' or deemed by their fund manager as suitable only for advised sales. [Please also refer to the relevant Funds List.](#)

MANAGED PORTFOLIO SERVICE

If you and your financial adviser decide to invest using the WealthSelect Managed Portfolio Service, we, as the Portfolio Manager take decisions about changing fund holdings in line with the Managed Portfolio investment strategy detailed in the relevant Managed Portfolio fund factsheet. Your financial adviser will select the Managed Portfolio suitable for you based on their assessment of your attitude to risk and your investment objectives.

HOLDING CASH IN YOUR ISA

Although this is a stocks and shares ISA it can hold cash indefinitely. Interest will be calculated and applied daily to your cash holding at the rate set by us on a monthly basis. See Q15 'What about tax?'

You can find out the rate of interest payable at any time by contacting us or referring to our website www.oldmutualwealth.co.uk See 'Contact details' on page 8.

PHASING AND REBALANCING

Whichever investment range you choose, you can opt for 'automatic rebalancing', to keep the proportions allocated to individual funds in line with your original choice. Alternatively, by initially investing in cash, you can opt to spread the timing of your investment into your chosen selection of funds. This is known as 'phased investment'. **The phasing and rebalancing options are not available if you are using the Managed Portfolio Service, since all investment decisions within the managed portfolios are taken by us, as the Portfolio Manager.**

Q8. What are Key Investor Documents (KIDs) and Key Investor Information Documents (KIIDs)?

Some funds are complex in nature which is why we refer you to the appropriate Funds List for information on your chosen funds. These however only provide summary information. Key Investor Documents and Key Investor Information Documents are issued by the fund manager, to give more comprehensive information about the way each fund works and its investment risks.

Key Information Documents (KIDs), are being introduced gradually from January 2018. If no KID is available for a particular fund, the fund manager concerned will provide a Key Investor Information Document (KIID).

Both documents present similar information but are based on two separate pieces of European legislation. To avoid confusion, KIDs will eventually replace all KIIDs by Jan 2020.

KIIDs contain details of those funds and (where available) must be provided to anyone who is thinking of investing into such funds via an ISA or Collective Investment Account.

When you read a KID or KIID, you will notice that some information is presented differently from that in other Old Mutual Wealth documentation. This is because the information in the KID and the KIID reflects a direct investment in the fund, whereas the Fund Factsheet and Funds List provided by Old Mutual Wealth reflect the accurate figures for investment through the platform. **You can find out more about KIDs and KIIDs, and an explanation of these differences by visiting www.oldmutualwealth.co.uk/fund-info**

Q9. When will my payments be invested?

Your payment will usually be invested into your chosen funds the next dealing day following acceptance of a valid application and payment.

Funds are typically priced on a daily basis. The time at which they are priced is known as the 'dealing point'. We operate a 'cut-off time' prior to the dealing point. Any deals placed before the cut-off time will receive the price at the next dealing point. Deals placed after the cut-off time will receive the price at the next available dealing point. **Full details of the cut-off times and dealing points are on the fund information pages on our website www.oldmutualwealth.co.uk/funds**

The prices for funds in your ISA are calculated on a 'forward pricing' basis. This means they can only be determined once the details of all daily sales and purchases are known. Because of this we cannot tell you the exact price of chosen funds in advance. **Please also refer to the relevant Funds List.**

Q10. Can I change my choice of funds?

You can switch between funds at any time but you cannot hold funds from both SelfSelect or the WealthSelect Managed Portfolio Service in your account at the same time.

If you have agreed with your financial adviser to invest in the WealthSelect Managed Portfolio Service, please bear in mind that all fund switches within the Managed Portfolios are made by us, as the Portfolio Manager. If you or your financial adviser want to move to SelfSelect, you can do so but it will automatically mean that the Managed Portfolio Service will stop and any future changes will be your responsibility. You should therefore discuss any proposed switch with your financial adviser. If you wish to switch from one Managed Portfolio to another your financial adviser can do so on your behalf. For more information see: 'A Managed Portfolio to match your goals'.

HOW DO I SWITCH FUNDS?

You can submit switch instructions directly to us using our secure client extranet, provided you have registered to use this service. Your financial adviser will also be able to switch online for you unless you cancel this authority by writing to us. If a switch instruction is placed prior to the cut-off time for your fund, then it will be dealt at the next dealing point for that fund. Information on funds can be found in the Funds List. **Full details of the cut-off times and dealing points are on the fund information pages on our website**

www.oldmutualwealth.co.uk/funds

If you are using the Managed Portfolio Service and wish to switch to a new Managed Portfolio your financial adviser will have to do this. They will need to assess that the new Managed Portfolio is suitable for your needs before requesting the switch.

You can post your instructions to us using our switch form. Instructions received by post will usually be processed on the day of receipt, and dealt at the cut-off point no later than the following dealing day.

If you instruct us to switch a specific amount of money from one fund into another fund, then the sale and purchase of units/shares will normally take place on the same day. For all other switch instructions, the purchase will usually be made at the next dealing point after all of the sales in your instruction have taken place and the fund manager(s) have confirmed the sale proceeds. For some funds, buying or selling units/shares can take up to two working days. This means that if you are switching from one fund to another the whole process will typically take no more than five working days from receipt of your instruction.

You, or your adviser, can also redirect future direct debit payments into a new fund choice using our client and adviser extranet services. Alternatively, you can complete a switch/redirection instruction form, which is available from your financial adviser. If you want both your existing and future investments to be moved into new funds, you must request both a switch and a redirection.

Before you switch or redirect future contributions into new funds your financial adviser must provide you with a Key Information Document or a Key Investor Information Document for each of these funds, where appropriate. See Q8 'What are Key Information Documents and Key Investor Information Documents?'

You (by post) or your financial adviser (using the adviser extranet services) can also request to swap the investment range for your account. You will need to complete the Switch/redirection instruction form, which is available from your financial adviser, or by contacting us using the details on page 8. See the [Terms and Conditions for the ISA](#) for further details on swapping.

We reserve the right to reject or defer an instruction, or apply an appropriate charge on a fund or individual transaction if, under FCA guidelines and best market practice, we reasonably consider any activity to constitute 'Market Timing'. Market Timing is the practice of speculative investment with the aim of gaining short-term advantage. It typically involves a high volume of fund transactions and short holding periods. Such activities are to the detriment of the long-term investors for whom our products are designed. For more information see the [Terms and Conditions for the ISA](#).

Q11. Do you charge for fund switches?

Old Mutual Wealth does not currently make an administrative charge for fund switches or for swapping investment ranges. We reserve the right to introduce a charge in the future, if administration costs make this necessary. If we have to do this we will let you know. You may incur charges made by the managers of the funds you are switching.

If you have agreed to pay your financial adviser a fee for switching funds you can ask us to pay them that fee on your behalf from your account.

If you have agreed with your financial adviser to invest in a WealthSelect Managed Portfolio, Old Mutual Wealth will not charge you for moving your investment to a Managed Portfolio, for changing from one Managed Portfolio to another, or for the switches carried out as part of the active management of the portfolio. If you have agreed an adviser's fund switch fee, this fee can only be paid to your adviser if you change from one Managed Portfolio to another but not for switches instigated by us, as the Portfolio Manager as part of the Managed Portfolio Service. For more information see the document 'Making the cost of investment clear'.

Q12. Can I take money out?

You can cash in part of your ISA, make automatic withdrawals, or set up income payments, at any time by completing the relevant form and sending it to Old Mutual Wealth's head office at the address shown in 'Contact details' on page 8. See Q13 'When will I receive my money?'

Withdrawals will reduce the value of your ISA. New regulations came into effect on 6 April 2016 enabling ISAs to become flexible where their terms and conditions allow. As the Old Mutual Wealth stocks and shares ISA has been designed as a medium- to long-term investment, it will not be a flexible ISA, meaning that any money you withdraw from it cannot be reinvested in the ISA without counting as a new subscription.

If your application is made online, your financial adviser can give you a form to sign to provide us with a record of your signature because our ability to carry out any instructions from you in the future (for example, to withdraw money) will be restricted until we have verified your identity.

CASHING IN PART OF YOUR ACCOUNT

You can specify the amount you would like as a percentage or a monetary amount and this can be taken from either a selection of funds or across all funds. **If you have agreed with your financial adviser to use the WealthSelect Managed Portfolio Service, payment will be taken proportionally across all funds.** After any withdrawal, you must have at least £1,000 in your account to keep it open. For a one-off withdrawal of a specific amount of money, the maximum you can take is equivalent to 90% of the account value or 90% of any individual fund's value.

AUTOMATIC WITHDRAWALS

You can choose to take a regular amount from your account either as a percentage of your account value or as a fixed monetary amount, unless you have chosen the income payment option (see below). You can choose the months in which you would like to receive automatic withdrawals. The minimum amount which can be paid is £25 and you must leave a minimum balance of £1,000 in your account after withdrawals to keep it open.

To meet withdrawals, we will sell units from the funds in your account in line with your instructions. **If you have agreed with your financial adviser to use the WealthSelect Managed Portfolio Service, withdrawals will be taken proportionally across all funds.**

INCOME PAYMENT OPTION

Some investment funds will distribute income in the form of dividends and interest. You can choose to have this income paid out to you (unless you have chosen automatic withdrawals, see above) and you can also choose the months in which you would like to receive the income. The minimum amount of income we will pay out is £25. If on the payment date the amount held is less than this it will roll over until the next payment date. If you do not request the income payment option, any income generated will be reinvested into the fund it relates to.

If you have agreed with your financial adviser to use the WealthSelect Managed Portfolio Service, you need to be aware that some managed portfolios may not be able to offer this option. Your financial adviser will be able to help you with this.

Q13. When will I receive my money?

CASHING IN PART OF YOUR ACCOUNT

To meet your request to cash in part of your account we will normally sell units at the fund's next dealing point if we receive the instruction before the published cut-off time. Full details of the cut-off times and dealing points are on the fund information pages on our website www.oldmutualwealth.co.uk/funds

We will normally pay the sale proceeds, minus any charges and fees (if applicable) five working days from when we carry out your instruction. This is because it can take up to five working days for us to receive the sale proceeds from the fund managers before we can complete our process for sending the money to your bank account.

AUTOMATIC WITHDRAWALS OR INCOME PAYMENT OPTION

The payment will be made directly to your bank account on the 28th of the months you select.

The first payment will be made in the next month available of your chosen payment months (subject to the minimum amount being met).

Payments made in relation to the income payment option will be made from income distributions received in your ISA up to five working days before the payment date. Cash income from distributions will not attract interest during the period between payment by the fund manager and your chosen payment date. For more information see the [Terms and Conditions for the ISA](#).

Q14. How will you keep me informed about my ISA?

We will send you a regular statement showing the current value of your account as at 5 January, 5 April, 5 July and 5 October each year. You can also request a statement in between these periods should you wish.

If you wish to know the value of your account at any time, you can register online for valuations at www.oldmutualwealth.co.uk/clientlogon. Alternatively, if you do not have access to our online services, you can call our Customer Contact Centre on 0808 171 2626.

The latest available prices of the units/shares in the funds available, together with other fund-specific information, are normally published daily in the Financial Times and the Daily Telegraph, as well as on our website www.oldmutualwealth.co.uk/funds.

If you are invested in a WealthSelect Managed Portfolio, your financial adviser will also provide you with quarterly information about the performance of your investments.

We will confirm in writing the details, including dates and prices, of all transactions resulting from applications, switches, one-off withdrawals and closures. We will not issue any certificates for investments held.

However, we will not confirm in writing any periodic transactions that you have agreed in advance involving the purchase or sale of funds. Details of these transactions will be set out in your half-yearly statement.

Such transactions include:

- regular investments paid by direct debit
- phased investments
- automatic rebalances
- automatic withdrawals
- dividend reinvestments
- selling units/shares to meet our charges or to pay fees that you have agreed with your financial adviser.

We do not make an additional charge for our regular valuations and reports.

Q15. What about tax?

PERSONAL TAX

- There is no personal income tax or capital gains tax liability on investment growth or income.
- You don't need to declare your ISA investments on your tax return.
- Funds distribute income in the form of dividend or interest. Following changes to regulations in recent years, these will be received gross into your ISA, and will not count towards your annual dividend or personal savings allowances.
- **VAT is payable on the Old Mutual Wealth Service Charge (formerly known as the Platform Charge) if you use the WealthSelect Managed Portfolio Service to invest in your ISA.** See your personalised Key Features Illustration for more information about the charges.

Q16. Can I close or transfer my ISA?

You can close your account at any time by completing a **Withdrawal/Closure form**, which is available from us or your financial adviser, and sending it to us at our head office address. See 'Contact details'.

Once the units have been sold, we will pay the full amount, minus any charges, directly into your bank account five working days from when we carry out your instruction. If further income distributions are received after the account has closed, these amounts will be paid to you once all distributions have been received.

You can transfer your ISA to another ISA manager at any time. This involves re-registering all units in the funds you have in your account as well as transferring the ISA itself. Re-registration is only available for funds in the SelfSelect investment range. **Re-registration cannot be used in conjunction with the WealthSelect researched funds or the Managed Portfolio Service. This is because the WealthSelect researched funds are unique to the platform and therefore not available on any other platform.**

Re-registration is a process involving transferring investments without having to sell them. However, if the new ISA manager is unable to accept re-registration of a fund and instructs us to sell the funds we will transfer the proceeds as cash to the new manager instead.

Before the transfer can take place, we must receive confirmation of your transfer authority from the new ISA manager. Transfers of just part of your ISA are not permitted so a request to transfer to another ISA manager will result in the whole of your ISA being transferred.

A transfer, whether by re-registration or cash transfer, does not jeopardise the preferential tax status of your ISA

Q17. What happens to my ISA if I die?

Upon your death the value of your ISA will form part of your estate for inheritance tax purposes and once a 'grant of representation' has been issued we will accept instructions from your legal representatives. Your account will remain invested in funds and will continue to be treated tax efficiently for up to three years, until we receive alternative instructions from your legal representatives.

Following your death, if you have a surviving spouse or civil partner they will be entitled to subscribe an amount equal to the higher of the value of your ISA at the date of your death or the value of the ISA when closed, after death (up to a maximum of three years), into an ISA in their own name, in addition to the personal allowance.

Full details will be provided to your legal representatives when we are notified of your death.

If you have agreed with your financial adviser to use the WealthSelect Managed Portfolio Service, this will cease to apply once we receive written notification of your death.

Q18. Can I change my mind?

Yes. When we notify you that your application for the Individual Savings Account has been accepted and send you the appropriate documentation, we will remind you that you have 30 days to change your mind and cancel your application. You can do this by writing to us at the address shown in 'Contact details'.

If you decide to cancel, we will give you your money back.

If, however, the value of your investment has fallen in the meantime, you will not get back the full amount you paid in. If, at your request, we have paid fees to your financial adviser for this transaction, we cannot reclaim or refund that payment, as your fee agreement is with your adviser not Old Mutual Wealth.

If you have authorised an initial adviser fee, but choose to cancel your application before payment of the fee is made, you may be liable to pay the outstanding amount direct to your financial adviser.

In the case of a transfer, you will not be able to reverse the transfer itself but you will be able to close your ISA or transfer it to the original or another ISA manager, provided they agree to accept it. It will be your responsibility to contact the other ISA manager to make arrangements to transfer your ISA.

OTHER INFORMATION

CONTACT DETAILS

If you need any further information about this product, please contact your financial adviser in the first instance. If you wish to contact us direct, you can do so in the following ways:

Phone: 0808 171 2626

Fax: 023 8022 0464

Email: ask@omwealth.com

By writing to: Old Mutual Wealth Limited
Head Office
Old Mutual House
Portland Terrace
Southampton SO14 7AY

CONFLICT OF INTEREST POLICY

Conflicts of interest which affect our business are set out in our Conflicts of Interest Statement of Practice, alongside details of how these are managed. All appropriate steps are taken to identify and manage any such conflicts in order to mitigate their potential impact on the duty we owe to our customers.

Staff and directors are expected to act in the best interests of Old Mutual Wealth, whilst still observing their duties to our customers. No director or employee may engage in an activity that gives rise to a personal financial interest, has the potential to damage Old Mutual Wealth's reputation, or is likely to give rise to a risk of damage to the interests of one or more customers.

SUITABILITY

Old Mutual Wealth does not give investment advice, nor does it make any judgements on your behalf about the merits or suitability of the transactions we arrange. The fact that a fund is available in one of the Funds Lists does not imply that it is suitable for you. The Financial Ombudsman and the Financial Services Compensation Scheme will therefore not be able to consider any complaints against Old Mutual Wealth relating to the suitability of any investment for your particular circumstances or needs.

ABOUT THE TERMS AND CONDITIONS

This Key Features Document gives a summary of the Individual Savings Account. It does not include all the definitions, exclusions or account Terms and Conditions.

A copy of the account Terms and Conditions is enclosed. For more information about the investment ranges, please ask your financial adviser or contact us direct.

We reserve the right to amend certain contractual terms, some without prior notice, as explained in the account Terms and Conditions. If we do so we will let you know in writing.

The contract you are applying for is subject to the law of England and Wales.

All our literature and future communications to you will be in English.

You can request a copy of a **Key Investor Document (KID)**, **Key Investor Information Document (KIID)** or the scheme particulars and report and accounts of the funds within our investment ranges by calling our Customer Contact Centre on 0808 171 2626.

See Q8 'What are Key Investor Documents (KID) and Key Investor Information Documents (KIID)?'

Should material changes occur to the funds you invest in, we will notify you as soon as possible in writing.

REGULATORY PROTECTION

Under Financial Conduct Authority (FCA) rules we classify all our investors as 'retail clients', which means you benefit from the highest level of regulatory protection. **Please note that if you are using the WealthSelect Managed Portfolio Service for your ISA, the contractual relationship for this service is between you and your financial adviser and the regulatory responsibility for the service rests with them.** The regulatory responsibility for your Individual Savings Account itself rests with Old Mutual Wealth Limited.

COMPENSATION SCHEME

The Financial Services Compensation Scheme (FSCS) acts as a safety net for customers of financial services providers. If Old Mutual Wealth Limited cannot meet its liabilities, the FSCS may provide compensation. For investments (such as the Individual Savings Account), the level of compensation you can receive from the scheme is as follows:

- the first £50,000 is protected in full.

Similarly, if the fund manager of a fund you are invested in cannot meet its liabilities, Old Mutual Wealth Limited can make a claim on your behalf to the FSCS as follows:

- the first £50,000 per customer investment with the fund manager.

If the fund you are invested in is not domiciled (based) in the UK, the FSCS may not cover any losses if the fund manager cannot meet its liabilities.

Further information about compensation arrangements is available from the FSCS website www.fscs.org.uk

COMPLAINT PROCEDURES

Customer satisfaction is very important to us at Old Mutual Wealth, but if you do have any cause to complain about the services provided, either by your financial adviser or Old Mutual Wealth, there are clear procedures laid down by the Financial Conduct Authority to ensure that your complaint is dealt with fairly.

If your complaint relates to the advice you have been given, **including the suitability of a Managed Portfolio**, you should write in the first instance to your financial adviser. If it concerns the service you have received from Old Mutual Wealth, please write to us at the address on page 8, and we will do everything we can to resolve the problem.

If you are not satisfied with the response you receive you can complain to:

Financial Ombudsman Service
Exchange Tower
London E14 9SR

Complaining to the Ombudsman will not affect your legal rights.

Old Mutual Wealth Limited, which provides this Individual Savings Account, is authorised and regulated by the Financial Conduct Authority.

Old Mutual Wealth's products are available only through professional financial advisers.

www.oldmutualwealth.co.uk

Please be aware that calls and electronic communications may be recorded for monitoring, regulatory and training purposes and records are available for at least five years.

Old Mutual Wealth is the trading name of Old Mutual Wealth Limited which provides an Individual Savings Account (ISA) and Collective Investment Account (CIA) and Old Mutual Wealth Life & Pensions Limited which provides a Collective Retirement Account (CRA) and Collective Investment Bond (CIB).

Old Mutual Wealth Limited and Old Mutual Wealth Life & Pensions Limited are registered in England and Wales under numbers 1680071 and 4163431 respectively. Registered Office at Old Mutual House, Portland Terrace, Southampton SO14 7EJ, United Kingdom. Old Mutual Wealth Limited is authorised and regulated by the Financial Conduct Authority. Old Mutual Wealth Life & Pensions Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Their Financial Services register numbers are 165359 and 207977 respectively. VAT number 386 1301 59.

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