

FAMILY LINKING

QUESTIONS AND ANSWERS

FOR FINANCIAL ADVISERS ONLY

Q1 WHAT IS FAMILY LINKING?

The Old Mutual Wealth Product/Service Charge (applicable to investments held under Charge Basis 3) is calculated based on the total value of assets an investor holds with us. The more assets they hold the lower the percentage charge.

'Family Linking' is where we can link your client's investments with those held with us by eligible family members, for the purposes of calculating the charge. It means we would use the combined larger asset value to determine the charge percentage, which could then potentially be lower.

Q2 WHO IS ELIGIBLE FOR FAMILY LINKING?

The following investors are eligible for Family Linking:

- The following family members can be linked: grandparents, parents, parents-in-law⁺, spouse/civil partner^{*}, brother, sister, children⁺ or grandchildren of the client.
- Trusts – where the investor or the investor's family members listed above are the settlor of the trust.
- A SIPP investing in the Collective Investment Account (CIA) – where the investor or the investor's family members listed above are the SIPP member.
- A CIA held in an offshore bond where the investor and/or the investor's family members listed above are the bond holders or settlors of bonds held in trust.
- Each investor has to have the same financial adviser.
- Our criteria of children includes step-children and adopted children.

^{*} as defined by the Civil Partnership Act 2004

⁺ may also include step or in-law children and parents

Q3 CAN I LINK MY CLIENT'S INVESTMENTS TO ALL MEMBERS OF THEIR FAMILY?

You can link your investor's investments to those family members detailed in Question 2.

Q4 HOW DO I REQUEST FAMILY LINKING?

You can request Family Linking in one of the following ways:

- By completing and submitting a valid Family Linking Request Form either by paper or via secure email. Please note that requests via unsecured email will be declined.
- All links must be requested. We will not assume that family members should be linked.

Q5 HOW IS THE PRODUCT/SERVICE CHARGE CALCULATED FOR LINKED CLIENTS?

The Product/Service Charge is a simple percentage charge, calculated the same way whether you have a client link in place or you do not. The benefit of Family Linking is that the rate is now set taking into account all investments held under the same and any linked client reference numbers.

Q6 HOW MUCH WILL MY CLIENT SAVE?

The level of saving achieved is dependent on the amounts invested.

For example, if Mr and Mrs Smith each have £100k invested they are currently paying a Product/Service Charge of 0.35%.

Once these investors are linked, the Product/Service Charge will take into account their combined assets, therefore Mr and Mrs Smith's charge will reduce to 0.33%.

Q7 WILL MY ELIGIBLE CLIENTS BE AUTOMATICALLY LINKED?

No, if the investor is aged 18 or older we will only link client reference numbers together for charging purposes when the eligibility criteria are met and we receive one of the following:

- A valid Family Linking Request Form, either by paper or via secure email. Please note that requests via unsecured email will be declined.
- For investors under the age of 18 who have a Junior ISA or a CRA, they will be automatically linked to the registered contact on their account (their parent or guardian) if that registered contact also has client reference number.

Q8 WHEN WILL THE LINK TAKE EFFECT?

We will aim to have the nominated parties linked no later than 10 working days after receipt of the request.

Q9 I AM SUBMITTING NEW BUSINESS; WILL I NEED TO SUBMIT A SEPARATE FAMILY LINKING REQUEST TO LINK THE NEW INVESTMENT?

It will depend on the circumstances.

- For new investments being made under the investor's existing client reference number – if Family Linking is already in force for that investor, the new investment will automatically be linked.
- For new investments being made under a new client reference number (eg a new SIPP with the client as the SIPP member) – you will need to send a new Family Linking request to link the new investment to the investor's existing investments.
- For an investment for a new investor, you will need to send a Family Linking request to link the new investor's investments to those of other investors.

Q10 IF I LINK A NEW INVESTOR TO MY CLIENT, WILL ANY PREVIOUS LINKS REMAIN IN FORCE?

Yes. We will only remove the link if we are requested to, or where we believe the link should not apply (eg if we become aware that the linked investor does not satisfy the eligibility criteria).

Q11 WILL OLD MUTUAL WEALTH'S ILLUSTRATIONS TAKE INTO ACCOUNT ANY LINKED ACCOUNTS?

Yes. Normally our illustrations will only include the value of the account or bond that they relate to. However, the value of any other accounts/bonds held under the same or any linked client reference numbers can be included manually.

Q12 WHAT EFFECT WILL FAMILY LINKING HAVE ON THE INVESTOR CHARGE (FOR INVESTMENTS ON CHARGE BASIS 1 OR 2)?

None. If the Investor Charge currently applies to an account/bond on Charge Basis 1 or 2, it will continue to be deducted.

Q13 WILL FAMILY LINKING AUTOMATICALLY CONVERT THE LINKED PARTIES' INVESTMENTS TO CHARGE BASIS 3?

No. Charge Basis 1 and 2 investments will remain on their current charge bases; however their values will be taken into account when determining the Product/Service Charge percentage rate for any Charge Basis 3 investments held by any of the linked parties.

Q14 WHAT WILL HAPPEN IF ONE OF THE LINKED PARTIES LATER CONVERTS A CHARGE BASIS 1 OR 2 INVESTMENT TO CHARGE BASIS 3?

The Investor Charge will stop and the Product/Service Charge will apply, using the values of the investments held by all of the linked parties to determine the percentage rates.

Q15 HOW WILL WE KNOW THAT THE LINK HAS BEEN SET UP?

You will be able to see confirmation on the adviser extranet.

Q16 ONCE THE LINK HAS BEEN CARRIED OUT, WILL DETAILS OF EACH LINKED PARTY'S INVESTMENTS BE SHARED WITH ALL INVESTORS WHO HAVE BEEN LINKED TOGETHER?

The total of all linked investments will be divulged on illustrations, but this will not be broken down by individual client.

Q17 IF AN INVESTOR ASKS HOW THEIR PRODUCT/SERVICE CHARGE HAS BEEN CALCULATED, WILL YOU DIVULGE THE VALUE OF THE LINKED PARTIES' INVESTMENTS WHEN REPLYING?

No. All we can say is that other investment values have been taken into account. The total of all linked investments will be divulged on illustrations, but this will not be broken down by individual client. If more information is required we will direct the investor to you, their financial adviser.

Q18 WILL OLD MUTUAL WEALTH REMOVE A LINK WITHOUT A REQUEST TO DO SO?

Yes. We reserve the right to remove links (eg if we become aware that the linked investor does not satisfy the eligibility criteria).

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