



STERLING

## Request for regular withdrawals

### For your Information

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

If you want to start taking regular withdrawals please complete this form and return it to **Sterling, Sterling Centre, PO Box 461, Bishops Cleeve, Cheltenham, Gloucestershire, GL52 8ZN.**

Your instructions must be signed by all account holders – their names are shown on your investor schedule. If your investment account is held in trust, then all the trustees must sign. We can't carry out your request without these signatures.

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

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

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

If you're uncertain about any of the information requested, please ring Sterling on 08709 096 010. We may record or monitor calls to improve our service.

## Confirming and protecting your identity

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

The 2007 Money Laundering Regulations mean that we have to confirm the identity of everybody who owns, is a beneficiary of, or has any involvement in the operation of a plan. So, we need evidence of your identity before we can act on your instructions.

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

If we don't already have proof of identity, we have to ask for verification when:

- a claim is made against a plan – whether its on death, serious illness or cashing in
- we need to pay out someone other than the plan owner

We may also ask for confirmation of your address and/or relevant bank details.

**N.B. If the payment is to be made outside the UK or most other western European countries, further verification may be needed – please contact us.**

### What can we do to make this easier?

If you have credit facilities or products with other financial services companies, **and** if you are on the electoral roll, we may be able to use an electronic checking system called Equifax to validate your name and address. Before we can use this, we do need to have your written consent. This checking system is not guaranteed in all cases and it may be necessary to come back to you for the documents listed below.

### What can you use to confirm your identity?

**Please do not send originals of these documents unless specified but we can accept black and white photocopies which have been certified as below.**

We will need one document if it is a government-issued document which incorporates:

your full name and photograph, and

- **either** your residential address
- **or** your date of birth

Government –issued documents with a photograph include:

- a valid passport
- a valid photocard driving licence (full or provisional)
- a national identity card (non-UK nationals)
- a firearms certificate or shotgun licence
- an identity card issued by the Electoral Office for Northern Ireland
- a disabled drivers blue pass

**If you do not have a Government-issued document with a photograph then you will need:**

One government-issued document (without a photograph) which shows your full name.

Government-issued documents without a photograph include:

- a valid (old style) full UK driving licence
- recent evidence of entitlement to a state or local authority funded benefit (including housing benefit and council tax benefit), tax credit, pension, educational or other grant.

### Supported by:

A second document, either government-issued, or by a Court, or a council, or another financial services company, showing your full name and:

- **either** your residential address
- **or** your date of birth

Examples of these types of documents include:

- an instrument of a court appointment (such as liquidator, or grant of probate)
- a current council tax demand letter, or statement\*
- current bank statements, or credit/debit card statements (must not be printed off the internet)\*
- utility bills (mobile phone bills and utility bills printed off the internet are not permitted).\*

### What can you use to confirm your new address?

We can accept originals or black and white photocopies which have been certified as below.

- utility bills\* (mobile phone bills and utility bills printed off the internet are not permitted).
- house insurance documents\* (must not be printed off the internet)
- current council tax demand letter or statement\*
- a mortgage agreement, rental statement or tenancy agreement.\*

\*Please note if you send originals of these documents we will be unable to return them to you.

### What can you use to confirm payee bank account details?

- certified copy of your bank statement (must not be an internet bank statement).

### Who can certify your documents?

Please ask one of the following people to certify that the copy of the document you're sending in is the same as the original:

- a regulated financial adviser
- a solicitor
- an accountant
- a mortgage broker
- a general practitioner (GP)

### How do you certify a copy of a document?

To certify a copy of a document the following words should be used:

**" I certify that this is a true copy of the original document and any photograph bears a good likeness of the applicant."**

The certifier must then print their name, title **and** telephone number on the document, sign their name, and include their company stamp or job title or occupation and date it accordingly.

### What happens if I don't have these documents?

If you don't have any of the documents mentioned, there are other ways we can verify your identity. Please contact us to see what else would be suitable if you're having difficulties.

Please note we reserve the right to ask for further documentation to protect your plan and assets.

## Step 1 – Personal details

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

Account number

### Owner 1

Name(s)

Date of birth

Address

Postcode

Nationality

Telephone number

### Owner 2

Name(s)

Date of birth

Address

Postcode

Nationality

Telephone number

### Owner 3

Name(s)

Date of birth

Address

Postcode

Nationality

Telephone number

### Owner 4

Name(s)

Date of birth

Address

Postcode

Nationality

Telephone number

## Step 2 – Your instructions

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

(i) A fixed amount of

£  pa

(ii) A fixed amount of

£  pa

increasing each year by

Average Earnings Index (AEI)

Retail Prices Index (RPI)

A fixed percentage of

%

(between 1 and 20%)

OR

(iii) A percentage of the fund value

%

Unless stated we will assume that any withdrawals are spread across all funds. If you require specific withdrawals to be taken please list them on the back page at the end of this form.

2. Frequency of payments (please tick)

In 12 equal payments (i.e. Monthly)

In 4 equal payments (i.e. Quarterly)

Termly

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

In 1 payment (i.e. Yearly)

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

Date of first payment:

## Step 3 – Payee

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

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

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

### Payee details for plans in trust

- The payments must be made to the trustees jointly or to the named beneficiary(ies).
- If the payments are to be made to the trustees jointly but you do not have a trustee bank account, you will need to contact your bank now to arrange this.
- Proof of identity is required for all trustees before we can make any payment. Please see the 'What can you use to confirm your identity?' section.
- Where payments are to be made to the beneficiaries, proof of identity will be required for any beneficiaries who are not also trustees. This evidence needs to be documentary as listed in the 'What can you use to confirm your identity?' section.

## Step 4 – Payment details

Name of bank/building society

Sort code

			/			/		
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Account number

Roll number (building society only)

Type of account

Name of account holder(s)

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

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

## Step 5 – Declaration

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

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

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

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

I/We consent to Sterling using a reference agency (Equifax) for identity verification and fraud checking purposes (if you do not consent, please place an X in the box next to your signature).

Sterling will act on the trustee's instructions and will not be held responsible for any breach of the trust terms and conditions.

Owner 1:

Signature

Name

Date

Owner 2:

Signature

Name

Date

Owner 3:

Signature

Name

Date

Owner 4:

Signature

Name

Date

## Step 6 – Sending the form

Before sending this form into us, please ensure that:

- It is fully completed and signed by all account owners, attorneys or trustees.
- That you have included all the necessary information that we require to process your request.
- That you have enclosed all the necessary documentation that we require to process your request (such as Money Laundering/name changes/address change/bank ID evidence/power of attorney documentation/trust documentation if this has not been previously provided).

If you have any questions, or require any further information, please contact your financial adviser, or call us on 0870 909 6010.

Please send the completed form to:

**Sterling, PO Box 461, The Grange, Bishops Cleeve, Cheltenham, Gloucestershire, GL52 8ZN.**

