

Terms and conditions of the
ISA and
Investment Fund

from Standard Life

Terms and conditions

This section explains the legal terms and conditions of your **ISA**, and/or **Investment Funds** with a **supermarket cash account** with **Standard Life Savings**.

Terms in bold in this section are words which have a particular meaning (defined words) when we use them in these terms and conditions and in the documentation you receive from us regarding your **ISA** and/or **Investment Funds** with a **supermarket cash account**. The meaning of these terms can be found in the Glossary section, which begins at page [Insert Page Number]. Words which we define in the singular form will also include the plural and words which we define in the plural will also include the singular.

These terms and conditions (these “**terms**”) govern your relationship with **Standard Life Savings** a company authorised and regulated by the **FSA** which is part of the **Standard Life group** if you decide to open an **ISA**, and/or **Investment Funds** with a **supermarket cash account**.

These two products are different ways to hold **units**. Some **units** can be held in a tax efficient wrapper, called an **ISA**, up to the relevant **ISA maximum subscription limits**, provided the **units** are within the scope of the **ISA regulations**. The **Investment Funds**, however, is a different way to hold **units**, and may be complementary to an **ISA**, for example, where a customer exceeds the **ISA maximum subscription limits** and/or for holding **units** which the **ISA regulations** exclude. Your **financial adviser** will be able to give you more information on how best to use these two products, either separately, if you subscribe to one of them only, or in conjunction with each other, if you subscribe to both products.

Important Note: Part A of these **terms** applies to the **ISA**, **Investment Funds** and the **supermarket cash account** and Part B to the **ISA** only.

These **terms** form the full terms and conditions of your **ISA**, and/or **Investment Funds** with a **supermarket cash account**.

Before applying for an **ISA** and/or **Investment Funds** with a **supermarket cash account** you should also consider carefully the **key features document** attached to these **terms**.

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Glossary

Part A – ISA, Investment Funds and Supermarket Cash Account Information

1. **Opening your ISA and/or Investment Funds (with a supermarket cash account)**
 - 1.1 **You** can only apply to open an **ISA** and/or **Investment Funds** (with a **supermarket cash account**) if:
 - a) **you** have a **financial adviser**;
 - b) **you** are 18 or over;
 - c) **you** hold a **UK** bank account and
 - d) **you** are habitually resident in the **UK**.Please see Part B of these **terms** for the additional eligibility criteria in respect of the **ISA**.
 - 1.2 If **you** want to open an **ISA** and/or **Investment Funds**, your **financial adviser** must, on your behalf send **us** an **application** either:
 - a) via the **FundZone platform**;
 - b) by post; or
 - c) in respect of the **Investment Funds** only, by telephoning the **platform customer centre**. **You** should ensure that your **financial adviser** sends the **application** and investment monies to the **platform customer centre** within 5 **business days** of this telephone call.
 - 1.3 Your **ISA** and/or **Investment Funds** will only be opened once:
 - a) **you** have accepted **these** terms which is done when your **financial adviser** sends **us** an **application** as described in section 1.2 above on your behalf; and
 - b) **we** have accepted your **application** and investment monies.Your acceptance of these **terms** is signified by **you** signing and returning the **application** available from your **financial adviser** in which **you** agree to these **terms**.
 - 1.4 Subject to the **FSA** and/or the **ISA regulations**, **we** have full discretion to accept or not to accept an **application** and **we** reserve the right to reject your application and not to give **you** any reason for doing so.
 - 1.5 Once **we** have accepted your **application**, in accordance with this section 1 **we** will also be bound by these **terms**. **We** will then:
 - a) open an **ISA** and/or **Investment Funds** (as appropriate) in your name (or names if we receive a joint application, which is available only for the **Investment Funds** as described in section 3 (Joint **Investment Funds** (with supermarket cash accounts)) and administer it in accordance with these terms;
 - b) open a **supermarket cash account** at the same time as **we** open your **ISA** and/or **Investment Funds**; and
 - c) issue **you** with **FundZone** account number.Please ensure that **you** and your **financial adviser** include this number in all communications with **us**.
 - 1.6 The contract between **you** and **us** will be concluded on the day **you** receive your first **contract note** for your **ISA** and/or **Investment Funds**.
 - 1.7 **We** will not advise **you** about the suitability of any investment or cash that **you** may decide to hold in your **ISA**, **Investment Funds** and/or **supermarket cash account**, nor will **we** be responsible for any advice given to **you** by your **financial adviser**.
 - 1.8 Please be aware that no interest will be paid on money in your **ISA**, **Investment Funds** and/or **supermarket cash account** that **you** transfer to **us** while your **application** is pending or which is held by **us** while **we** await any outstanding documentation necessary to activate your **ISA** and/or **Investment Funds**.
 - 1.9 **We** will classify **you** as a retail client for the purposes of the **FSA rules**. **We** will treat **you** as a retail client when **you** or your **financial adviser** uses the **services**. **You** have the right to request re-classification as a professional client, which would result in a lesser degree of regulatory protection for **you** and **you** would lose the protections and compensation rights to which a retail client is entitled.

However, please note that due to technical restrictions on the **FundZone platform**, **we** would be unable to accept a request to reclassify **you** as a professional client.

For more information on the regulatory protection afforded to retail clients and on the Financial Ombudsman, please contact your **financial adviser**.
 - 1.10 If your **financial adviser** no longer acts for **you** (for any reason), or **you** have appointed a new **financial adviser**, who does not have access to the **FundZone platform**, **you** will need to contact **us** by telephone or write to **us** to transact on your **ISA** and/or **Investment Funds**. Please see sections 7.6 and 17.8 for further information on changing your **financial adviser**.

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- 1.11 You will supply to your **financial adviser** the information necessary to enable your **financial adviser** to submit to us an **application** for any **ISA** and/or **Investment Funds** you want to open. You agree that the information you give to your **financial adviser** for the purposes of each **application** is current, relevant and accurate.
- 1.12 Where any **application** is for an **Investment Funds** that will be held as a jointly owned **Investment Funds** or a **trustee Investment Funds**, we will require that all **applicants** (i.e. the joint owners or all of the **trustees**) sign and send to us, an **application** as proof that all the **applicants** have agreed to the purchase of the **Investment Funds**. This must be done each time a jointly owned **Investment Funds** or a **trustee Investment Funds** is opened. Please note that the **application** is available from your **financial adviser**.
- 1.13 You understand that the information supplied to us may be used for the purposes of administering the contract for your **ISA** and/or your **Investment Funds** by us and third parties that provide services relating to these products to us or your **financial adviser**. You agree that you have read and understood the provisions of the **Data Protection Act** affecting this **application** as set out in section 28 (Personal data).
- 1.14 You agree that the contract for the provision of an **ISA** and/or **Investment Funds** (with a **supermarket cash account**) will be governed by these **terms**.
- 1.15 You understand that where **attorneys** are required by you as the holder(s) of an **ISA** and/or **Investment Funds** to act together when providing us with instructions, we will only be able to accept written instructions from the **attorneys** if they are signed by all of the **attorneys**. We will continue to accept instructions from you.
- 1.16 By your acceptance of these **terms**, you acknowledge and consent to the delegation by **Standard Life Savings** or other members of the **Standard Life group** of the provision of custodial services, as set out in section 2 below (Registration of ownership), to the **nominee company**. You also agree to co-operate fully with the **nominee company** as defined in these **terms**.
- ## 2. Registration of ownership
- 2.1 By agreeing to these **terms** you appoint us as your custodian in respect of the **units** held within your **ISA** and/or **Investment Funds** and grant us (and anyone who succeeds us as custodian) the right to appoint sub-custodians. **Units** will generally be registered in the name of the **nominee company** or as we may otherwise direct. Subject to section 23 (Risks and limits of liability), we accept responsibility for all **units** registered in the name of the **nominee company**.
- 2.2 You agree that you will at all times be either:
- a) the owner of the benefit of the **units** (the meaning of which is explained in section 8.11), or
 - b) a **trustee** in relation to the **units** held in the **ISA** and/or the **Investment Funds**.
- 2.3 You also agree that the **units** will remain free from any third party right which may impact on the ability of those **units** to be sold or transferred.
- 2.4 Your investments will generally be held together with the assets of our other clients on a pooled basis. This means the following:
- a) as explained in section 8.11 the legal title to all our clients' investments is registered in the name of the **nominee company**; and
 - b) an individual client's investments are identified only within our own or the **nominee company's** custody records.
- 2.5 Your cash will generally be held with the cash of our other clients on a pooled basis in a **pooled client bank account**. This means the following:
- a) the legal title to all our clients' cash in a **pooled client bank account** is registered in the name of the **nominee company**; and
 - b) an individual client's cash holdings are identified only within our own or the **nominee company's** custody records.
- Please see section 15.13 for further details of the **pooled client bank accounts**.

3. Joint Investment Funds (with supermarket cash accounts)

- 3.1 You may, together with one other person, open a joint **Investment Funds** (with a **supermarket cash account**) with us. This product will only hold the jointly held assets of both the account owners. Individually owned products on the **FundZone platform** will be held by each individual owner.
- 3.2 Where two people have a joint **Investment Funds** with us, each joint owner is jointly and severally liable under these **terms**. This means that each of the joint owners is responsible for all of the obligations which stem from the joint **Investment Funds** both on their own and together. We can therefore ask either of the joint owners to rectify a breach of these **terms** even if that individual did not cause the breach.
- 3.3 In certain circumstances we will require instructions to be given in writing by both joint owners. This includes but is not restricted to, instructions to buy, sell, transfer or switch jointly owned assets, to change **account** or address details or to register securities into a single name.
- 3.4 Upon the death of either joint holder of an **Investment Funds**, the surviving joint owner will be the only person to have a right to the assets held in the joint **Investment Funds**.

4. Trustee Investment Funds (with supermarket cash accounts)

- 4.1 If you are a **trustee** who manages an existing **trust** you may apply for the **trustee Investment Funds** (with a **supermarket cash account**). Your **financial adviser** will apply for the **trustee Investment Funds** on your behalf as described in section 1 (Opening your **ISA** and/or **Investment Funds** (with a **supermarket cash account**)). Upon our acceptance of your **application** in accordance with section 1 we will open a **trustee Investment Funds** in the name of the **trust**.
- 4.2 As part of the **application** process and before we open the **trustee Investment Funds** all **trustees** will be required to declare in writing that:
- they have all agreed to the opening of a **trustee Investment Funds**; and
 - the trust deed which governs the **trust** gives them powers to invest in assets such as the **trustee Investment Funds** applied for on the **FundZone platform**.

- 4.3 It will be the responsibility of the **trustees** of a **trustee Investment Funds** to ensure that this product is an investment which is a permitted investment under the trust deed which governs the **trust**. We do not accept any responsibility or liability for checking that any of the products on the **FundZone platform** are suitable investments under the terms of the **trust** and we give no warranty as to the suitability of the products on the **FundZone platform** as investments under the trust.
- 4.4 The process for applying for a **trustee Investment Funds** on the **FundZone platform** is described in section 1.12.

5. Your right to cancel

- 5.1 You have 30 days from receipt of your first **contract note** to cancel your **ISA** and/or **Investment Funds** by writing to us.
- 5.2 Please send your request to cancel either of the products to the **platform customer centre**. Our contact details are provided in section 29 (How to contact us).
- 5.3 If you cancel we will sell any **units** you have already purchased and we will return the amount raised on sale to you, minus any loss or plus any gain, which has been caused by market movements. Any **initial commission** paid to your **financial adviser** deducted from the amounts you have subscribed will be refunded. Some **managers** may also apply exit charges to their **mutual funds**. We will deduct any exit charge imposed by a **manager** from the amount we return to you.

6. Closing your ISA and/or Investment Funds (with a supermarket cash account)

- 6.1 You may terminate these **terms** and close your **ISA** and/or, **Investment Funds** (with a **supermarket cash account**) by giving us notice in writing (please see section 22 (Communication) for more details). You must then instruct us to either sell your **units** or to transfer them to another provider of **ISAs** and/or **investment services**.
- 6.2 We will sell your **units** as soon as is reasonably practical after receipt of your signed instruction to terminate these **terms**. You will be liable for any outstanding **additional charge for funded initial charge** or outstanding **additional charge for funded initial commission** (please see sections 16.8 and 17.3) or any charges incurred when selling your **units** or any costs associated with transferring your **units**.

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- 6.3 We will only close your **ISA** and/or **Investment Funds** and these **terms** will only terminate when all your **units** have been sold and/or transferred and any cash balances (including the sale proceeds from which any outstanding **additional charge for funded initial charge** or outstanding **additional charge for funded initial commission** (please see sections 16.8 and 17.3) or any charges incurred were deducted) have been paid into your **nominated account**. We will write to you to confirm the closure of your **ISA** and/or **Investment Funds** (with a **supermarket cash account**).
- 6.4 If we have instructions, ad-hoc or regular, to purchase **units** for your **ISA** and/or **Investment Funds** when we receive your instruction to terminate these **terms**, we will complete and settle any pending purchase transaction before instructing the sale of your **units**.
- 6.5 We may terminate these **terms** and close your **ISA** and/or **Investment Funds** if you fail to comply with these **terms** in respect of the **ISA**, **Investment Funds** and/or **supermarket cash account** (as the case may be) and fail to remedy this within 30 **business days** of being asked by us to do so, or if you fail to make any payments due to us after we notified you of the amount you owe us and have given you a further 30 **business days** to make the required payments.
- 6.6 If we terminate these **terms** under section 6.5 we will sell all your **units** and will pay the proceeds, less any outstanding **additional charge for funded initial charge** or outstanding **additional charge for funded initial commission** (please see sections 16.8 and 17.3) or any charges incurred in disposal, to your **nominated account**, unless you instruct us otherwise or we are prevented by law from doing so. We will write to you to confirm the closure of your **ISA** and/or **Investment Funds** (with a **supermarket cash account**).
- 6.7 In closing your **ISA** and/or **Investment Funds** (with a **supermarket cash account**), we reserve the right to reimburse ourselves for any losses or expenses that we have suffered in connection with opening, running or closing of your **ISA**, **Investment Funds** and/or **supermarket cash account** that are outstanding at the time we close any of these products, whenever such losses or expenses were incurred.
- =6.8 If we are informed of your death we will immediately cease all **transactions**, acceptance of regular payments into your **ISA** and/or **Investment Funds** and payment of income out of your **ISA**, **Investment Funds** and/or **supermarket cash account**. On receipt of the required documentation establishing the person who is entitled to collect in and distribute your monies or other assets after you die, we shall act as instructed by that person. We will continue to hold the **units** you held in your **Investment Funds** until we are instructed by your personal representatives to sell or transfer them. The value of the **units** may rise or fall from day to day. We will continue to hold the cash you held in your **supermarket cash account** until we are instructed by your personal representatives to transfer it. Please see paragraph 7.5 in Part B, (ISA termination) for details about the process of dealing with your **ISA** if you die.
- ## 7. Authority to transact via the FundZone platform
- 7.1 Sections 7 to 9 cover how your **financial adviser** can pass on **dealing instructions** to us to buy, sell or switch **units** on your behalf within your **ISA** and/or **Investment Funds**.
- 7.2 We will only accept **dealing instructions** as follows:
- if you already have an **ISA** or **Investment Funds** open, your **financial adviser** can transact directly via the **FundZone platform**, by post or by telephone;
 - in respect of your first investment into your **ISA**, your **financial adviser** can transact directly via the **FundZone platform** or by post but not by telephone;
 - in respect of your first investment into your **Investment Funds** your **financial adviser** can transact directly via the **FundZone platform**, by post or by telephone.
- 7.3 Save as expressly permitted in these **terms**, we will not transfer, exchange, exercise rights attached to or otherwise deal with **units** unless we receive your **dealing instructions** from your **financial adviser**.
- 7.4 We will only accept your **dealing instructions** from your **financial adviser** once we have verified the identity of your **financial adviser**. The verification process will vary depending on whether your **financial adviser** contacts us via the **FundZone platform** or by telephone. If your **financial adviser** contacts us through the **FundZone platform**, verification will be satisfied by your **financial adviser** successfully logging on. If your **financial adviser** contacts us by telephone, verification will be satisfied by your **financial adviser** correctly answering certain security questions.

7.5 We will endeavour to carry out your **dealing instructions** correctly, but it is the responsibility of your **financial adviser** and/or yourself to check that we have carried out your **dealing instructions** correctly as follows:

- a) for **transactions** where we are required to do so by the **FSA rules**, we will issue **contract notes** to you by post and you or your **financial adviser** will have a period of 14 days from receipt of each **contract note** to check that your **dealing instructions** have been carried out correctly and notify us of any errors; or
- b) for **transactions** where we do not issue **contract notes**, you or your **financial adviser** will have a period of 14 days from the date your **ISA** and/or **Investment Funds** account(s), as appropriate, are updated to show the relevant **transactions** on the part of the **FundZone platform** which displays information relating to your **ISA** and/or **Investment Funds** and is accessible only to your **financial adviser** and to you (if you have agreed such access with your **financial adviser**) to check that your **dealing instructions** have been carried out correctly and notify us of any errors.

Upon receiving notification from you or your **financial adviser** of any discrepancy, we will remedy this discrepancy if it has been caused by our error or by a system error on the **FundZone platform**.

7.6 We will continue to act on instructions from your **financial adviser** until you tell us in writing that you have ended your **financial adviser's** authority to act on your behalf. If you choose not to appoint a new **financial adviser** and wish to continue to invest in your **ISA** or **Investment Funds** you must do so by writing or telephoning us using the contact details shown in section 29 (How to contact us). We will not advise you about the suitability of any investment or cash that you may decide to hold in your **ISA** or **Investment Funds**. If you are unsure about the suitability of any investment, we strongly recommend that you appoint another **financial adviser** who can provide you with **financial advice** in relation to the **FundZone platform**. Please see section 17.8 for further information on changing your **financial adviser**.

8. Dealing services

8.1 We will provide **dealing services** to enable the purchase and sale of **units** within your **ISA** and/or **Investment Funds**.

8.2 Whilst we will act on your behalf in respect of **dealing instructions** we receive, we will not provide you with any investment advice or investment recommendations. If you require such advice, you should consult your **financial adviser**.

8.3 We are not required to assess the suitability of any investment you wish to make under these **terms**, and you will therefore not benefit from the protection of the **FSA rules** in assessing suitability. It is your **financial adviser's** responsibility to assess the suitability of any investment you wish to make.

8.4 We will assume that all **dealing instructions** given to us are correct and we will not allow any changes to **dealing instructions** once we have placed them with the person who will be responsible for the execution of the **dealing instructions**.

8.5 If we place a **dealing instruction** that you or your **financial adviser** instructed us to place and then are told by you or your **financial adviser** that the **dealing instruction** was incorrect, we will not be liable for any costs or losses incurred by you as a result of the **dealing instruction** being executed.

8.6 If we experience any difficulty in executing your **dealing instruction** promptly we will inform you or your **financial adviser** within 5 business days.

8.7 We will refuse a **dealing instruction**:

- a) if we have reasonable grounds to believe that the **dealing instruction** may be in contravention of any applicable law or regulation;
- b) if you have not provided any evidence of your identity already requested; or
- c) if we have reasonable grounds to believe that you are involved in **market timing activities**.

If we refuse a **dealing instruction** we will notify you or your **financial adviser** of our reasons for doing so.

8.8 We will delay carrying out a **dealing instruction** which we believe to be incomplete, inaccurate or unclear until the **dealing instruction** has been clarified, and we will contact your **financial adviser** to request such clarification.

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- 8.9 If your **dealing instructions** are unclear we may place cash which we are unable to invest in your **supermarket cash account, ISA cash account or Investment Funds cash account** (depending on which of these products you have/are buying **units** to hold in) until we have clarified your **dealing instructions**.
- 8.10 Our charges in respect of the **dealing services** can be obtained from your **financial adviser**.
- 8.11 All **units** that you request us to purchase on your behalf will be held in the name of the **nominee company**. Whenever your **units** are registered in the name of the **nominee company**, the **nominee company** will hold them on trust for you. This means that you own the benefit of the **units** and the benefit will continue to belong to you even if the **nominee company** becomes insolvent.
- 8.12 Provided we receive **dealing instructions** in accordance with these **terms**, we will place all **dealing instructions** with the person(s) that will execute them as soon as reasonably practical after we receive the **dealing instructions** and in any event no later than the **valuation point** on the second **business day** after the date on which we receive your **dealing instructions**.
- 8.13 The proceeds of sale **transactions** will be credited to your relevant **account(s)** on the **settlement date**, subject to receipt by us of the funds from a **manager** of any **mutual fund** that you are invested in.
- 8.14 Subsequent to the sale of any **units**, if we receive any further income from these **units**, whether it is dividend or interest income, we will forward that income to you or to the new owner of the **units** depending on who we are notified as being entitled to receive it.
- 8.15 If we receive a **dealing instruction** to purchase **units** from your **financial adviser** or you via the **FundZone platform**, you are responsible for ensuring that sufficient funds are available in your relevant **account(s)**, at the relevant **settlement date**, to pay for the **units** purchased according to the **dealing instruction** that we receive.
- 8.16 If we receive **dealing instructions** to buy **units** by telephone or in writing from you or your **financial adviser** we will follow the process set out in section 8.12 provided that we receive **cleared funds** to buy those **units** within **5 business days** of receiving your **dealing instructions**. If we do not receive **cleared funds** from you within this period (regardless of the method of payment) we will contact your **financial adviser** no later than **6 business days** from receiving your **dealing instructions** to advise that we have not received these **cleared funds**.
- If we do not receive **cleared funds** for those **units** within **10 business days** of accepting your **dealing instructions** (regardless of the method of payment), we will, where allowed under the **ISA regulations** in the case of **units** held in your **ISA**, sell those **units**, no later than **12 business days** from accepting your **dealing instructions**. You will be liable for any losses incurred by us in the sale of these **units**, for example, as a result of market movements, and you will also be required to repay to us any charges or costs that we incurred due to your failure to provide us with **cleared funds** within the period set out in this section 8.16 (regardless of the method of payment).
- 8.17 If any cheque or direct debit forwarded to us to buy **units** is rejected, we will, as soon as reasonably practical after we become aware of the rejection of funds, notify your **financial adviser** of this. If we have not received **cleared funds** within **5 business days** of our first attempt to notify your **financial adviser** that your cheque or direct debit has been rejected, we will sell those **units** as soon as reasonably practical but no later than **7 business days** from our first attempt to notify your **financial adviser** that your cheque or direct debit has been rejected. You will be charged for any reasonably incurred costs that apply for buying and selling any of those **units**. If the value we receive for selling those **units** is less than the price we paid for them, we will deduct the difference from your holding in your **ISA cash account** and/or **Investment Funds cash account**, as appropriate. If there is not enough money in your **ISA cash account** and/or **Investment Funds cash account** (as the case may be), we will ask you to repay the shortfall to us. If the value we receive from selling those units is greater than the price we have paid, we will retain any gain which has been caused by market movements.

- 8.18 If we need to pay for a **transaction** in a foreign currency, we will make arrangements to convert sufficient funds held in your **ISA cash account** and/or your **Investment Funds cash account**, as appropriate, into the relevant currency. We will deduct the cost of any currency conversion from your relevant **account**.
- 8.19 If we receive money in a foreign currency as settlement from a sale, we will make arrangements to convert this foreign currency into sterling before crediting the **cleared funds** to your relevant **account**. We will deduct the cost of any currency conversion from your relevant **account(s)**.
- 8.20 Funds may be transferred by us from your **ISA cash account**, **Investment Funds cash account** or **supermarket cash account** to a **nominee company** client money account or to such other account of any successor to the **nominee company** in order to facilitate the payment for any purchase.
- 8.21 Where we are required by the **FSA rules** to issue **contract notes** relating to **transactions** we will issue them direct to you and to your **financial adviser**:
- by making them available to view direct on the part of the **FundZone platform** which displays information relating to your **ISA** and/or **Investment Funds** and is accessible only by your **financial adviser** and you (if you have agreed such access with your **financial adviser**); and
 - by posting them to you.
- 8.22 We shall at all times comply with the **FSA rules** regarding the issue of **contract notes**. If the **FSA rules** on **contract notes** change we shall amend our procedures accordingly. However, unless required to by law or the **FSA rules** we will not provide you with less information than we have agreed to provide in these **terms**.
- 8.23 For **transactions** where we are required to do so by the **FSA rules**, we will issue **contract notes** to you by post and you or your **financial adviser** will have a period of 14 days from receipt of each **contract note** to check that your **dealing instructions** have been carried out correctly and notify us of any errors.
- For **transactions** where we do not issue **contract notes**, you or your **financial adviser** will have a period of 14 days from the date your **ISA** and/or **Investment Funds account(s)**, as appropriate, are updated to show the relevant **transactions** on the part of the **FundZone platform** which displays information relating to your **ISA** and/or **Investment Funds** and is accessible only to your **financial adviser** and to you (if you have agreed such access with your **financial adviser**) to check that your **dealing instructions** have been carried out correctly and notify us of any errors.
- If you or your **financial adviser** does not contact us within this period we will consider that the **contract note** or **ISA** and/or **Investment Funds account(s)** details on the **FundZone platform** are correct.
- 8.24 If the **contract note** or the **ISA** and/or **Investment Funds account(s)** details on the **FundZone platform** show a discrepancy with the **dealing instructions** that we received and you notify us within the period set out in 8.23, we will remedy this discrepancy if it has been caused by our error or by a system error on the **FundZone platform**.
- 8.25 You should be aware that a **mutual fund's prospectus** and/or **fund factsheet** may allow the **manager** to delay a sale or purchase (or suspend all sales and purchases) of **units**. This means that the execution of the **dealing instructions** may be delayed.

9. Investment re-registration

- 9.1 Where possible, we will provide your **financial adviser** with online functionality to assist in transferring certain assets that you personally own to your **ISA** and/or **Investment Funds** using a procedure called **re-registration**.

As explained in section 8.11 the **units** that you hold in your **ISA** and/or **Investment Funds** are held in the name of a **nominee company**. So if you want to transfer some assets to your **ISA** and/or **Investment Funds**, the ownership of your assets will need to be transferred to the **nominee company**, which will hold them on trust for you. The **re-registration** procedure allows the ownership of your assets to be transferred from yourself to the **nominee company** without them having to be sold and then repurchased by the **nominee company**. You will always own the benefit of the re-registered asset.

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- 9.2 Please note that some **managers** do not allow **re-registration**. If the **manager** does not allow **re-registration**, and you still want to transfer the assets to your **ISA** and/or **Investment Funds**, you will have to sell your **units** in that **mutual fund** and transfer the cash to your **ISA cash account** and/or **Investment Funds cash account**, as appropriate. If this happens then the cash raised by selling the **units** from this **mutual fund** will remain un-invested, or 'out of the market' from the time of the sale until the time we place your purchase orders (as specified in the **dealing instructions** sent to us by your **financial adviser**). During the time the cash is 'out of market' the price of the assets may rise or fall. If this were to happen the value of your investment will rise or fall.

Please note that if a **manager** allows **re-registration** they may make additional charges which we may deduct from your **supermarket cash account**. Please refer to section 16.6 for further details.

- 9.3 **Re-registration** may result in the loss of a very small fraction of one **unit** (never more than 0.01% of a **unit**) in your holding of the **mutual fund** that you transferred to your **ISA** and/or **Investment Funds**. This small loss will not be returned to you in any circumstances.
- 9.4 If, following the **re-registration** of the assets that you transferred to your **ISA** and/or **Investment Funds**, we receive an income payment, dividend or other cash amount from the existing **manager**, we will credit this to your relevant **account** and hold it pending your instructions.

10. Buying and selling units

- 10.1 Your **financial adviser** will be able to tell you exactly which investments can be held in your **ISA** and/or **Investment Funds**.
- 10.2 Some of the **mutual funds** in which you can purchase **units** to hold in your **ISA** and/or **Investment Funds** may impose the following restrictions:
- a minimum investment amount;
 - a minimum number of **units** that can be sold; and
 - a minimum value which must be retained in the **mutual fund** after a sale.

For more information please ask your **financial adviser** and consult the **prospectus** and/or **fund factsheet** of the particular **mutual fund** you are interested in.

- 10.3 The minimum amounts you can pay into your **ISA** and/or **Investment Funds** are:
- a single payment of £500 to open an **ISA** and/or **Investment Funds**;
 - single further payments of £250 each; or
 - a monthly regular payment of £50.
- 10.4 If you want to buy or sell **units** in a **mutual fund** your **dealing instructions** will be executed no later than the **valuation point** on the second **business day** after the date on which we receive your **dealing instructions**.
- 10.5 **Units** are purchased (and subsequently held and sold) subject to the prevailing terms contained within the relevant **prospectus** and/or **fund factsheet** for the **mutual fund** you selected. You should be aware that a **mutual fund's prospectus** and/or **fund factsheet** may allow the manager to delay a sale or purchase (or suspend all sales and purchases) of **units**. For full details please refer to the **mutual fund's prospectus** and/or **fund factsheet** which is available from your **financial adviser**.
- 10.6 You should be aware that a **mutual fund's prospectus** and/or **fund factsheet** may allow a **manager** to make changes to a **mutual fund** (for example, closing, winding-up or dividing the mutual fund) or combining existing **mutual funds** that you selected. Please note that a **manager** may not be required to give us prior notice before making such changes. Please refer to the relevant **mutual fund's prospectus** and/or **fund factsheet** which is available from your **financial adviser** for more information. Where a **manager**:
- makes any changes to a **mutual fund** as set out in the **prospectus** and/or **fund factsheet**; or
 - fails to administer the **mutual fund** in accordance with the **prospectus** and/or **fund factsheet**;
- we will not make good all or any part of any loss that arises.
- 10.7 The proceeds of any sale **transaction** will be paid into your **ISA cash account** and/or **Investment Funds cash account** (as applicable) unless we are instructed otherwise by you.
- 10.8 Any information and charges that apply to a **mutual fund** are available from your **financial adviser**.

11. Switches

- 11.1 **You** may sell and switch **units** between **mutual funds** provided there are no restrictions on the buying or selling of any of these **units**. Please refer to sections 8.25 and 10.2 for more information on potential delays to the execution of your **dealing instructions** and restrictions imposed on buying and selling **units**.
- 11.2 **Dealing instructions** to sell **units** and to purchase other units with the proceeds of sale can be transmitted by your **financial adviser** via the **FundZone platform**, by your **financial adviser** telephoning or writing to the **platform customer centre**. Please see section 29 (How to contact us), for **our** contact details. **You** can find out into which **mutual funds you** are able to switch by consulting your **financial adviser**.
- 11.3 If **you** want to switch between **mutual funds**, **we** will sell the **units** that **you** are switching out of no later than the **valuation point** on the second **business day** after the date on which **we** receive your **dealing instructions**. Once the **unit price** for the sale of these **units** has been confirmed by the **manager**, **we** will allocate the proceeds of the sale of these **units** to purchase **units** in the **mutual funds** that **you** have instructed **us** to switch your investments to. **We** will purchase these **units** no later than the **valuation point** on the second **business day** after the date on which **we** receive confirmation from the relevant **manager** of the sale price of the **units you** wish to sell. As explained in section 10.5, the **managers** of the **mutual funds** concerned may, in some circumstances, be allowed to suspend or delay a sale or purchase of these **units**. For full details please refer to each **mutual fund's prospectus** and/or **fund factsheet** which is available from your **financial adviser**.
- Due to potential timing differences between the **valuation points** of different **mutual funds**, the implementation of a **dealing instruction** for a switch of **investments** may result in investment monies being temporarily uninvested and held in your **ISA cash account** and/or **Investment Funds cash account**, pending reinvestment.
- 11.4 There is a switching charge for carrying out a switch on your behalf. Please see section 16.5 for further details.

12. Shareholder information and entitlements

- 12.1 **You** will receive a statement of your **ISA** and/or **Investment Funds** every 6 months. These 6 monthly statements will show **you** the value of your **units** at the close of business on the last **business day** of each 6 month period. Your **financial adviser** can provide **you** with a copy statement at any time on your request.
- 12.2 **You** can obtain, free of charge, the **prospectus** and/or **fund factsheet** for each **mutual fund** in which **you** have invested by asking your **financial adviser**.
- 12.3 If **you** wish to receive copies of any reports and accounts, notices or other information issued to holders of **units** in **mutual funds** that **you** are invested in, including notification of **unit holders' meetings** where **you** may be entitled to vote, **you** must elect to do so and notify **us** in writing. Please see section 29 (How to contact us), for our contact details. Should **you** elect to receive such information, **we** reserve the right to charge an administration fee of £30 (plus VAT) for each such communication. This fee would be charged to **you** and **we** would take the payment from your **supermarket cash account**.

13. Withdrawals

- 13.1 If **you** wish to make a withdrawal of cash from your **ISA cash account**, from your **Investment Funds cash account** and/or from your **supermarket cash account you** or your **financial adviser** on your behalf can provide **us** with the relevant instruction by telephoning **us** or by writing to **us**. Your **financial adviser** can also instruct a withdrawal via the **FundZone platform**. Money will be paid from the relevant **account** into your **nominated account** within 10 **business days** of **us** receiving your instructions or **us** receiving payment from the relevant **manager** of the **mutual fund** from which **units** are sold, whichever is later.
- 13.2 Your **financial adviser** can instruct **us** as set out in section 13.1 on your behalf to make a regular withdrawal from your **ISA** and/or **Investment Funds**. This can be monthly, quarterly, 6 monthly or yearly. The withdrawal can either be funded from cash in your **ISA cash account** or **Investment Funds cash account** as relevant, or by the sale of **units**. Instructions to sell **units** proportionally from your **ISA** and/or your **Investment Funds** or to sell specific **units** can be set up by your **financial adviser** on your behalf. Please see section 8.25 for circumstances in which the execution of your **dealing instructions** may be delayed.

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14. Pricing

Each **mutual fund's unit price** is set by the **manager** of the **mutual fund** based on the value of the underlying assets of the **mutual fund**. **You** can find the most recently published price for your **units** from your **financial adviser** and from the **FundZone platform**. The prices for some **units** are also published in some newspapers. **You** should remember that all prices are historic prices and are not, therefore, prices at which your **dealing instructions** will be executed.

15. Income

- 15.1 Income from **mutual funds** is made up of either interest or dividends. Most, but not all, **mutual funds** will offer two types of **units**: income **units** and accumulation **units**. Some **mutual funds** may only have one of these types of **units** available. The type of **units** available from each **mutual fund** is detailed in the relevant **fund factsheet** which **you** can obtain from your **financial adviser**.
- 15.2 Income **units** pay the income attributable to each **unit you own to you**, whereas accumulation **units** retain that income within the **mutual fund** and this is reflected in the published price which will be higher than for income **units**.
- 15.3 In relation to any **units** purchased in **mutual funds**, the first income distribution may include an amount of equalisation. This equalisation reflects income accrued by the **mutual fund** in the accounting period, prior to **units** being purchased. This applies equally to cash distributions paid by income **units**, or reinvested distributions in the case of accumulation **units**. The purpose of equalisation is to ensure that all investors in a **mutual fund** are treated fairly: investors who hold the **units** for the full accounting period receive the full distribution; investors who acquired the **units** during the accounting period will receive a lower income amount in their distribution for that accounting period.
- 15.4 **We** will collect income from your **units** for **you** and will allocate the collected income to your **ISA cash account** or your **Investment Funds cash account**. Collected income will remain there unless **you** elect to have that income paid to **you**, in which case **we** will normally forward it to your **nominated account** or **supermarket cash account** as **you** instruct. Alternatively **you** can elect to have the income reinvested to buy more of the **units** from which the income has been received.
- 15.5 If **you** elect under section 15.4 to have the income that **we** receive on your behalf paid out to **you** **we** will use all reasonable endeavours to apply that income no later than 10 **business days** after **we** receive it. However there may be circumstances out of our control where an income payment may be delayed. If **you** elect under section 15.4 to have **units** bought for **you**, this will be done no later than 10 **business days** after **we** collect the income on your behalf.
- 15.6 Interest will be paid on cash held in your **supermarket cash account**. Interest will be calculated daily, based on the closing balance of your **supermarket cash account** that day, and will be credited to your **supermarket cash account** monthly. **You** can obtain details of the current interest rate from your **financial adviser**.
- 15.7 **We** reserve the right to change:
- the interest rate, which for the avoidance of doubt shall include the rate upon which **we** base the interest rate payable to **you** (currently the Bank of England base rate) and/or the margin between this interest rate and the rate upon which **we** base the interest rate payable to **you**; and
 - the threshold amount **we** use to decide which interest rate is applicable to **you**.
- 15.8 **We** will only make the changes referred to in section 15.7 if these changes are necessary to:
- reflect changes in market conditions;
 - accommodate a legitimate business need;
 - adapt to changes in the law or changes in banking codes and/or regulations; or
 - remain competitive.
- 15.9 The changes referred to in section 15.7 will only reflect changes in our overall costs. Any change to the rate of interest payable to **you** under section 15.6 will not increase our profit margins above reasonable levels. **We** will notify **you** of any such changes in accordance with section 22, (Communication).
- 15.10 No interest will be payable on cash held in either your **ISA cash account** or **Investment Funds cash account** nor will interest be paid on cash that **you** transfer to **us** while your **application** is pending.
- 15.11 **We** will hold your money in accordance with the **FSA rules** on holding clients' money. Your money will be held in bank accounts which **we** use only to hold money for clients and do not use to hold our own money. Your money will be pooled with the money of other clients. **We** therefore refer to these accounts in these terms as **pooled client bank accounts**. These accounts will be with **UK qualified institutions**.

15.12 We shall only use your money for the purpose of paying for your **transactions** and charges. We shall have full authority to operate all your **accounts** to facilitate all **transactions** and meet all of our obligations required to service your **ISA, Investment Funds** and/or **supermarket cash account**.

15.13 If the **qualified institution** that is holding your money becomes insolvent, we will attempt to recoup your money on your behalf. However, if the **qualified institution** cannot repay all the persons to whom it owes money (i.e. its creditors), any shortfall may have to be shared proportionally between all its creditors including yourself and our other clients.

The Financial Services Compensation Scheme (FSCS) has been set up to deal with compensation if firms are unable, or likely to be unable, to meet claims against them. For further information:

- a) call them on 0845 6060002; or
- b) visit www.fscs.org.uk.

Please note call charges may vary.

The amount of compensation available from the FSCS depends on the type of business and the circumstances of the claim. Please note that **recognised funds** are not covered by the FSCS.

15.14 Where we have determined that there has been no movement on any of the following **accounts**:

- a) your **supermarket cash account**; or
- b) your **ISA cash account** and/or **Investment Funds cash account**;

for a period of at least 6 years (notwithstanding any payments or receipts of charges, interest or similar items), and we are unable to contact you, we may release your money from these **accounts** and cease to treat that money as client money under the **FSA's Client Money Rules**. Money released in this way will be held by us or on behalf of us.

15.15 We will write to you at your last known address giving you 28 days notice of our intention to release your money, and will only release the money from the client money account if we do not receive a response from you during that 28-day period.

15.16 If at any time in the future you contact us and ask for your money, we will, once we have checked your identity, return it to you with the interest it would have accrued if we had kept these **accounts** open if these **accounts** are interest bearing.

16. Charges

The charges payable by you depend on the **mutual funds** you choose to invest in and hold **units** in your **ISA** and/or **Investment Funds** and on the commission you ask us to pay to your **financial adviser**. You can obtain information on the charges applicable to you (which will be made up of some or all of the charges described in this section, depending on the holdings in your **ISA** and/or **Investment Funds**) from your **financial adviser**.

Administration Charges

16.1 Mutual fund initial charge

When you first invest in a **mutual fund** an initial charge will normally be applied. This charge will be deducted from the amount you intended to invest in your **ISA** and/or **Investment Funds** therefore reducing the number of **units** you can purchase. Details of any initial charge for any **mutual fund** that you invest in will be on the relevant **fund factsheet**, which you can obtain from your **financial adviser**. All or part of this initial charge may be retained by us to form part of our charges for providing the **services** and administering your **ISA** and/or **Investment Funds**.

16.2 Annual management charge

This is a daily charge levied by the **manager** of each **mutual fund** to pay for the services it provides. This charge is usually accrued each **business day** after the **mutual fund** has been valued and before the **unit price** is set. You can find out the annual management charge which applies to a particular **mutual fund** by contacting your **financial adviser**.

Standard Life group will not be responsible for any increase in the annual management charge levied by a **manager**.

Standard Life group has the right to increase the annual management charge which it applies to the **mutual funds** that it manages. Increases will reflect increases in the **Standard Life group's** overall costs of managing and operating these **mutual funds** or any other reasonable grounds described in section 18.4. Any increases in the annual management charge levied by the **Standard Life group** will not increase the profit margins of the **Standard Life group** above reasonable levels. **Standard Life group** will give you 30 days' notice (according to the process described in section 22 (Communication)) before it increases the annual management charge of a **mutual fund** that you invest in.

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16.3 Additional expenses

Managers of certain mutual funds, including the companies within the **Standard Life group**, may deduct additional expenses from the value of the assets in their mutual fund when they calculate the price of their mutual funds to cover costs incurred by the mutual funds such as regulatory expenses. The deduction of additional expenses is over and above the annual management charge and the mutual fund initial charge that applies. These include (but are not limited to):

- a) auditors fees;
- b) custodians fees;
- c) any depository or trustee fees; and
- d) regulatory expenses.

More information on additional expenses can be found in each mutual fund's prospectus, which you can obtain from your financial adviser.

16.4 Dilution levy

This is a charge which a manager sometimes imposes when you buy or sell units in their mutual fund(s) to protect the value of the units held by other investors in their mutual fund(s). More information on dilution levy can be found in the 'What are the charges' section of the key features document and in each mutual fund's prospectus which are available from your financial adviser. If you wish to check whether a dilution levy is imposed on any of your transactions, please refer to your contract note or contact the platform customer centre. Please see section 29 for details of how to contact us.

16.5 Switch Charge

This is a charge of 0.25% of the value of the sale of any units levied by us for exchanging any units you hold in any mutual fund for any units in a different mutual fund. Further details of the switching charges that apply can be obtained from your financial adviser.

16.6 Re-registration charge

We will pass on to you any charge made by a manager to process your request to re-register units and will debit this charge from your supermarket cash account as explained in section 9.2.

16.7 Additional charge for funded initial charge

You can ask us to pay funded initial charge as an alternative method of paying the mutual fund initial charge applied when you first purchase units in mutual funds. Where we do so, we will make an additional charge for funded initial charge. We will deduct the additional charge for funded initial charge on the charge date during the charging period from your supermarket cash account.

The additional charge for funded initial charge is calculated as a percentage of the current value of units held in a mutual fund to which the funded initial charge applies or the original value of those units bought in that mutual fund, whichever is greater. Please see section 20 (Paying your charges) for our procedure if you do not hold enough money in your supermarket cash account.

The additional charge for funded initial charge will only apply to units in mutual funds that you request us to pay funded initial charge. You can ask us to pay funded initial charge from your supermarket cash account during the charging period if:

- a) you are 69 years old or under; and
- b) for each transaction you are investing a minimum of £10,000 into your ISA or your Investment Funds, as appropriate.

16.8 Outstanding additional charge for funded initial charge

If, during the charging period, you withdraw (whether partially or in full) the amount paid or transferred into your ISA and/or Investment Funds in respect of which we paid funded initial charge, you will be charged the total outstanding additional charge for funded initial charge which would have applied to the sum paid or transferred into your ISA and/or Investment Funds had you kept it in your ISA and/or Investment Funds until the end of the charging period. We will deduct this outstanding additional charge for funded initial charge from the sum we pay back to you following your decision to withdraw all or part of the amount paid or transferred into your ISA and/or Investment Funds.

If you cash-in part of the sum on which we paid funded initial charge we will deduct the outstanding additional charge for funded initial charge from the sum we pay out to you, if the residual value of the sum on which we paid funded initial charge after the withdrawal is less than the amount of outstanding funded initial charge.

The outstanding additional charge for funded initial charge is to allow us to recover the sums that we have paid on your behalf (i.e. to recover money advanced by us on your behalf and the cost of funding that payment). The outstanding additional charge for funded initial charge is therefore not a type of exit fee and cannot be considered as having the effect of an exit fee.

17. Charges for your financial adviser's commission

You can pay for the services of your **financial adviser** in a number of ways. Firstly you can agree to pay a fee directly to your **financial adviser**. You can also agree that we should pay commission to your **financial adviser** in relation to your **ISA** and/or **Investment Funds**. This section explains how your **financial adviser's** commission will impact on your **ISA** and/or your **Investment Funds**.

The charges which apply to you will depend on the type of commission you request us to pay to your **financial adviser** on your behalf.

These charges are also explained in the **key features document** which you can obtain from your **financial adviser**. For more information and advice on charges please consult your **financial adviser**.

17.1 Initial commission

We make a deduction from each payment or transfer you make into your **ISA** and/or **Investment Funds** if you ask us to pay **initial commission** to your **financial adviser** from the money you invest. The amount of the deduction is the same as the amount of **initial commission**.

17.2 Additional charge for funded initial commission

You can ask us to pay an **additional charge for funded initial commission** to your **financial adviser**. Where we do so, we make an **additional charge for funded initial commission**. We deduct the **additional charge for funded initial commission** on the **charge date** during the **charging period** from your **supermarket cash account**. The **additional charge for funded initial commission** is calculated as a percentage of the current value of either your **ISA** and/or **Investment Funds** or the value of the original **units** you purchased, whichever is greater.

The **additional charge for funded initial commission** will only apply to **units** in **mutual funds** that you request us to pay **funded initial commission** to your **financial adviser** for. You can ask us to pay **funded initial commission** to your **financial adviser** from your **supermarket cash account** during the **charging period** if:

- a) you are 69 years old or under; and
- b) for each **transaction**, you are investing a minimum of £10,000 into your **ISA** or your **Investment Funds**, as appropriate.

17.3 Outstanding additional charge for funded initial commission

If during the **charging period** you withdraw (whether partially or in full) the amount paid or transferred into your **ISA** and/or **Investment Funds**, you will be charged the total outstanding **additional charge for funded initial commission** which would have applied to the sum paid or transferred into your **ISA** and/or **Investment Funds** had you kept it in your **ISA** and/or **Investment Funds** until the end of the **charging period**. We will deduct this outstanding **additional charge for funded initial commission** from the sum we pay back to you following your decision to withdraw all or part of the amount paid or transferred into your **ISA** and/or your **Investment Funds**.

If you cash-in part of the sum on which we paid **funded initial commission** to your **financial adviser**, we will deduct the outstanding **additional charge for funded initial commission** from the sum we pay out to you, if the residual value of the sum on which we paid **funded initial commission** after the withdrawal is less than the amount of **funded initial commission** we paid.

The outstanding **additional charge for funded initial commission** is to allow us to recover the sums that we have paid to your **financial adviser** on your behalf (i.e. to recover money advanced by us on your behalf and the cost of funding that payment). The outstanding **additional charge for funded initial commission** is therefore not a type of exit fee and cannot be considered as having the effect of an exit fee.

17.4 Fund based renewal commission

The **manager** of each **mutual fund** available on the **FundZone** platform will pay a **fund manager rebate** to us. We will use part of this **fund manager rebate** to pay your **financial adviser** any **fund based renewal commission** you agree to pay for their continuous services. If the amount of the **fund based renewal commission** we pay to your **financial adviser** is less than the **fund manager rebate** we receive from a **manager** the remainder of the **fund manager rebate** will form part of our charges for providing the **services** and administering your **ISA** and/or **Investment Funds**.

Terms and conditions

- 17.5 **Fund based renewal commission rebate**
Your **financial adviser** can choose not to be paid (or be paid a smaller amount of) **fund based renewal commission** by us. You or your **financial adviser** must tell us if your **financial adviser** takes this decision and we will pay a rebate equivalent to the amount of **fund based renewal commission** we would have paid to your **financial adviser** into your **supermarket cash account** on the **charge date**.
- 17.6 **Charge for additional fund based renewal commission**
We will deduct a charge from your **supermarket cash account** if we are instructed by you to pay your **financial adviser** additional **fund based renewal commission**. The amount of the charge is the same amount as the additional **fund based renewal commission**. The charge for additional **fund based renewal commission** is calculated on a percentage of the value of those **units** at the **charge date** held in a **mutual fund**. This charge will be deducted monthly, quarterly, 6 monthly or yearly depending on the frequency of the payment of the additional **fund based renewal commission** on the **charge date**.
- 17.6 **Other information**
We may provide your **financial adviser** with benefits and services (for example, training events, seminars and technical support) to help enhance the quality of the service they are able to provide to you. If you would like details of any benefits and services that we have provided to your **financial adviser**, please ask them.
- 17.8 In the event that you change your **financial adviser** and either appoint a new **financial adviser** or do not replace your **financial adviser** (please see section 7.6 for more information about ending your **financial adviser's** authority to act on your behalf), we will, during a period in which we are levying an **additional funded initial charge** and/or **additional funded initial commission**, continue to deduct these charges until the end of the **charging period**. If relevant we will pay commission (including any additional **fund based renewal commission**, if applicable) to your new **financial adviser** on the same basis as that agreed with your previous **financial adviser** unless you instruct us to do otherwise.
- 18. How our charges are set**
- 18.1 Our total charges set out in section 16 are intended to cover our overall costs in providing the ISA, and/or the Investment Funds (with a supermarket cash account) (including an appropriate proportion of the costs of the FundZone platform) and to provide a reasonable margin for profit. These overall costs include:
- a) expenses incurred at the start of your ISA and/or Investment Funds ;
 - b) expenses incurred during the term of your ISA and/or Investment Funds;
 - c) expenses incurred when your ISA and/or Investment Funds ends.
- 18.2 At least once a year, we will review our assumptions and our overall costs in providing the ISA and/or Investment Funds (including an appropriate proportion of the costs of the FundZone platform). These costs are unknown when your ISA and/or Investment Funds start and we need to make assumptions about future costs when setting our charges.
- 18.3 As a result of a review of our assumptions and overall costs, we may adjust the balance in the level of and mix of charges for existing customers. We will only make these adjustments if we have reasonable grounds to do so and the resulting balance is a reasonable balance of charges for customers who are using the FundZone platform for different investments and/or products.
- 18.4 For the purposes of section 18.3, 'reasonable grounds' include:
- a) adjusting the charging structure for existing and new customers;
 - b) reflecting increases in our costs of providing the ISA, Investment Funds and/or supermarket cash account (including the appropriate proportion of the costs of the FundZone platform);
 - c) reflecting increases in our costs (including salary costs) in providing particular options and services available under the ISA, Investment Funds and/or supermarket cash account and the FundZone platform;
 - d) reflecting reasonable changes in the assumptions that we make about the future costs in providing the ISA, Investment Funds and/or supermarket cash account and the FundZone platform;
 - e) reflecting reasonable changes in the assumptions that we make about the future costs in providing particular options or services available under the ISA, Investment Funds and/or supermarket cash account and the FundZone platform; and
 - f) responding to changes in the FundZone platform, including the services offered via the FundZone platform and its use.
- Any increase of our charges will not increase our profit margins above reasonable levels.

19. Changes to our charges

19.1 If we change or introduce a new charge, as described in section 18 above, or because we provide you with additional services, subject to section 21.3, we will provide you with 30 days' notice (according to the process described in section 22 (Communication)) before the change becomes effective.

19.2 We may also introduce new charges:

- a) for any additional administration costs which are imposed on us or which we could not reasonably have anticipated when you opened your ISA and/or Investment Funds (with a supermarket cash account); or
- b) for new options or services provided to you; or
- c) to make reasonable adjustments to set an appropriate level of charges for customers who are using the FundZone platform for different products, options and services.

20. Paying your charges

20.1 For your ISA and/or Investment Funds, any additional charge for funded initial charge, additional charge for funded initial commission, or any other regular charge will be deducted from your supermarket cash account. If there is insufficient cash in the supermarket cash account we will deduct any outstanding amount from your ISA cash account or Investment Funds cash account as appropriate. If there is still an amount outstanding we will sell units from your Investment Funds on a last in, first out basis and if this produces an insufficient amount, we will sell units from your ISA on a last in, first out basis. We may sell units of greater value than the amount outstanding in order to avoid repeating such sales too frequently. You can obtain details of how we determine this greater value from your financial adviser or by contacting the platform customer centre.

20.2 Any cash remaining after deducting the additional charge for funded initial charge, additional charge for funded initial commission or any other regular charge from the proceeds produced by the sale of the units will be retained in the supermarket cash account to pay for any future additional charge for funded initial charge, additional charge for funded initial commission or any other regular charge.

21. Changing or replacing these terms

21.1 We can make reasonable and appropriate changes to these terms (or issue a replacement set of terms and conditions in their place) at any time while your ISA, Investment Funds and/or supermarket cash account are in force:

- a) if the legal or regulatory requirements applying to your ISA, Investment Funds and/or supermarket cash account or to us change; or
- b) if decisions of the Financial Ombudsman Service need to be reflected in these terms; or
- c) if new industry guidance and codes of practice which are there to raise standards of consumer protection need to be reflected in these terms; or
- d) if it becomes impossible or impracticable, in our reasonable opinion, to carry out any of these terms as a result of a change in law or other circumstances beyond our control; or
- e) if the tax treatment applicable to any product on the FundZone platform or to us is changed or is due to change in a manner which has or would affect any product on the FundZone platform or we have to pay a government levy; or
- f) to allow us to respond proportionately to changes in the Bank of England base rate, or to changes in other specified market rates or indices or tax rates; or
- g) to reflect the increase of our reasonably incurred costs associated with providing you with the services and/or administering your ISA, Investment Funds and/or supermarket cash account; or
- h) to reflect improvements to the FundZone platform that technological, service or propositional enhancements have allowed us to make.

21.2 Subject to section 21.3, we will give you 30 days' notice (as explained in section 22 (Communication)) before any change becomes effective and provide you with an amended version of these terms by post or by posting them on the FundZone platform, unless the amendments made to these terms are immaterial, in which case we will notify your financial adviser.

21.3 Changes to these terms that are outside of our control, (e.g. a change in legislation) will take effect immediately. All other changes will take effect 30 days from the date of our notification to you of the change. Each notification of change we provide to you will state the reasons for the change and the date the change will become effective.

21.4 If you object to a change implemented by us in respect of the valid reasons contained in these terms please contact your financial adviser but please note your only recourse may be to close your ISA, Investment Funds and/or supermarket cash account or transfer them to another provider of ISAs and/or investment services. Please see section 6 (closing your ISA and/or Investment Funds (with a supermarket cash account)) for further details.

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21.5 If **you** object to a change implemented by **us** in respect of valid reasons which are not mentioned in these **terms**, **you** can notify **us** of your objection within the 30 day notice period by contacting the **platform customer centre** as explained in section 29 (How to contact us). **You** will then have 90 days to close your **ISA** and/or **Investment Funds** (with a **supermarket cash account**) as explained in section 6 (Closing your **ISA** and/or **Investment Funds** (with a supermarket cash account)) or transfer them to another provider of **ISAs** and/or investment services and **we** will waive any exit fees normally applicable. **You** will still have to pay any applicable **additional charge for funded initial charge** or **additional charge for funded initial commission** if **you** are still in the **charging period**. **You** will also have to pay any charges from third parties that **we** are able to pass on to **you** under these **terms**.

22. Communication

22.1 Notices that either **we** or **you** are required to serve on the other under these **terms** must be served in writing and can be served, at the discretion of the person serving the notice, either (i) by second class post to the last notified address of the recipient; or (ii) by email.

22.2 If a notice is served by second class post, it will be deemed delivered 5 **business days** after being posted and in proving such service it shall be sufficient to prove that such envelope was properly addressed, stamped and posted.

22.3 If a notice is served by email, it will be deemed delivered on the day it was sent provided no non-delivery message is received by the sender.

22.4 Regardless of the preferred method of communication, if **we** are required by law or applicable regulations in the **UK** to issue specific documents to **you** directly by post, **we** shall do so.

22.5 **We** consider e-mails and electronic messages to have the same status as documents faxed to **us** or sent by post. **You** agree not to contest the validity or enforceability of an e-mail or electronic message which relates to a **transaction**. **You** also expressly agree not to use the absence of a printed or hand written document as an excuse not to comply with your obligations under these **terms**.

22.6 Please note that there is no guarantee that the content of any email or electronic message sent will be received, or that the contents of any such message will remain private or unaltered during internet transmission. To ensure good communication between your **financial adviser** and/or **you** and **us**, **we** will acknowledge every email **we** receive. If your **financial adviser** and/or **you** do not receive our acknowledgement within 2 **business days** of sending **us** your email, please contact **us**. Please see section 29 for details on how to contact **us**.

22.7 **We** accept no liability for any damages that **you** or others may suffer as a result of the alteration or loss of confidentiality of any e-mailed information or electronic message.

22.8 **We** reserve the right to monitor the use and contents of e-mails which are sent from and received by **us** for the purposes of ensuring compliance with our own e-mail policy, and identifying and taking action against unlawful or improper use of our systems.

22.9 **We** virus scan all e-mails but will not be responsible for any damage caused by a virus or alteration by a third party after it is sent. **We** recommend that **you** employ reasonable virus detection and protection measures when accessing e-mails from **us**.

22.10 **We** and certain other companies in the **Standard Life group** would like to contact **you** from time to time to keep **you** up to date with special offers, new products and services, newsletters and other promotions. **We** will never pass your details outside the **Standard Life group** of companies for marketing purposes.

22.11 If **you** want to be kept informed by **us** and certain other companies in the **Standard Life group** please tick the marketing opt-in box on the **application** which **you** can obtain from your **financial adviser**.

22.12 If **you** no longer want to be kept informed, or have changed your mind and want to be kept informed, **you** can contact **us** at any time. Please see section 29 for details on how to contact **us**.

23. Risks and limits of liability

23.1 **You** should be aware of the risks involved when making an investment. The value of your investments and also the income **you** receive from them can go down as well as up and **you** may get back less than **you** invested. Any investment in an **ISA** and/or **Investment Funds** should be regarded as a medium to long-term investment. Risks relating to each of the **ISA**, **Investment Funds** and/or **supermarket cash account** are detailed in the **key features document**.

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- 23.2 Any tax concessions are not guaranteed. They can change at any time and the impact of these changes on the value of your **ISA** and/or **Investment Funds** will depend upon your individual circumstances.
- 23.3 **We** do not confirm or promise in these **terms** or anywhere else that the **FundZone platform information** or the **services** are compliant with any laws or regulations outside the **UK** or that the **FundZone platform, information** or the **services** can be legitimately used or accessed outside the **UK**.
- 23.4 **We** do not accept liability for any costs, losses or damages resulting from or related to:
- the availability of the **FundZone platform, the services** or the **information**; and
 - the use or access of the **FundZone platform, the information** or the **services** by the following persons:
 - persons residing outside the **UK**; or
 - persons who are nominees for citizens, residents or nationals of other countries.
- 23.5 The provision of our **FundZone platform** and the other means by which **we** may make our **services** available, and the provision of our **services** itself are not an offer or solicitation by **us** to buy, sell or otherwise deal in any particular investment.
- 23.6 Subject to any of our duties or liabilities under **FSMA** and the other provisions of these **terms**, **we** shall only be liable to **you** for any loss or damage **you** may suffer as a result of any **services** which **we** provide to **you** to the extent that such loss or damage arises as a result of fraud, negligence or wilful default by **us** or the **nominee company** appointed by **us** from time to time or that of their employees.
- 23.7 **We** cannot accept any liability to **you** in relation to any error made by **us** in carrying out a **dealing instruction** unless **you** or your **financial adviser** notify **us** of such error within 14 days of either (i) your receipt of any **contract note** by post, in respect of any **transaction** where **we** are required to issue **contract notes**; or (ii) the date your **ISA** and/or **Investment Funds account(s)**, as appropriate, are updated to show the relevant **transactions** on the part of the **FundZone platform** which displays information relating to your **ISA** and/or **Investment Funds** and is accessible only to your **financial adviser** and to **you** (if **you** have agreed such access with your **financial adviser**).
- 23.8 If **you** incur any loss as a direct result of an error by **us**, subject to section 23.7, and your loss is less than £10.00, **we** will not compensate **you**.
- 23.9 **We** will not be liable for any losses incurred due to the fall in value of the underlying investments held within your **ISA** and/or **Investment Funds**.
- 23.10 **We** will not be liable for any losses incurred by **you** due to any advice or instructions given to **you** by your **financial adviser** or any act or omission of your **financial adviser**. This includes, among other things, any failure by your **financial adviser** to obtain or process your instructions in relation to corporate actions as referred to in section 12 (Shareholder information and entitlement).
- 23.11 **We** make no warranty or representation that the **FundZone platform** can be accessed at all times or as indicated by **us**. The **FundZone platform** may be temporarily unavailable or restricted for administrative or other reasons. Where the **FundZone platform** is unavailable or restricted **we** shall notify your **financial adviser** in advance wherever possible and will endeavour to make it fully available as soon as is reasonably possible. **We** will not be liable for any loss or damage arising out of or in connection with any loss of use of the **FundZone platform**.
- 23.12 Whilst **we** will use reasonable endeavours to ensure that all **information** provided by **us** is accurate, current and complies with relevant **UK** laws as at the date of issue, **we** cannot guarantee that this will be the case where **we** are reliant on a third party to provide accurate **information**.
- 23.13 **We** do accept liability or responsibility for the completeness or accuracy of the **information** when it has been prepared by **us**, but **we** do not accept liability or responsibility for the completeness or accuracy of the **information** when it has been prepared by other parties and **we** simply make it available to **you** for your convenience.
- 23.14 If **you** decide to transfer some assets to your **ISA** and/or **Investment Funds** and the **re-registration** procedure described in section 9.1 cannot be used, then **we** will not be liable for any loss resulting from adverse market price movements occurring between the date your assets are sold and then bought back as explained in section 9.2.
- 23.15 Nothing in these **terms** will exclude or limit our liability:
- for death or personal injury caused by negligence;
 - for fraud;
 - for misrepresentation as to a fundamental matter; or
 - for any liability which cannot be excluded or limited under applicable law.

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- 23.16 **We** will not be liable for any losses incurred by **you** arising directly or indirectly in connection with the loss of any documentation (including without limitation share certificates or other documents of title) in the **UK** postal system or any other postal system outside the **UK**.
- 23.17 **We** can accept no responsibility for any loss or delay caused in the payment or transfer of funds to **us**.
- 23.18 **We** will make a range of financial software applications available to your **financial adviser** and to **you** to help with the provision of financial advice to **you**. **We** will not accept any responsibility for the advice given to **you** by your **financial adviser** when using this software.
- 23.19 If **you** have access to the **FundZone platform**, as agreed with your **financial adviser** any software is downloaded at your own risk. **We** do not warrant the suitability of any such software that is downloaded and accept no liability for any problems with your computer that may arise as a result. If **you** are in any doubt as to the suitability of software to be downloaded, it is recommended that **you** obtain specialist advice before downloading.
- 23.20 Our websites use cookies. **You** can disable the cookies that **we** attach if your browser supports this. For further information on how to do this, please refer to www.aboutcookies.org. However, **you** should bear in mind that if **you** exercise this option, **you** may be unable to use some of our **services**.
- 24. Computer misuse**
- 24.1 A “Denial-of-Service Attack” is an attempt to make a computer resource unavailable to its intended users. **You** must not perform any Denial-of-Service-Attack on the **FundZone platform**.
- 24.2 **You** must not misuse the **FundZone platform** by knowingly introducing computer viruses or other material which is malicious or technologically harmful. **You** must not attempt to get unauthorised access to the **FundZone platform**, the server on which the **FundZone platform** is stored or any server, computer or database connected to the **FundZone platform**.
- 24.3 By breaching sections 24.1 and 24.2, **you** would commit a criminal offence under the Computer Misuse Act 1990. **We** will report any such breach to the relevant law enforcement authorities and will co-operate with those authorities and may disclose your identity to them. In the event of such a breach, your **online access** to the **FundZone platform** will be revoked immediately.
- 24.4 **We** will not be responsible for any loss or any damage resulting from any attack by a third party on our systems, any computer virus or any other malicious or technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of the **FundZone platform**, or due to your downloading of any material posted on the **FundZone platform**, or any website linked to it.
- 25. Governing law**
- 25.1 These **terms** are governed by the applicable **UK** law which is determined by where **you** live.
- 25.2 **You** and **we** will submit to the exclusive jurisdiction of the courts of the country where **you** live in relation to any claim or dispute under these **terms**.
- 26. Complaints**
- 26.1 **We** have an established complaints procedure in relation to the **services**, **ISA** and the **Investment Funds** (with a **supermarket cash account**) which conforms to the **FSA’s** complaints procedure requirements. Our complaints procedure is available from the **platform customer centre** (please see our contact details in section 29 (How to contact us)).
- 26.2 If **you** have a concern or complaint, please call the **platform customer centre** (please see the contact details in section 29 (How to contact us)). **We** will discuss your issue with **you** and attempt to resolve it.
- 26.3 If **we** cannot resolve your complaint in this manner please write to **us** stating the nature of the complaint. Please quote any relevant dates and correspondence. Our contact details are in section 29 (How to contact us).
- 26.4 **We** will record details of your complaint centrally and make sure your complaint is thoroughly investigated by someone who has been trained in complaints handling.
- 26.5 If **we** are unable to deal with a complaint within **5 business days** we will issue **you** with an acknowledgement letter together with a copy of our Internal Complaints Handling Procedures and provide **you** with regular updates.

- 26.6 Within 8 weeks of receiving your complaint **we** will send one of the following two responses:
- a) a final written response in which either **we**: offer **you** a remedy, whether or not **we** accept your complaint, or reject your complaint and give **you** our reasons for doing so. This letter will where required include a copy of the Financial Ombudsman Service's standard explanatory leaflet and inform **you** that if **you** remain dissatisfied with our response, **you** may refer your complaint to the Financial Ombudsman Service within 6 months; or
 - b) an interim written response which will explain why **we** are not in a position to make a final response, and indicate when **we** expect to be able to provide **you** with one. This letter will also inform **you** that **you** can refer your complaint to the Financial Ombudsman Service and will include a copy of the Financial Ombudsman Service's standard explanatory leaflet as well as details of our internal complaints handling procedures.
- 26.7 The fact that **we** categorised **you** as a retail client does not necessarily mean that **you** will be eligible to refer any complaints **you** might have about **us** to the Financial Ombudsman Service.
- 26.8 The Financial Ombudsman is an independent service set up by the **UK** parliament to resolve disputes between consumers and businesses providing financial services. This service is free to consumers. Further information about the Financial Ombudsman Service may be found at www.financial-ombudsman.org.uk.
- 26.9 Complaining to the Financial Ombudsman Service will not affect your rights. In general, **you** have 6 months from the date of our final response to refer your complaint to the Financial Ombudsman Service.

27. Money laundering

- 27.1 To comply with the Money Laundering Regulations 2007, once **we** receive your **application**, **we** will verify your identity and the identity of any **other person** transferring money into your **ISA**, **Investment Funds** and/ or **supermarket cash account** by carrying out a check with a credit reference agency. In connection with the **services** and your purchase of an **ISA** and/ or **Investment Funds**, **you** must provide such evidence to **us** as **we** may request from time to time to allow **us** to comply with all applicable laws and regulations in the **UK** relating to money laundering and combating terrorist financing.

- 27.2 Where a check is carried out, the credit reference agency will verify your identity or the identity of the **other person** against public records and it will also check whether **you** or the **other person** have a credit history (but it will not disclose any information about **you** or the **other person's** actual borrowings). The credit reference agency will add a note to show that an identity check was made to **you** or the **other person's** credit file, but this information will not be available to any third parties.
- 27.3 **You** are required to notify **us** promptly if there is a change to any of the following:
- a) your name;
 - b) your address; or
 - c) your **nominated account(s)**.

Any of these changes may necessitate a further money laundering check being carried out.

Data Protection

The **Data Protection Act** gives **you** the right to know what information is held about **you** and sets out rules to make sure that this information is handled properly.

28. Personal Data

- 28.1 **We** will collect personal information about **you** such as your name, address and age ("Personal Data") during the **application** process in order to consider your **application** for an **ISA** and/ or an **Investment Funds** (with a **supermarket cash account**). Your Personal Data will be used by us to set up and administer your **ISA** and/ or **Investment Funds** (with a **supermarket cash account**) which may include calculating valuations and settling claims. **We** will therefore act as "data controller" as that term is defined in the **Data Protection Act**. If your **application** is successful, **we** will use your Personal Data to provide our **services** to **you** and to manage our relationship and our business and services with **you**. If your **application** is submitted but does not proceed, the information will be held on our records for 6 years before it is deleted, in line with legislative requirements. **We** will only use your Personal Data for direct marketing purposes if you tick the relevant box on the **application**.
- 28.2 **We** will keep Personal Data **you** have supplied confidential, and will not disclose it unless it is lawful for **us** to do so. When **you** close your **ISA** and/ or **Investment Funds** **we** will keep any Personal Data at least as long as required by the **FSA**.
- 28.3 **We** will give your **financial adviser** access to Personal Data, including through secure access via the **FundZone platform**, to enable them to give **you** advice.

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- 28.4 If **you** have provided **us** with Personal Data of a third party, **you** will have obtained all necessary consents from third parties to enable **us** to hold and process their Personal Data in accordance with the terms of this section 28.
- 28.5 If required for the purposes mentioned in section 28.1 above, **we** may disclose your Personal Data (and sensitive personal data) to: your professional advisers; other companies within the **Standard Life group** (or if necessary to their respective sub-contractors present or future); our third party service providers; and where **we** consider it appropriate and lawful to do so, to other organisations.
- 28.6 Your Personal Data and sensitive personal data may be held or disclosed in countries outside the European Economic Area which may not have the same standard of data protection laws. Where this occurs, **we** will take appropriate steps to adequately protect it.
- 28.7 If **you** would like to request a copy of the Personal Data and sensitive personal data **we** hold about **you**, please write to the Data Protection Co-ordinator at our head office, Standard Life House, 30 Lothian Road, Edinburgh, EH1 2DH. **We** may charge a fee for providing the information.

29. How to Contact Us

If **you** have any questions or would like to make any changes to your **ISA, Investment Funds** and/or **supermarket cash account**, **you** should initially speak to your **financial adviser**. **You** can also contact **us**, our telephone number is 0845 279 2002. Please have your **ISA, Investment Funds** and/or **supermarket cash account** details when calling. Calls may be recorded/monitored to help improve customer service. Call charges may vary.

Our main contact address is Platform Customer Centre, Dundas House, 20 Brandon Street, Edinburgh, EH3 5PP. E-mail is not a secure method of transferring personal information, but if **you** are happy to send your details this way, please e-mail **us** at fundzone_servicing@standardlife.com. **Our** website can be found at www.standardlife.com.

There is no guarantee that any e-mail sent will be received or will not have been tampered with or intercepted during transmission. **You** may prefer to contact **us** by telephone or in writing. **We** try to acknowledge any e-mail sent to **us** within 2 **business days** of receiving it. If **you** have not received an acknowledgement of your e-mail within that time, please contact **us** again.

Please note the **platform customer centre** cannot provide **you** with financial advice.

30. Other information

- 30.1 Other information, including details of the **manager**, depositary or trustee of a **mutual fund** can be found in the **fund factsheet** or **prospectus**, both of which **you** can obtain from your **financial adviser**.
- 30.2 Should it become necessary to ensure the continuation of a high quality of service to **you**, **we** reserve the right to transfer the management of your **ISA, Investment Funds** and/or your **supermarket cash account** from **Standard Life Savings** to another **ISA manager** and/or **manager** within the **Standard Life group**. **We** will give you 30 days' notice prior to doing so, in accordance with section 22 (Communication).

31. Force Majeure

The performance of our obligations under these **terms** may be interrupted and shall be excused by the occurrence of a **force majeure event** affecting **us** or any of our key sub-contractors (including for example, the **nominee company**).

32. Conflicts of Interest

- 32.1 A conflict of interest is where the interests of a business, including its managers and employees, conflict with those of a client, or where there is a conflict between one client, or group of clients and another client or group of clients of the business.
- 32.2 When **we** provide the **services** to **you**, **we**, or our employees, appointed representatives or any person directly or indirectly linked to **us** or them or controlled by **us** or them may have, directly or indirectly, a material interest or a relationship of any description with another party which may involve a potential conflict with our duty to **you**. **We** shall ensure that the **services** that **we** provide to **you** in these circumstances are affected on terms which are not materially less favourable to **you** than if the conflict or potential conflict had not existed.
- 32.3 Under the **FSA rules**, **we** are required to have arrangements in place to manage conflicts of interest between **us** and our clients and between our different clients. **We** operate in accordance with our Conflicts of Interest Policy which sets out the types of actual or potential conflicts of interest which affect our business and provides details of how **we** manage these.
- 32.4 Our Conflicts of Interest Policy is available from your **financial adviser**.

Section B – ISA specific information

1. The ISA

1.1 Where the term “ISA” is used in these terms we mean **stocks and shares ISA**.

1.2 An **ISA**, as defined by the **ISA regulations**, is approved by HM Revenue & Customs for total exemption from **UK** income and capital gains taxation.

1.3 The **ISA regulations** restrict the type of investments that **you** can hold in any **ISA**.

1.4 In your **ISA** **you** can hold **units** in **mutual funds** and cash pending investment in **units**.

For more information on any **mutual fund** please see the relevant **fund factsheet** available from your **financial adviser**.

1.5 If **you** have any concerns about the suitability of an investment for your **ISA**, please consult your **financial adviser**.

2. Eligibility

2.1 To open an **ISA** **you** must be:

- a) aged 18 or over on the date of investment; and
- b) habitually resident in the **UK**.

2.2 An **ISA** may only be held by **you** in your sole name. Any investments held within your **ISA** will be, and must remain in, your beneficial ownership.

2.3 Under the **ISA regulations** **you** are required to supply **us** with your National Insurance Number (NINo), or make a declaration that **you** do not have a NINo for a valid reason. If **you** do not supply **us** with your NINo within 30 days of your **ISA** being opened your **ISA** will be made void (please see paragraph 7 of this Part B of these **terms** (ISA termination)).

2.4 **You** can only take out one **stocks and shares ISA** and one **cash ISA** in each **tax year**.

2.5 There is no restriction on how many **ISAs** an individual may eventually hold, having taken out one new **stocks and shares ISA** and one new **cash ISA** each **tax year**, as above.

2.6 The amounts which **you** may invest in an **ISA** in any **tax year** will be subject to the **ISA maximum subscription limits**. These are as follows:

Currently if **you** are under age 50 for the whole period of the 2009/10 **tax year**, the overall

investment **you** can make in an **ISA** is £7,200. Subject to this overall limit, the amounts that **you** can put into a **cash ISA** and a **stocks and shares ISA** in a **tax year** are as follows:

- a) **stocks and shares ISA** up to £7,200; and
- b) **cash ISA** up to £3,600 (Please note that a **cash ISA** is not available via the **FundZone platform**).

So, for example, **you** could subscribe:

- a) £3,600 to a **cash ISA** and £3,600 to a **stocks and shares ISA**; or
- b) £2,000 to a **cash ISA** and £5,200 to a **stocks and shares ISA**; or
- c) nothing to a **cash ISA** and £7,200 to a **stocks and shares ISA**.

Increased **cash ISA** and **stocks and shares ISA** limits:

Since 6 October 2009, the **ISA maximum subscription limits** have increased to £10,200 for anyone eligible to invest in **cash ISAs** and **stocks and shares ISAs** who will be aged 50 or over at any time during the 2009/10 **tax year**.

Up to £5,100 of the new allowance can be saved in a **cash ISA**.

The remainder of the £10,200 can be invested in a **stocks and shares ISA**.

Alternatively, the full £10,200 can be invested in a **stocks and shares ISA**.

From 6th April 2010, the increased **ISA** limits described above will apply to all eligible **ISA** investors on the **FundZone platform**.

2.7 Once **you** have subscribed an amount equal to the **ISA maximum subscription limits**, for one **tax year** into any **cash ISA** or **stocks and shares ISA**, **you** may make no further subscriptions to any **cash ISA** or **stocks and shares ISA** in that **tax year**, regardless of any withdrawals **you** have made.

2.8 If **you** subscribe less than the **ISA maximum subscription limits** for one **tax year** into any **cash ISA** or **stocks and shares ISA**, **you** may still only invest an amount equal to the **ISA maximum subscription limits** for each subsequent **tax year** into any **cash ISA** or **stocks and shares ISA**.

2.9 **ISA** investments must not be used as security for a loan.

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- 2.10 An **attorney** may open and transact on an **ISA** on behalf of a person who is incapacitated. The person who is incapacitated will be the named holder of the **ISA**.
- 2.11 The start date for your **ISA** will be the date **we** receive your first payment (subject to **us** having received your valid **application**).
- 2.12 If **you** become resident outside the **UK**, **you** can keep your **ISA** open but **you** will not be able to make any further subscriptions to it. Under the **ISA regulations**, if **you** are a crown employee or a spouse or civil partner of a crown employee living outside the **UK**, **you** may be able to continue to make further subscriptions to your **ISA**. Please contact the **platform customer centre** for further information. Our contact details are in section 29 (How to contact us).

3. Cancelling your ISA

- 3.1 If **you** cancel your **ISA** within the 30 day cancellation period (by following the procedure explained in section 5 (Your right to cancel) of Part A of these **terms**), your **ISA** will be deemed not to have existed for the purpose of calculating whether **you** have exceeded the **ISA maximum subscription limits** and **you** will be entitled to subscribe to a new **ISA** in the same **tax year** with another **ISA manager**.
- 3.2 If **you** had opened your **ISA** in order to transfer assets from another **ISA** and **you** decide to cancel your **ISA** transfer, **you** must exercise your cancellation rights within 30 days of opening your **ISA**.
- 3.3 If **you** decide to cancel the transfer of an **ISA** from another **ISA manager**, that **ISA manager** may not agree to accept the **ISA** back. This may result in your **ISA** being closed and the tax benefits being lost. More details on **ISA** transfers are included in paragraph 6 (Transfers) of Part B of these **terms** below.

4. Taxation

- 4.1 **You** are not required to declare any income or capital gains realised from your **ISA** on your tax return.

Capital Gains tax

- 4.2 **You** will not be subject to tax in the **UK** on any capital gains realised on the sale of any of your **investments** in your **ISA**.

Income tax

- 4.3 **You** will not be subject to income tax on interest, dividends and other income from your investments in your **ISA**.
- 4.4 There are occasions where a person paying interest may be required to deduct tax before paying interest out. In general, your **ISA manager** is entitled to receive payments of interest into your **ISA** without deduction of interest from **UK** sources. If the situation arises where **UK** income tax has been deducted from a payment of interest, the **ISA manager** will claim this tax back from HM Revenue & Customs on your behalf.
- 4.5 Where an investment is held overseas, there may be a requirement to deduct tax locally before payment of interest or dividends. If this happens, it may not be possible to recover that tax.
- 4.6 **You** should note that any description of tax reliefs in these **terms** refers to those that are currently applicable at the date of printing and may change in the future. The description is only relevant to persons subject to **UK** personal income tax and the value of relief depends on your individual circumstances. **You** authorise **us** to account for tax and provide information to HM Revenue & Customs if they request it.

5. Your payments

- 5.1 **You** can only put money into one **stocks and shares ISA** and/or **cash ISA** per **tax year** (no matter how many different **cash ISAs** and **stocks and shares ISAs** you may hold) up to the **ISA maximum subscription limits**.
- 5.2 For monthly regular payments made by direct debit, the maximum amount of the direct debit will depend upon the number of remaining months in the **tax year**.

6. Transfers

- 6.1 At your request an **ISA** may be transferred from one **ISA manager** to another, without loss of tax relief. The date of transfer is the date agreed between the respective **ISA managers** and should be no longer than 30 days from and including the date of receipt of your request to transfer your **ISA**. Current year's **ISA** payments and the **units** bought with those must be transferred in whole, whilst previous years' **ISA** payments and **units** may be transferred in whole or in part.

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- 6.2 To transfer an existing **ISA** into your **ISA** on the **FundZone platform** or your **ISA** on the **FundZone platform** into an **ISA** managed by another **ISA manager**, simply contact your **financial adviser** who will be able to process your instructions via the **FundZone platform**.
- 6.3 If **you** wish to transfer your **ISA** to another **ISA manager**, depending on the terms and conditions imposed by the new **ISA manager**, **you** can either choose to:
- transfer the **units** that **you** hold in your **ISA**; or
 - sell your **units** and transfer the sale proceeds (i.e. the resulting cash amount).
- 6.4 If **you** choose to sell your **units** and transfer the sale proceeds, the procedure described at section 10 (Buying and selling **units**) of Part A of these **terms** will apply to the sale.
- 6.5 If **you** wish to transfer an existing **ISA** to **us** (and your existing **ISA manager** does not support the transfer of the investments held in that **ISA**), your **ISA manager** will sell your investments and transfer the proceeds to **us** instead. Any refunds of tax, or income payments, relating to your existing **ISA** that are received by **us** after the date of transfer, will be credited to your **ISA**. The payment will be held as cash until **we** receive your **dealing instructions**.
- 7. ISA termination**
- 7.1 **We** shall be entitled to terminate your **ISA** and redeem all **units you** hold in your **ISA**:
- if any information provided on your **application** is found to be factually incorrect; or
 - if the value of the **units you** hold in your **ISA** falls below £250; or
 - in the circumstances described in section 6.5 of Part A of these **terms**.
- 7.2 An **ISA** may be found to be invalid by HM Revenue & Customs. For example, it may be invalid because the **units** held in the **ISA** are not permitted for an **ISA**, or **you** do not meet the eligibility criteria, or the payments made to the **ISA** are invalid. If the problem is capable of being remedied, the **ISA** will continue as an **ISA** after corrective action, or 'repair'. Invalid **ISAs** that cannot be repaired will be voided.
- 7.3 If HM Revenue & Customs were to find your **ISA** invalid, they would write to **us** and detail the action that must be taken in relation to your **ISA**. They would also notify **you** in writing of the instructions given to **us**. If your **ISA** is to be voided **we** will transfer any **units** held in your **ISA** to your **Investment Funds**.
- 7.4 If your **units** need to be sold, the procedure described in section 10 (Buying and selling **units**) of Part A of these **terms** will be followed.
- 7.5 Your **ISA**, together with all associated tax benefits, will automatically cease if **you** die. On receipt of the required documentation establishing who is the person entitled to collect in and distribute your monies or other assets after **you** die; **we** shall act as instructed by that person. A valuation of your **units** at the date of your death will be provided to your personal representatives on request. Although your **ISA** will no longer be in force, **we** will still hold the **units** that used to be part of your **ISA** and their value will remain subject to daily price movements until **we** receive instructions from your personal representatives to either sell the **units** or, where allowed, transfer them to a new holder.

Glossary

Accounts mean any or all of the following accounts:

- any **accounts** which constitute the **pooled client bank accounts**; and
- any other **account** opened by **us** from time to time in connection with your **ISA, Investment Funds** and/or **supermarket cash account**.

Additional charge for funded initial charge is the sum of money **we** take from your **supermarket cash account** over the **charging period** if you ask **us** to pay the **funded initial charge**. **We** calculate this as a percentage of the value of your **ISA** and/or **Investment Funds**.

Additional charge for funded initial commission is the sum of money **we** take from your **supermarket cash account** over the **charging period** if you ask **us** to pay **funded initial commission** to your **financial adviser** for your **ISA** and/or your **Investment Funds**. **We** calculate this as a percentage of the value of your **ISA** and/or **Investment Funds**.

Adviserzone terms and conditions means the terms and conditions relating to your **financial adviser's** use of adviserzone (the secure website made available by the **Standard Life group** to **financial advisers** which amongst their services provides **financial advisers** with access to the **FundZone platform**) which also includes the **FundZone platform** and the conditions under which they will be able to provide **us** with instructions on behalf of their clients, including **you**. **We** can amend the **adviserzone terms and conditions** from time to time.

Applicant means the named person(s), whether individual(s) or **trustee(s)**, on an **application**.

Application means an **application** for an **ISA, Investment Funds** (with a **supermarket cash account**). All holders of **ISAs** and/or **Investment Funds** or **trustees** of a **trustee Investment Funds** must sign an **application** every time they instruct their **financial adviser** to apply for either product available on the **FundZone platform**.

Attorney means an individual who is authorised by a Power of Attorney document issued by the holder of an **ISA** and/or **Investment Funds** (with a **supermarket cash account**) to transact on and provide **us** with instructions regarding the **ISA** and/or **Investment Funds** of the person who issued the Power of Attorney. Please note that a Power of Attorney is a legal document that lets **you** appoint someone **you** trust to make decisions on your behalf.

Business day means any day except for Saturdays, Sundays and public holidays in the **UK** or in a country where any **mutual fund** is domiciled. It would also not be a **business day** in the exceptional circumstances where the stock exchange and the major clearing banks in the **UK** or in a country where any **mutual fund** is domiciled are not open for business on a non-scheduled basis.

Cash ISA means an **ISA** which is invested in cash (or a limited range of other investments that cannot be held in a **stocks** or **shares ISA**). Please note that cash held in a **stocks** and **shares ISA** pending investment, is not treated as being held in a **cash ISA**. Please note that **cash ISAs** are not available on the **FundZone platform**.

Charge date means the date on which **we** deduct any regular charges such as the **additional charge for funded initial charge** and the **additional charge for funded initial commission**.

Charging period means the period notified to **you** during which **we** will collect an **additional charge for funded initial commission** and/or an **additional charge for funded initial charge** from your **supermarket cash account** because of the **funded initial commission** and **funded initial charge** **we** have paid in respect of a payment to your **ISA** and/or **Investment Funds**. The **charging period** is 6 years.

Cleared funds means monies that have been credited to your **account(s)** and are available for **you** to spend. According to the method that **you** use to transfer money to your **account(s)**, it will take more or less time for sums transferred to be available for **you** to spend.

Contract note means the document that **we** will, where **we** are required by the **FSA rules**, make available to **you** by post following the purchase or sale of **units**. This document will contain the following information as appropriate to each purchase or sale of **units**:

- a) the date on which the **transaction** was executed;
- b) whether the **transaction** was a switch, a purchase or a sale;
- c) a description of the **mutual fund** that **you** switched to, or bought or sold **units** in;
- d) the price paid for each **unit**;
- e) the currency in which the price is expressed;
- f) the quantity of **units** that **you** switched, bought or sold;

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- g) **mutual fund** initial charge and dilution levy (as described in sections 16.1 and 16.4); and
- h) the switch charge (as described in section 16.5).

Data Protection Act means the Data Protection Act 1998 as amended from time to time.

Dealing instructions means the instructions given to **us** by your **financial adviser** on your behalf to buy, sell or switch **units** using the **dealing services**.

Dealing services means the online **dealing services** available via the **FundZone platform** detailed in section 8 (Dealing services) and section 11 (Switches).

Trustee Investment Funds means an **Investment Funds** in which certain assets are held in the name of the **trustees** of an existing **trust**.

Financial adviser means any financial intermediary who is:

- a) authorised under **FSMA**;
- b) provides **you** from time to time with financial and investment advice; and
- c) has signed the **adviserzone terms and conditions** and is therefore authorised by **us** to use the **services** and the **FundZone platform**.

First applicant means the first named person, whether an individual or a **trustee**, on an **application**.

Force majeure event literally means 'superior event'. It is an event that couldn't be predicted or if predicted its consequences are too drastic to plan for in a contract. In these **terms** it means any of the following:

- a) act of God, fire, earthquake, storm or flood;
- b) explosion, nuclear accident or collision;
- c) sabotage, riot, civil disturbance, insurrection, epidemic, national emergency (whether in fact or law) or act of war (whether declared or not) or terrorism;
- d) requirement or restriction of or failure to act by any government, semi-governmental or judicial entity (other than a regulatory change);
- e) unavoidable accident;
- f) loss of supply of essential services including but not limited to electrical power, telecommunications, air conditioning and essential third party services;
- g) any 'denial of service' or other targeted network attack; and
- h) any other cause beyond our reasonable control,

as a consequence of which **we** can no longer administer your **ISA**, **Investment Funds** and/or **supermarket cash account** for a given period.

FSA means the Financial Services Authority or any successor regulator which regulates our investment business. The **FSA** can be contacted at 25 The North Colonnade, Canary Wharf, London, E14 5HS.

FSA rules means the Handbook of Rules and Guidance of the **FSA** or any successor regulator to the **FSA**, as amended from time to time.

FSMA means the Financial Services and Markets Act 2000 as amended from time to time and all regulations and orders under it.

Fund based renewal commission is the payment that is made by **us** at regular intervals, if **you** ask **us** to do so, to your **financial adviser** in order to pay for their continuous services.

Fund factsheet means the **mutual fund** specific product disclosure document which contains information produced by the **manager** of a **mutual fund** for each of the **mutual funds** available to **you** to invest in via the **FundZone platform** and hold in your **ISA** and/or **Investment Funds**. **You** can obtain a **fund factsheet** by contacting your **financial adviser**.

Fund manager rebate means a rebate of part of the annual management charge (as described in section 16.2) payable by the **manager** of a **mutual fund** to **us**.

Funded initial charge is an alternative method of paying the **mutual fund** initial charge when **you** purchase **units** in their **mutual funds**. It is a payment which is made by **us** on the date that **we** buy **units** in that **mutual fund** and that **we** recover from your **supermarket cash account** by levying an **additional charge for funded initial charge** (as explained in section 16.7) during the **charging period**.

Funded initial commission is a one-off payment paid by **us** to your **financial adviser** usually on the date **we** accept any payment or transfer into your **ISA** and/or **Investment Funds** and that **we** recover from your **supermarket cash account** by levying an **additional charge for funded initial commission** (as explained in section 17.2) over the **charging period**. It differs from **initial commission** which is deducted directly from your payment on the **business day** when the **initial commission** is paid to your **financial adviser**.

FundZone platform means our online dealing and registration system offering a wide range of **mutual funds** for **you** to invest in.

Information means any and all **information**, literature and data (excluding 'personal data' or 'sensitive personal data' as these terms are defined in the **Data Protection Act**) contained on the **FundZone platform** and/or provided as part of the **services** whether supplied in paper or electronic form.

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Initial commission is a way you have of paying your **financial adviser** for their initial services. It is a one-off payment paid by us directly to your **financial adviser**, if you instruct us to do so and for which a deduction (as explained in section 17.1) is made directly from your payment or transfer into your **ISA** and/or **Investment Funds**. This means that the amount of payment or transfer available for you to invest will be reduced accordingly.

Investment Funds means the collective term for a range of investments not held in a **tax wrapper** which you are able to hold, buy and sell within your **Investment Funds**.

Investment Funds cash account means the cash **account** which we will operate as your cash **account** within your **Investment Funds**. You can lodge and hold cash in this **account** before allocating it to specific **units** and hold the proceeds of any sales and any income earned from your **units**. Please note that this **account** is not interest bearing.

ISA means an Individual Savings Account. An **ISA** can be invested in cash (a **cash ISA**, as defined above) or in **stocks and shares** (a **stocks and shares ISA**, as defined below). When the term “**ISA**” is used in these **terms** we mean a **stocks and shares ISA**.

ISA cash account means the cash **account** which we will operate as your cash **account** within your **ISA**. You can lodge and hold cash in this **account** before allocating it to purchasing specific **units** and hold the **proceeds** of any sales and any income earned from your **units**. Please note that this **account** is not interest bearing.

ISA manager means an organisation approved to manage an **ISA** under the **ISA regulations**.

ISA maximum subscription limits means the maximum amount set by the Government which you may subscribe to a **stocks and shares ISA** and a **cash ISA** in any **tax year**. The limits are normally available on the HM Revenue & Customs website (on the date of first publication of these **terms**, the relevant website address is <http://www.hmrc.gov.uk>)

ISA regulations means the Individual Savings Account Regulations 1998 as amended from time to time.

Key features document means the document which sets out the high level aims and features of your **ISA**, **Investment Funds** and/or **supermarket cash account**. This will be given to you by your **financial adviser**.

Manager means the investment manager of a **mutual fund**.

Market timing activities means investment techniques which involve short term trading in and out of **mutual funds** generally to take advantage of variations in these **mutual funds’** daily **unit** prices. Short term trading of this nature may often be detrimental to long term holders of **units**, in particular, as the frequency of dealing may lead to additional dealing costs which can affect the long term performance of these **mutual funds**.

Mutual fund holdings generally to take advantage of variations in the price of **units** between their daily valuations. Short term trading of this nature may often be detrimental to long term **unit** holders in particular, as the frequency of dealing may lead to additional dealing costs which can affect long term performance.

Mutual fund means a fund operated by a **manager** which raises money from investors and invests in a group of assets in accordance with a stated set of objectives. Unit trusts and open ended investment companies are examples of **mutual funds**.

Nominated account means a **UK** bank or building society account, which you have nominated in your **application** to invest in an **ISA** and/or **Investment Funds** (or which you have informed us by subsequent written notice in accordance with the provisions of section 22 (Communication)) as being the account into which we should make payments from your **supermarket cash account**, **ISA cash account** and/or **Investment Funds cash account**, as appropriate, to you.

Nominee Company means the nominee company that the **Standard Life group** (or any sub-custodian from time to time appointed by the **Standard Life group**) appoints, to act on its behalf in the provision of custodial services.

Online access refers to internet access to your **ISA**, **Investment Funds** and/or **supermarket cash account** via the **FundZone platform**.

Other person means any person who is not a holder of an **ISA** and/or **Investment Funds** (with a **supermarket cash account**) but who transfers money or assets to these products on the **FundZone platform**. For example, the person who sets up a **trust**.

Platform customer centre is, along with the **FundZone platform** itself, your **financial adviser’s** point of contact with **Standard Life Savings**. You should contact your **financial adviser** if you have any questions. However, if for any reason they are unavailable, you can contact the **platform customer centre**. The **platform customer centre** cannot give advice. Their contact details are in section 29, (How to contact us).

Pooled client bank account means a bank account held with a bank approved by the FSA to hold client money, which is segregated from our own bank accounts and in which your money will be held with the money of our other clients. The following accounts are all **pooled client bank accounts**:

- a) your **supermarket cash account** (interest bearing); and
- b) your **ISA cash account** and/or **Investment Funds cash account** (non-interest bearing).

Prospectus means the current **prospectus** or scheme particulars issued by the **manager** of a **mutual fund** and which contains details about that **mutual fund**.

Qualified institutions mean any of the following institutions:

- a) a central bank;
- b) a BCD credit institution (i.e. a credit institution that has its registered office (or, if it has no registered office, its head office) in an EEA State, excluding an institution to which the Banking Consolidation Directive does not apply;
- c) a bank authorised in a third country; or
- d) a qualifying money market fund (i.e. a fund with an investment objective to ensure that the money invested in that fund will not fall and invest in highly liquid short term government debt).

Recognised fund means a **mutual fund** which is not based in the UK but is approved by the FSA for selling to customers in the UK.

Re-registration means changing the ownership of an asset without **you** having to sell the asset so that it can be held in your **ISA** and/or **Investment Funds**.

Services mean the online services available to **you** (if **you** have agreed access to the **FundZone platform** with your **financial adviser**) and your **financial adviser** from the **FundZone platform**. **Services** will include, but not be limited to, the following:

- a) the functionality for your **financial adviser** to open and administer your **ISA**, **Investment Funds** and/or **supermarket cash account**;
- b) the functionality for your **financial adviser** to view and transact on your **ISA**, **Investment Funds** and/or **supermarket cash account**;
- c) the functionality for your **financial adviser** to create and view reports relating to your **ISA**, **Investment Funds** and/or **supermarket cash account**; and

- d) view only access for **you** to access the part of the **FundZone platform** which displays information relating to your **ISA** and/or **Investment Funds** and is accessible only to your **financial adviser** and to **you** (if you have agreed such access with your **financial adviser**) together with **information** and literature relating to your **ISA**, **Investment Funds** and/or **supermarket cash account** and the **FundZone platform** generally.

Settlement date means the date on which either **you** must pay for **units you** have purchased, or **you** will receive payment for **units that you** have sold.

Standard Life Client Management means Standard Life Client Management Limited, Standard Life House, 30 Lothian Road, Edinburgh, EH1 2DH. **Standard Life Client Management** is a company within the **Standard Life group** which advises on and sells products from, companies within the **Standard Life group** and some external product providers.

Standard Life group means Standard Life plc and each of its subsidiaries, subsidiary undertakings and associated companies (whether direct or indirect) from time to time.

Standard Life Savings means Standard Life Savings Limited, Standard Life House, 30 Lothian Road, Edinburgh, EH1 2DH. **Standard Life Savings** is a wholly owned subsidiary of Standard Life Assurance Limited.

Stocks and shares ISA means an **ISA** which is invested solely in **stocks** and **shares**, including cash held in the **ISA cash account** pending investment.

Supermarket cash account means the interest bearing cash **account** which **we** will operate as your main cash **account** when **you** open an **ISA** and/or an **Investment Funds** on the **FundZone platform**. **We** will pay any **fund based renewal commission** rebate (as explained in section 17.5) into this **account** and **you** can also choose to have income from **units** paid into this **account**.

Tax wrapper means a product having a specific tax regime such as an **ISA** in which underlying **investments** are held.

Tax year means a year, which runs from 6 April in one year to 5 April of the next.

Transaction means a **transaction** effected as a result of a **dealing instruction**.

Terms and conditions

Trust is an arrangement where one party legally owns property (this can include land, but can also include other types of assets such as investments and cash) for the benefit of another party. If **you** own property **you** can create a **trust** and transfer that property so that a **trustee** owns the property but holds (and maybe manages it) for your benefit or the benefit of a third party. **Trusts** are frequently used when people plan what will happen to their property when they die and also to minimise the amount of tax a person has to pay.

Trustee means a person appointed to manage and safeguard the assets of a **trust**.

Trustee Investment Funds means the **Investment Funds** that **we** will open in the name of the **trustee(s)** of a **trust**.

UK means the United Kingdom of Great Britain and Northern Ireland, excluding the Isle of Man or Channel Islands.

Units are fractions of each **mutual fund** which can be bought, sold or transferred by **us** on your behalf through our **dealing services**. **Mutual funds** are divided into **units** specifically for this purpose. The legal structure of some **mutual funds** means that the term “share” is more legally accurate than **unit**. However, for clarity **we** have used the term **unit** throughout these **terms**.

Unit price means the price for each **unit** in a **mutual fund**.

Valuation point means the time when the value of the underlying assets and cash held by a **mutual fund** is calculated. **Mutual funds** are generally priced each **business day**, although some **mutual funds** are priced weekly or at other frequencies. Information on when each **mutual fund** available from the **FundZone platform** is priced can be obtained from the **prospectus** and/or **fund factsheet** which **you** can obtain from your **financial adviser**.

We, us means **Standard Life Savings**.

You means the person who is applying for, or has successfully applied for an **ISA** and/or **Investment Funds** (with a **supermarket cash account**) with **us**.

Pensions
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Speak soon.

For more information on the products in this booklet or if there is anything more about Standard Life we can help you with, please call us on this number (call charges may vary) or go to the website below:

0845 279 2002

www.standardlife.co.uk

Please note that the FundZone Platform features products provided by a subsidiary of Standard Life plc.