Quilter Invest

Key Features Document

This is an important document. You need to read this before you invest in the Quilter Invest General Investment Account (GIA), Stocks & Shares ISA (ISA), Stocks & Shares Junior ISA (JISA), or Self-Invested Personal Pension (SIPP).

This document provides the Key Features of the GIA, ISA, JISA and SIPP for Quilter Invest Limited.

Stocks & Shares ISA & Junior ISA

The Quilter Invest ISA and Junior ISA are provided and managed by Seccl Custody Limited, who is the authorised ISA manager. Seccl Custody Limited, a wholly owned subsidiary of Seccl Technology Limited, is registered in England and Wales (Number 10430958) and authorised and regulated by the Financial Conduct Authority (Firm Reference Number: 793200).

The Financial Conduct Authority is a financial services regulator. It requires us, Seccl Custody Limited, to give you this important information to help you to decide whether our Stocks & Shares or Junior ISA, managed by Seccl Custody Ltd, is right for you. You should read this document carefully so that you understand what you are buying and then keep it safe for future reference. References in this document to the Seccl ISA also include the Junior ISA, unless stated otherwise.

This is an 'execution only' service where you make your own decisions on the investments you choose. Quilter Invest does not assess the suitability or appropriateness of this service for your individual circumstances and you are not protected by the FCA rules on assessing suitability or appropriateness. We do not provide or offer financial, legal or tax advice. You should seek your own financial, legal or tax advice from a financial adviser or another suitably qualified professional.

Its aims

- The Seccl Stocks & Shares ISA and Junior ISA allow you to invest in a tax-efficient way.
- The ISAs enable you to spread and adapt your chosen funds as you wish, according to your financial goals and attitude to risk.
- The Stocks & Shares ISA will allow you to have easy access to your money, through either regular or one-off withdrawals, and you can cash in the whole or part of your ISA whenever you wish.
- You can switch funds or swap investment ranges within each of your ISA products.
- You can transfer your existing ISA investments to us, without any loss of tax benefits.
- The Junior ISA allows you to invest separately on behalf of a child, subject to a lower annual subscription limit. When the child for whom a Junior ISA is opened reaches age 18, it automatically converts into a Seccl Stock & Shares ISA held in their own name.

Your Commitment

Making Payments

- Within our Stock & Shares ISA you can invest a lump sum, pay in regular amounts over the year or a combination of the two up to a current maximum of £20,000 for the current tax year.
- This limit is lower for a Junior ISA with a maximum of £9,000 for the current tax year.
- The minimum initial investment into one of our ISAs is £10.
- The minimum cash top-up is £10.

You must keep your login and other security details private and not share them with others. We will take all instructions placed using your security details in good faith that they were placed by you.

Choosing and Reviewing Funds

You need to choose the Investments or funds in which to invest in. You will be provided with a Key Investor Information Document (KIID) for each chosen fund, and a Key Information Document (KID) for each chosen investment, which will have all the relevant information to help you make a decision. Please note when investing in stocks and shares KIDs or KIIDs are not available.

To ensure that your ISA and your chosen investments continue to meet your needs (or that of the child), you should monitor their performance regularly, consider new funds or shares that become available and make whatever changes may be necessary.

Keeping in Touch

There is no minimum period for holding one of our ISAs, but you should consider it to be a medium- to long-term investment.

You will need to keep us informed about any future change of address or contact details so we can maintain efficient records for your benefit.

You should regularly review your investments and keep up to date with information about our service by logging into your account.

Risks

The value of your investment and the income from it can go down as well as up, and you may get back less than you put in. Past performance of any investment is not a guide to future returns.

What you receive when you sell your investment is not guaranteed; it depends on how your investments perform.

Tax rules can change, and your own tax treatment will depend on your personal circumstances. Speak to a qualified tax adviser if you are unsure.

Governments can change the way ISAs and other investments are taxed.

Inflation can reduce the value of your money. Inflation means the cost of goods and services increasing over time. This has the effect of reducing the buying power of the money you have saved. A £10 note will still be worth £10 in five years' time, but you might not be able to buy as much with it.

The funds available for you to invest all have specific objectives and associated risks. If the funds in your ISA do not match your attitude to risk (willingness to accept potential losses), they may not perform as you anticipate.

The effect of charges may be higher than illustrated. If you switch to funds with higher charges than those originally illustrated, or if fund management costs increase in the funds you initially chose, the effect of charges will change.

If you cash in your account during the early years, you may get back less than you paid in. Stocks & Shares ISAs are typically designed for medium to long term investing.

If you opt to cancel after making a contribution or transfer from another provider within the cancellation period, you could get back less than you invested.

If you cancel a transfer from another provider to us, the other provider may refuse to accept the return of the transfer money. If this happens, you should discuss the options you have with Quilter Invest.

If you decide to cancel your account within the first 30 days, you may get back less than you invested if its value falls in the meantime.

Cancelling my ISA

Should you wish to cancel your ISA you will need to do so by contacting us within 30 days of opening the account. You can choose to withdraw the value of any investments you have made or transfer to another provider.

Stocks & Shares ISA & JISA: Questions and Answers

What is the ISA?

The ISA is a type of savings account that is available online via the Quilter Invest mobile app and allows you to invest in a wide range of investments and to view these as a single portfolio.

The ISA is a Stocks and Shares ISA which allows you to invest over the medium to long term in a tax advantaged environment where you pay no income or capital gains tax on the growth or income of your investments.

Am I eligible?

- Anyone who is aged 18 or over and is a resident in the UK for tax purposes can open and subscribe to a Stocks & Shares ISA.
- Crown employees working overseas, such as diplomats or members of the armed forces, and their partners, can also invest in one of our ISAs.
- If you move abroad, you can keep the ISAs you already hold, and transfer them between managers, but you cannot make any further subscriptions.

- A US Person may not open an ISA, or any account. If, once you have opened your account, your circumstances change and you become a US Person, you must tell us immediately.
- A parent or legal guardian may open a Junior ISA for a child aged 16 or under who is resident in the UK and is not already the beneficiary of a Child Trust Fund or Stocks and Shares Junior ISA. The person who opens the Junior ISA will be the "registered contact" for legal purposes and will be responsible for making the investment decisions and managing the account.
- At age 18 the Junior ISA converts into an ISA. At that time, the former child beneficiary becomes entitled to manage the investments as the holder of the ISA

How can I invest in an ISA?

You can open an ISA by completing the online application process on the Quilter Invest mobile app.

Subscriptions (contributions) can be made online via the Quilter Invest mobile app using the following payment types:

● Bank transfer from your registered bank account.
● Direct debit – for regular contributions. This money can then be used to buy your chosen investments.

How much can I invest?

You can invest up to £20,000 in an ISA each tax year. You can split the ISA allowance as you wish between any Cash ISAs, Stocks & Shares ISAs, Innovative Finance ISAs, and a Lifetime ISA (if opened under 40).

This limit is lower for a Junior ISA with a maximum of £9,000 for the current tax year.

You can invest a lump sum, pay in regular amounts over the year, or a combination of the two throughout the tax year, and up to the current limit.

You are able to subscribe to multiple ISAs of the same type, with the exception of Lifetime ISA, within the tax year. All subscriptions must remain within the overall ISA limit of £20,000.

You can transfer ISAs from previous tax years without affecting the amount you can invest in an ISA for this tax year.

If you are transferring a Cash ISA or Innovative Finance ISA to a Stocks and Shares

ISA, please remember that stock market investments can fall as well as rise, so your capital is not guaranteed.

You can make additional deposits (provided you do not exceed the HMRC ISA limits) at any time into your ISA by bank transfer or direct debit. The minimum for subsequent investments is £10. There is no charge for making additional deposits.

Can I transfer from my existing ISA Manager to this ISA?

You may transfer all of your current year's ISA, or a previous year's ISA at any time provided the transfer is in accordance with the regulations applying to ISAs and your existing ISA Manager agrees to the transfer. A transfer may be made in cash or by re-registering assets subject to our and your existing ISA Manager's agreement.

You may ask us to transfer all of your ISA from us to a different authorised ISA manager, subject to the ISA Regulations. The transfer will depend on the other manager agreeing.

We will make no charge for the transfer, but you will need to check with your existing ISA Manager whether they will make a charge to sell the assets and transfer the money in cash or make a charge to re-register the assets.

If you are transferring a Junior ISA these must always be fully transferred.

How can I access my ISA?

When you first use the Quilter Invest online application process, you will create a password and PIN and validate your personal details (email and mobile telephone). You will then be able to login and access the Quilter Invest mobile app.

Your User ID, and password will also allow you to apply for and view any other Accounts you have opened with us, for example a General Investment Account.

What investments are available?

You will be able to search the full range of available investments at any time when you log-in and access the Investment Platform in the App as and when they become available in your ISA.

You can invest in ISA eligible investments including:

- UK Open Ended Investment Companies (OEICs);
- Exchange-traded funds (ETFs);

- Exchange traded equities;
- UCITS IV compliant overseas OEICs and SICAVs.

How do I find out more information about each investment?

Key Investor Information Documents (KIIDs) relating to any funds you are invested in will be available via the Investment Platform, as well as information about the charges for investments.

Some funds are complex in nature, KIIDs are issued by the fund manager to give a more comprehensive information about the way each fund works and its investment risks. These documents are available via the Quilter Invest mobile app, as well as information about the charges for the investments.

How do I buy and sell investments?

Once you have decided which investments you wish to buy, you can log-in to your ISA and follow the instructions on the app.

Once your investment has been made, you can view the confirmation in the app, including the prices and charges, in the form of a contract note.

What happens to any money which remains uninvested?

This is held in your ISA. Your ISA is designed to hold cash ready for investing and to meet service charges. Cash may arise from a sale instruction and from dividends or income received but should not be considered as a long-term savings account.

Where is my cash held?

Client money is held in a client money bank account by Seccl Custody Limited. Client money bank accounts are designated trust accounts and segregated from firm funds in accordance with the FCA's client money rules and guidance.

Seccl's policy for choosing banks is continually reviewed and the primary consideration is always security.

How can I see what I have invested in?

You can log-in to the Quilter Invest mobile app and access your ISA to see a summary together with a valuation of your investments at any time.

An Account Summary will enable you to track contributions, withdrawals, income, charges, and the performance of your investments.

Can I change the investments within my ISA?

Yes, you can decide how your money is invested and sell and buy investments within your ISA at any time. Each investment provider may have their own limits for purchases, sales and for the amount which must remain within a particular investment when selling.

You can buy and sell by logging-in to the Quilter Invest mobile app and placing instructions.

How can I find out the value of my investments?

You can log-in and access your Account and see the value of your investments at any time. The Transaction History will show that you have purchased or sold an investment, and you are also available to view Contract Notes in the mobile app using your login at any time.

Will you send me company reports and accounts and voting information?

We will not ordinarily send you copies of reports, accounts or voting and meeting information issued by investment providers, unless you specifically request it.

We will, however, contact you if there are corporate actions that require you to make a decision (for example, if you need to tell us to take some sort of investment action) such as a rights issue or a fund closure. For more information, please see our Terms and Conditions.

What happens to income from the investments in my ISA?

Income from investments in your ISA will be added to your Quilter Invest Cash balance.

Can I replace cash I have withdrawn?

- Stocks & Shares ISA:

  Yes. The Stocks & Shares ISA we offer is a Flexible ISA. This means that any withdrawals will not count towards the annual ISA allowance.

  For example, if you subscribed £20,000 – the maximum allowed in 2024/25 tax year – then chose to withdraw £5,000, you would be able to reinvest the £5,000 in the same year without breaching your ISA subscription allowance.

- Junior ISA:

  No, withdrawals may not be made from a Junior ISA until the child reaches the age of 18 and becomes the account holder (except in the event of their terminal illness or death).

What charges do I have to pay?

Charges applicable to the Quilter Invest mobile app areas set out below. Please refer to the Charges Schedule available on the Quilter Invest mobile app for more details.

Quilter Invest mobile app charges:

- An annual management/administration charge of 0.25% based on a daily value of the cash and assets held will be deducted monthly in arrears.
- Monthly Quilter Invest platform fee £2 per month.
- In addition, fund managers will apply an Annual Management Charge (AMC) to your chosen investments. Details of these charges are available when you select your investment and, on the funds', Key Investor Information Documents. These charges are normally deducted from the fund value.
- For foreign currency shares transactions an FX fee of 0.40% will be applied. The rate of exchange may affect the returns

What could I get back?

The amount you get back will depend on the following factors:

- how much you invest;
- the performance of your investments and market conditions;
- any charges;
- any income you have taken or withdrawals you have made;
- investment duration;
- and the terms and conditions of your investment.

The illustrations below assume an initial investment of £2,000, with monthly contributions of £100 into a typical equity fund portfolio. They are based on three annual growth scenarios: 2% (Scenario 1), 5% (Scenario 2), and 8% (Scenario 3). The examples factor in Quilter Invest's platform fee of 0.25%, and £2 monthly subscription charge. For illustrative purposes, an example fund manager Annual Management Charge (AMC) of 0.3% has also been included.

Scenario 1 (2% annual growth)			
At the end of the year	Investments to date (£)	Deductions to date (£)	What you might get back (£)
1	£3,200	£38.63	£3,214.48
3	£5,600	£136.19	£5,696.83

5	£8,000	£261.48	£8,252.14
10	£14,000	£701.47	14,973.80

Scenario 2 (5% annual growth)			
At the end of the year	Investments to date (£)	Deductions to date (£)	What you might get back (£)
1	£3,200	£38.85	£3,295.60
3	£5,600	£138.80	£6,065.92
5	£8,000	£270.68	£9,093.46
10	£14,000	£760.28	£17,949.92

Scenario 3 (8% annual growth)			
At the end of the year	Investments to date (£)	Deductions to date (£)	What you might get back (£)
1	£3,200	£39.08	£3,378.80
3	£5,600	£141.55	£6,463.33
5	£8,000	£280.72	£10,041.55
10	£14,000	£830.16	£21,697.16

What tax will I pay?

There is no capital gains tax to pay on any gains and no UK tax on the income. You do not have to declare ISA income or capital gains on your tax statements.

Where tax has been deducted from any UK income, we will reclaim this from HMRC on your behalf, and it will be paid back into your account.

Please note that tax rules are applied according to individual circumstances and may change in the future.

How do I withdraw my money?

If you are holding cash within your ISA, you can withdraw any amount at any time, with no charges from us. You can instruct a cash withdrawal online via the Quilter Invest mobile app and the money will be paid into your nominated bank account.

If you need to sell investments to make a cash withdrawal, charges may apply to the sale.

It is your responsibility to make sure there is sufficient cash in your ISA (for example by selling investments) to make any withdrawals you request.

The ISA is a flexible ISA which means any cash you may withdraw could be paid back into your ISA during the same tax year without it counting towards your annual allowance.

Can I transfer to another ISA Manager?

You may ask us at any time to transfer your Stocks & Shares ISA to another Stocks & Shares or Cash ISA Manager who is suitably authorised under the ISA Regulations. The transfer will be subject to the receiving ISA Manager agreeing.

We do not offer partial transfers out.

Under the ISA Regulations, we can take up to 30 days to implement your request. On receipt of a written request from you, we will cash in your ISA assets before the transfer, or transfer assets were requested to do so to another ISA Manager.

We do not apply a charge for making a transfer. You will need to check with the receiving ISA Manager whether they will make a charge to sell the investments and transfer the monies in cash or make a charge to re-register the assets.

Can I close my ISA at any time?

- **Stocks & Shares ISA:**
    - You can close your account at any time.
    - To close your account, you must inform Quilter Invest Limited by sending an email from the email address we have on our records to support@quilterinvest.com
    - You can instruct a cash withdrawal online via the Quilter Invest mobile app and the money will be paid into your nominated bank account.

Withdrawals must be made in cash. If you are selling investments to fund a withdrawal, the sale must have settled before cash can be paid out.
    - It is your responsibility to make sure there is sufficient cash in your ISA (for example by selling investments) to make any withdrawals you request.

- **Junior ISA:**
    - Withdrawals may not be made from a Junior ISA until the child reaches the age of 18 and becomes the account holder (except in the event of their terminal illness or death).

What happens if I die?

Once we are advised of your death, we need to take steps to designate the ISA as a 'continuing account of a deceased investor.'

The ISA will remain open until the earlier of:

- The completion of the administration of your estate;
- The closure of the account; or
- The third anniversary of your death.

The proceeds from your ISA will form part of your estate for inheritance tax purposes.

We will not accept any new subscriptions or transfers in. However, active management of the investments already held within the account may continue. We will liaise with the person dealing with the estate and so it is important that they hold details of the ISA.

After the third anniversary of your death, if the account remains open, the tax advantages will be removed. It will no longer be deemed an ISA.

Additional information around this can be found at https://www.gov.uk/guidance/manage-additional-permitted-subscriptions-into-an-isa.

What if I have a complaint?

If your complaint is about the service you have received from us, please send an email to: support@quilterinvest.com

If you wish to make a complaint directly to the ISA manager, Seccl Custody Limited, please email them at complaints@seccl.tech. Their complaint process will apply, which is available on request.

If you are not satisfied with the way your complaint is dealt with, or if your complaint is not dealt with in eight weeks, you can contact:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone:
0800 023 4567 – calls to this number are free from mobile phones and landlines
0300 123 9123 – calls to this number cost no more than calls to 01 and 02 numbers

Email: **complaint.info@financial-ombudsman.org.uk**

If you have a complaint regarding your Distributor, your DFM or an individual investment, this should be directed to the Distributor, DFM or fund manager concerned. Making a complaint will not affect your legal rights.

Can I claim compensation?

You will have access to the Financial Services Compensation Scheme (FSCS). In the event you suffer financial loss because of our failure or an investment failure the actual level of compensation you receive will depend on the basis of your claim and where the money you have with us is invested. The FSCS only pays compensation for financial loss. Compensation limits are per person per firm, and per claim category. The FSCS may be able to pay you compensation if we or any banks with whom we place your money are no longer able to meet our or their financial obligations. If certain investments fail, you may also be eligible for compensation. In the unlikely event we fail, you may be eligible for compensation up to £85,000. For cash held on deposit you may be eligible for compensation up to £85,000. If your investment fails, you may be eligible for compensation of up to £85,000 per investment.

For further information please visit the FSCS website (www.fscs.org.uk).

Where can I find your Terms and Conditions?

The Terms and Conditions are available in the Key Information section of the Quilter Invest mobile app. Your rights as the investor in an ISA are set out in the Terms and Conditions, which may be subject to change in the future.

How is this affected by the law?

The laws of England and Wales govern the relationship we have with you prior to, and on conclusion of any contract, and the parties submit to the exclusive jurisdiction of the Courts of England.

Important Information

Any taxation information contained in this guide is based on our interpretation of current legislation and HMRC practice.

You are responsible for obtaining your own tax advice. Please remember that current tax rules may change in the future.

How to contact us

Office hours are Monday to Friday 9:00am-5:00pm (business days only).

By email: support@quilterinvest.com

GIA

The Financial Conduct Authority requires us to give you this important information to help you to decide whether our General Investment Account (GIA) is right for you. You should read this document carefully so that you understand what you are buying and then keep it safe for future reference.

This document and our other literature are available in the legal document section of the app. This is an 'execution only' service where you make your own decisions on the investments you choose. Quilter Invest does not assess the suitability of this service for your individual circumstances and you are not protected by the FCA rules on assessing suitability.

We do not provide or offer financial, legal or tax advice. You should seek your own financial, legal or tax advice from a financial adviser or another suitably qualified professional.

Its aims

- To allow you to invest over the medium to long term.
- To allow you to select and purchase a range of investments
- To allow you to view, value and place orders for these investments via the Quilter Invest mobile app.

Your commitment

The minimum amount to open an Account is £10.

You are required to maintain a minimum cash balance to meet charges.

You agree to read all the Key Investor Information Documents (KIIDs) provided by the fund manager in respect of any funds you buy before you commit to the investment.

You must keep your login and other security details private and not share them with others. We will take all instructions placed using your security details in good faith that they were placed by you.

Risks

Different investments carry different levels of risk. You must make your own investment decisions or seek your own financial advice on the suitability of an investment. The value of your investments and the income generated from them can fall as well as rise and you may not get back what you originally invested.

Past performance of any investment is not a guide to future performance.

The performance of your investments will be reduced by the effect of charges, including our charges, and fund manager charges. Income generating funds sometimes deduct expenses from capital in order to improve income. This means that capital growth may reduce accordingly.

Withdrawing income from your general investment account can reduce your capital especially where performance is poor and the level of income withdrawn is high.

Certain investments for example 'emerging markets', 'high technology sector' and 'small companies' are generally more volatile than UK and large company investments.

Investments into property funds can be difficult to sell. You might not be able to sell them when you want. The value of property is a matter of opinion rather than fact. Investments in foreign assets are subject to currency risk, i.e., as well as the risk of the underlying asset there is also a risk of a loss from exchange rate variations against the pound sterling.

Inflation will reduce the real value and therefore what you could buy with your investments in future.

Tax treatment depends upon your individual circumstances, and the rules may change in the future.

GIA: Questions and Answers

What is the General Investment Account (GIA)?

The GIA is available via the Quilter Invest mobile app and allows you to invest in a range of investments and to view these as a single portfolio.

Who can have one?

Anyone who is aged 18 or over and is resident in the UK for tax purposes can open a GIA. It cannot be opened jointly with or on behalf of anyone else.

A US Person may not open a GIA. If, once you have opened your account, your circumstances change and you become a US Person, you must tell us immediately.

How can I invest in a GIA?

You can open a GIA by completing the account opening process on the Quilter Invest mobile app.

Contributions can be made online via the Quilter Invest mobile app using the following payment types:

Bank transfer from your registered bank account, Open Banking Instant Deposit (via Truelayer)
Direct debit – for regular contributions

How much can I invest?

There is no limit to the amount you can contribute to your GIA.

How do I access my GIA?

When you first use the Quilter Invest online application process, you will be requested to create a password and validate your personal information. You will then be able to log-in and access the Quilter Invest mobile app. Your User ID, and password will also allow you to apply for and view any other Accounts you have opened with us, for example the flexible Stocks & Shares ISA.

What investments are available for GIA?

You can invest in:

- UK Open Ended Investment Companies (OEICs);
- Exchange-traded funds (ETFs);
- Exchange traded equities;
- UCITS IV compliant overseas OEICs and SICAVs.

You will be able to search the full range of available investments at any time when you log-in and access your GIA.

How do I find out more information about each investment?

You are investing on an execution only basis which means that you are responsible for your own investment choices. You should conduct your own research into any investment and satisfy yourself that it is suitable for your needs and circumstances.

Key Investor Information Documents (KIIDs) relating to any funds you select will be available via the Quilter Invest mobile app, as well as information about the charges for the investments.

How do I buy and sell investments?

Once you have decided which investments you wish to buy or sell, you can log-in to your GIA and follow the instructions on the app.

Once your order has been completed, you can view the confirmation, including the prices and charges, in the form of a contract note.

What happens to any money which remains uninvested?

This is held in your GIA. Your GIA is designed to hold cash ready for investing and to meet service charges. Cash may arise from a sale instruction and from dividends or income received but your GIA should not be considered as a long-term savings account.

Your cash may be placed with deposit takers and any interest earned is retained to offset some of the costs of the service provided.

How can I see what I have invested in?

You can log-in to the Quilter Invest mobile app and access your GIA online and see a summary together with a valuation of your investments at any time. An Account

Summary will enable you to track contributions, withdrawals, income, charges, and the performance of your investments.

Can I change the investments within my GIA?

Yes, you can decide how your money is invested and sell and buy investments within your GIA at any time. Each investment provider may have their own limits for purchases, sales and for the amount which must remain within a particular investment when selling.

You can buy and sell by logging-in to the Quilter Invest mobile app and placing your order.

How can I find out the value of my investments?

You can log-in and access your GIA on the mobile app and see the value of your investments at any time. The Account Summary will show that you have purchased or sold an investment, and you are also available to view Contract Notes in the Account Section using your login at any time.

A consolidated tax voucher after the end of each tax year to help you fill in your tax returns.

Will you send me company reports and accounts and voting information?

We will not ordinarily send you copies of reports, accounts or voting and meeting information issued by investment providers, unless you specifically request it.

We will, however, contact you if there are corporate actions that require you to make a decision (for example, if you need to tell us to take some sort of investment action) such as a rights issue or a fund closure. For more information, please see our Terms and Conditions.

What happens to income from the investments in my GIA?

Income from investments in your GIA will be added to the cash balance in your GIA.

What charges do I have to pay?

Charges applicable to the Quilter Invest mobile app areas set out below. Please refer to the Charges Schedule available on the Quilter Invest mobile app for more details.

Quilter Invest mobile app charges:

- An annual management/administration charge of 0.25% based on a daily value of the cash and assets held will be deducted monthly in arrears.
- Monthly Quilter Invest platform fee £2 per month.

- FX fees of up to 0.40%. The rate of exchange may affect the returns
- In addition, fund managers will apply an Annual Management Charge (AMC) to your chosen investments. Details of these charges are available when you select your investment and, on the funds', Key Investor Information Documents. These charges are normally deducted from the fund value.

What could I get back?

The amount you get back will depend on the following factors:

- how much you invest;
- the performance of your investments and market conditions;
- any charges;
- any tax applied e.g. to income or gains;
- investment duration;
- any income or withdrawals you have taken;
- and the terms and conditions of your investment.

Three examples are shown below:

The Financial Conduct Authority sets standard growth rates that can be used in illustrations. For GIAs these rates are 2.00% (lower growth rate), 5.00% (mid growth rate) and 8.00% (higher growth rate). All companies use these except where they believe a reduced rate is more appropriate.

The illustrations below assume an initial investment of £2,000, with monthly contributions of £100 into a typical equity fund portfolio. They are based on three annual growth scenarios: 2% (Scenario 1), 5% (Scenario 2), and 8% (Scenario 3). The examples factor in Quilter Invest's platform fee of 0.25%, and £2 monthly subscription charge. For illustrative purposes, an example fund manager Annual Management Charge (AMC) of 0.3% has also been included.

Scenario 1 (2% annual growth)			
At the end of the year	Investments to date (£)	Deductions to date (£)	What you might get back (£)
1	£3,200	£38.63	£3,214.48
3	£5,600	£136.19	£5,696.83

5	£8,000	£261.48	£8,252.14
10	£14,000	£701.47	14,973.80

Scenario 2 (5% annual growth)			
At the end of the year	Investments to date (£)	Deductions to date (£)	What you might get back (£)
1	£3,200	£38.85	£3,295.60
3	£5,600	£138.80	£6,065.92
5	£8,000	£270.68	£9,093.46
10	£14,000	£760.28	£17,949.92

Scenario 3 (8% annual growth)			
At the end of the year	Investments to date (£)	Deductions to date (£)	What you might get back (£)
1	£3,200	£39.08	£3,378.80
3	£5,600	£141.55	£6,463.33
5	£8,000	£280.72	£10,041.55
10	£14,000	£830.16	£21,697.16

What is the tax position for my GIA?

The GIA is not tax-exempt. The tax you pay will depend on the types of investments that you hold and your personal circumstances.

The tax liability for growth and income from your investments is the same as if you held them in your own name and is your responsibility. If you need to complete a tax return, you should include details of the income from the investments in your GIA and the gains or losses on investments you have sold. We will send you a tax voucher each year to help you complete your tax return.

Income Tax

Interest may have had basic rate tax deducted at source. Depending on your personal circumstances you may be able to reclaim some of the tax deducted from HMRC or you may have further tax to pay. This will depend on the amount of interest and other savings income you receive, and the rate of tax you normally pay. You may need to pay income tax on income arising from investments, including income tax on interest arising from 'available cash', held in your GIA. HMRC sets an annual Dividend Allowance that means you will not have to pay tax on any dividend income on or below this level.

If you receive more dividend income than the annual Dividend Allowance, you will have further tax to pay. You can find out the current Dividend Allowance at www.gov.uk/hmrc.

Capital Gains Tax

If any investment in your GIA is sold, for example for a withdrawal, to switch into another investment or to cover a charge, tax may be due on any gain that arises. How much tax is payable, will depend on your individual circumstances.

Please note that tax rules are applied according to individual circumstances and may change in the future.

How do I withdraw my money?

If you are holding cash within your GIA, and subject to the minimum cash balance requirement, you can withdraw any amount at any time, with no charges from us. You can instruct a cash withdrawal via the Quilter Invest mobile app and the money will be paid into your nominated bank account within 5 working days.

If you need to sell investments to make a cash withdrawal, charges may apply to the sale.

It is your responsibility to make sure there is sufficient cash in your GIA (for example by selling investments) to make any withdrawals you request.

Can I close my GIA at any time?

Yes. You must inform us by sending us an email from the email address we have on our records or in writing, quoting your GIA details. Charges may apply to any related sale or transfer of investments, but we will make no charge to close your GIA, although we will apply the pro-rata amount of the current month's administration charge.

Please refer to the Charges Schedule available on the Quilter Invest mobile app for more details.

Can I change my mind?

You are able to cancel your GIA up to 30 days after you complete your application online (your 'cooling off period'). However, if you have asked us to invest your cash within the cooling off period, you will only be able to cancel your initial GIA agreement and any investments will be sold and the proceeds returned to you at their market value, less any dealing or fund manager charges.

You may choose to keep your GIA in cash for the 30 days of your cooling off period, and if you then decide to cancel your GIA during this period, you will receive back the original amount.

What happens if I die?

If you die, your personal representatives must close the GIA, and we will transfer the balance to an Investment Account. On receiving appropriate proof of title, we will pay them the balance together with any interest earned up to the date we close the GIA, or if requested, we will transfer the investments to them. The balance will take into account any gain or loss in the value of your investment.

The proceeds from your GIA will form part of your estate for inheritance tax purposes.

What if I have a complaint?

If your complaint is about the service you have received from us, please send an email to: **support@quilterinvest.com**

If you are not satisfied with the way your complaint is dealt with, or if your complaint is not dealt with in eight weeks, you can contact:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone:
0800 023 4567 – calls to this number are free from mobile phones and landlines
0300 123 9123 – calls to this number cost no more than calls to 01 and 02 numbers

Email: **complaint.info@financial-ombudsman.org.uk**

If you have a complaint regarding your Distributor, your DFM or an individual investment, this should be directed to the Distributor, DFM or fund manager concerned. Making a complaint will not affect your legal rights.

Can I claim compensation?

The Quilter Invest GIA is provided by Seccl Custody Limited, who are the Custodians of investments in the Quilter Invest mobile app. Seccl Custody Limited is authorised by the Financial Conduct Authority (under reference number 793200) so you will have access to the Financial Services Compensation Scheme (FSCS).

In the event you suffer financial loss because of our failure or an investment failure the actual level of compensation you receive will depend on the basis of your claim and where the money you have with us is invested. The FSCS only pays compensation for financial loss. Compensation limits are per person per firm, and per claim category. The FSCS may be able to pay you compensation if we or any banks with whom we place your money are no longer able to meet our or their financial obligations. If certain investments fail, you may also be eligible for compensation. In the unlikely event we fail, you may be eligible for compensation up to £85,000. For cash held on deposit you may be eligible for compensation up to £85,000. If your investment fails, you may be eligible for compensation of up to £50,000 per investment.

Your cash is held as client money and is protected in the event of the insolvency of the Custodian. In the event of the insolvency of one of the banks used, any client money held for you is protected under the FSCS up to a maximum of £85,000 for each client and bank with whom client money is held.

This limit is applied to banks that are separately authorised and can only be applied once, therefore banks operating under different brands within the same authorisation are covered under the same limitation. The compensation limit of £85,000 includes any other money held by you in accounts with the authorised banks we use, therefore if you have current or deposit accounts with the same bank these will all count towards the compensation limit of £85,000.

For further information please visit the FSCS website (www.fscs.org.uk).

Where can I find your Terms and Conditions?

The Terms and Conditions are available in the Legal Documents section of the Quilter Invest mobile app.

Your rights as the investor in a GIA are set out in the Terms and Conditions, which may be subject to change in the future.

How is this affected by the law?

The laws of England and Wales govern the relationship we have with you prior to, and on conclusion of any contract, and the parties submit to the exclusive jurisdiction of the Courts of England.

Important Information

Any taxation information contained in this guide is based on our interpretation of current legislation and HMRC practice.

You are responsible for obtaining your own tax advice. Please remember that current tax rules may change in the future.

How to contact us

Office hours are Monday to Friday 9:00am-5:00pm (business days only).

By email: support@quilterinvest.com

Self-Invested Personal Pension (SIPP)

The Financial Conduct Authority is a financial services regulator that oversees financial services firms and financial markets in the UK. The FCA requires us to give you this important information to help you decide whether our Self-Invested Personal Pension (SIPP), administered by Seccl Custody Limited, is right for you.

This SIPP is only available to individuals aged 18 to 49 inclusive at the time of application.

You should read this document carefully and keep it safe for future reference. It should be read alongside the accompanying Generic Pension Illustration. Both documents, and our other literature, are available in the legal documents section of the Quilter Invest app. This is an ‘execution only’ service where you make your own decisions on the investments you choose.

Quilter Invest does not assess the suitability or appropriateness of this service for your individual circumstances and you are not protected by the FCA rules on assessing suitability or appropriateness. We do not provide or offer financial, legal or tax advice. You should seek your own financial, legal or tax advice from a financial adviser or another suitably qualified professional.

Your rights as the investor on the platform are set out in the terms, which may be subject to change in the future.

Its aims

- To help you save for retirement in a tax-efficient and flexible way;
- To build up a pension fund that is intended to provide benefits; such as a tax-free cash sum and income in retirement;
- To give you control over how your pension fund is invested by offering a range of investment options with various levels of risk;
- To allow you to make your own investment decisions;
- To make transfer payments from other direct contribution pension arrangements, consolidating your pensions and helping you manage your retirement savings in one place;
- To let you nominate who we should consider for your pension benefits to be paid to on your death.

Your commitment

- Ensure the information we hold about you is accurate and up to date, and to tell us promptly if things change
- Agree to read the Key Investor Information Documents (KIIDs) provided by the fund manager in respect of any funds you buy before you commit to the investment.
- Remain responsible for monitoring Annual Allowance and tax regulations and notify us if you are no longer entitled to receive tax relief on contributions you make to this or any other pension arrangements;
- Read, understand, and comply with the Quilter Invest Terms and Conditions that apply to you.

Risk factors

The value will go up and down

The value of your SIPP depends on the performance of the underlying investments. The value of these investments, and therefore your pension, can go down as well as up. Past performance, projections, and illustrations are not a guarantee of what your performance will be. It is possible you may get back less money than you put in - no retirement benefits are guaranteed.

Your retirement income could be lower than expected

Your retirement income could be less than you expect if you reduce or stop payments, investment growth is poor or annuity rates at the time you take your benefits are lower than expected.

Fees will affect your pension value

Any fees taken will affect the value of your SIPP. These charges may vary from time to time, and we will notify you if this is the case.

You will also be given a Generic Pension Illustration, showing the effect of charges. You can view this in the Quilter Invest mobile app and via the link provided, click here.

In the case that we cannot take fees from your SIPP due to an insufficient cash balance; we will sell investments to meet these. You can find more information about fees and how they are taken in the Terms and Conditions.

Different pensions have different benefits

If you transfer another pension plan to us, the pension benefits you receive may be lower than if you stayed in your existing scheme. If you are unsure on the decision to transfer, a financial adviser may be able to advise you whether it is in your best interests and make clear any benefits you may be giving up such as 'enhanced protection' or 'fixed protection'. We do not offer financial advice.

You have a right to cancel your pension within the first 30 days. If you cancel a transfer from another provider to us, the other provider may refuse to accept the return of the transfer money.

Inflation can reduce the value of your money

Inflation means the cost of goods and services increasing over time. This has the effect of reducing the buying power of the money you have saved. A £10 note will still be worth £10 in five years' time, but you might not be able to buy as much with it.

Tax charges may apply

The Government sets limits on the amount that you can save into a personal pension each tax year and receive tax relief. This is known as the Annual Allowance. The amount of Annual Allowance available to you depends on your earnings and personal circumstances and may be lower than the standard allowance.

The Government also limits the total amount of tax advantaged cash you can take from your pension over your lifetime. These limits are set by the Lump Sum Allowance (LSA) and the Lump Sum and Death Benefits Allowance (LSDBA).

If you exceed the Annual Allowance, you may need to pay tax. Please note that the tax treatment of your pension is set by HM Revenue and Customs ('HMRC') and may change over time.

Retirement Income

Retirement income (sometimes known as drawdown) is the act of taking benefits from your pension when you require.

You should be aware that when this time comes:

- If you take a substantial proportion of income in a short period, you may end up paying a higher rate of tax than usual.
- Whenever you start to take a retirement income, you will trigger annual pension limits, specifically the 'Money Purchase Annual Allowance' if it has not already been triggered. This will reduce the maximum contributions you can make into your pensions each year.
- If you take a higher than planned level of income over a prolonged period, it is likely that your SIPP will not be enough to provide an income for as long as you may have originally wanted.
- If you receive means tested benefits, taking an income from a pension might mean they are reduced or stopped.

SIPP Questions & Answers

What is the SIPP?

The SIPP is a pension plan that allows you to save for retirement in a tax-efficient and flexible way. The benefits you can receive are subject to UK pension legislation. This includes rules about limits on contributions that can qualify for tax relief, the earliest age you can take benefits and limits on what those benefits can be without incurring tax penalties, including the amount that can be taken as tax-free cash payments.

Who can open a SIPP?

This product is for people who want to:

- Access a fully digital SIPP designed for long-term retirement saving;
- Make investment decisions about their pension assets themselves;

And are;

- Above the age of 18 and below the age of 50;
- A UK resident.

The SIPP is unlikely to be appropriate for individuals who require access to a broad or specialist investment range or hold safeguarded benefits or pension protections.

You should consider speaking to a financial adviser or refer to the government's free service at, moneyhelper.org.uk, about the most suitable pension option for you.

Who will administer my SIPP?

Seccl Custody Limited will administer your pension in accordance with the Trust Deed and Rules. This includes the day to day running of your pension, ranging from processing contributions, transfers, investments and paying benefits, to ensuring the pension adheres to HMRC rules and regulations.

Is the SIPP a stakeholder pension?

No. Stakeholder pensions must meet government set standards covering payments, charges and other terms and conditions. Stakeholder pensions are generally available and might meet your needs as well as our SIPP.

What are the Trust Deed and Rules?

The Trust Deed and Rules is the legal document that has established the Seccl Personal Pension, which is the pension scheme underlying the SIPP. This document also appoints trustees and the scheme operator, who is responsible for registering the scheme with HM Revenue & Customs (HMRC) to ensure the favourable tax treatment mentioned earlier is applied to the pension. The trustees of the Seccl Personal Pension are Digital Pension Trustees Limited, and the operator is Seccl Custody Limited who is authorised and regulated by the Financial Conduct Authority (FCA).

Will I have a separate SIPP bank account?

No. Uninvested cash is held in a client money bank account; this is a pooled account so that in the event of a bank's failure your claim will be a share of the cash held in all such accounts held at the bank.

Is this the right option for me?

This could be right for you if you:

- Want to save for retirement in a tax-efficient and flexible way;
- Are willing to invest your capital over the medium to long-term, understanding that you may not be able access the funds until you are at least 55 (57 from 6 April 2028);

- Want to benefit from tax relief on your contributions – subject to government limits.
- Want a way to consolidate your other pension savings;
- To make your own decisions over how your pension fund is invested by offering a range of investment options with various levels of risk;
- To make transfer payments from other direct contribution pension arrangements, consolidating your pensions and helping you manage your retirement savings in one place.

Quilter Invest and the scheme administrator, Seccl, do not offer or provide financial advice. It is strictly your decision whether to use any Seccl service or whether to invest in, and how much to invest in, our SIPP.

How do I start saving in the SIPP?

You can open a SIPP by completing the account opening process on the Quilter Invest mobile app at any time.

Paying into the SIPP - What are my options?

The Quilter Invest SIPP accepts personal contributions only.

Contributions can be made online via the Quilter Invest mobile app using the following payment types:

- Bank transfer from you registered bank account
- Open Banking Instant Deposit (via Truelayer)
- Direct debit – for regular contributions
- Cash transfer of pension benefits from other suitable pension schemes

You can stop paying at any time and restart payments later. Remember though that stopping payments, even temporarily, will reduce the possible value of your fund at retirement.

How much can I save in my SIPP?

There are government limits on the amount of contributions that are eligible for tax relief, and you may have to pay tax if you exceed the Annual Allowance. Any payments over the Annual Allowance will be subject to an Annual Allowance charge at a rate set by HMRC.

At Quilter Invest, we only accept personal contributions that are eligible for tax relief. If you are under 75, you can receive tax relief on contributions up to the greater of:

- £3,600 (this is the basic amount), or
- 100% of your annual relevant UK earnings

This is subject to the Annual Allowance, which is covered in the next section.

Tax Relief Limit

This determines how much of your contribution can receive tax relief. All relevant UK individuals can pay, and get tax relief on, contributions up to £3,600 gross each year.

- If you have no or low earnings, you can get tax relief on up to £3,600 gross per tax year.
- Where your earnings are more than £3,600 you may make gross contributions of up to 100% of your earnings known as UK relevant earnings subject to a maximum amount known as the Annual Allowance, which is set each year by the Government. The latest allowances can be viewed on www.gov.uk.

You pay personal contributions after basic-rate tax has been deducted, and we reclaim the tax relief for you. Basic-rate tax relief is 20%, which increases your contribution by 25%. So, if you contribute £100, we reclaim £25 from HMRC and £125 is credited to your pension.

Monthly payment	Tax reclaimed	Total payment to your SIPP
£50.00	£12.50	£62.50
£100.00	£25.00	£125.00
£200.00	£50.00	£250.00

Tax relief typically takes 6-8 weeks to arrive from HMRC but can take longer. If you are a higher rate or additional rate taxpayer, you should reclaim further tax relief from HMRC via your self-assessment.

Annual Allowance

The annual allowance is a separate overall cap on pension saving. The annual allowance applies as a total limit across all your registered pension schemes in a tax year. It covers:

- Your payments.
- Any increase in the value of retirement benefits you may earn from a defined benefit pension scheme.

If you were a member of a registered pension scheme but did not fully use your available annual allowance from the previous three years, you may be able to 'carry forward' that unused allowance.

The annual allowance does not include transfers from other pension arrangements and does not apply in the year of death or severe ill-health.

Any payments over the Annual Allowance will be subject to an Annual Allowance charge at a rate set by HMRC. The amount of tax charged will be your highest marginal rate of tax determined by your individual circumstances based on your income and the amount by which you have exceeded the annual allowance.

In some cases, you may be able to make larger contributions in a particular tax year. If you think you may be close to, or exceed, the Annual Allowance you should talk to a financial adviser as this is a complex area.

What are the different Annual Allowances?

Annual Allowance

Currently, in the 2025/2026 tax year, the Annual Allowance is £60,000. This applies to everyone unless they are subject to the Tapered Annual Allowance.

The Annual Allowance will be reduced for individuals meeting the following criteria:

- With threshold income (taxable income after allowing for certain reliefs plus the value of certain pension-related salary sacrifice type arrangements) over £200,000
- With adjusted income (taxable income after allowing for certain tax reliefs plus the value of pension savings) over £260,000

The Annual Allowance is reduced at the rate of £1 for every £2 earned over £260,000.

Tapered Annual Allowance

The Tapered Annual Allowance is between £60,000 and £10,000. This applies to those earning 'adjusted income' more than £260,000 and 'threshold income' more than £200,000. The Annual Allowance is reduced by £1 for every £2 of earnings over £260,000 up to earnings of £360,000.

Money Purchase Annual Allowance

This is currently £10,000 and applies where you have started taking a retirement income flexibly.

Can I make contributions if I have 'Enhanced' or 'Fixed' Protection?

Whether you can make contributions without losing protection will depend on when you applied for and were granted either Enhanced or Fixed protection.

- Applied for either Enhanced or Fixed protection before 15th March 2023 you can make contributions without losing this protection.
- Applied for either Enhanced or Fixed protection after 15th March 2023 these will be lost if a contribution is paid to the SIPP.

Can I transfer over other pensions?

You can transfer other pensions over in cash only. If you instruct a transfer, your existing pension provider may need to sell down your investments and transfer the cash into your SIPP.

We will not accept transfers from pensions with Safeguarded Rights, (as defined in Section 48(8) of the Pensions Schemes Act 2015).

What can I invest in?

Cirilium Passive Portfolios offer broadly diversified, cost-efficient, index-tracking exposure across global markets, professionally managed to a defined risk profile.

You will be able to search the full range of available investments at any time when you log-in and access your SIPP via the Quilter Invest mobile app.

The FCA requires that we offer you a single default investment option that is designed to meet the needs of typical non-advised SIPP customers. The provision of a default fund should not be considered advice and may change. You will be presented with details of the default fund during opening your Quilter Invest SIPP.

The default fund is highlighted to help customers who want a straightforward starting point for long-term pension investing, but it is not selected automatically and does not take your individual circumstances into account. You will only be invested if you actively choose a fund, you can select any funds available in the SIPP and change your choice at any time. Any money not invested will remain as cash. The availability of a default fund should not be considered personal advice or a recommendation.

This is a complex area and if you have any questions, you should contact us

Is my pension size limited?

Yes. When you commence taking benefits from your SIPP, there are two lump sum allowances available the Lump Sum Allowance (LSA) and the Lump Sum and Death Benefits Allowance (LSDBA).

For most people, the lump sum allowance (LSA) will limit the tax-free cash you can get from your pension to £268,275.

In most cases, the lump sum and death benefit allowance (LSDBA) will limit the total amount of tax-free cash available in your lifetime and when you die to £1,073,100. Before the 2023/24 tax year, the lifetime allowance was the limit on the amount of benefits you could take across all pension schemes before additional tax charges would apply. From 2023/24 the tax charges ceased to apply and from 6 April 2024 the lifetime allowance no longer applies, the lifetime allowance still limits tax-free lump sum entitlement. If you hold any forms of previous lifetime allowance protection, you will keep the lump sum entitlement from it.

When you commence taking benefits from your SIPP, Seccl will calculate your available tax-free lump sum based on the information you provide. You must provide us with the information necessary to calculate the available lump sum allowance. This information includes details of any protections from the previous lifetime allowance that you have, and all lump sums previously taken. If the requested tax-free lump sum exceeds your available allowance the payment will be restricted to the available allowance.

If you transfer the whole pension, it will end. Any protection you have applied to HMRC for could be lost if you transfer. You should speak to a financial adviser before making a transfer.

What are the charges?

Quilter Invest mobile app charges:

- An annual management/administration charge of 0.25% based on a daily value of the cash and assets held will be deducted monthly in arrears;
- Monthly Quilter Invest platform fee £2 per month;
- FX fees of up to 0.40%. The rate of exchange may affect the returns;
- In addition, there are custody, trading and investment costs which include fund charges (taken directly by the fund provider) and market spread (the difference between the price we buy and sell investments). Fund managers will apply an Annual Management Charge (AMC) to your chosen investments. Details of these charges are available when you select your investment and, on the funds' Key Investor Information Documents. These charges are normally deducted from the fund value.

Charges are deducted directly from your SIPP. You can find a more detailed description of our charges, and the latest rates, in our mobile app, and on your Generic Pension Illustration.

What might I get back?

The illustration shows how the value of a 35-year-old's pension could develop over time using a single example contribution pattern. It presents the projected value at a small number of key future points, under three different investment scenarios: Low, Mid and High growth. These figures are designed to help demonstrate how contributions, charges and investment performance might influence the value of the pension over time. The benefits shown are proportionate to the payment amount, meaning that higher contributions would broadly result in higher projected retirement values for the same investment term. The assumptions and charges we included:

- This illustration includes all expected charges for investing in the Quilter Investors Cirilium Moderate Passive Portfolio R (GBP) Accumulation fund and for opening and maintaining the Quilter Invest Self Invested Personal Pension, based on charges as of 30 March 2026.

- The total charges applied consist of:
    - Fund ongoing charge: 0.35%
    - Quilter Invest platform fee: 0.25%
    - Subscription fee: £2 per month
- The fund's ongoing charge is taken daily within the fund. Full Projections are calculated month by month. Each month the existing fund grows by the monthly equivalent of the annual growth rate, then a £250 contribution is added, and finally the £2 subscription fee is deducted. Growth rates used are already net of fund OCF and platform % charges, so the only deduction modelled separately is the £2. This process repeats for the full term (10, 20, 30, or 40 years).
- Fund specific charges can be found in the fund factsheet in the app.
- These charges may change over time. Your actual charges could be higher or lower than those used in this illustration and will depend on the investments you select.
- We have assumed an initial investment of £25,000, made as a lumpsum contribution or transfer, followed by gross monthly contributions of £250, which already include any tax relief that may apply.

It is important to remember that the material effect of these assumptions will only be known at the date you decide to take your benefits together with other factors such as inflation.

Any illustrations provided are generic examples only. They are not personalised to your circumstances and are not a prediction or guarantee of future performance. The actual value of your pension will depend on investment performance, charges, inflation, tax rules, and your personal circumstances at the time benefits are taken.

Projection Period (Years)		**Low growth** Including charges	**Mid growth** Including charges	**High growth** Including charge
10	Projected Value	£48,429	£60,197	£75,027
20	Projected Value	£68,166	£100,247	£151,244
30	Projected Value	£84,793	£145,819	£267,361
40	Projected Value	£98,801	£197,674	£444,265

Understanding this reduction in growth can help you compare the effect of charges with other pension products or investment providers.

How will I know how my SIPP is doing?

You can see the value of your investments at any time by signing into your account on the Quilter Invest mobile app.

We will provide you with both monthly valuations showing the value of your SIPP and an annual statement showing the value of your SIPP and what it is likely to be worth in the future. The first annual statement is provided a year after you open your account. All statements are provided in the mobile app.

Your statement will also show any income you have taken (if you are receiving a retirement income).

Can I transfer out my SIPP?

You can transfer out all or part of your pension to another registered UK pension scheme at any time, in full in line with pension regulations.

How can I take my benefits?

Drawdown is not yet available online via the digital app or website (although this is coming soon) but where drawdown is needed, we can support this via a manual process where required.

You should speak to a financial adviser or seek guidance from Pension Wise, a free government service, for impartial information around the choices you have when you are thinking of accessing your pension income. Pension Wise can be accessed via https://www.moneyhelper.org.uk/en/pensions-and-retirement/pension-wise.

When can I take benefits?

You can start taking an income from your pension from age 55, rising to age 57 from 6 April 2028 unless you have a protected pension age. You may also be able to take a cash lump sum or income earlier if you are seriously ill or suffer an illness or accident which means you cannot continue in your current occupation. You should accept pension investing as a long-term commitment.

When you reach age 50, you can use Pension Wise from MoneyHelper, a free impartial government service, to help you understand what your pension income choices are and how they work. This service can be accessed at: https://www.moneyhelper.org.uk/en/pensions-and-retirement/pension-wise.

What happens if I die?

In the event of your death, any regular contributions being collected will stop.

The investments will remain unchanged and therefore subject to market movement until we receive any required documentation from your personal representatives that allows us to distribute any proceeds.

We will consider any beneficiaries you nominate when we decide who to pay the benefits to and how much each person will receive.

Your beneficiaries can choose to receive the benefits as one of the following options:

- A lump sum death benefit;
- Income from income drawdown (via transfer to another provider);

We will write to your beneficiaries setting out the options available to them. These benefits may be taxed but this will depend on your circumstances at the time of your death. If you die before age 75, death benefits will normally be paid free of tax.

However, if you die on or after your 75th birthday benefits will be subject to tax.

In some circumstances there may be a delay in passing the benefits on to your beneficiaries due to the nature of your investments. For example, an investment may be suspended from trading.

Can I cancel my SIPP?

Whether you can cancel your SIPP depends on your individual circumstances. You can cancel your SIPP within a 30-day cooling off period. The cooling off period starts from the day your SIPP is opened.

- If you open a SIPP and do not make any investments, and there is no transfer in request, you have a 30-day cooling off period. You may change your mind and cancel your SIPP using the Quilter Invest mobile app.
- If you request a transfer in from another authorised scheme, you have a 30-day cooling off period from the date the transfer is requested. You should contact support@quilterinvest.com to request a cancellation.
    - If the ceding scheme has not yet accepted the transfer request or assets have not been sold, it may still be possible to cancel before completion.
    - If the transfer value has already been released by the ceding scheme, they may refuse to take it back. In this case, you must choose another authorised scheme to receive the transfer.

We will send confirmation with details of your right to cancel. You will have 30 days to change your mind from when we issue this confirmation to request your cancellation. If you cancel your SIPP within the cooling-off period, you may not get back the full amount you invested.

- We will refund any contribution received to you
- We will return any transfer received to the transferring scheme, where they will accept it, otherwise you must arrange another pension provider to accept the payment.

The amount we pay back will depend on what action has been taken in respect of your account prior to the time you cancel and reflect any market movement in the investments between the date the money was first applied to your account and the cancellation date. This may be less than your original investment.

In all cancellation cases, any deductions we make when an account is cancelled will be restricted to the following:

- our own charges
- charges incurred in relation to your investment choices
- charges incurred for any transactions you make.

If you start trading within the cancellation period, you may be liable for any charges due to us and any charges levied by others.

How can I make a Complaint?

- If your complaint is about the service you have received from us, please send an email to: support@quilterinvest.com. You can view our complaints policy on our website at www.quilterinvest.com.
- If you wish to make a complaint directly to the SIPP provider, Seccl Custody Limited, please email them to SIPP@seccl.tech, contact them online at www.seccl.tech, or telephone them: 01225 43520 Monday to Friday 09:00 to 17:00. Their complaint process will apply, which is available on request.
- If you have a complaint regarding your Distributor, your DFM or an individual investment, this should be directed to the Distributor, DFM or fund manager concerned. Making a complaint will not affect your legal rights.

Your complaint will be handled by a person of appropriate competence and experience. That person will not have been directly involved in the matter which is the subject of the complaint.

If you are not satisfied with the way your complaint is dealt with, or if your complaint is not dealt with in eight weeks, you can contact:

The Financial Ombudsman Service
Exchange Tower, London, E14 9SR

0800 023 4567 – calls to this number are free from mobile phones and landlines
0300 123 9123 – calls to this number cost no more than calls to 01 and 02 numbers

Email: **complaint.info@financial-ombudsman.org.uk**

Can I claim compensation?

You will have access to the Financial Services Compensation Scheme (FSCS). In the event you suffer financial loss because of our failure or an investment failure the actual level of compensation you receive will depend on the basis of your claim and where the money you have with us is invested. The FSCS only pays compensation for financial loss. Compensation limits are per person per firm, and per claim category.

The FSCS may be able to pay you compensation if we or any banks with whom we place your money are no longer able to meet our or their financial obligations. If certain investments fail, you may also be eligible for compensation. In the unlikely event we fail, you may be eligible for compensation up to £85,000. For cash held on deposit you may be eligible for compensation up to £120,000. If your investment fails, you may be eligible for compensation of up to £85,000 per investment. It is important to understand that the FSCS does not cover you in the event that your investments do not perform as expected and you get back less than you originally invested. For further information please visit the FSCS website (www.fscs.org.uk).

Financial Ombudsman Service

Exchange Tower, London, E14 9SR

Telephone: 0800 023 4567 (call charges will vary)
Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

The Pensions Ombudsman

10 South Colonnade Canary Wharf, London, E14 4PU

Telephone: 0800 917 4487 (call charges will vary)
Email: helpline@pensions-ombudman.org.uk
Website: www.pensions-ombudsman.org.uk

Where can I find your Terms and Conditions?

The Terms and Conditions are available in the Account section of the Quilter Invest mobile app, under 'Legal Documents', and at www.quilterinvest.com. Your rights as the investor in a SIPP are set out in the Terms and Conditions, which may be subject to change in the future.

Is my SIPP safe?

Yes, your money is safe when using Seccl, as they work with global finance service providers who are regulated by the Financial Conduct Authority. As custodians, Seccl hold your cash securely and separately from our own, which means that if we went into administration, our creditors would not have a claim to your investments.

Digital Custody Nominees Limited is the Nominee which is wholly owned and controlled subsidiary of Seccl Custody Limited, which holds the funds for our ISA, General Investment Accounts and SIPP Accounts. Up to the first £85,000 of your money invested with us can be protected by the Financial Services Compensation Scheme (FSCS) in the event of the insolvency of Seccl Custody Limited, or Digital Pension Trustees Limited. However, it is important to understand that the FSCS does not cover you in the event that your investments do not perform as expected and you get back less than you originally invested. For more information visit https://www.fscs.org.uk/.

What is the Financial Services Compensation Scheme (FSCS)?

The FSCS is the UK's compensation fund of last resort for customers of authorised financial services firms. See further information at https://www.fscs.org.uk/what-we-cover/pensions/.

Seccl is authorised by the FCA so you will have access to the FSCS. In the event you suffer financial loss because of Seccl's failure or an investment failure, the actual level of compensation you receive will depend on the basis of your claim and where the money you have with us is invested. The FSCS only pays compensation for financial loss. Compensation limits are per person per firm, and per claim category.

The FSCS may be able to pay you compensation if Seccl or any banks with whom Seccl place your money are no longer able to meet their financial obligations. If certain investments fail, you may also be eligible for compensation.

Our current banking partner is Lloyds Bank PLC, and we will inform you if this changes. For more information about how the FSCS might apply to you, please contact us or visit the FSCS website at fscs.org.uk. The FSCS's address is 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU.

Quilter Invest Limited is a wholly owned subsidiary of Quilter plc. Further details about the Quilter Group are available at: https://plc.quilter.com/corporate-and-regulatory-information/

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