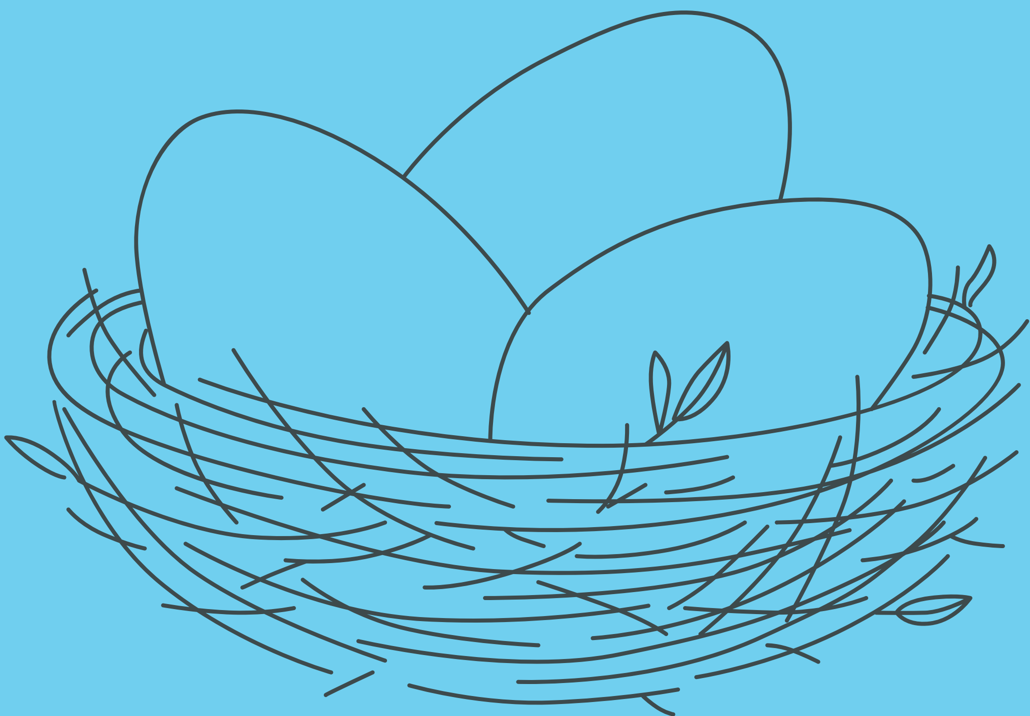
Important Information Guide

Young Saver Plan

Tax-efficient saving for a child you love



This document includes plan details and Terms and Conditions of your plan, along with information on how we manage your money. Please read this thoroughly and keep it in a safe place in case you need to refer to it in the future.

You'll also find details of your agreement with us under the terms of the plan, as well as additional information about us.

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Plan details

Shepherds Friendly Young Saver Plan

The Shepherds Friendly Society Ltd is required by the Financial Conduct Authority (FCA), the independent financial services regulator, to provide you with this important information to help you decide whether our Young Saver Plan is right for you and your child.

You should read this document carefully to make sure you fully understand the plan and your commitments. **Please keep this guide in a safe place for future reference.**

The aims of our Young Saver Plan

To provide:

- A tax-exempt and disciplined form of saving for the benefit of your child.
- A tax-free lump sum for your child at age 18 or after 10 years, whichever is the later.
- A valuable sickness benefit, for the parent or guardian, if your child is unable to attend school or college, after four weeks of continuous sickness.
- A sum of money to assist with the child’s expenses on their 11th birthday.

Your investment in the plan

- You agree to pay, on behalf of your child, a regular monthly or yearly premium by Direct Debit until the child is 18 or for 10 years, whichever is the greater time.

Risks associated with the plan

- How the investment performs may vary during the term of the plan, because of this your child could receive a higher or lower sum than you expect at the end of the plan and may not get back as much as you have paid in.
- The amount of bonus paid each year is related to the investment performance of Shepherds Friendly's funds and the total amount of sickness benefit paid out to all members who have this type of plan, therefore, the bonus may fluctuate year-on-year throughout the term of the plan.
- If our investment returns have been low we may use a Market Value Reduction to make sure your child does not leave the fund with more than their fair share of its assets. This is to protect plan holders who still have money in the fund, but it may mean that you receive less than you expected.
- If money is taken out of the plan at age 11 your child is unlikely to get back as much as we originally told you they would because of this early withdrawal.
- If the plan is stopped and money is taken out at any time before the end of the plan you may have to pay to do so. This cost could be more or less than the examples in this leaflet.
- Past performance cannot be taken as a guarantee of future returns. Inflation may affect the value of your investment in the future.
- HM Revenue and Customs may change the tax status in the future.

Common questions about the plan

What is a Young Saver Plan?

The Young Saver Plan is a children's savings plan providing:

- A tax-free lump sum for your child at age 18 or after 10 years whichever is later.
- An income in the form of sickness benefits, when your child is off school due to illness or injury for more than four weeks.

Your child is the sole beneficiary of the plan proceeds and you pay premiums on their behalf.

Who can have a Young Saver Plan?

You can take out a Young Saver Plan for the benefit of your child provided they are under 16 years of age.

How much can I invest on behalf of the child?

Due to the flexibility of the plan, you can choose a premium to suit you. If your circumstances change you can increase or decrease your premiums up to a maximum of £100 and a minimum of £7.50 a month, without penalty. There is no limit on the number of changes you can make.

How will the child's investment grow?

We will invest the money in our With-Profits Fund, which holds a mix of assets including stocks and shares, property, gilts, bonds and cash. The market value of these assets may vary over time and this may affect the level of annual bonus we are able to add to your plan.

The objective of our With-Profits Fund is to provide you with steady investment growth through annual bonuses and in order to achieve this, we apply a process known as smoothing. This means we may keep back some of the fund's growth when investment conditions have been good, so that we can add this back during periods when investment conditions are poorer.

The amount of bonus paid each year is related to the total amount of sickness benefit paid out and the performance of our fund, therefore, bonuses may fluctuate over the term of the plan.

Once a bonus has been added to the plan we guarantee to include it in the amount we pay out when the plan reaches maturity. At the end of the plan a final bonus may also be added depending on how the fund has performed.

You can find out more information about how our fund works in our document called 'A guide to how we manage our With-Profit business' which can be found in the About Us section on our website.

What might a child get back at the age of 18?

Example of a Young Saver Plan		
Age (next birthday) **5**	Monthly premium **£30**	Term of the plan **13 years**
If the investments grew at 2% a year,the fund at age 18 would be £4,520.	If the investments grew at 5% a year, the fund at age 18 would be £5,520.	If the investments grew at 8% a year, the fund at age 18 would be £6,770.

Will your child's plan work out exactly as in the example?

The example we've provided is meant to be an illustration of what the investment may be worth. What your child will actually get back depends upon how our investments perform and the amount of sickness claims experienced. your child could get back more or less than this. Do not forget that inflation could reduce what could be bought in the future with the proceeds.

All Friendly Societies, who offer life assurance plans, use the same rates of growth for illustrations but their charges vary. Do not forget that inflation could reduce what could be bought in the future with the proceeds.

Sickness benefit

How does the sickness cover work?

Your child is eligible for sickness benefit after four weeks of continuous sickness from either school or college, once the plan has been in force for six months. We define sickness as being unable to attend education due to illness or injury.

The sickness benefit is payable to the parent or legal guardian who normally looks after the child. The child must be under the age of 18 and premiums must be being paid into the plan. We will ask this person to explain and if necessary evidence the financial loss being suffered because of the child's illness or injury.

How much sickness cover can your child have?

The amount of sickness benefit depends on the premium payable and the duration of the sickness. Please see the Terms and Conditions section for further details.

Option to take money for your child at age 11

At age 11 the parent/guardian may, on behalf of the child, withdraw up to 25% of the value of the fund without reducing the value of the sickness benefit.

The amount of the withdrawal will be deducted from the final value of the plan.

What happens if your child dies?

In the tragic event of the death of your child before reaching age 18, the whole value of the fund will be paid into your child's estate with no penalty.

What happens if I stop paying my premiums?

If you need to stop paying premiums, you should contact us as quickly as possible to discuss what options are available to you.

1. If the Young Saver Plan has been running for less than a year you may get back less than you have paid in.
2. If the Young Saver Plan started more than one year ago you can ask for a 'cash in' value. The money taken from the plan will be payable to the child. We may apply a 'Market Value Reduction' (MVR) when the plan is cashed in. This means that the amount the child might get back may be less or more than the amount we told you on your last bonus statement. To find out more about this, see the next section 'What is Market Value Reduction?'.
3. If the Young Saver Plan started more than one year ago and the money is not taken we will make the plan 'paid up' automatically 13 months after the date when the last premium was paid. If this happens, your child will receive less benefit.

Sickness benefit will not be paid while a plan's premiums are in arrears. The value of the plan at this date will be established and may be increased in future by any bonuses made by the Society.

Warning - If you stop paying premiums during the early years, the value of your child's plan could be less than you have paid in.

How will charges affect your child's investment and what are the charges for?

We take charges from your child's plan to cover our expenses, the cost of administering the plan and managing the investments.

Example of tax-exempt plan deductions The figures below assume the investments will grow at 5% a year			
Age (next birthday) **5**		Monthly premium **£30**	Term of the plan **13 years**
Effect of deductions table			
Year	Total paid to date	Effect of deductions	What you might get back
1	£360	£369	-
2	£720	£639	£118
3	£1,080	£612	£553
4	£1,440	£594	£998
5	£1,800	£588	£1,450
The later years			
10	£3,600	£743	£3,900
13	£4,680	£1,020	£5,520
These figures are only examples; they are not minimum or maximum amounts. What your child gets back depends on how the investments grow.			

The last line of the table shows that over the term to the plans end date, the effect of the deductions could add up to £1,020. Putting it another way, leaving out the cost of sickness benefits this would have the effect of bringing investment growth down from 5% to 2.5%.

How we manage your money in our With-Profits plans

This section will provide you with an overview of how we manage your money when you save in any of our plans that are invested in our With-Profits Fund. These are:

- Stocks and Shares ISA
- Stocks and Shares Junior ISA
- Bonus Plan
- Young Saver Plan
- Junior Money Maker

For a more detailed report of how we manage your money, you can download a copy of the full Principles and Practices of Financial Management (PPFM) on our website.

What is the Shepherds Friendly With-Profits Fund?

When you choose to save in any of the plans above, your money is pooled with that of other plan holders in one single fund. This is known as our With-Profits Fund and is invested by our investment managers in a mix of assets, with the intention of maximising the fund's returns over the medium to long-term.

These assets include:

- UK and overseas stocks and shares (equities)
- Property
- Gilts
- Government and company bonds
- Cash deposits

Assets of good quality are chosen and the mix may change over time depending on our investment managers' views on potential future returns and our Board's approach to risk.

How might my plan grow through the addition of bonuses?

We aim to increase the guaranteed amount we will pay out on your plan by adding bonuses.

There are two types of bonus:

Annual Bonus

This is normally added to your plan each year. However, the level of annual bonuses can vary and there is no guarantee that a bonus will be added every year. Once we have added an annual bonus this cannot be taken away, unless you alter the terms of your plan.

Final Bonus

A final bonus may be added to your plan when you plan matures or if you decide to surrender it. The level of final bonus can go up or down and there is no guarantee that any final bonus will be added.

The level of bonuses you might receive is based on factors such as:

- How much you have invested
- When you made the investment
- The fund's performance over time
- The costs related to running our business
- Various profits and losses

How might smoothing affect my investment?

We apply a process known as smoothing to try to minimise and even out the effects of stock market fluctuations during the period of your investment with us. This means we may keep some of the fund growth back when investment conditions have been good, so that we can add this back during periods when investment conditions are poorer.

The benefits of smoothing include:

- Protection of your investment from short-term market volatility
- Some protection of your plan's overall value
- Benefit from periods when financial markets are performing well and a reduction of the effects when markets may be under performing

What if I choose to surrender my plan?

If you decide to surrender or transfer your plan early, we aim to pay out, on average, the asset share of your plan.

What guarantees do I have with my plan?

Our With-Profits plans contain guarantees that on maturity or death, the amount you will receive will be no less than the initial guaranteed basic benefit, plus any annual bonus awarded to the date of your claim.
No guarantees apply if you choose to surrender the plan.

What is a Market Value Reduction (MVR) and how might it affect my final plan pay out?

In order to protect you and our other With-Profits Fund savers, in periods of poor investment conditions, we may apply a Market Value Reduction (MVR) when a plan is cashed in. This may mean a reduction in the value of your plan as a result of stressed market conditions, which have caused worse than expected investment returns at the point in time when you may wish to cash in your plan.

We may take this decision in order to protect other plan holders in the fund who have not decided to cash in their plan at that point in time.

What are the risks associated with the With-Profits fund?

As a significant proportion of the fund is invested in stocks and shares, there are inevitably risks associated with the performance of financial markets. Unlike a cash-based savings account, where there is normally a set and guaranteed rate of interest on your savings, it is important that you view saving in one of our plans as a medium to long-term investment, which has the potential to offer better returns.

How can I find out more information?

You can find more details about our With-Profits fund by:

- Reading and downloading our full Principles and Practices of Financial Management (PPFM) document on our website
- Calling our Member Services team on 0800 526 249

Terms and Conditions of the Shepherds Friendly Young Saver Plan

This section sets out the Terms and Conditions of the Shepherds Friendly Young Saver Plan. It details the terms of the contract between yourself and the Society and explains how your plan will be managed.

Please Note: No advice has been provided to you by Shepherds Friendly. If you are in any doubt as to whether this plan is suitable for you and your child, we recommend you get in touch with a financial adviser, who will be able to take you through the options available to you. Should you decide to consult a financial adviser, you should appreciate that there may be a cost involved and you should confirm and agree any cost beforehand.

1 The contract

1.1 The contract is between us and the adult who opens and runs the plan on behalf of the child, and is made up of the following documents;

1.1.1 The plan, including the plan document and any endorsements (any changes made to the original plan);

1.1.2 The application for the plan including the completed health details;

1.1.3 These standard Terms and Conditions;

1.1.4 Any letter, fax or email that you send to us to tell us about any significant changes to the child's circumstances.

1.2 We must be notified of any claims in writing by letter or by email to info@shepherdsfriendly.co.uk. Alternatively claims can be made by phoning the Member Services team on 0800 526 249. We will pay any benefits to the child's parent or legal guardian.

2 Who can take out a plan?

2.1 This plan can be taken out by a parent, guardian, relative or friend of the child, who then becomes the 'premium payer'.

3 Who can you take a plan out for?

3.1 The beneficiary for the savings aspect of the plan is always the child named in the application form and the child must be identified at application stage either by providing an identification number which can be either from a Birth Certificate, Passport or NHS Medical Certificate.

3.2 The child must be resident in the UK.

3.3 The child named in the plan must be aged from birth up to the month before their 16th birthday, when the plan is applied for. **NB: Only one Young Saver Plan can be taken out per child.**

4 Amount of investment

4.1 You can invest regular monthly or annual premiums into the plan.

4.2 The minimum premium is £7.50 per month or £90 annually.

4.3 The maximum premium is £100 per month or £1200 annually.

4.4 The plan is flexible and it is possible for the premium payer to increase or decrease the amount paid into the plan at any time provided the minimum and maximum premium levels are not breached

5 Type of Investment

5.1 The Young Saver Plan is a tax-exempt savings plan that has a fixed term of 10 years or more. The investment is made in our With-Profits fund which holds a mix of assets including stocks and shares, property, gilts, bonds and cash. The market values of these assets move up and down over time but such movements are outside our control. These movements may affect how much we add to investments as bonuses. The aim of the fund is to provide you with steady investment growth over the full savings period of the investment. To do this we keep back some of the investment returns we make in good years so that we can pass them on in years when performance is not so good. This is known as smoothing.

5.2 Your investment will take the form of a 'Holloway' Plan, which is a type of insurance policy which enables both savings and sickness protection.

5.3 We manage the investment of the plan in line with our Principles and Practices of Financial Management (PPFM). You can look at this document on our website (www.shepherdsfriendly.co.uk) or ask us to send you a copy.

6 Premiums

6.1 You must pay the premiums on time. All premiums must be paid by Direct Debit.

6.2 Please contact us if you are thinking of stopping the premiums. We can discuss the options that may be available.

6.3 If your bank returns a Direct Debit payment, we will only try and claim the premium once more. If the payment is not accepted, it is your responsibility to make the payment, usually by sending us a cheque or making a card payment over the phone. If this payment is made we will collect your next monthly payment on the next due date.

7 Non-payment of premiums

7.1 You are responsible for making sure that you keep the premiums up-to-date.

7.2 If you miss two or more premiums the plan will be lapsed. Payments can be restarted as long as this is done within 13 months of the first missed premium. All missed premiums must be paid. If the plan is still in arrears 13 months after the first missed premium, we will make the plan 'paid-up' and any sickness benefits will not be paid.

7.3 Before reinstatement of the plan we will require written confirmation that the child's health has not changed since taking out the plan.

7.4 There will be a waiting period of six months when a plan has been reinstated before a sickness claim can be made.

8 Bonuses

8.1 There are two types of bonus -

8.1.1 Annual Bonus - this is calculated annually and once added to the child's plan cannot be taken away.

8.1.2 Final Bonus - this is calculated when the plan matures. We may pay a final bonus to make sure that the child receives their fair share from the With-Profits fund'.

8.2 Please note that the addition of bonuses, either annually or final, is not guaranteed. Their addition depends upon investment performance of our With-Profits fund and the total number of sickness claims made by all members who have a plan. The percentage rate at which annual bonuses are added can change from year to year. This also applies to the final bonus which can change more frequently than once a year.

8.3 We will send you a statement each year so you can see how the child's investment is growing.

9 Sickness benefit

9.1 The sickness benefit is payable to the parent or legal guardian who normally looks after the child. The child must be under the age of 18 and premiums must be paid into the plan. We will ask this person to explain and if necessary evidence the financial loss being suffered because of the child's illness or injury.

9.2 The maximum sickness benefit is £400 per week and the minimum is £30 per week.

9.2.1 The amount of sickness benefit payable is -

- Weeks 1 to 26 - 4 x premium
- Weeks 27 to 52 - 2 x premium
- Week 53 onwards - 1 x premium

9.3 Sickness benefit is available once the plan has been in force for 6 months.

9.4 The sickness benefit becomes payable once the child has been absent from education due to illness or injury for 4 weeks.

9.5 A claim for sickness benefit should be made no later than 30 days after the child has become ill or is injured.

9.6 Before a sickness claim is paid we will require a doctor's certificate or other medical evidence and confirmation from the educational establishment that the child is not attending due to illness or injury.

9.7 If the premiums are being paid by someone other than the parent or legal guardian we will require the written consent of the parent or legal guardian in order to access any medical records.

9.8 For us to continue paying sickness benefit the following conditions apply:

9.8.1 We must be provided with medical evidence of the child's ongoing illness or injury when we ask for it.

9.8.2 We must be provided with evidence that the child is absent from education through illness or injury.

9.8.3 We must be provided with more information about the claim if we ask for it.

9.8.4 The child must be available for a consultation with a doctor of our choice should we request this.

9.9 We will not pay sickness benefit if the child is absent from education for any of the following reasons:

9.9.1 Addiction to alcohol or solvents or if the child is ill as a result of taking drugs (except those prescribed by a doctor) or if for any self-inflicted injury or any injury occurred due to taking part in riots.

9.9.2 Cosmetic surgery and complications for non medical reasons.

9.9.3 HIV or Aids unless received through a blood transfusion in the UK or as a result of a physical assault.

9.9.4 Injured taking part in a dangerous activity due to failure to use the correct equipment or undertake or utilise the appropriate training.

9.10 Sickness benefit will not be paid while a plan's premiums are in arrears.

10 Maturity

10.1 The Young Saver Plan matures when the child reaches age 18 or after a minimum of 10 years whichever event occurs the later. For example if a child's plan commenced on its 15 birthday it would mature at age 25; if the plan commenced when a child was 5 years old it would mature at age 18.

10.2 When the Young Saver Plan matures, the benefits become payable and we will write to you at least one month before the maturity date to explain the options available.

10.3 Upon final maturity the cheque for the proceeds will always be payable to the child. The premiums paid have been paid on behalf of the child and are therefore owned by the child and cannot be returned to the premium payer.

11 Surrender

11.1 **Part Surrender** - An interim amount of up to 25% of the Young Saver Plan's value may be withdrawn from the plan in the year of the child's eleventh birthday. This interim amount will be paid to the parent or legal guardian of the child.

11.2 **Surrender** - If the Young Saver Plan has been running for less than a year you may get back less than you have paid in.

11.3 If you surrender the plan we will deduct any missing premiums and a surrender penalty.

11.4 The surrender penalty is an actuarial calculation to ensure you receive a fair share of the investment fund. This calculation is based upon a percentage of the sum invested plus a percentage of annual bonuses to date minus a percentage of the annual premium plus any final bonus due.

11.5 There is an option available for a new premium payer to take over paying the premiums in the event that you decide not to continue paying premiums. Such a new premium payer will be able to select a new premium level.

12 Market Value Reductions (MVR)

12.1 If our investment returns have been low we may use a Market Value Reduction to make sure you do not leave the fund with more than your fair share of its assets. This is to protect plan holders who still have money in the fund, but it may mean that you receive less than you expected.

12.2 We would only apply a Market Value Reduction on surrender.

13 Payments made by us

13.1 For payment into a bank account we will need a written request and evidence that the bank account belongs to the child.

13.2 We will pay the final maturity or surrender benefit to the child unless the payment is in respect of the child's sickness in which event the cheque will be payable to the parent or legal guardian, if the child is under 18.

14 What happens if someone dies?

14.1 Death of a child

14.1.1 In the event of the death of the child before the maturity date, then the proceeds will be paid to the estate of the child without penalty. Please contact our Member Services team on 0800 526 249 as soon as possible.

14.2 Death of the premium payer:

14.2.1 The estate will be contacted and asked if they wish to nominate another premium payer to keep the plan in force or whether they would like the plan to be paid up. The value of the plan at this date will be established and may be increased in future by any bonuses made by the Society however no sickness benefit can be claimed.

15 Cancelling the plan within 30 days

15.1 You can cancel the Young Saver Plan within 30 days of receiving the plan documents. If you cancel within this period, we will automatically refund any premiums you have paid.

15.2 You can cancel the Young Saver Plan after 30 days of receiving the plan documents. This is called a surrender. See section 11 for details.

16 Charges

16.1 Charges are deducted from the investment growth prior to bonuses being declared; these are currently 2.5% annually.

17 Your commitments

17.1 It is your responsibility to complete the health details on the application form honestly and accurately. Failure to do so may invalidate any claim.

17.2 We will send correspondence to your last known address. It is your responsibility to let us know when you or the child changes address.

18 Taxation

18.1 The child does not have to pay Income Tax or Capital Gains Tax on the investment at maturity.

18.2 We have to pay tax on the dividend income from shares in the With-Profits Fund, which we cannot reclaim. This does not affect the tax status of the investment. We do not pay any other Income Tax or Capital Gains Tax on the part of our Fund that relates to the plan.

18.3 This taxation information is based on our understanding of current tax legislation and practice. However, both law and practice may change in the future. If there are any changes to the taxation of this plan, the effect on the child may depend on their individual circumstances at the time.

19 Fraud and negligence

19.1 We are also required by legislation to establish the identity of customers we deal with. This means we may have to verify yours and the child's identity, if so this would involve electronic identity checks, for example checking against the Electoral Roll.

19.2 We will not pay claims that we have established to be fraudulent.

19.3 If at any stage during the operation of the plan, we reasonably consider that there has been fraudulent misrepresentation or non disclosure of material facts, or if we decline a claim for benefit on the grounds that we have been misled, we reserve the right to terminate the plan with immediate effect.

20 Your data and our suppliers

20.1 We need your information to give you quotations, and manage your insurance plan, including underwriting and claims handling. Your information comprises of all the details we hold about you and your transactions and includes information we obtain about you from third parties. We will only collect the information we need so that we can provide you with the service you expect from us. This information may be held on computer or in paper records.

20.2 During the course of our dealings with you we may need to use your personal information to:

20.2.1 Assess financial and insurance risks and conduct statistical analysis or systems integrity checks;

20.2.2 Prevent and detect crime including fraud, anti-money laundering and financial sanctions;

20.2.3 To comply with our legal and regulatory obligations;

20.2.4 Develop our products, services, systems and relationships with you;

20.2.5 Record your preferences in respect of products and services;

20.2.6 Recover any debt or if you have any outstanding debt from previous dealings with us we will only offer you a plan upon settlement of the full outstanding amount;

20.2.7 Review our records for signs of any previous fraudulent activity which may affect our ability to offer you cover;

20.2.8 Administer your claims.

20.3 In carrying out the actions above we may:

20.3.1 Carry out searches about you using publically available databases;

20.3.2 Disclose some of your information to other insurers, third party underwriters, reinsurers, credit reference agencies, fraud prevention agencies, regulators, law enforcement agencies and other companies that provide services to us or you;

20.3.3 Share the information with agencies that carry out certain activities on our behalf (for example marketing agencies or those who help us underwrite your plan);

20.3.4 Use and share your information with our approved suppliers where this is reasonably required to help us administer your claim for example; medical experts and medical agencies, occupational health experts, employment consultants, rehabilitation providers, accountants and auditors, and legal advisors. Where we engage these suppliers we make sure that they apply the same levels of protection, security and confidentiality we apply. However, such information may be accessed by law enforcement agencies and other authorities to prevent and detect crime and comply with legal obligations;

20.4 Communications may be recorded or monitored to improve our services and for security and regulatory purposes. Please be aware that both inbound and outbound communication by email may not be secure as messages can be intercepted.

20.5 When applying for this plan and when making a claim, you are consenting to our collection of information and use of your data and personal information (including sensitive personal data) as described above.

21 Emigration

21.1 You can carry on the plan, providing you still have a UK bank account. Alternatively, the plan can be surrendered.

22 The law

22.1 This plan is governed by the laws of England and Wales.

22.2 All references to section numbers above, are to section numbers within this document.

22.3 If there is a change in the law or the way tax applies to us or to you, we will have the right to adjust the benefit or the plan (or both) in a way which ensures that we do not break the law or taxation rules.

Your agreement with us

Below you will find a full explanation of our obligations to you with regard to your Young Saver Plan and your commitments to us as the plan holder.

Our obligations to you

1. We agree to act in your best interests in the provision and subsequent administration of this plan to you.

2. We agree to identify and manage any conflicts of interest which may arise and to mitigate them so that they do not have a detrimental effect on you.

3. If we believe a conflict of interest has arisen, and we cannot, with certainty, prevent it from having a detrimental effect on you, we will advise you of it, so you can decide whether to use our services or not.

4. To ensure you fully understand the product before you buy it we will provide you with the following information and service depending upon product type -

    - A Key Information Document (when the product is savings or investment related).
    - An Important Information Guide.
    - Additional product information.
    - Information about our business.
    - The opportunity to ask a member of staff for further explanation.

    This information will be provided in an accurate, clear and understandable way and you have the choice of receiving it in paper form or electronically to your email address.

5. Before we agree to provide the product to you we will establish that your decision to buy it seems a satisfactory way forward for you. If we believe that not to be the case, we may refuse to provide the product.

6. In providing the product we will not be making a personal recommendation that it is suitable for you and therefore we are not giving you financial advice. We are providing you with all the information and assistance you need to arrive at your own informed decision to take the product based on your own understanding.

7. If you decide to purchase a plan with no personal input and no personalised prompting from us, then that would be classed as an 'execution only purchase at your own initiative'. In this event you may lose some of your consumer protection benefits and we may not be liable for claims against us.

8. When we have accepted your application for the product we will provide you with the following information -

   - The plan Terms and Conditions
   - A confirmation that the plan meets your Demands and Needs
   - A cooling -off period Cancellation Notice
   - Confirmation concerning how premiums will be collected.

9. If your product is an Insurance Based Investment Product we will provide an Annual Statement on its value and the ongoing costs and charges applied.

10. You will always have the right to complain should you be dissatisfied, and we will handle any complaint in line with the requirements and standards set by the Financial Conduct Authority. We will publish our complaints procedure on our website or supply a written version upon request. If you remain dissatisfied after our final response you have the right to refer the matter to the Financial Ombudsman Service for an independent review.

11. In conducting Insurance Distribution Activity with you we will have collected personal data about you. We will hold and manage this data in accordance with the requirements and standards set by the General Data Protection Regulation (GDPR) and any other Data Protection Regulation, which may apply in the future. Your data will be held securely and will only be processed for the reasons allowed by the GDPR. We will at all times publish our data protection Privacy Notice on our website (www.shepherdsfriendly.co.uk/privacy-notice) or supply a written version upon request.

Your commitments to us

12. When you provide information to us in connection with the application for a plan it must be accurate and truthful in all respects. There is a risk that providing inaccurate or false information could cause the plan to be invalid and you may suffer loss as a result.

13. In the event of a claim, or at maturity of a plan, you must supply us with all information we may request at that time to enable us to assist us in making payment to you. All information provided must be accurate and truthful.

14. You agree that you will read the Key Information Document and the Important Information Guide. If you then require further clarification you agree to read the additional information available from us, or contact us to discuss anything you do not understand. The onus is on you to understand what you are buying based on all the information we provide to you.

15. You will keep us up to date with information about how to contact you. Please always notify us of any change to your address and preferably also your telephone number and email address.

16. We have legal obligations to verify plan holder's identity during their relationship with us. We will advise you how we do this at the time it is being done and you agree to co-operate with us, if, or when, we have to do this.

17. You understand and accept that we do not have a financial advice relationship with you. We are able to provide you with information and guidance, but we cannot make a personal recommendation that a plan is suitable for you. Decisions to buy a plan are taken by you on an informed basis using information we provide.

Additional information about us

About our service

We always provide you with all the information you need about our products and the service that comes with them. We do that through this guide, the conversations we have with you and by providing the Key Information Document for the product, which you must read. The products we provide are the Society's own products.

We are not a financial advice company and we do not make personal recommendations about the suitability of the product for you. Provided we are satisfied that the product meets your demands and needs, and it is not inappropriate for you to buy it, the information we give enables you to take your own informed decision to proceed with the purchase.

Our Member Services team, when they speak with you, ensure that you have all the information you need and are there to answer your questions openly and honestly.

How we remunerate our people

We take great care to ensure our people are remunerated in ways which do not create any conflicts of interest for them or you, and we structure their pay so that there is no inducement for poor sales practices.

We do this by paying our people by salaries with a bonus element for successfully doing their job. These payments are made by Shepherds Friendly Society.

If you wish to know the amount of any bonus related to the specific product you decide to buy, just ask and we will confirm it to you if one has been paid.

How we remunerate our introducers

When we receive your application for a product which has been referred to us by a third party (such as a financial adviser) we may pay them a fee. If we pay such a fee the amount will be advised to you before we process your application. In return for payment of this one-off fee the introducer has agreed with us to continue to monitor that the product remains appropriate for you and to answer any questions you have about its performance and its terms and conditions.

Your financial protection

The products we sell fall within the Financial Services Compensation Scheme and you are covered for 100% of the amount you invest with us should our Society suffer a complete financial failure. This compensation scheme is administered by the Financial Services Compensation Scheme (FSCS) who you can write to at PO Box 300, Mitcheldean, GL17 1DY. Telephone 0800 678 1100. Further information is available on their website - www.fscs.org.uk

Contact us

Opening a Young Saver Plan is quick and easy

Online: www.shepherdsfriendly.co.uk

Freephone: 0800 526 249

Email: info@shepherdsfriendly.co.uk

All references to taxation are to UK taxation and are based on Shepherds Friendly Society's understanding of current legislation and HM Revenue and Customs practice which may change in the future. Investment growth is by means of bonuses, the amount of which cannot be guaranteed throughout the term of the contract. Please ensure that you read the full terms and conditions of this plan which are available from your financial adviser or by contacting us directly.

Please note: No advice has been provided by Shepherds Friendly. If you are in any doubt as to whether a plan is suitable for you, we recommend getting in touch with a financial adviser, who will be happy to take you through what options are available. Should you consult a financial adviser there could be a cost involved and you should confirm this cost beforehand.

Further information you should note

Claims - to make a claim please contact us by phone on 0800 526 249 and ask for the Claims Department. They will explain the claims process and send out a claim form.

Cancellation rights - after we accept your application, we will send you a notice of your right to cancel. You will then have 30 days to change your mind and leave the plan.

Complaints - if you want to make a complaint; please contact: Compliance Officer, Shepherds Friendly, Haw Bank House, High Street, Cheadle, Cheshire SK8 1AL. Phone: 0800 526 249. Email: complaints@shepherdsfriendly.co.uk

If we don't deal with your complaint to your satisfaction you can complain to the: Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR. Phone: 0845 080 1800 Making a complaint will not affect your right to take legal action.

Financial Services Compensation Scheme (FSCS) - we are covered by the FSCS, which means you may be entitled to compensation under the terms of the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

For long-term plans such as this the scheme covers 100% of the claim with no upper limit. Further information about the scheme is available from the FSCS - Visit: www.fscs.org.uk or call: 0800 678 1100.

Financial crime - we will take measures to protect members against financial crime. We may need proof of identification on application or claim and if required we may gather this proof by electronic means, for example checking Electoral Registers.

Tax - information that we provide in this leaflet about taxes in the UK is based on our understanding of current laws and HM Revenue and Customs practice which may change in the future.

The Data Protection Act - you have the right to ask to see any personal information which we may hold about you and to have any mistakes in this information corrected. You can do this by writing to the Data Protection Officer at our head office.

Law - the plan is governed by the laws of England and Wales.

The Shepherds Friendly Society Limited Registered Office:

Haw Bank House, High Street, Cheadle, Cheshire SK8 1AL.

Tel: 0800 526 249

Email: info@shepherdsfriendly.co.uk

Web: www.shepherdsfriendly.co.uk