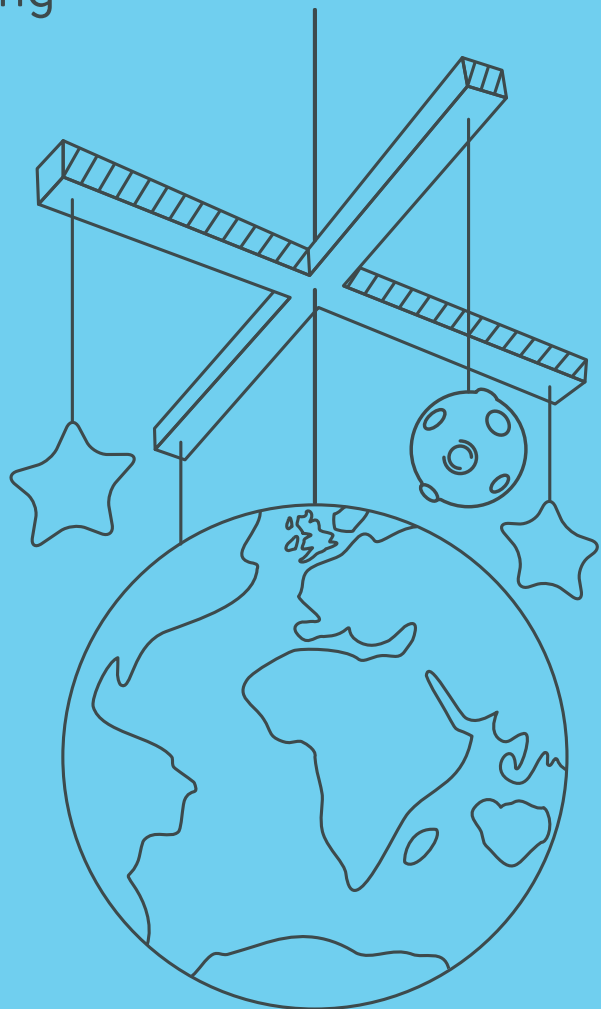


# Sustainable Stocks and Shares Junior ISA

Welcome to tax-efficient saving  
for your child's future.



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.

# Contents

## Plan details 5

---

This provides important information you need to help you decide on whether our Sustainable Stocks and Shares Junior ISA (Individual Savings Account) is right for you and your child.

- The aims of our Sustainable Stocks and Shares Junior ISA 5

---

- Your investment in the plan 5

---

- Risks associated with the plan 6

---

- Common questions about the plan 7

## How we manage your money in our With-Profits plans 10

---

An overview of how we manage your money when you save in a plan that is invested in our With-Profits fund.

- Sustainable Investments 10

---

- How might my plan grow through the addition of bonuses? 10

---

- What if I choose to surrender my plan? 11

---

- What guarantees do I have with my plan? 11

---

- What is a Market Value Reduction (MVR) and how might it affect my final plan pay out? 11

---

- What are the risks associated with the Sustainable Investments? 11

---

- How can I find out more information? 12

A detailed and comprehensive guide to how our Sustainable Stocks and Shares Junior ISA works.

1	Applying for a Sustainable Stocks and Shares Junior ISA	13
2	The contract	13
3	Who can take out a plan?	13
4	Who can you take a plan out for?	14
5	The Registered Contact	14
6	Amount of investment	14
7	Type of investment	15
8	Premiums	16
9	Bonuses	16
10	Transfers	16
11	When the child reaches age 18?	17
12	Closure of the Sustainable Stocks and Shares Junior ISA by us	17
13	Market Value Reduction (MVR)	17
14	Payments made by us	18
15	Death or terminal illness	18
16	Cancelling the plan within 30 days	18
17	Cancelling the plan after 30 days	19
18	Charges	19
19	Your commitments	19
20	Taxation	19
21	Fraud and negligence	20

22	Your data and our suppliers	20
23	Emigration	22
24	The law	22
	<b>Your agreement with us</b>	<b>23</b>
	<b>Additional information about us</b>	<b>26</b>
	<b>Contact us</b>	<b>28</b>
•	Further information you should note	29

# Plan details

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 Sustainable Stocks and Shares Junior ISA (Individual Savings Account) 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 Sustainable Stocks and Shares Junior ISA

### To provide:

- An increase to the value of the money that has been invested for your child until their 18th birthday, by investing in a diverse range of asset classes, that are deemed to make a positive contribution to society.
- The proceeds of the investment free of Income and Capital Gains Tax under current Junior ISA rules.
- Children with the opportunity to learn about financial matters and investments.

## Your investment in the plan

- You can invest a single lump sum and/or monthly premiums into a Sustainable Stocks and Shares Junior ISA within HM Revenue and Customs limits.
- You or any other family members or friends can make further payments into the Sustainable Stocks and Shares Junior ISA up to the annual allowance.
- The plan and the money in it belongs to your child and it is managed by a person with parental responsibility until the child is 16. When children reach 16 they can manage their own Junior ISA accounts.

## Risks associated with the plan

- Past performance cannot be taken as a guarantee of future returns.
- The value of the Sustainable Stocks and Shares Junior ISA depends on the future performance of the investments held in the fund and the bonus we distribute from any profits arising from these investments.
- HM Revenue and Customs may change the tax status of a Junior ISA in the future.
- Inflation may affect the purchasing value of the investment in the future.
- The money invested into a Sustainable Stocks and Shares Junior ISA cannot be withdrawn early; it can only be withdrawn by the child when they reach the age of 18 years old.
- If you transfer the plan to another provider, or if you leave the money invested for more than three months after the child's 18th birthday, then we will calculate the value of the investments that you hold within the With-Profits Fund to ensure that you leave with your fair share. If you have been invested through periods of poor investment performance, you may get back less than the current value of your plan. This is known as a Market Value Reduction (MVR).
- When you take out an investment product with us your capital is at risk and you may get back less than you have put in.

## Common questions about the plan

### What is a Junior ISA?

A Junior ISA is a government-backed child savings plan, where any returns such as interest or investment growth are tax-exempt. Any savings are paid to the child when they turn 18 years old as a tax-free cash lump sum, or the child can choose to transfer their money to an adult ISA.

### What is the Sustainable Stocks and Shares Junior ISA?

The Sustainable Junior ISA is a stocks and shares ISA, which aims to invest in a diverse range of companies and bonds that are deemed to make a positive contribution to society.

See section 'How we manage your money' for more information.

### Who can have an Junior ISA?

Any child resident in the UK, who is not eligible for a Child Trust Fund, who was born on or after 3rd January 2011 or who is aged under 18.

### How much can I invest on behalf of the child?

The Junior ISA allowance for each tax year can be invested in a Sustainable Stocks and Shares Junior ISA. You can only have one stocks and shares Junior ISA.

Or

Your child can also have a cash ISA with another provider but the combined total of payments in any one tax year into both Junior ISAs must not exceed the government's limit.

Or

You can transfer an existing cash or stocks and shares Junior ISA to a Shepherds Friendly Sustainable Stocks and Shares Junior ISA.

### How do I invest?

You can invest regular monthly premiums and/or lump sum investments into the Sustainable Stocks and Shares Junior ISA as long as the amount does not exceed the HM Revenue and Customs limit per tax year.

The minimum monthly premium you can invest is £10 and you can increase this by a minimum of an extra £10 a month at any time. Your monthly premiums will need to be paid by Direct Debit. If you want to make a

lump sum investment, the initial lump sum must be a minimum of £100, while additional lump sum investments of a minimum of £10 can be made at any time.

Family and friends can also contribute to your child's Sustainable Stocks and Shares Junior ISA as long as the amount invested per tax year does not exceed the annual allowance.

### **How will the child's investment grow?**

We will invest your money in Sustainable Investments, held within our With-Profits Fund, which hold a mix of assets including equities, 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 amount of bonus paid each year depends on payments received during the year.

You can find out more information about how our fund works in our documents called "Board report to with-profits policyholders" and "Principles and Practices of Financial Management" (PPFM) which can be found in the About Us section on our website and additional information about your plan in the Key Information Document also located on the website.

### **What happens if your child dies or becomes terminally ill?**

In the unfortunate event of early death of the child or the diagnosis of a terminal illness we will pay out a minimum of 101% of the fund value.

### **How will I be kept informed about my child's Sustainable Stocks and Shares Junior ISA?**

Each year you will receive a bonus statement showing the amount and value of any bonus payments, and the total value of the Junior ISA. You can register online and view your account, which allows you to view your plan details, add to your fund and update your Direct Debit securely online.

### **How does the child withdraw money from the Junior ISA?**

Just before your child reaches the age of 18 we will send them information about their options and how to continue to save or withdraw their money. Your child also has the option to transfer the investment to the Shepherds Friendly adult stocks and shares ISA on receipt of a completed declaration form.



### **What happens at age 16?**

Your child may become the Registered Contact at age 16, meaning any correspondence will be addressed to them; they will however not be able to withdraw any money from the Sustainable Stocks and Shares Junior ISA until age 18.

Also, when a child reaches age 16 they can hold both a Junior ISA and an 'adult' cash ISA and subscribe up to each individual subscription limit. The subscription limits for all 'adult' ISA products apply independently of whether or not a child holds, or has held, a Junior ISA in the relevant year.

### **What if I want to change my mind about opening the Sustainable Stocks and Shares Junior ISA?**

From the date you open the plan you have 30 days in which to cancel the Sustainable Stocks and Shares Junior ISA and your money will be returned. If you cancel within the 30 days you will be treated as though you had not used your child's Junior ISA allowance and would be able to subscribe to another Junior ISA in the current tax year.

# How we manage your money

For a 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.

## Sustainable Investments

The Society's Sustainable Investments are held within the With-Profits Fund.

The Society's Sustainable Investments are managed by Royal London Asset Management via their Sustainable Diversified Trust Fund. This fund is invested in a range of responsible, well managed assets with the potential for long-term growth.

The companies in which the Fund is invested in must demonstrate a net benefit to society, through leadership in environment, social and governance (ESG) factors.

The Sustainable Investments are managed via a screening policy which excludes investing in non-sustainable or harmful investments e.g. sale of weapons, tobacco etc.

## 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.

### **Final Bonus**

A final bonus may be added to your plan when the plan matures. 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

## **What if I choose to transfer my plan?**

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

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

If our investment returns have been low, we may apply a Market Value Reduction (MVR).

An MVR is a method we use to ensure that members who continue to hold investments with us are not unfairly disadvantaged when other members leave. When we apply an MVR it may reduce the sum of money we pay you when you surrender all or part of your investment with us. The MVR ensures that if some members do make a withdrawal, all members have a fair share of the Sustainable Investments, which may mean that you receive less than you expected.

## What are the risks associated with the Sustainable Investments?

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 or 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 Sustainable Investments held within 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 Sustainable Stocks and Shares Junior ISA

This section sets out the Terms and Conditions of the Shepherds Friendly Sustainable Stocks and Shares Junior ISA. It details the terms of the contract between yourself and Shepherds Friendly 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 getting 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 there could be a cost involved and you should confirm any costs beforehand.

## 1 Applying for a Sustainable Stocks and Shares Junior ISA

1.1 To open a Sustainable Stocks and Shares Junior ISA you must complete an application.

## 2 The contract

2.1 The contract is between us and the Registered Contact (see section 5 below), and is made up of the following documents;

2.1.1 These standard Terms and Conditions;

2.1.2 The plan document and any variations or amendments;

2.1.3 The Key Information Document;

2.1.4 The plan illustration;

2.1.5 Your application for the plan;

2.1.6 Any letter, fax or email that you send to us to tell us about any significant changes to your current circumstances.

### **3 Who can take out a plan?**

- 3.1 A Sustainable Stocks and Shares Junior ISA is normally opened on behalf of a child by the child's parent or legal guardian. This person is known as the Registered Contact.
- 3.2 A Sustainable Stocks and Shares Junior ISA application can only be made by a person aged 16 or over. Where the child is aged 16 or over, either the child or a person with parental responsibility for the child can apply to open the account.

### **4 Who can you take a plan out for?**

- 4.1 To be eligible for a Sustainable Stocks and Shares Junior ISA the child must meet these conditions:
  - 4.1.1 Must be an individual.
  - 4.1.2 Must be born on or after 3rd January 2011, or be under age 18 and not have a Child Trust Fund (CTF) account. If the child has a Child Trust Fund already it is possible to transfer this into our Sustainable Stocks and Shares Junior ISA (see section 10 below).
  - 4.1.3 Must not have another stocks and shares Junior ISA.
  - 4.1.4 Must not have exceeded the overall Junior ISA contribution limit for the tax year.
  - 4.1.5 Must be a UK resident at the time of application.

### **5 The Registered Contact**

- 5.1 The 'Registered Contact' is someone who has parental responsibility for the child who is under 16. Once the child reaches the age of 16 they can request to become the Registered Contact.
- 5.2 Changes can be made to the Registered Contact throughout the plan although consent of the existing Registered Contact is required before the change can take place. However, there are certain exceptions, these being: where the applicant for Registered Contact status is the account holder who is 16 years or older, death of the Registered Contact, the Registered Contact is no longer contactable, the Registered Contact lacks capacity or a court order.

## 6

### Amount of investment

- 6.1 The Junior ISA allowances/limits are set by Government and are subject to change. Please check the limit for the year in which you invest. You can find the Junior ISA allowance for each tax year on the HM Revenue and Customs website or alternatively you can ring us on 0800 526 249 and we will be happy to inform you. The limits are for each tax year which starts on the 6th April and ends on 5th April the following year.
- 6.2 You can invest regular monthly premiums and/or lumpsum investments into the plan.
  - 6.2.1 The minimum monthly premium is £10 a month, which can be increased at any time by a minimum of £10 a month; monthly payments can also be reduced as long as the payment does not go below £10 a month.
  - 6.2.2 The minimum lumpsum investment is £100, additional lumpsum investments of at least £10 can be made at any time.
- 6.3 Anyone can pay into a Sustainable Stocks and Shares Junior ISA as long as the total contributions in any tax year do not exceed the allowances stated above.

## 7

### Type of investment

- 7.1 The Sustainable Junior ISA is a stocks and shares Junior ISA and the investment is made into the Society's Sustainable Investments which are held in our general pool of assets known as the "With-Profits Fund". The Society determines the classes and mix of assets it invests in by considering, with its appointed investment manager, the performance opportunities of different asset classes at different times. A mix of directly purchased individual assets, for example, government gilts, bonds, equities and property, may be combined with the use of pooled investment funds.

As well as investing in tradeable assets, the Society also uses the With-Profits fund to invest in developing and selling non-profit policies. The profits or losses from writing non-profit policies are accrued to the With-Profits fund.

- 7.2 Your investment will take the form of a life policy which will be in the child's name. The Sustainable Stocks and Shares Junior ISA will be, and must remain in, the child's ownership, which means that it cannot be sold, used as security for a loan or the child's interest in it transferred in any way.
- 7.3 We manage the investment of the plan in line with our Principles and Practices of Financial Management (PPFM). You can also look at this document on our website ([www.shepherdsfriendly.co.uk](http://www.shepherdsfriendly.co.uk)) or ask us to send you a copy.

## 8 Premiums

- 8.1 Regular premiums must be paid by Direct Debit.
- 8.2 Lump sum payments must be made by credit or debit card.

## 9 Bonuses

- 9.1 Depending upon the investment performance of our Sustainable Investments, we may declare a bonus rate annually.
- 9.2 Bonuses when declared, are calculated on a daily basis (after deducting charges) and added to the child's account as at 31st December.
- 9.3 When the plan ends (the child's 18th birthday) we may also pay a final bonus to make sure that the child receives their fair share of the Sustainable Investments.
- 9.4 We will send you a statement each year so you can see how your child's investment is growing.

**Please note:** The addition of annual or final bonuses are not guaranteed and you may get back less than you paid in. Also see section 13 Market Value Reduction.

## 10 Transfers

- 10.1 To transfer an existing Junior ISA (Cash or Stocks and Shares) to us from another company the Registered Contact must complete our transfer form. We will then contact the existing company and write to you when we have received the money. The transfer may take up to 30 days.



10.2 As the child cannot have more than one Junior ISA of each type at a time, if transferring from a stocks and shares Junior ISA the whole account must be transferred. We will also accept partial transfers from cash Junior ISA's.

10.3 If the child has a Child Trust Fund, this can be transferred into our Sustainable Stocks and Shares Junior ISA. To transfer a Child Trust Fund into our Sustainable Stocks and Shares Junior ISA, the Registered Contact must complete our transfer form.

We will then contact the existing company and write to you when we have received the money. The transfer may take up to 30 days.

## 11

### **What happens when the child reaches age 18?**

11.1 At age 18 we will write to the child detailing the options. These are:

11.1.1 to withdraw the full investment from the account. The child should receive the money within 30 days of their withdrawal request being received by us, or their 18th birthday, whichever is the latter.

11.1.2 to leave the Sustainable Stocks and Shares Junior ISA to be automatically rolled up into a Shepherds Friendly Sustainable Stocks and Shares ISA on their 18th birthday. If the child decides that they would like to contribute to this new ISA, they will need to complete a declaration form.

## 12

### **Closure of the Sustainable Stocks and Shares Junior ISA by us**

12.1 We will close the account if you or the child fail to meet all the regulations and it then becomes void. We will write to you to explain why and what to do about it.

12.2 If we decided in the future to stop administering Junior ISAs we will write to you, giving three months notice for you to transfer the account to another Junior ISA manager.

## **13 Market Value Reduction (MVR)**

- 13.1 If our investment returns have been low, we may apply a Market Value Reduction (MVR). An MVR is a method we use to ensure that members who continue to hold investments with us are not unfairly disadvantaged when other members leave. The MVR ensures that if some members do make a withdrawal, all members have a fair share of the Sustainable Investments, which may mean that the child receives less than you expected.
- 13.2 We may apply an MVR if the plan is transferred to another provider at any time.
- 13.3 We will not apply an MVR if the child dies or a terminal illness has been diagnosed at any time, or if the child makes a withdrawal on their eighteenth birthday.

## **14 Payments made by us**

- 14.1 For us to process the payment we will require a copy of the child's bank statement confirming the nominated account details and as proof that the bank account belongs to the child.

## **15 Death or terminal illness**

- 15.1 In the unfortunate event of early death of the child or the diagnosis of a terminal illness, we will pay out a minimum of 101% of the fund value.
- 15.2 Because the Sustainable Stocks and Shares Junior ISA is a life insurance contract:
  - 15.2.1 The plan may be owned or held only as a qualifying investment for a Sustainable Stocks and Shares Junior ISA.
  - 15.2.2 The plan shall terminate automatically if it ceases to be owned or held in the Sustainable Stocks and Shares Junior ISA.
  - 15.2.3 The plan, or rights conferred by the plan or any share of interest in the plan, or rights respectively, other than the cash proceeds from the termination cannot be transferred to the investor.
  - 15.2.4 The plan, the rights conferred by the plan and any share or interest in the plan or rights respectively, are not capable of assignment or assignation, and the rights may vest in the personal representatives of a deceased investor.

## **16** Cancelling the plan within 30 days

- 16.1 You can cancel the Sustainable Stocks and Shares Junior ISA within 30 days of receiving the plan documents. If you cancel within this period, we will automatically refund any payments that have been made.
- 16.2 The refund will be for the amount of your original investment and we will not make any adjustment for investment gain or losses in that time.

## **17** Cancelling the plan after 30 days

- 17.1 Once the 30-day 'cooling off' period has finished, the plan becomes a valid Sustainable Stocks and Shares Junior ISA and cannot be cancelled. If payments are stopped, the plan would be left dormant until the child reaches the age of 18 or it is transferred to another provider. You would not be able to open a new stocks and shares Junior ISA and leave the plan dormant with us.
- 17.2 A Junior Cash ISA can be opened with any unused allowance. As we do not offer a Junior Cash ISA, this would need to be with an alternative provider.
- 17.3 The amount paid in is a gift to the child and cannot be repaid if you change your mind after 30 days.
- 17.4 The Sustainable Stocks and Shares Junior ISA can be transferred to another provider after the 30-day 'cooling off' period. To do this you would need to contact the new provider to request a transfer form.

## **18** Charges

- 18.1 Charges are deducted from the investment growth prior to bonuses being declared; these are currently 1.5% annually.

## **19** Your commitments

- 19.1 We will send correspondence to the Registered Contact's last known address. It is your responsibility to let us know when you as the Registered Contact or the child changes address.

## **20** Taxation

- 20.1 The child does not have to pay Income Tax or Capital Gains Tax on the investment at maturity and they do not have to include it on their tax return.
- 20.2 We do not pay Income Tax or Capital Gains Tax on the investments in the With-Profits fund. Tax is automatically deducted from UK share dividend income and cannot be reclaimed.
- 20.3 This taxation information is based on our understanding of current UK 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.

## **21** Fraud and negligence

- 21.1 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.
- 21.2 We will not pay claims that we have established to be fraudulent.
- 21.3 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.

## **22** Your data and our suppliers

- 22.1 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.

- 22.2 During the course of our dealings with you we may need to use your personal information to:
  - 22.2.1 Assess financial and insurance risks and conduct statistical analysis or systems integrity checks;
  - 22.2.2 Prevent and detect crime including fraud, anti-money laundering and financial sanctions;
  - 22.2.3 To comply with our legal and regulatory obligations;
  - 22.2.4 Develop our products, services, systems and relationships with you;
  - 22.2.5 Record your preferences in respect of products and services;
  - 22.2.6 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;
  - 22.2.7 Review our records for signs of any previous fraudulent activity which may affect our ability to offer you cover;
  - 22.2.8 Administer your claims.
- 22.3 In carrying out the actions above we may:
  - 22.3.1 Carry out searches about you using publicly available databases;
  - 22.3.2 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;
  - 22.3.3 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);
  - 22.3.4 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;

- 22.4 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.
- 22.5 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.

## **23** Emigration

- 23.1 The plan can continue even if the Registered Contact or child (or both) is no longer resident in the UK, providing payments are made from a UK bank account.

## **24** The law

- 24.1 This plan is governed by the laws of England and Wales.
- 24.2 All references to section numbers above, are to section numbers within this document.
- 24.3 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 Sustainable Stocks and Shares Junior ISA 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 this product to you we have established it meets your demands and needs.

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 UK 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](http://www.shepherdsfriendly.co.uk/privacy-notice)).



## 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. It is important that you fully understand what you are buying based on all the information that 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 Shepherds Friendly'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.

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 the 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](http://www.fscs.org.uk)

# Contact us

**Opening a Sustainable Stocks and Shares Junior ISA with us is quick and easy.**



**Online:** [www.shepherdsfriendly.co.uk](http://www.shepherdsfriendly.co.uk)



**Freephone:** 0800 526 249



**Email:** [info@shepherdsfriendly.co.uk](mailto:info@shepherdsfriendly.co.uk)

## **Transfer-in an existing Junior ISA or a Child Trust Fund**

We can handle the complete transfer-in process for you to save you time and hassle. Again, you can begin the process online on our Sustainable Junior ISA web page or simply get in touch as above.

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](mailto: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](http://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

**Telephone:** 0800 526 249

**Email:** [info@shepherdsfriendly.co.uk](mailto:info@shepherdsfriendly.co.uk)

**Website:** [www.shepherdsfriendly.co.uk](http://www.shepherdsfriendly.co.uk)

Shepherds Friendly is a trading name of the Shepherds Friendly Society Limited which is an incorporated Friendly Society under the Friendly Societies Act. Registered No 240F. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, Financial Services Register No 109997. The Head office and Registered office of The Shepherds Friendly Society is based in the United Kingdom.