

# Sustainable Stocks and Shares ISA

## Purpose

This document provides you with key information about this investment product. It is not marketing material. The information is required by law to help you understand the nature, risks, costs, potential gains and losses of this product and to help you compare it with other products.

## Product

The name of this product is “**Sustainable Stocks and Shares Individual Savings Account (SISA)**” and it is provided by The Shepherds Friendly Society Limited. Our website address, where you can find detailed information about us, is [www.shepherdsfriendly.co.uk](http://www.shepherdsfriendly.co.uk) and our telephone number is 0800 526 249. We are supervised by the Financial Conduct Authority (FCA) in respect of the production and delivery of this Key Information Document (KID). This KID was produced on 20th December 2022.

## What is this product?

**Type:** Our Sustainable ISA is a government-backed tax-exempt savings plan, which invests in our Society’s Sustainable Investments, which are held in our With-Profits Fund (‘Fund’).

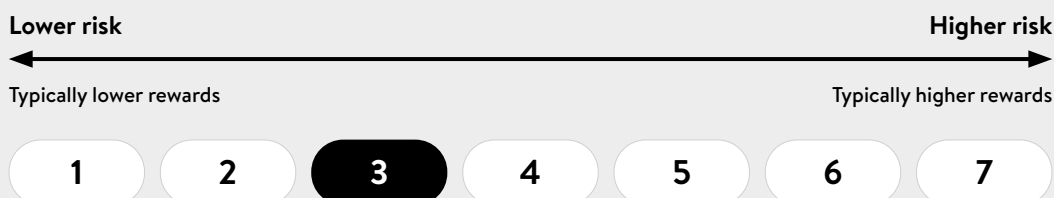
**Objective:** Our Sustainable Stocks and Shares ISA aims to provide you with a tax-free lump sum at the end of your plan. There is no minimum or maximum plan duration, but you should aim to invest for at least five years. Any withdrawals you make will reduce the value of your plan.

**Intended Retail Investor:** This Sustainable ISA is suitable for those who want to save tax-efficiently by paying either a single lump sum or a monthly premium.

**Insurance Benefits and Costs:** Our Sustainable Stocks and Shares ISA is a life assurance contract which means that, in the event of your death, we will pay the benefit to your estate. We will pay the value of your plan, subject to a minimum of 101% of your initial investment, after any withdrawals to your estate.

## What are the risks and what could I get in return?

Summary Risk Indicator (SRI)



The Summary Risk Indicator (SRI) assumes you keep the plan for five years.

The actual risk can vary significantly if you cash in at an early stage and you may get back less.

The SRI is a guide to the level of risk of our Sustainable ISA compared to other products. It shows how likely it is that the plan will lose money because of the daily ups and downs in the market or because we are unable to pay you.

If we are unable to pay you what is owed, you may lose some or all your investment, but you may benefit from a consumer protection scheme (please see the following section “What happens if Shepherds Friendly Society is unable to pay out?”).

We have classified this plan as 3 out of 7 which is “medium-low”. This means that potential losses from future performance are at a medium to low level. If you choose to close your Sustainable ISA during a period of steady market growth, you will receive your investment plus any bonuses added. On death, you would receive the same but subject to the minimum guarantee as described in the section ‘Insurance Benefits and Costs’.

We may add annual bonuses, and there may also be an additional final bonus payable when you close your plan. The aim of a final bonus is to smooth the daily ups and downs in the value of the Fund’s investments. When the Fund performs well in some years, a portion of these gains is held back and can be used to support poor performance in other years. We will smooth payouts on death for plans of a similar type, size and term over different periods of time, subject to the above guarantee. Payouts when you surrender or withdraw your money at other times may be subject to less smoothing.

Following periods of poor investment performance, or severely adverse market conditions, we may apply a Market Value Reduction (MVR).

## Performance Information

All Sustainable ISA plan holders pay premiums, which are monthly payments or a single lump sum, and we invest these in our Fund. Our Fund is a mix of equities, government gilts, corporate bonds, property, and cash. This mix of assets enables a responsible investment strategy. The Fund holds investments in the Royal London Sustainable Diversified Fund (SDF), which aims to achieve an increase in value with investments that are deemed to make a positive contribution to society. The Fund uses different investments to manage the daily ups and downs in the markets and maintain stability.

The Fund also invests in sales of our other plans, such as Income Protection and Over 50s Life Insurance plans. Any profit and losses from sales of these plans are added or deducted from the value of the Fund.

As a plan holder, you share in the increase or decrease in the value of these investments in the Fund over your plan's lifetime.

Members of our Board, after taking advice from our actuaries, decide annually how much of the achieved investment return should be distributed as bonuses to plan holders.

The value of the Fund changes over time due to:

- Movements in the value of investments, which may be positive or negative.
- The build-up of investment income (the profit earned from investments), which increases the value of the Fund.
- The costs of running our business, such as paying our people and running our Head Office.
- Paying claims for our members on death, sickness, and withdrawal.
- The profits or losses that are made in our other plans.

Inflation and withdrawals from your plan may affect the value of your investment in the future.

## What could affect my return positively?

We aim to increase the current value of your plan by adding annual and final bonuses. Any positive performance that exceeds expectations made when the plan is sold is likely to have a positive impact on bonuses. For example, if investment returns are higher than expected, or our expenses are lower than expected. 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

## What could affect my return negatively?

As a significant proportion of the Fund is invested in stocks and shares, there are inevitably risks associated with the performance of financial markets. During periods of poor investment performance, you may get back less than the current value of your plan.

## Payouts in severely adverse market conditions

If you withdraw money from your plan when the Fund is performing poorly, you may get back less than the current value of your plan (and this may be less than the total amount you have paid in after any withdrawals). This is because we may apply an 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 during times when the Fund is performing poorly. When we apply an MVR, it may reduce the sum of money we pay you when you withdraw 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.

MVRs are determined by reference to the size of a fall in the value of the Fund. Small adverse movements in the Fund's assets will not normally mean we need to apply an MVR. MVRs are not applied to death claims.

## What happens if Shepherds Friendly Society is unable to pay out?

We are covered 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)

Our Sustainable Stocks and Shares ISA is classed as medium to long-term investment and you are covered for 100% of loss on the value of the plan through the FSCS, should our Society be unable to pay out. The investments underlying this product are managed on our behalf by a professional investment management firm, Royal London Asset Management (RLAM), and they use custodians, HSBC Securities Services, in respect of investments purchased and held. These counterparties are not covered by a compensation scheme but, were they unable to pay out, and this in turn caused us to be unable to pay out, then you would still be covered by the FSCS because your contract is with Shepherds Friendly Society.

## What are the costs?

The Reduction in Yield (RIY) shows what impact the total costs you pay will have on the investment return you might get. The total costs take into account one-off, ongoing and incidental costs. The amounts shown here are the collective costs of the plan itself, for three different holding periods. They include potential early exit penalties. The example below assumes you invest £10,000 at the start. These are estimates and may change in the future. The figures shown include all the costs of the plan itself, but may not include all the costs that you pay to your advisor or distributor.

### Table 1: Cost over time

The person selling you or advising you about this product may charge you other costs. If so, this person will provide you with information about these costs, and show you the impact that all costs will have on your investment over time.

Premium £10,000	If you cash in after 1 year	If you cash in after 3 years	If you cash in after 5 years - recommended holding period
Total costs	£449.90	£763.20	£1,095.48
Impact on return (RIY) per year	4.64%	2.59%	2.17%

### Table 2: Composition of costs

The table below shows:

- The impact each year of the different type of costs on the investment return you might get at the end of the recommended holding period.
- What the different cost categories mean.

This table shows the impact on return per year			
One-off costs	Entry costs Impact on Return (RIY) per year	0.63%	The impact of costs you pay when entering your investment.
	Exit costs Impact on Return (RIY)	0%	The impact of costs of exiting your investment when it is withdrawn.
Ongoing costs	Portfolio transaction costs Impact on Return (RIY) per year	0%	The impact of the costs of us buying and selling underlying investment from the product.
	Other ongoing costs	1.54%	The impact of the costs that we take each year for managing your investment.
Incidental costs	Performance/other costs	0%	This product does not have any performance or other incidental fees.

## How long should I hold it and can I take money out early?

This is a medium to long-term investment and we recommend holding it for five years. As a mutual, we aim to ensure fairness for all of our members, and so when you leave our Fund we need to make sure that you do so with your fair share. To do this, we will calculate the value of the investments that you hold within the Fund to ensure that you leave with your fair share.

**Please note:** If there is any contradiction between the commentary in this document and that contained in the policy conditions and our Principles and Practices of Financial Management (PPFM), then the policy conditions and PPFM always apply. You can read and download the full document on our website [www.shepherdsfriendly.co.uk/about/ppfm](http://www.shepherdsfriendly.co.uk/about/ppfm)

## How can I complain?

If you wish to make a complaint about us, or another person who sold or advised you on this product, then please contact us either in writing, by telephone or by email: The Compliance Officer, Shepherds Friendly Society, Haw Bank House, High St, Cheadle, Cheshire, SK8 1AL. Phone 0800 526 249. Email - [complaints@shepherdsfriendly.co.uk](mailto:complaints@shepherdsfriendly.co.uk) A full explanation of our approach to complaints handling can be found on our website at [www.shepherdsfriendly.co.uk/help-and-support](http://www.shepherdsfriendly.co.uk/help-and-support)

## Other relevant information

The tax treatment of the plan may change in the future. This could reduce the amount you receive when the plan is withdrawn or increase the personal tax you pay.

Our regulators require us to make available to the public a Solvency and Financial Condition Report and the Annual Reports and Accounts each year. This can be found at [www.shepherdsfriendly.co.uk/about/reports-and-accounts](http://www.shepherdsfriendly.co.uk/about/reports-and-accounts)

Further information on our SISA is available at [www.shepherdsfriendly.co.uk/stocks-and-shares-isa](http://www.shepherdsfriendly.co.uk/stocks-and-shares-isa)