LV= Investment Bonds

Adviser Instruction Form

Important Notes

Please use this Instruction Form for the following bonds:

- Flexible Guarantee Bond Series 2
- Flexible Guarantee Bond Series 3
- Smoothed Managed Funds Bond Series 1

You can use this Instruction Form to:

- Amend an existing Adviser Charge instruction
- Inform us of a change of financial adviser
- Request a new Ongoing Adviser Charge
- Request an Ad-hoc Adviser Charge

Please return this completed form to:

LV=
PO BOX 342
Wymondham
NR18 8HS

If you have any queries or you'd like help completing your instruction, please talk to your Financial Adviser or you can call us on **0800 681 6292**, between 9am - 5pm Monday to Friday.

When we receive this form back, we'll send you an illustration to show the effect of paying the Adviser Charge/s from your bond. To give you time to review the illustration, we'll process this instruction 10 working days after the illustration has been issued.

You should note that ad-hoc and ongoing adviser charges are treated as withdrawals from your bond. The regular withdrawals made to pay ongoing adviser charges will be applied equally across all policies within your bond. If this is more than 5% a year (cumulative) of the premium paid, this could have an impact for income tax purposes or tax credits you receive. Tax treatment depends on your personal circumstances. Any references we make to taxation in our documentation are based on our understanding of current legislation and HM Revenue & Customs practice, which can change.

Please refer to the Key Features for bonds taken out before 31st December 2017 or the Key Information and Supplementary Information documents for bonds taken out after 1st January 2018 for details of how benefits from the bond will be taxed.

Please complete the following:

Bond Number

Section 1 – Bond owner details

First bond owner

Bond owner name

Daytime contact number

Second bond owner

Bond owner name

Daytime contact number

Section 2 – Financial Adviser details

To be completed if you are changing your financial adviser

Your financial adviser's name

Company Name

Company Address

Postcode

If you have changed your financial adviser, we will assume ongoing adviser charges will stop unless you tell us otherwise in the Adviser Instruction and Adviser Charges sections below.

Please note: By completing your new financial adviser's details above you are confirming that, with immediate effect, this adviser will also replace your former adviser for this bond and that you authorise us to provide them with any information they may request from us in relation to this bond.

If you have any other policies with LV= that the adviser change applies to please note the policy numbers here.

Adviser Instruction

Please complete this section if you have requested a change of financial adviser.

Where adviser charges are being paid and you have changed your financial adviser, please confirm if adviser charges should continue at the existing level, stop, or if the existing instructions are to be amended.

Select ONE option only.

☐ Continue ☐ Stop ☐ Amend

If you want to amend Adviser Charges, please also complete Section 4. Ongoing Adviser Charges.

We will only pay adviser charges to one adviser so if you change adviser, all charges currently paid to your former adviser will stop. This applies even if your new adviser is not taking any adviser charges.

Section 3 – Ad-hoc Adviser Charges

To be completed if you require us to pay an ad-hoc adviser charge on your behalf

If adviser charges are to be taken from a bond with a guarantee attached, this will reduce the value of any capital guarantee from the point adviser charges are taken.

Please enter the amount of Ad-hoc Adviser Charge you want us to withdraw from your Bond to pay your financial adviser below. This will be taken as a withdrawal from your Bond and will form part of the 5% allowance described in the 'What about tax?' section of the Key Features or Supplementary Information Document depending on the type of policy you have.

£ Fixed amount

OR % of bond value (excluding any mutual bonus) (maximum five decimal places)

Section 4 – Ongoing Adviser Charges

To be completed if you are adding or changing your ongoing adviser charge amount

This instruction will replace any existing ongoing adviser charge instruction that is currently in place. These will be taken as withdrawals from your Bond and will form part of the 5% allowance described in the 'What about tax?' section of the Key Features or Supplementary Information Document depending on the type of policy you have.

Please complete ONE box below:

If choosing a percentage, please state to a maximum of five decimal places.

	A fixed amount of	Percentage of Bond fund value (excluding any mutual bonus)
Every month	£	%
Every 3 months	£	%
Every 6 months	£	%
Every year	£	%

Date you wish ongoing Adviser Charges to start:
(day of the month from 1st to 28th) ☐☐/☐☐/☐☐☐☐ (DD/MM/YYYY)

Please allow a minimum of 10 working days from us receiving this instruction form to the date of first payment.

Section 5 – Agency Details

To be completed in ALL cases, by the financial adviser

LV= agency number (if known)

Financial Services Register number

Address

Postcode

Telephone number

Contact name

Email address

Section 6 – Bond owner(s)/trustee(s) declaration

As stated on this instruction form I/We authorise LV= to make a withdrawal or withdrawals from my/our bond to pay an ad-hoc and/or ongoing adviser charges to my/our financial adviser.

Please note: For jointly owned bonds, all bond owners must sign below. For a bond in trust, the trustees must sign below (we cannot accept instructions from the settlor).

Bond owner/trustee name

Bond owner/trustee signature

Date / / (DD/MM/YYYY)

2nd Bond owner/trustee name (if applicable)

2nd Bond owner/trustee signature

Date / / (DD/MM/YYYY)

3rd trustee name (if applicable)

3rd trustee signature

Date / / (DD/MM/YYYY)

4th trustee name (if applicable)

4th trustee signature

Date / / (DD/MM/YYYY)

Find out how we use your personal information and what rights you have by visiting LV.com/dataprotection. This page includes who we are, how long we hold your information, what we do with it and who we share it with. Please tell us if you want us to send you a copy, or have any questions.

If you'd like us to send you this document or any future correspondence in another format, such as Braille or large print, please just let us know.

Liverpool Victoria Financial Services Limited: Tilehouse Street, Hitchin, SG5 2DX.

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