

Adviser Charge Instruction Form

Important Notes

You can use this Instruction Form for:

- 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 Plan. To give you time to review the illustration, we'll process this instruction 10 working days after the illustration has been issued.

Ongoing and ad-hoc Adviser Charges will be paid as withdrawals out of your Plan. We'll pay the Adviser Charge directly to your financial adviser.

The ISA Plan Conditions contains full information about taking adviser charges as withdrawals under section A11, so you may wish to refer to this for more details. You will see that there are sub-sections within section A11 that cover withdrawals to pay Ad-Hoc and Ongoing Adviser Charges. The latest version can also be found online at [LV.com/investments/ISA](https://www.lv.com/investments/isa). When your LV= ISA Plan started you were issued with a copy of the LV= ISA Plan Conditions.

How an Ad-Hoc Adviser Charge is processed

Where no instruction is made as to which policies you'd like us to encash, we'll use our default method to deduct units using the 'Last In, First Out' approach from non-guaranteed policies first and then guaranteed policies, which is explained in the ISA Plan Conditions under section A11.

You have the option to choose to take withdrawals from **Non-Guaranteed policies** as a whole or a particular **Guaranteed policy(ies)**. Where you instruct us to take withdrawals from your **Non-Guaranteed policies** or from a particular **Guaranteed policy**, we'll encash units following those instructions.

If the withdrawal amount exceeds your instruction we'll apply our default method and complete your request using the 'Last In, First Out' approach for your remaining policy(ies).

If Withdrawals are to be taken from a Guaranteed Policy, this will reduce the value of any capital guarantee from the point Withdrawals are taken.



Your details

To be completed in ALL cases

Plan Number:

Title First name(s)

Surname

Permanent Address

Postcode

Contact phone number

Email address

Financial Adviser details

To be completed if you are changing your financial adviser

Your financial adviser's name

Company Name

Company Address

Postcode

Important:

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

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 the Ongoing Adviser Charges section.

We will only pay Adviser Charges to one financial adviser. This means if you change your financial adviser, all charges currently paid to your former financial adviser will stop.

Ongoing Adviser Charges

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

Note:

Please state the amount required per frequency selected. For example, if Charges are to be paid monthly, please state the £ or % to be paid each month, not the yearly equivalent. If choosing a percentage, please state to a maximum of three decimal places.

Please complete **ONE** box below:

	A fixed amount of	Percentage of Plan fund value
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.

Ad-hoc Adviser Charge

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

Please enter the fixed amount of Ad-hoc Adviser Charge you want us to withdraw from your Plan to pay your financial adviser below.

£

In order to meet the amount of your requested withdrawal, by default we will cancel units in the following order:

- Non-Guaranteed Policies (where applicable)
- Guaranteed Policy by newest to oldest

Please indicate to us in the box below if you wish to direct your Withdrawals in any different order.

Please tick **ONE** box

Default

Guaranteed Policy

Guaranteed Policy Number :

Note:

If the Withdrawal amount is more than the Guaranteed Policy value we will revert to the default order.

Agency Details

To be completed in ALL cases, by the financial adviser

LV= agency number (if known)

Agency name

Agency address

Postcode

Financial Services Register number

Telephone number

Contact name

Email address

Declaration

To be completed in ALL cases

As stated on this instruction form I authorise Liverpool Victoria Financial Services Limited to:

- Change my financial adviser and any payments to them
- Make withdrawals from my Plan to pay Ongoing Adviser Charges
- Make a withdrawal to pay an ad-hoc Adviser Charges

I have read and understood the Important Notes section.

To be signed and dated by the Plan Holder

Signature

/ /

(DD/MM/YYYY)

Name

Find out how we use your personal information and what rights you have by visiting [LV.com/dataprotection](https://www.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.

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