

Fee facilitation agreement

Request for ongoing or ad-hoc fee*

Customer name	<input type="text"/>	
Annuity number	<input type="text"/>	} Please complete as appropriate
Retirement Account number	<input type="text"/>	
Adviser name	<input type="text"/>	
Firm name	<input type="text"/>	
FCA number	<input type="text"/>	

When to complete this form

By using this fee facilitation agreement, you can instruct us to pay remuneration to your intermediary on your behalf. The remuneration will be an adviser charge for advice provided to you in relation to this plan. Where the adviser charge is for ongoing adviser charges and/or ad hoc adviser charges, these charges would be deducted from your plan by way of cancellation of units and will correspondingly reduce the value of the fund. This is what we mean by facilitating the payment of these charges from your plan and our facilitation service is subject to the terms and conditions set out in this fee facilitation agreement.

Please note that if, subject to the terms of this fee facilitation agreement, an adviser charge is stopped, unpaid or is re-credited to your plan, you may remain financially liable to reimburse your intermediary for their services provided to you. You should check the terms of your agreement or arrangement with your intermediary.

Please note that the adviser charge that you are instructing us to pay in accordance with this fee facilitation agreement should only relate to such advice or services provided to you by your intermediary in connection with your plan.

Canada Life will only accept instructions from you to facilitate the payment of an adviser charge to your intermediary by using this fee facilitation agreement.

The terms and conditions relating to this fee facilitation agreement are set out on the next page and are important. You should take time to read them before you complete and sign this fee facilitation agreement. If you are uncertain about any aspect of this fee facilitation agreement, you should discuss this with your intermediary.

You should retain a copy of this fee facilitation agreement for your records.

* Please note that ongoing or ad-hoc fees are only available on our:

- Flexible Income Annuity, or
- On the Pension Drawdown and Pension Savings components of The Retirement Account, as well as on any regular contributions made into The Retirement Account.

This form can be used for new requests or for amendments to existing fee agreements.

Interpretation

In this fee facilitation agreement, the following terms shall have the following meanings:

‘adviser charge’

means a charge to be paid to your intermediary who has provided you or will provide you with advice and/or related services in connection with your plan;

‘intermediary’

means the intermediary firm named in this fee facilitation agreement;

‘Canada Life’, ‘we’, ‘us’ or ‘our’

refer to Canada Life Platform Limited as the plan administrator in respect of The Retirement Account, or to Canada Life Limited as the insurer in respect of the investment policy and/or Guaranteed Annuity.

‘Canada Life plan’ or ‘the plan’

means the product referred to in this fee facilitation agreement;

‘You’ or ‘Your’

means the plan holder named in the application form.

1.1 Payment of the adviser charges

- 1.1.1 We will pay to your intermediary the adviser charge you have instructed us to pay. Canada Life will make no charge to you for this facilitation service.
- 1.1.2 The adviser charges that you have agreed to pay your intermediary is a matter between you and your intermediary. We will not get involved at all with you or your intermediary about them, including the assessment of the suitability or amount of the adviser charges you have agreed to pay.
- 1.1.3 When we pay an adviser charge to your intermediary, this is a payment we are making at your discretion and on your behalf. The adviser charge is not a payment for any services provided by your intermediary to us.
- 1.1.4 We will act only in accordance with your instruction in respect of the payment of adviser charge, except where we expressly indicate otherwise in this fee facilitation agreement.
- 1.1.5 We will act on the instructions of your intermediary only where your intermediary is asking us to reduce or stop paying any adviser charge. We will not extend or increase adviser charge without your instruction.
- 1.1.6 Adviser charge will be paid to the order of your intermediary and once due, payment will be credited to your intermediary on such dates as agreed between Canada Life and your intermediary.
- 1.1.7 If after reasonable efforts on our part, we have been unable to make payments of any adviser charges to your intermediary, we will stop deducting adviser charges and notify you of our action. Adviser charges already deducted but unpaid to your intermediary will be re-credited back to your plan.

- 1.1.8 The payment of an adviser charge is in addition to any charges that Canada Life make within its product terms.
- 1.1.9 If we receive an adviser charge refund from your intermediary, we will not be able to return it to you in cash. We will, however, credit the adviser charge to your plan.
- 1.1.10 We will set, from time to time, the maximum amount of ongoing and ad hoc adviser charge that we are prepared to facilitate under this agreement for our products.

1.2 Canada Life’s right to stop payment of any adviser charges

- 1.2.1 In exceptional circumstances, we may stop or reduce the payment of all or part of an adviser charge and we will endeavour to notify you as soon as possible of the action we have taken. These circumstances include the following:
 - (a) if we no longer have a business relationship with your intermediary; or
 - (b) if we reasonably believe that the payment of the adviser charge would be in breach of any relevant laws or regulations; or
 - (c) if, in the case of an adviser charge we reasonably believe that your intermediary was not appropriately authorised by the regulators (PRA/FCA) or exempt from authorisation under the Financial Services and Markets Act 2000 or any replacement regulator at the time of providing you with advice or services in relation to your plan; or
 - (d) if your intermediary ceases to trade; or
 - (e) if we believe your intermediary may be insolvent; or
 - (f) if we terminate our services to facilitate adviser charges; or
 - (g) if the payment exceeds the maximum amount we are prepared, from time to time, to facilitate under this agreement; or
 - (h) if we can no longer facilitate an adviser charge due to changes in the plan.
- 1.2.2 Adviser charges that have already been deducted but not yet paid will be re-credited to your plan.
- 1.3 if there is insufficient value in your plan to pay an adviser charge in full, we may make a partial payment to the extent possible.

1.4 Information about the charges

- 1.4.1 We will provide you with written confirmation when we set up the arrangements to pay the adviser charges you have instructed us to pay to your intermediary or if, in accordance with this fee facilitation agreement, the adviser charges are varied or stopped.
- 1.4.2 We may ask you to check the information that we provide to you and bring it to our attention if you believe there are any errors or omissions.

1.5 Notifying your intermediary

- 1.5.1 We will send your intermediary a statement setting out the adviser charges credited to it.
- 1.5.2 We will also notify your intermediary if you instruct us to vary or stop the payment of any adviser charges.

1.6 Outstanding responsibility

If, subject to the terms of this fee facilitation agreement, an adviser charge is stopped, reduced, unpaid or is re-credited to your plan, you may remain liable to reimburse your intermediary. You should check the terms of your agreement or arrangement with your intermediary.

1.7 Value added tax (VAT)

We expect that most adviser charges relating to your plan will not be subject to VAT. We will treat all instructions from you to pay adviser charges as including any VAT where it is applicable at the rate prevailing at the time of the payment of the adviser charges and taking into account any changes to the rate of VAT howsoever occurring. We will not automatically change the amount of any existing ongoing adviser charges to account for new VAT rates or rules.

1.8 Third-party rights

This fee facilitation agreement does not give any rights to any person other than you and us. No other person shall have any rights under the Contracts (Rights of Third Parties) Act 1999 to rely on any terms under this fee facilitation agreement. You and we may amend or cancel this fee facilitation agreement without reference to, or the consent of, any other person.

1.9 Variation

We may change the terms of this fee facilitation agreement if we have a valid reason for doing so, by giving you 30 days' notice in advance.

1.10 Law

This fee facilitation agreement will be governed by and interpreted in accordance with the laws of England and Wales. The courts of England and Wales will have exclusive jurisdiction over any dispute arising from this fee facilitation agreement.

Declarations

Note: due to the nature of this product we will not facilitate fees which take the total paid above our maximum. In the event of a fee being requested which exceeds the maximum allowable we will facilitate only up to the maximum available on the day of processing.

Intermediary
signature

Date
(day, month, year)

 - -

Plan holder's instruction

Please sign to confirm that the service and the fees applicable have been clearly outlined to you and you have read, understood and agree to this application including declarations and any charges we pay (or facilitate) to third parties, including but not limited to adviser charge(s) and DFM charge(s), and that you have read and understood the Data Protection Notice.

Please note the ongoing adviser fees from The Retirement Account will be paid on a weekly basis (incorporating a month's worth of fees).

Ad-hoc adviser charge

Ad-hoc adviser charge*

£

or

% of fund

Addition of ongoing adviser charge**

Any agreed ongoing
adviser charges*

£

 (pa)

or

% of fund (pa)

Amendment of existing ongoing adviser charges

Any agreed ongoing
adviser charges*

£

 (pa)

or

% of fund (pa)

input new figure per annum

input new figure per annum

Addition of regular contribution adviser charge**

Any agreed regular contribution
adviser charges*

%

of each regular
contribution

Amendment of existing regular contribution adviser charges

Any agreed regular contribution
adviser charges*

%

of each regular contribution
input new figure per contribution

* Note: Subject to maximum levels set by Canada Life

** Annual payment frequency of ongoing adviser charges and regular contribution adviser charges not applicable to The Retirement Account.

Annuitant / Retirement
Account holder signature

Date
(day, month, year)

 - -


How to return your form

By post

Canada Life
PO Box 288, Uckfield, TN22 1PH



By email

adviserservices.ra@canadalife.co.uk

