



## Investment and estate planning service charter

### Our commitment to you

To illustrate our commitment to service excellence for **investment and estate planning policies**, we operate to high service standards. We believe that we are still the only offshore product provider to publish and back our service standards with a no-quibble, non-performance penalty system. If we don't keep our promises, we will pay either the client or the adviser.

Requests and transactions	Service standard	Non-performance penalty	Payable to the professional adviser	Payable to the client/trustees
Personal illustration requests	Standard requests received by 12 noon will be despatched the same day. Standard requests received after 12 noon will be despatched the next working day.	£50	✓	
Policy/Account issue	Original acceptable applications received with cleared premiums on any working day will have the premium invested on the next available dealing day. Provided that Canada Life International Limited (CLI) has all the necessary documentation, policies can be issued the day following the investment.  In the event of incomplete applications, policies will be issued on receipt of the outstanding items as defined by CLI in the Acknowledgement Notice.	£50	✓	
Policy documents	Policy documents will be despatched to professional advisers within two working days of issue.	£50		✓
Fund switches/ Dealing instructions	<b>CLI internal funds (unit-linked business)</b> Instructions received in writing by 12.00 noon will be actioned on the next available dealing day.  <b>External funds and securities (non unit-linked business)</b> For transactions in funds offered by third party fund managers and for securities traded on approved stock exchanges which are acceptable to CLI (policy provisions permitting), all instructions received by 12 noon will be placed prior to the close of business on that day. For funds which are not priced daily, deals will be placed at the next available price. All instructions received after 12 noon will be placed by 12 noon on the next business day.  Note: Should there be any problem or an instruction is unclear, then CLI will make every effort to contact the party giving instruction to obtain clarification of the instruction. The service standard will apply from the point at which CLI has sufficient information in order to successfully execute the transaction.	£50		✓
Regular withdrawals	<b>CLI internal funds (unit-linked business)</b> Payment by electronic means will be sent to your bank (providing we have current bank account details) within 24 hours of the sale of units. Payment by cheque will be sent within three working days of the sale of units.  Note: for funds which are not priced daily, proceeds will be despatched within the same timescales of the next available dealing day.  <b>External funds and securities (non unit-linked business)</b> Payment by electronic means will be sent to your bank (providing we have current bank account details) within 24 hours of the sale of units. Payment by cheque will be sent within three working days of the sale of units.  Note: for funds which are not priced daily, proceeds will be despatched within the same timescales of the next available dealing day.  Debit interest will be charged on withdrawals paid before receipt of sales proceeds.	£50 plus interest at a rate equal to the current UK Bank of England base rate calculated daily will be paid on the withdrawal amount for every day late after three working days.  £50 plus interest at a rate equal to the current UK Bank of England base rate calculated daily will be paid on the withdrawal amount for every day late after three working days.		✓  ✓

Requests and transactions	Service standard	Non-performance penalty	Payable to the professional adviser	Payable to the client/trustees
Full surrenders/ Partial surrenders/ Ad hoc adviser charges	<p><b>CLI internal funds (unit-linked business)</b> For policies/accounts linked to CLI's internal funds, proceeds will be despatched within three working days of the sale of units and receipt of a properly completed full 'Surrender/Withdrawal Form' (reference 6622) or a 'Single/Ad hoc adviser charge payment request' (reference 6994) providing all documentation held on file meets with our regulatory requirements. For policies/accounts linked to fund holdings which are not priced daily, proceeds will be despatched within three working days of the next available dealing day.</p>	£50 plus interest at a rate equal to the current UK Bank of England base rate calculated daily will be paid on the withdrawal amount for every day late after three working days.		✓
	<p><b>External funds and securities (non unit-linked business)</b> Proceeds will be despatched within three working days of receipt of a properly completed full 'Surrender/Withdrawal Form' (reference 6622) or a 'Single/Ad hoc adviser charge payment request' (reference 6994) and receipt of all of the proceeds from the relevant investment houses and/or stockbrokers providing all documentation held on file meets with our regulatory requirements.  In relation to nominee accounts, payment will be made upon receipt of full payment of proceeds and settlement notification from the nominee.</p>	£50 plus interest at a rate equal to the current UK Bank of England base rate calculated daily will be paid on the withdrawal amount for every day late after three working days.		✓
Death claims	<p><b>CLI internal funds (unit-linked business)</b> Once it has been fully satisfied that the claim is in line with the policy provisions and all requested documentation has been returned, then the sum assured or sum agreed to be paid will be issued within three working days of the sale of units. For policies/accounts linked to fund holdings which are not priced daily, proceeds will be despatched within three working days of the next available dealing day.</p>	Interest on the sum assured or sum agreed, at a rate equal to the current UK Bank of England base rate calculated daily, will be paid for every day late after three working days.		✓
	<p><b>External funds and securities (non unit-linked business)</b> Once it has been fully satisfied that the claim is in line with the policy provisions and all requested documentation has been returned, then the sum assured or sum agreed to be paid within three working days of receipt of the proceeds from the relevant investment houses and/or stockbrokers.  In relation to nominee accounts payment will be made upon receipt of full payment of proceeds from the nominee.</p>	Interest on the sum assured or sum agreed, at a rate equal to the current UK Bank of England base rate calculated daily, will be paid for every day late after three working days.		✓
Initial adviser charge and initial commission payments (where permitted)	<p>Initial adviser charge payments and initial commission may only be paid to those professional advisers who have completed a terms of business agreement and have been offered terms of business by CLI. Payments are subject to a minimum of £25 and amounts under £25 will be retained until they exceed the minimum criteria.  Payment by electronic means will be sent to the relevant bank (providing we have current bank account details) within 24 hours of policy/account issue. Payment by cheque will be sent within three working days of policy/account issue.</p>	Interest on the outstanding amount, at a rate equal to the current UK Bank of England base rate calculated daily, will be paid for every day late after three working days.	✓	



## Guidance note to the service charter

### Professional advisers

Professional advisers must have valid Terms of Business with Canada Life International (CLI) in order to receive payment of non-performance penalties.

### Policy/Account issue

For an investment or an estate planning policy/account to be issued the following must be received:

1. Completed application form that has all questions and relevant sections completed and all declarations signed and dated.
2. Receipt of cleared premium. For a stock transfer receipt of premium is considered to be receipt of confirmation that the stock is registered in the name of Canada Life International Limited.
3. All anti-money laundering and due diligence requirements have been satisfactorily met. For trustee investments, all parties should be considered. For corporate and corporate trustees' investments, additional requirements are necessary. Please refer to the CLI Guide to Anti-Money Laundering (reference ID3034) for further details.

### Full surrenders/Partial surrenders/ Withdrawals/Adviser charges

For CLI to make a full surrender, partial surrender or a withdrawal a properly completed original 'Surrender/Withdrawal Form' (reference 6622) is required. To facilitate an adviser charge payment a properly completed original 'Single/Ad hoc adviser charge payment request' (reference 6994) is required. This must be signed by all policyholders/trustees.

Please note that CLI reserves the right to temporarily withdraw these service standards on bulk transactions linked to distribution on a suspended asset.

### Death claims

For CLI to pay the proceeds of a death claim a properly completed original claim form is required which must be signed and dated by all claimants. The claim must be supported by proof of death satisfactory to CLI and delivery of all satisfactory suitably certified documentation relating to the title of the claimants. Should it be necessary for a claim to be referred to CLI's reinsurers then proceeds will only be dispatched upon receipt of satisfactory admittance.

### Terms of Business

Terms of Business will only be offered upon receipt of a fully acceptable Terms of Business application form (reference Comp14). Adviser charge and commission payments (where permitted) will only be paid after CLI has received the completed, signed, dated and fully acceptable original Terms of Business application form.

### Fund switches/Deals

Where a series of bulk deals are received, from a particular fund adviser for their range of clients, CLI reserves the right to temporarily withdraw the service standard and agree an acceptable and appropriate set of standards at the time. In order to help with this process prior notice will be required. This is necessary in order to not adversely affect any other policyholders who are dealing at the same time.

### Suspended funds

CLI does not accept responsibility for delays caused on transactions relating to suspended assets.

### Delivery

Please allow up to 48 hours for post from the Isle of Man to reach destinations within the UK. Whilst CLI will take all reasonable steps to make sure that it uses the most appropriate carrier, it cannot accept responsibility for any delay of documents caused by the postal services or courier firms.

### Receipt

All references to receipt of documentation is at CLI's registered office.

### Other

CLI reserves the right to review and/or withdraw its service standards and non-performance penalties.

Should CLI have to invoke its Business Continuity Plan at any time then this investment service charter will be suspended until normal service resumes.

CLI does not accept responsibility for delays caused by third party external systems.

All times shown are the local times in the Isle of Man.

CLI reserves the right to request additional up to date anti-money laundering requirements – please see the CLI Guide to Anti-Money Laundering (reference ID3034) for further details.



# Canada Life

## International

Canada Life International Limited, registered in the Isle of Man no. 33178. Registered office: Canada Life House, Isle of Man Business Park, Douglas, Isle of Man IM2 2QJ. Telephone: +44 (0) 1624 820200 Fax: +44 (0) 1624 820201 [www.canadalifeint.com](http://www.canadalifeint.com) Member of the Association of International Life Offices.

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