



Investment service charter – our commitment to you

To show our commitment to service excellence for **investment policies**, we have high service standards and non-performance penalties. If we don't keep our promises, we will pay your client or you.

Requests and transactions	Service standards	Our requirements	Non performance penalty
Key features and Personal Example requests	Standard requests received by 12 noon on a working day will be despatched the same day. Standard requests received after 12 noon will be despatched the next working day.		We will pay you £100.
New policies	Investment bond applications received with the single premium will be invested using the next working day's unit price. For Trustee Investment Plans (TIPs) with a regular premium, we will use the next working day's unit price for applications received between 1st and 27th of the month, but the first working day of the following month for all others. All new policies will be set up within three working days of us receiving all of our requirements (and us having a suitable unit price for TIPs).	<ul style="list-style-type: none"> Completed application. Receipt of premium. Anti Money Laundering Identity Verification Certificate. Personal Example. List of relevant signatories (if applicable). 	We will pay you £100.
Policy documents	Policy documents will be sent to you or the trustees within three working days of us setting up the policy.		We will pay £50 to the clients/trustees.
Switch and phased investment authority form	Where the clients/trustees have given you authorisation to request switches and set up phased investment on their behalf, we will process these within three working days.		We will pay £50 to the clients/trustees.
Switches	Once we have received all of our requirements we will process the request(s) within three working days. We will use the following working day's unit price for all complete written requests received before 3pm on any working day. Written requests received after 3pm will be treated as if received the next working day.	Where a series of bulk deals are received from a particular fund adviser for a range of their clients, we reserve the right to cancel the service standard and agree an acceptable and appropriate set of standards.	We will pay £50 to the clients/trustees.
Phased investment	Once we have received all of our requirements we will process the request within three working days.		We will pay £50 to the clients/trustees.
Regular withdrawals	We will set up any new requests within five working days. We will instruct our bank to make the Banks Automated Clearing Service (BACS) payment within 24 hours of the regular withdrawal date (if it is a working day).		We will add interest of 10% each year for each day's delay over three working days.
Full surrenders/ partial surrenders	We will use the following working day's unit price for all written full surrender/partial surrender requests received on any working day. We will send the money within three working days of the sale of units following receipt of our requirements.*	A completed Request for Payment form or letter signed by all policyholders, including trustees. We must be advised whether the request is to be processed as a partial or a full segment surrender. Please be advised that we will use our default method which is to surrender by full segments if the request does not state which method to apply. We strongly recommend that you discuss the tax implications with your client especially if they are a higher rate taxpayer.	We will add interest of 10% each year for each day's delay over three working days.
Adviser charges and commission payments	We will pay you once a week or month. <ul style="list-style-type: none"> Weekly payments will include policies set up before 5pm on a Tuesday. Monthly payments will normally include policies set up before 5pm by the fourth day before the end of each month. Payments by BACS will be in your account by 5pm, four working days after the weekly or monthly schedules shown above.		We will add interest of 10% each year for each day's delay over three working days.

* If a full surrender or partial surrender request is made at the same time as a change of address or a switch, there may be a delay in processing the surrender. Requests of this nature will be exempt from the service charter. This charter applies to the Flexible Investment Bond, Select Investment Bond, Total Access Bond, Wealth Preservation Bond and Trustee Investment Plan. For more information on our Investment service charter, contact your Canada Life Account Manager, call 0345 7226232, or visit www.canadalife.co.uk/ifa. Should we have to invoke our Business Continuity Plan at any time then we will suspend this service until normal service resumes. Notification will be placed on our website www.canadalife.co.uk.

