



Surrender / Withdrawal Form

This form allows policyholders to request that Canada Life International Limited, CLI Institutional Limited or Canada Life International Assurance (Ireland) DAC hereafter referred to as 'the Company', process their request to withdraw from or surrender their policy. If any required sections of this form are not complete then this may lead to a delay in the processing of the request so please read the information provided in each section of the form and complete where applicable.

Need a different form?

*If you would like to assign this policy prior to surrender / withdrawal you will need to complete and sign a separate assignment form which can be found on our website using the search tool on the top right hand side of the webpage. All of our forms can be accessed here. www.canadalife.co.uk/

Please complete in BLOCK CAPITALS

If an error is made and the incorrect information is crossed out or correcting fluid is used – ALL trustees / policyholders must sign the error and it's correction

Section 1

Policy Information

Policy number	Prefix (First three characters)	Remaining Numbers
Name of Policyholder(s) or Trust		
Professional Adviser Contact	Name	Email Address/Telephone No

Section 2

Transaction Type (Please tick to select one and complete all requested information)

Total Surrender

Please read - This is the sale of all available assets held within the plan. If your plan currently holds a suspended asset you may wish to consider ticking the 'all available cash' box below to enable us to release the assets that are currently available. You will then be notified each time that a distribution is made from the suspended asset but please note that you will need to submit a new Surrender / Withdrawal form each time to release the newly available funds if required. For further information please contact our support team on the details at the bottom of this form.

All available cash

One-Off Withdrawal Monetary amount required

Please read – This is a withdrawal from the available funds held within the policy and is taken proportionately across all policy segments if applicable. If you are a UK tax resident you may wish to consider the implications that this withdrawal may have on your 5% tax deferred allowance. For further information please contact our support team on the details at the bottom of this form.

Section 2 Continued

Transaction Type (Please tick to select one and complete all requested information)

Policy segment surrender

Total number of policy segments required

OR

Monetary amount required*

*If monetary amount provided please confirm whether you would like to go above or below - as it is not possible to get an exact amount due to the segmented nature of the policy.

ABOVE

BELOW

Please read - This is a withdrawal from the plan in which you elect to sell whole policy segments rather than across each policy segment proportionately as with a 'one-off withdrawal'. For this type of transaction the tax payable only relates to the proportionate gain on the policy segments sold rather than across the entire policy. For further information please contact our support team on the details at the bottom of this form.

Combination

Monetary amount required

Please read - This is a combination of a 'one-off withdrawal' and 'policy segments surrender' in which you provide us with the monetary amount required and we surrender policy segments on which you only pay tax for the proportionate gain, and then combine this with what is available within your 5% tax deferred allowance to make up the total amount asked for. For further information please contact our support team on the details at the bottom of this form.

If you have requested a policy segment surrender or a combination, please note that your 5% tax deferred allowance will reduce proportionately so would effect any regular withdrawals you may be taking.

Regular Withdrawal

Regularity of withdrawal

Monthly

Quarterly

Half yearly

Yearly

Start date of withdrawal

Immediate

Other

Monetary amount required

Please read - This is a request to set up a new withdrawal which pays out at fixed regular intervals as defined by you above. If you wish to amend or cancel an existing regular withdrawal, please send a separate instruction signed by all trustees / policy holders.

Currency Required (e.g. GBP, USD)

Please ensure your account is able to receive payment in this currency

* If currency not confirmed we will pay in 'plan currency'

* Not applicable to International Portfolio Bond

For advice relating to your personal tax situation please contact your professional adviser

Section 3

Sale of assets

If you would like the assets held within your policy to be sold in a certain way to fund the withdrawal then please complete the Dealing Instruction box below. Alternatively if an instruction is not provided we will:

1. Use all available cash including all Cash Funds - This may involve a foreign exchange transaction to cover the overdraft from an investment held in a different currency.
2. Check our records for any standing instructions held in relation to clearing overdrafts,
3. Check for any external instant access cash accounts,
4. Finally, sell from the largest liquid holding(s) in terms of monetary value. This may involve a foreign exchange transaction to cover the overdraft from an investment held in a different currency.
5. If after a sale has settled, there are still insufficient funds to clear the overdrawn position, units will be sold from the next largest holding and so on until the position is cleared. If an asset is suspended or illiquid, it will be excluded from those assets used to clear the overdraft regardless of its monetary value.

Please note that whilst we will sell from the largest holding by value, we will also take into account the time it takes for a transaction to settle and clear the overdraft balance. The aim here is to clear the overdraft as quickly and efficiently as possible. It must further be noted that the Company is NOT making an investment decision when choosing which asset(s) to sell.

Dealing instructions

NOT REQUIRED for Total Surrender as a deal for Full Sale of Stock will be placed
NOT APPLICABLE to Delta Account, Offshore Savings Account or Flexible Life policies

Please note that if you have already submitted a dealing instruction then you don't need to fill in the box below as this may lead to a duplication of trades being placed.

Redemption instructions will incur dealing charges in line with the normal charging structure, details of which are available on our website <https://www.canadalife.co.uk>

Please refer to your most recent valuation to complete the boxes below and ensure that there is sufficient value within the requested asset(s) to fund the withdrawal request - failure to do so may lead to a delay in the processing of your withdrawal.

Currency to invest/ redeem	Please complete ONE only		Settlement currency	SEDOL number	Full name of stock or fund (where appropriate include which class of shares are to be traded)
	Cash amount	No. of shares/units			

InSpecie Transfer

Tick this box you require an InSpecie Transfer (transfer of stock) rather than a payment to account details

This section must be completed if you are fully surrendering your policy within 2 years of its commencement date or withdrawing more than 20%.

Section 4

Details of large or early transactions

If your request for the total surrender of your policy has been made within two years of its commencement date, please give your reasons for the transaction.

OR

If your request for a sub-policy surrender and/or withdrawal has been made within two years of the policy's commencement date, and the total amount withdrawn to date (inclusive of this request) is in excess of 20% of the premiums paid, please give your reasons for the transaction.

Section 5

Payment Details

Please photocopy this page and re-complete if you wish to pay to more than one account.

Method of payment

Please indicate one option only

Sterling BACS payments (UK Only) (Free and takes 3 working days)

Faster or CHAPS (UK Only) (Charges applicable)

Telegraphic Transfer (Non UK) (Charges applicable)

Bank name	<input type="text"/>	Bank account number	<input type="text"/>
Bank account holder(s) name	<input type="text"/>		
Bank address (including postcode)	<input type="text"/> <input type="text"/> <input type="text"/>	Sort code	<input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/>
	Postcode		
BIC/SWIFT code	<input type="text"/>		(required for euro payments)
International bank account number (IBAN)	<input type="text"/>		(required for non UK payments)

Payments to a third party

Third party payments can be considered but are not guaranteed.

If payment is being made to someone other than a policy holder, trustee or named beneficiary, please confirm the below.

*Please provide proof of identity and address for the third party payee

*For CLIAI policies payment cannot be made to a third party

Reason for third party payment	<input type="text"/>
Payee Relationship to policy	<input type="text"/>
Nationality	<input type="text"/>
Tax Residence and applicable Tax reference number	<input type="text"/>
Residential Address	<input type="text"/> <input type="text"/> <input type="text"/>
	Postcode

Section 6

Verification of Identity and Address (AML)

We are required to verify the identity and residential address of all Policyholders, Trustees and Payees. A list of acceptable documents can be found below.

If you have provided this information within the past 2 years and we confirmed it was acceptable / in line with current standards then we do not need you to submit it again unless the details have changed. If you have not provided these documents or are unsure then you may wish to consider submitting it with this Surrender / Withdrawal form as failure to do so could lead to a delay in payment being made.

Please refer to the notes section (Section 7) for further information regarding acceptable AML documentation.

If any of the Policyholders / Trustees are a corporate entity, pension business, partnership / unincorporated business or a company then please refer to our website, click on the search icon in the top right hand corner type in 'anti money laundering' and the document is called 'Guide to anti-money laundering and preventing the financing of terrorism'.

If all the Policyholders / Trustees are individuals then please refer below for guidance on the documentation required.

Please indicate below, the method of Identity and Address verification you have included below.

Identity Verification

- Valid / In date passport
- Valid / In date drivers licence - (Picture part only)

Residential Address Verification

- Utility Bill - Gas, Electric, Phone (Landline Only), rates bill (No more than 3 months old)
- In Date Bank Statement (No more than 3 months old)
- Government issued document - e.g. tax or benefit assesment
- Letter addressed to the Company from your employer on their headed paper (If living in employer provided accomodation)
- Letter addressed to the Company from your Residential Home on their headed paper (if living in a residential home)

Certification Required on photocopied documents

Suitable Certifiers

- Solicitor
- Bank Manager
- Professional adviser
- Accountant

Certification must contain Words to the effect of 'I certify that this is a true copy of the original document'

Signature of Certifier	<input type="text"/>	Certifiers employing company	<input type="text"/>
Name of Certifier	<input type="text"/>	Company Address	<input type="text"/>
Role of Certifier	<input type="text"/>	Date of Certification	<input type="text"/>

EXAMPLE

Section 7

Notes

- i) If surrendering your policy you may wish to consider any outstanding charges that there may be on your policy and penalties that may be incurred during the sale of any fixed deposit investments
- ii) For Flexible Life Plans please refer to your policy provisions to confirm whether your Flexible Life Plan includes a surrender value benefit.
- iii) The Surrender / Withdrawal process can commence on receipt of an instruction signed by all policy holders / trustees once the signatures have been verified. We may need to contact you for further information relating to the request so please ensure your contact details have been provided
- iv) Please note that processing a withdrawal on a plan with a suspended asset may take longer than the turnaround times confirmed.
- v) The Company is only obligated to pay the surrender/withdrawal proceeds to an account in the name of the policyholder. Where a policy is held jointly, payment can be made to an account in the name of one or more of the individual policyholders
- vi) Please note that securities (including funds) can have differing settlement dates. The Company will only pay the total surrender proceeds of the policy after receiving settlement of proceeds from the sale of units in all the linked funds.
- vii) Where payment is to be made in a foreign currency, the Company will attempt to obtain the latest rate available from its bankers, but can take no responsibility for that exchange rate.
- viii) The Company reserves the right to withhold payment of the surrender/withdrawal proceeds if additional information is needed to satisfy its obligations under Isle of Man and Irish anti-money laundering (AML) regulations.
- ix) Any personal information that you may provide to the Company as data controller will be treated in accordance with current Data Protection regulations.
- x) If submitting personal information about another person, by signing this form you confirm that you have their consent to provide such information to the Company and for their information to be used as set out in this notice.
- xi) You should be aware that the signatories to this form will be making any declaration on behalf of the 'Controlling Persons'.

Section 8

Client Checklist Please check that you have provided:

- | | |
|---|---|
| <input type="checkbox"/> Details of large or early transactions | <input type="checkbox"/> Verification of identity and address |
| <input type="checkbox"/> Transaction Type | <input type="checkbox"/> Tax Information |
| <input type="checkbox"/> Account Information | <input type="checkbox"/> Signatures (Below) |
| <input type="checkbox"/> Amount or segments | <input type="checkbox"/> Plan Number |

Section 9

Declarations and Signatures

Please photocopy the signature page and re-complete if there are more than 4 trustees / policyholders to sign

ALL trustees / policyholders must sign this section of the form or the request WILL NOT be processed

I/We hereby confirm that I/We have read and understood all sections of this form and that the information provided is true and accurate.

- Your tax residency is generally the country in which you live for more than half a year. Special circumstances (such as studying abroad, working overseas, or extended travel) may cause you to be resident elsewhere or resident in more than one country at the same time (dual residency). The country(ies) in which you pay income tax are likely to be your country(ies) of tax residence. If you are a US citizen or hold a US passport or green card, you will also be considered tax resident in the US even if you live outside the US.
- Tax regulations require us to collect information about the tax residency of each individual who has an account with us. If you are resident in a reportable jurisdiction then we will share certain information with the Irish Revenue Commissioners or the Isle of Man Income Tax Authority dependent upon which type of account you have. This information may also be exchanged by both the Irish Revenue Commissioners and the Isle of Man Income Tax Authority with other tax authorities.

I/We hereby request that the Company surrender/take a withdrawal from the above numbered policy in accordance with the provisions and conditions of the policy, and make payment as requested.

I/We hereby certify that I/we am/are entitled to the proceeds of the policy and that no receiving order has been made against me/us and that I/we am/are not an undischarged bankrupt and that the policy has not been assigned or transferred nor has any person any rights to the policy thereof other than:

(Enter any details of any assignment or transfer)

I/We understand that if the amount of this withdrawal/partial surrender exceeds my/our present 5% allowance then the amount chargeable to income tax will be the amount of the excess despite any growth in the value of my/our policy. (If you are in any doubt about this declaration you should contact your professional adviser or ask to speak to our Customer Support department on **+44 (0)1624 820200**).

Section 9 Continued**Declaration of tax residence outside Ireland**

Each controlling person(s) must read the definitions below and complete the declaration. Important: Irish 'Exit' Tax may be applied to your Policy (for example on payments from the Policy) if this declaration is not completed. This form may be subject to inspection by the Irish Revenue Commissioners. It is an offence under Irish Law to make a false declaration. This declaration must be signed by the applicants who are neither resident nor ordinarily resident in Ireland. It may also be signed by a person who holds power of attorney from the applicant(s). A copy of the power of attorney should be enclosed with this declaration.

Tax residence definition – individual

An individual will be regarded as being tax resident in Ireland for a tax year if she/he:

- spends 183 days or more in Ireland in that tax year, or
- has a combined presence of 280 days in Ireland, taking into account the number of days spent in Ireland in that tax year together with the number of days spent in Ireland in the preceding year.

Presence in a tax year by an individual of not more than 30 days in Ireland will not be reckoned for the purpose of applying the two-year test. Presence in Ireland for a day means the personal presence of an individual:

- at the end of the day (midnight) for tax years 2008 and earlier, and
- at any time during that day for tax year 2009 onwards.

Ordinary tax residence definition – individual

The term 'ordinary residence' as distinct from 'residence' relates to a person's normal pattern of life and denotes residence in a place with some degree of continuity. An individual who has been resident in Ireland for three consecutive tax years becomes ordinarily resident with effect from the commencement of the fourth tax year.

An individual who has been ordinarily resident in Ireland ceases to be ordinarily resident at the end of the third consecutive tax year in which she/he is not resident. An individual who is resident and ordinarily resident in Ireland in 2009 and departs from Ireland in that year will remain ordinarily resident up to the end of the tax year 2012.

Applicants resident outside Ireland are required by the Irish Revenue Commissioners to make the declaration set out below, which is in a format authorised by them, in order to receive payments without deduction of Irish tax.

I/We* declare that

- I/We* have read the explanation of the terms detailed in the 'Tax residence definitions' above.
- I am/We are* controlling person(s) in respect of which this declaration is being made.
- I am/We are* not resident or ordinarily resident in Ireland.
- I/We* hereby undertake(s) to inform the Company of any change in my/our country of residence during the life of the account/policy.

(* Delete as appropriate)

If all sections of this form are not fully completed this may delay the processing of your instruction and we reserve the right to default report any persons associated with this policy to the relevant authority under the applicable Automatic Exchange of Information (AEOI) legislation.

You should be aware that the signatories to this form will be making any declaration on behalf of the 'Controlling Persons'.

Section 9 Continued Data Protection Notice

Canada Life Limited (referred to as 'Canada Life', 'we', 'us' or 'our' in this DPN) takes its privacy obligations very seriously. Any personal information provided to us, as data controller, by a policyholder, joint policyholder, employer policyholder, trustee, insured person, beneficiary, claimant or member (referred to as 'you' or 'your' in this DPN), will be treated in accordance with the Data Protection Act 2018 (DPA).

Using Personal Information

We use personal information to undertake activities relating to the setting up, administration and renewal of our policies, products and services. This includes processing applications and handling any claims. For the majority of our business we will rely on the performance of our contractual arrangements with you as the legal basis for processing.

We do not use policyholder, member and beneficiary personal data for marketing purposes and we do not make your personal information available to third parties for the purpose of direct marketing.

The nature of our business is to provide investments, life and pensions cover, critical illness, income protection and employer-related group products. To do this we need to use the personal information provided to carry out analysis of actuarial risks (risks of gains or losses), mortality and morbidity risks and pricing. This will be carried out in accordance with the Institute & Faculty of Actuaries' data handling protocols.

We use underwriting software to process some applications and quotations which will use an element of automated decision making.

Exceptionally, we may rely on our legitimate interests to process your personal data. When we do, we will demonstrate compelling legitimate grounds for doing so.

For employer-related group insurance products the DPA permits appropriate information about employees to be provided by an employer to an insurer without individual consent (including details of long-term absentees, current and previous claimants, and medical underwriting decisions).

For employer-related group products the DPA permits that members may individually withdraw their consent. In those instances Canada Life will be unable to provide cover for that individual.

When medically underwriting or assessing a claim we will obtain consent from the employee.

Sharing personal information

We share personal information only on the basis of the purposes for which it was collected. This notice is intended to illustrate the instances where data may be shared. However, we will share your data only for the limited and compatible purposes for which it was originally obtained:

- with other Canada Life group companies including those outside the European Economic Area (EEA);
- with any of our service providers, reinsurers and / or regulators;
- with other insurers and government agencies, including without limitation Her Majesty's Revenue and Customs (HMRC), Department of Work and Pensions (DWP);
- in order to prevent, detect or investigate financial crime including fraud or other criminal activity, we may share your data with other companies (including private investigators), organisations (including fraud prevention agencies and databases), public bodies (including the police) and associations and credit reference agencies;
- we will not share your medical information with anyone other than yourself without your consent except as described in the next bullet point. This includes your employer, spouse, other relatives, friends or your legal or professional adviser. In some circumstances, it may be appropriate to advise your employer about your medical information, for example, to recommend alternative supportive therapy. However, we will seek your consent in such circumstances;
- for employer-related products and services only, some medical information related to underwriting decisions and non-medical information about you necessary for lawful policy and claim administration purposes will be shared with your employer;
- we will not share non-medical information concerning you with your spouse, other relatives, friends or your legal or professional adviser unless you provide your consent to us in writing;
- for insurance related products, with your own doctor or relevant medical professionals; and/or
- in any circumstances if permitted or required to do so by law or if we have your consent to do so.

International Transfers

Given the global nature of our business, we use third party suppliers and outsourced services (including cloud-based services), which can require transfers of personal information outside of the EEA. In doing so, we will ensure there are contractual arrangements in place with those organisations who have appropriate organisational and technical measures to protect your personal information.

Retention of your personal data

We will keep your personal data only for so long as is necessary and for the purpose for which it was originally collected. In particular, for so long as there is any possibility that either you or we may wish to bring a legal claim under this insurance, or where we are required to keep your personal data due to legal or regulatory reasons.

Section 9 Continued Data Protection Notice

YOUR RIGHTS AND CONTACT DETAILS OF THE INFORMATION COMMISSIONER'S OFFICE (ICO)

You may have the right to require us to:

- provide you with further details on the use we make of your personal information or your special categories of data;
- provide you with a copy of the personal information that you have provided to us or which we hold;
- update any inaccuracies in the personal information we hold;
- delete any special category of data or personal information for which we no longer have lawful grounds to use;
- cease processing of your personal information that is based on consent, by withdrawing your consent to that particular processing;
- cease any processing based on legitimate interests grounds, unless our reasons for undertaking that processing outweigh any prejudice to your data protection rights; and
- restrict how we use your personal information whilst a complaint is being investigated.

In certain circumstances, we may need to restrict the rights listed above in order to safeguard the public interest (e.g. the prevention or detection of crime), our interests (e.g. the maintenance of our legal responsibilities) and for the performance of our contract with an employer who is the policyholder for employer-related products and services.

Data Protection Officer (DPO)

If you have any questions, or complaints, in relation to our use of your personal information, you should first contact our DPO, on the details below:

Canada Life Limited
Canada Life Place
Potters Bar
Hertfordshire
EN6 5BA
or by email at: dpo@canadalife.co.uk

In the unlikely event that you are dissatisfied with our response, you have the right to take the matter up with the Information Commissioner's Office (ICO), whose address is: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

The full version of our DPN can be found on our website, www.canadalife.co.uk or is available upon request by calling **0345 6060708**.

This DPN is dated 7th September 2018. Any future updates will be made available as described above.

Section 9 Continued **Declarations and Signatures**

If a full surrender, ALL information requested is a requirement and failure to provide WILL delay the release of the surrender payment if not previously submitted

Signature	<div style="border: 2px solid red; height: 25px;"></div>	<div style="border: 2px solid red; height: 25px;"></div>
Print name	<input type="text"/>	<input type="text"/>
Date (day, month, year)	<input style="width: 150px;" type="text" value=" / "/> / <input style="width: 50px;" type="text" value=" / 2"/>	<input style="width: 150px;" type="text" value=" / "/> / <input style="width: 50px;" type="text" value=" / 2"/>
Residential Address for tax purposes	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	Postcode	Postcode
Correspondence Address	<input type="text"/>	<input type="text"/>
	As above <input type="checkbox"/>	<input type="text"/>
	Postcode	Postcode
Email	<input type="text"/>	<input type="text"/>
Telephone No	<input type="text"/>	<input type="text"/>
Nationality(ies)	<input type="text"/>	<input type="text"/>
Date of Birth	<input style="width: 150px;" type="text" value=" / "/> / <input style="width: 50px;" type="text" value=" / "/>	<input style="width: 150px;" type="text" value=" / "/> / <input style="width: 50px;" type="text" value=" / "/>
Place of Birth	<input type="text"/>	<input type="text"/>
Tax No. OR NI No. (UK)	<input type="text"/>	<input type="text"/>

Signature	<div style="border: 2px solid red; height: 25px;"></div>	<div style="border: 2px solid red; height: 25px;"></div>
Print name	<input type="text"/>	<input type="text"/>
Date (day, month, year)	<input style="width: 150px;" type="text" value=" / "/> / <input style="width: 50px;" type="text" value=" / 2"/>	<input style="width: 150px;" type="text" value=" / "/> / <input style="width: 50px;" type="text" value=" / 2"/>
Residential Address for tax purposes	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	Postcode	Postcode
Correspondence Address	<input type="text"/>	<input type="text"/>
	As above <input type="checkbox"/>	<input type="text"/>
	Postcode	Postcode
Email	<input type="text"/>	<input type="text"/>
Telephone No	<input type="text"/>	<input type="text"/>
Nationality(ies)	<input type="text"/>	<input type="text"/>
Date of Birth	<input style="width: 150px;" type="text" value=" / "/> / <input style="width: 50px;" type="text" value=" / "/>	<input style="width: 150px;" type="text" value=" / "/> / <input style="width: 50px;" type="text" value=" / "/>
Place of Birth	<input type="text"/>	<input type="text"/>
Tax No. OR NI No. (UK)	<input type="text"/>	<input type="text"/>



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 Member of the Association of International Life Offices.

CLI Institutional Limited, registered in the Isle of Man no. 108017C. 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 Member of the Association of International Life Offices.

Canada Life International Assurance (Ireland) DAC, registered in Ireland no. 440141. Registered office: Irish Life Centre, Lower Abbey Street, Dublin 1, Ireland Telephone: +44 (0) 1624 820200 Fax: +44 (0) 1624 820201 www.canadalifeinternational.ie Member of the Association of International Life Offices.

Canada Life International Limited and CLI Institutional Limited are Isle of Man registered companies authorised and regulated by the Isle of Man Financial Services Authority. Canada Life International Assurance (Ireland) DAC is authorised and regulated by the Central Bank of Ireland.