

Key features of the ISA Portfolio

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The Financial Conduct Authority is a financial services regulator. It requires us, Aviva, to give you this important information to help you to decide whether our ISA Portfolio is right for you. You should read this document carefully so that you understand what you are buying, and then keep it safe for future reference.

This document explains the key features of your ISA Portfolio. You should read this with the ISA Portfolio Terms and Conditions (LF01002). ISA Portfolio is administered through the Aviva Platform, an online portfolio management service.

If you have any questions, we recommend that you discuss them with your financial adviser.

Its aims

- To produce growth or income for you through investing in funds and other assets.
- To let you benefit from a tax-efficient investment within an Individual Savings Account (ISA) wrapper.
- To allow you:
 - to invest up to the current HM Revenue & Customs (HMRC) limits in each tax year
 - to invest in a wide range of investments
 - the flexibility to control how or where your money is invested.
- To give a consolidated view of your investments, allowing you to monitor their performance easily and efficiently.

Your commitment

- You should ensure that you retain the services of an adviser as you will need an adviser if you want to make changes to your ISA Portfolio, for example, changing your investment choices.
- To make payments of at least £50 a month or a single payment of at least £1,000 into your ISA Portfolio. You can make regular payments monthly, quarterly, half-yearly or annually. There is no penalty for stopping or reducing your payments.
- There is no minimum or maximum limit on the length of time you can invest, but you should think of stock market investments as a medium- to long-term investments, so you should expect to invest for five years or longer.
- As this is a stocks and shares ISA, HMRC rules state you should only hold cash in your ISA Portfolio that you intend to invest in qualifying stocks and shares.
- To regularly review your investments and the amount of any withdrawals or payments you make. Your financial adviser can help you with this.
- To pay into no other stocks and shares ISAs in the same tax year you pay into this ISA. You may subscribe to a cash ISA held by another provider, but your overall payments across both ISAs should not be more than your yearly limits. These limits can be found in our ISA Portfolio Brochure (LF10082).
- To let us know about any change which might affect the administration of your ISA Portfolio (for example, change of address, change of e-mail address).

Risks

- The value of the investments in your ISA Portfolio and any income from them may go down as well as up and may be worth less than the amount invested.
- We can't guarantee your investment in the ISA Portfolio will grow or that you will always receive a steady income from it. This will depend on the performance of your chosen investments and whether you have made any withdrawals.
- If you cancel your investment within the cancellation period, you may not get back all of your original payment. Please see the 'Can I change my mind?' section of this document for details of your cancellation rights.
- If there isn't sufficient cash in your cash account to cover the payment of any charges or to make any regular payments to you, we will automatically take the amount needed proportionately across the funds you're invested in. We won't sell equities without asking you first. However, we will always use the cash in your cash account to pay any charges or to make payments to you before taking this course of action.
- The price of some investments includes initial and yearly costs that will have an effect on your investments. Initial costs will have an immediate effect on the value of those investments, so you should view such investments as medium- to long-term (typically more than five years).
- Some funds may take their charges from your investment and not from income. This means that whilst income may be boosted, growth may be constrained.
- From time to time, we may contact you and ask you to make decisions about your investments (for example, corporate actions). If you don't get back to us within the timescales we give you, we may be unable to act upon your instructions.
- Investments in emerging or developing markets may carry higher risks as they may be subject to considerable fluctuations in value.
- Small company investments may be less liquid than a larger company, so the price fluctuations may be greater.
- The value of any overseas investments will be influenced by the rate of exchange used to convert to sterling. This means that if sterling strengthens against the currency in which the underlying investments of the fund are made, the value of your investment will reduce (or the other way round).
- If the underlying investments include property, it may take some time before we can sell your investment. In addition, the value of such investments will be a matter of the valuer's opinion at the time.
- As a result of trading practices, there is a possibility that the price of Investments may rise or fall between us receiving your instructions and the time of the transaction.
- You may not be able to sell or switch between funds if the fund manager concerned has deferred or suspended dealing in the fund at that time. This is more likely to occur during times of poor market conditions or when we can't easily convert the assets to cash, such as where the fund invests directly or indirectly in land or buildings.
- Illustrations show how your ISA Portfolio may work for you. They are not a forecast, projection or warranty of investment performance. The actual performance will depend entirely on the investment performance of the underlying investments and any applicable charges.
- It's possible that the current favourable tax treatment of Individual Savings Accounts may change in the future.

Questions and answers

What is the Aviva Platform?

- The Aviva Platform is a portfolio management service which allows you to combine investments in a range of underlying tax wrappers (for example, an Investment Portfolio, an ISA Portfolio and a Pension Portfolio).
- By consolidating your investments, you can easily review and plan your strategy to match your selected goals.
- You can potentially save time and money by seeing everything in one place, as well as benefiting from reduced fund management charges in a large and growing range of investment funds.

What is an ISA?

- An ISA is an Individual Savings Account, a tax-efficient way of saving and investing available to UK residents aged 18 or over.

What is the ISA Portfolio?

- The ISA Portfolio is a stocks and shares ISA.
- It allows you to invest in a broader range of investments than many traditional ISAs. You can make your own investment decisions, together with your financial adviser, who will tell us how you want to invest your money.
- It includes a cash account where you can keep cash to pay for any charges, regular withdrawals or corporate actions. We suggest that you keep 2% of your ISA Portfolio within your cash account to cover charges. Cash will be held in one or more interest bearing client money account(s) or trust account(s) with National Westminster Bank plc. The interest rate payable on the cash account is the Bank of England base rate less 0.10% and is therefore variable.

How flexible is this ISA?

This ISA lets you:

- invest single and regular payments
- hold your payment as cash for a short time while you consider your investment decision
- make withdrawals when you want
- stop paying into your account at any time (as long as you leave a minimum balance)
- cash in your account at any time, as long as there are no relevant trading suspensions being in place. Please see 'When can I get access to my money?' section for more information.
- change your investment choice at any time.
- You can only contribute up to HM Revenue & Customs' current limit in any one tax year. Once you have contributed the full allowance to your ISA, you can't put back in any money you have withdrawn.

You can find the current payment limits in the ISA Portfolio customer guide (LF10082).

How do I invest?

- The minimum amount you can pay into your ISA Portfolio is £50 a month or £1,000 for single payments.
- We will take any regular payments by direct debit. You can make lump sum payments by cheque, direct credit or immediate electronic payments. For lump sum payments and re-registration of your assets from another company, we will give you details of the number of units/shares we buy for you and the price we pay for each unit/share.
- We aim to collect charges from any cash you hold, but we may have to sell investments to cover the charges if the cash amount is not large enough.
- If you also hold an Investment Portfolio, you can make payments from it directly into your ISA Portfolio.
- You can transfer an existing stocks and shares ISA, subject to details set out in the relevant terms and conditions. If you transfer an ISA, you can either:
 - a) re-register the underlying investments without selling them as long as the transferring plan manager agrees. It may not be possible to re-register all your existing funds.
 - b) ask your existing ISA manager to convert the investment to cash then invest it with us. If you choose to do this, your money will not be invested for a period of time. This may mean that you miss out on any growth in your selected investments during this time.
- If you are re-registering, we will let you know when we've completed the process.

What can I invest in?

- The ISA Portfolio lets you invest in an extensive range of investments, including:
 - unit trusts
 - open-ended investment companies (OEICs)
 - investment trusts
 - exchange traded funds
 - equities.

Your financial adviser will be able to give you more information.

- Along with your financial adviser, you can choose the investments in which you want to invest. Investment profiles allow you to specify where your payments are invested. The risk profile of your ISA Portfolio will depend upon your choice of investments. You should make sure you agree a suitable investment profile with your financial adviser. We invest any future payments in line with your chosen investment profile. You can change your investment profile at any time.

How do I change my investments?

- You will need the services of an adviser if you want to make changes to your ISA (for example, changing your investment choices).
- Your adviser can submit online buy and sell instructions. They can also create a range of buy and sell instructions by rebalancing your portfolio to your investment profile. During rebalancing, your money won't be invested for a period of time and may be affected by any adverse market conditions. Please be aware that equities are excluded from rebalancing.
- Unless you instruct us otherwise, we'll invest any additional or regular payments in line with the investment profile within your ISA Portfolio. If there is no investment profile attached to your portfolio, we will hold your payments in cash until instructed otherwise.
- We will hold any uninvested cash in an interest bearing account in line with the Financial Conduct Authority client money rules.

How do I know how much my portfolio is worth?

- Once your ISA Portfolio is opened, you can log onto the website any time between 8am and 10pm seven days a week, to see exactly how your investments are performing. You will also be able to see detailed transaction information online.
- We will send you a statement twice a year showing the performance of your investments, together with any other product portfolio you hold on the Aviva Platform.

When can I access my money?

- You can withdraw money from your ISA Portfolio at any time without penalty from Aviva.
- You may not be able to withdraw money from a fund if the fund manager has deferred or suspended dealing in the fund at that time. This is more likely to occur during times of poor market conditions or when we can't easily convert the assets to cash, such as where the fund invests directly or indirectly in land or buildings. We will tell you if this happens when you ask for a withdrawal.
- You must keep a minimum amount in your ISA Portfolio to keep it open. There may also be minimum limits on amounts remaining in individual funds. You can find this information in the ISA Portfolio customer guide (LF10082).

How much will the advice cost?

- You will agree the cost of the advice you receive with your financial adviser. We will deduct this amount on your behalf and pass it on to your adviser. You can see these costs in your illustration.

What are the charges for the ISA Portfolio?

Aviva charge

- The charges for the ISA Portfolio are designed to be totally transparent, so you can be clear at all times exactly what the costs are. There's more information about our charges below, but please also read the ISA Portfolio customer guide (LF10082). You can get this from your financial adviser.
- We make an annual management charge (the Aviva charge) based upon the value of the investments held in your ISA Portfolio.
- We will deduct the yearly charge from any cash balance in your ISA Portfolio. If there is insufficient cash in your ISA Portfolio, we may sell investments to meet yearly charges. This will reduce the value of your investments. We won't sell equities without specific instructions from you.
- We deduct yearly charges in monthly instalments.

Fund management charges

- In addition to our charge, fund managers may also take a charge. You can find full details of fund manager charges on our website.

Stockbroker charges

- For trading in equities, our nominated stockbroker will charge a fee for each trade. In addition, they will pass on any stamp duty reserve tax and London Stock Exchange charges to you and any charges levied by the Panel on Takeovers and Mergers (PTM). For further information on our nominated stockbroker's charges, please see the ISA Portfolio customer guide (LF10082) or contact your adviser.

What are the tax benefits?

- Subject to the information below, capital growth and income from your ISA Portfolio are currently free from UK capital gains and income taxes. You don't have to pay tax on your withdrawals or include any information about your ISA in your UK tax returns.
- We will credit any income tax we reclaim on interest distributions to the cash balance of your ISA Portfolio.
- UK dividends are paid with an accompanied tax credit of 10% of the gross dividend which is non-recoverable.
- Equalisation refers to accrued income included in the price of any units/shares fund managers buy during a distribution period. We treat this as a return on your investment.
- The precise tax benefits of any investments will depend on your personal circumstances and changing tax laws. If you are in any doubt as to your tax position, we recommend that you talk to your financial adviser or a professional tax adviser. Information on taxation is based on our understanding of current UK legislation and practice. However, tax rules may change in the future.

What happens if I want to change to another financial adviser?

- We will follow your instructions if you decide to change adviser. You must have an adviser to manage your ISA Portfolio. Your adviser will discuss your investment choices with you and make the changes you agree between you.
- You can find information about financial advisers in your area through the independent website, www.unbiased.co.uk.

Can I change my mind?

- You can change your mind within 14 days of receiving your cancellation notice, which we will send to you after you've made your first payment. This notice gives you more details of your cancellation right (including when it begins and ends) and how to exercise it.
- If you cancel your investment, we'll refund your initial lump sum payment, less any amount by which your investments might have fallen in value due to market movements. If you have made any regular payments by the time we cancel your policy, we'll return these to you in full. Any adviser charge that we've taken will also be returned in full.
- Your investment will continue if we don't receive your cancellation notice within the 14 days of you receiving it.
- The cancellation notice includes the address you must send it to if you change your mind about your investment. Alternatively, you can contact us at:



Aviva
PO Box 26957
Glasgow
G2 9DS

- Please read the ISA Portfolio Terms and Conditions (LF01002) for full details on portfolio cancellations.

Can I transfer my ISA Portfolio to another ISA provider?

- You can transfer the full cash value of your ISA Portfolio to another provider, subject to their consent and the details set out in the relevant terms and conditions. If you choose to transfer, your money won't be invested for a period of time and may be affected by any poor market conditions. We won't make a charge for transferring, although there may be charges associated with cashing in or re-registering underlying investments.

What happens if I die?

- If you die, your ISA Portfolio will no longer qualify for preferential tax treatment. It will form part of your estate.
- Your personal representatives must tell us in writing of your death and send us a copy of your death certificate.

Additional Permitted Subscription

Your adviser may open a new ISA Portfolio to utilise any Additional Permitted Subscription where your Spouse/Civil Partner held an ISA Portfolio on their death.

If you hold an ISA Portfolio, you or your adviser may use this for any Additional Permitted Subscription where your Spouse/Civil Partner held an ISA Portfolio on their death.

Your Additional Permitted Subscription is the value of the ISA Portfolio your Spouse/Civil Partner held at the date of their death.

You or your adviser may transfer your funded Additional Permitted Subscription to any other ISA provider.

Once invested your Additional Permitted Subscription will form part of your ISA and follow the Terms and Conditions of the ISA Portfolio.

You have the greater of 3 years from the date of death or 180 days from the distribution of the estate to fund your Additional Permitted Subscription.

Regular payments by Direct Debit are not available to fund Additional Permitted Subscriptions but you may make any number of single contributions.

You do not have to use the funds from the ISA Portfolio held by your Spouse/Civil Partner to fund your Additional Permitted Subscription.

How to contact Aviva

- If you would like further information or if you have any questions, you can write, phone or e-mail:



Aviva
PO Box 26957
Glasgow
G2 9DS



Telephone: 0800 068 2170



e-mail: platformservices@aviva.co.uk

We may record and/or monitor telephone calls.

Other information

How to complain

- If you ever need to complain, please contact the Compliance Officer at:



Aviva
PO Box 26957
Glasgow
G2 9DS



Telephone: 0800 068 2170



e-mail: platformservices@aviva.co.uk

- If you are not satisfied with our response, you may be able to take your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service can look at most complaints and is free to use. You do not have to accept their decision and will still have the right to take legal action. Their contact details are:



The Financial Ombudsman Service
Exchange Tower
London
E14 9SR



Telephone: 0800 023 4567



E-mail: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

Terms and conditions

- This key features document gives a summary of the ISA Portfolio. You should also see the full ISA Portfolio Terms and Conditions (LF01002). You may already have a copy, but if not you can get a copy from your adviser or contact us directly.

Compensation

The Financial Services Compensation Scheme (FSCS) has been set up to provide protection to consumers if authorised financial services firms (like Aviva Wrap UK Limited) are unable to meet claims against them. Whether you qualify for any compensation under the FSCS will depend on the type of investments you hold and different limits of compensation apply to different types of investment. In some circumstances you might not receive any compensation under the FSCS.

The availability of compensation depends on:

- The type and structure of the investments you choose within your product;
- Which party is unable to meet its claims; and
- Whether you are UK resident at the time you took out the product.

Where compensation is available in relation to any of your investments Aviva Wrap UK Limited (or its Nominee) will make a claim under the FSCS on your behalf.

Portfolio Provider

If you suffer a financial loss as a result of the portfolio provider, Aviva Wrap UK Limited, becoming unable or unlikely to be able to meet its claims, each client will normally be able to claim under the investment section of the FSCS up to a maximum amount of £50,000 per person.

Collective Investments and Equities

Collective investments are held in an Aviva Nominee account under the name of an Aviva company that does not undertake any other trading activity. Should the individual fund manager become unable or unlikely to be able to meet its claims, Aviva Wrap UK Limited or its Nominee will be eligible to claim compensation under the FSCS although this will be restricted to 100% of the first £50,000 held per person per fund manager.

In respect of equities, the assets are held by our nominated stock broker in a Nominee account and Aviva Wrap UK Limited should be able to make a claim under the FSCS should the stock broker be unable to return the assets for any reason. The protection provided would be 100% of the first £50,000 per person per stockbroking firm.

Structured Products

Currently, we make certain structured products available through our portfolios. Aviva purchases the structured product on your behalf. If the issuer of the securities is unable to meet its claims, it is highly unlikely that you would be covered by the FSCS. If however, the Aviva company which makes the product available is unable or unlikely to be able to meet its obligations, then there should be a claim under the FSCS (up to 100% of the first £50,000 per person) providing the issuer of the securities is able to meet its claims.

Cash Account

For the cash account (a UK deposit account), the money is held within a client money account and therefore Aviva Wrap UK Limited is normally entitled to claim up to £85,000 reducing to £75,000 from 1 January 2016, on behalf of each client. This limit will also take into account any other accounts you hold with that institution. We currently use National Westminster Bank plc as the provider of the cash account on the Aviva Platform although this may change from time to time.

For further information on the FSCS scheme, see www.fscs.org.uk or telephone 0800 678 1100 or 0207 741 419.

Law

- The law of England will apply in legal disputes and your contract will be written in English. We'll always write and speak to you in English. We're regulated by the Financial Conduct Authority:



The Financial Conduct Authority
25 The North Colonnade
Canary Wharf
London
E14 5HS

Potential conflicts of interest

There may be times when Aviva plc group companies or our appointed officers have some form of interest in the business being transacted.

If this happens or we become aware that our interests, or those of our officers, conflict with your interests, we'll take all reasonable steps to manage that conflict of interest. We'll do this in a way that treats all customers fairly and in line with proper standards of business.

Client classification

The Financial Conduct Authority has defined three categories of customer. You have been treated as a retail client, which means that you will receive the highest level of protection offered by the Financial Conduct Authority rules and guidance.

Suitability of product

You will have received advice from a financial adviser when you bought this product. This means that you benefit from the protection provided by the Financial Conduct Authority's rules advisers must follow when giving financial advice.

We provide services to advisers and other firms, designed to enhance the quality of the service they provide to their customers.

For further details of the services we have provided to your adviser, or if you have any questions, you can write, phone or e-mail:



Aviva
PO Box 26957
Glasgow
G2 9DS



Telephone: 0800 068 2170



e-mail: platformservices@aviva.co.uk

Braille, large font, audio material

You can order our literature in Braille, large font or audio.

Just call **08000 686 800** or email **helpdesk@aviva.co.uk** and tell us:

- the format you want
- your name and address
- the name or code of the document. The code is usually in the bottom left hand corner on the back of most documents.

Calls may be monitored/recorded for our joint protection.