

Personal Pension Key Features and Terms & Conditions.

What is the purpose of this document?

This document provides you with the Key Features and Terms & Conditions of the True Potential Investments' (TPI) Pension and should be read in conjunction with the:

- Discretionary Management Service Agreement;
- TPI Dealing and Custody Service Agreement;
- True Potential Portfolio Factsheet;
- Personal Illustration; and
- Best Execution Policy.

These documents are designed to provide you with enough information to enable you to decide whether opening a TPI Pension is right for you. You should read these documents carefully and keep them in a safe place.

For the purposes of this document "we" or "us" refers to True Potential Investments LLP.

Section A – key features.

This section gives you the main points about the TPI Pension.

The firm and our services

True Potential was launched in 2007 with the aim of revolutionising the way wealth management is delivered. We believe that by using technology to deliver financial services, we empower clients to take control of their financial futures. In order to achieve this aim, TPI has become a regulated platform operator, investment manager, custodian, pension operator and administrator and we own our own platform (True Potential Wealth Platform).

Who regulates us

We are authorised and regulated by the Financial Conduct Authority. Their address 12 Endeavour Square, London, E20 1JN. Our firm reference number is FRN 527444

What questions should I ask before I invest?

This document gives you the answers to some very important questions. These are set out on the following pages and will help you decide whether the TPI Pension is suitable for you.

Aims of the TPI Pension

- To give you the opportunity to invest a sum of money into a range of investments through the True Potential Portfolios discretionary managed service with the aim of increasing the value of your investment;
- To allow you to make one-off or regular payments or contributions;
- To allow you to transfer an existing pension into the TPI Pension; and
- To offer a tax-efficient way of saving for your retirement.

Your commitment

- You must take care to read all of the relevant literature and information provided to you;
- You will pay the associated fees and charges, as set out in the Fees and Charges section;
- You will make at least one payment into your TPI Pension to open the account. This can be a member contribution, employer contribution or a transfer from another recognised pension scheme;
- The money invested must stay in a pension, usually until at least the age 55, and be used to provide retirement benefits;
- You can only open and hold a TPI Pension on the True Potential Wealth Platform;
- Where instructions are placed online via your account, the True Potential Wealth Platform will take in good faith that you placed them personally. You must keep your unique login details secure; and
- Before opening a TPI Pension, consider whether you have sufficient experience of investing and decide whether you are prepared to be responsible for the investment decisions you make.

Section A – key features.

Main risk factors

- With investing, your capital is at risk;
- Investments can fluctuate in value and you may get back less than you invest;
- What you get back will depend on future performance, nothing is guaranteed. Past performance is no guarantee of future performance;
- Your retirement income is not guaranteed;
- Inflation will reduce what you can buy in the future;
- The charges outlined below may increase;
- Your investments may grow less than illustrated;
- Tax rules and government pension policy can change at any time;
- If you have transferred from another pension scheme the benefits may not be comparable;
- If you cancel and your investments have fallen in value, you will not get back the full amount you invested or transferred;
- As the Pension investments are held on a Wealth Platform, there is a risk that our systems and a fund manager's systems could show differing amounts whilst transactions are processed. In the instance that True Potential went out of business whilst the systems weren't aligned, you may not get the full amount of your investment returned; and
- Tax treatment depends on the individual circumstances of each client and may be subject to change in the future.

True Potential Investor does not offer or provide advice. If you need financial advice, then you should consult a qualified professional financial adviser.

Fees & charges.

Fee	Amount	Frequency
Platform Fee	0.40% of the value of your investments per year	Monthly
CHAPs Charge	£15.00 per CHAPS transfer	One-off when you request a payment by CHAPS. Note there is no charge for a BACS payment.
Income Drawdown Administration Fee	£250	One-off in certain circumstances outlined below*

Fees are taken from cash holdings, if there is not a sufficient cash balance on your account to cover the fee, the remainder will be raised by selling units from the largest holding. TPI calculates the fee daily based on the value of the Investments held in your portfolio at the close of business and then collect fees automatically from your investments once a month.

The platform fee of 0.40% covers:

- Administration of investments;
- Custodian service;
- Safekeeping of your assets;
- 24/7 access to your account; and
- Live chat, email and telephone support

In addition to the above, there will be costs and charges related to the underlying investments. Please refer to your Portfolio Factsheet or Fund Factsheet and Personalised Illustration document for further details.

As the Platform Fee is charged as a percentage of your investment, the amount that you will pay will vary based on the value of your investment.

Questions and answers.

Who might the TPI Pension be suitable for?

A client who:

- would like to take control over their own pension;
- may be looking to bring different pension arrangements into one place;
- agrees to invest in a selected range of funds, detailed in our Permitted Investment List;
- would like to build up a retirement fund in a tax-efficient way; and/or
- is prepared to commit to having their money tied up (in the TPI Pension), normally until at least age 55.

True Potential Investor is not able to provide advice. If you are unsure about any of these points you should seek help from a qualified Financial Adviser

Who can open a TPI Pension?

You must:

- be a UK individual (see below for more information);
- not be a United States person or citizen (see below for more information); and,
- not be an un-discharged bankrupt.

An individual is a relevant UK individual for a tax year if they:

- have relevant UK earnings chargeable to income tax for that tax year
- are resident in the United Kingdom at some time during that tax year
- were resident in the UK at some time during the five tax years immediately before the tax year in question and they were also resident in the UK when they joined the pension scheme;
- have for that tax year general earnings from overseas Crown employment subject to UK tax (as defined by section 28 of the Income Tax (Earnings and Pensions) Act 2003); or
- are the spouse or civil partner of an individual who has for the tax year general earnings from overseas Crown employment subject to UK tax (as defined by section 28 of the Income Tax (Earnings and Pensions) Act 2003).

An individual is a relevant United States person or citizen if they are:

- a citizen or resident of the United States;
- an individual born in the United States, Puerto Rico, Guam or the US Virgin Islands;
- are an individual who has a parent who is a US citizen;
- are a former alien who has been naturalised as a US citizen;
- a person that meets the substantial presence test; or
- any other person that is not a United States foreign person.

Questions and answers.

How can I open a TPI Pension?

You will need to:

- read this Key Features and Terms & Conditions document; and
- complete an online submission, confirming that you agree to the Terms and Conditions

Your investments will be held on our Wealth Platform. Please refer to Section B - Terms and Conditions for more information.

Where is my money invested / can I switch my money between Investments?

The nature of the discretionary service is such that TPI will assess which investments are right for you based on the suitability information we receive, and the appropriate investments will then be selected by our professional portfolio managers on your behalf, therefore it is possible that your investments in the pension will be 'switched'.

Can I transfer my TPI Pension?

You can transfer your fund to another pension arrangement at any time. You may hold pension savings in different Schemes, such as defined contribution and defined benefit pensions. Under current rules you can transfer pension savings separately and to different places. For example, keep a defined benefit pension where it is, but transfer a defined contribution pension. You can transfer your pension savings as long as you have not purchased an annuity.

For more information please visit The Pension Advisory Service website at www.pensionsadvisoryservice.org.uk.

Can I transfer money from another pension scheme into this one?

If you have a pension scheme with another provider, you can transfer the value of it to this scheme. If the pension scheme you are transferring money from allows you to take more than 25% of its value as pension commencement lump sum when you take your benefits or allows you to take your benefits early, you may lose this entitlement when you make your transfer unless the transfer forms part of a block transfer.

Transferring funds between pension schemes is an important decision, so we recommend that you consider speaking to a Financial Adviser in the first instance. Advice must be taken for transfers of £30,000 or more from defined benefit schemes.

Questions and answers.

How much can I pay in?

You, and/or a third party and/or your employer, can usually pay up to £60,000 into your pensions. This is known as the Annual Allowance. This is also subject to the limits set out below. You receive tax relief on your contributions as you pay into your pension and your savings have the possibility of growing with minimal tax.

The actual amount you can pay in a tax year for tax relief purposes is the greater of:

- gross contribution of £3,600; or
- 100% of your relevant UK earnings, subject to the annual allowance.

For example, if you earn £30,000, you should be able to contribute £24,000 to your TPI Pension, to which the UK Government will automatically add (20%) basic-rate tax relief of £6,000. This is subject to the Annual Allowance. Under certain circumstances you may be able to pay contributions in respect of up to three previous tax years. This may apply when you have not paid the full annual allowance in any of the previous three tax years.

How do I obtain a valuation of my TPI Pension?

You will have access 24 hours a day to valuations on your personal True Potential Investor Client Site and through our mobile apps, where you can also give instructions to manage your account.

How will my tax relief be funded?

The amount attributable to tax relief will be credited into your account upon our receipt from the UK Government. It normally takes between 7 and 11 weeks for tax relief to be credited to your account.

Annual allowance

The Annual Allowance is a limit to the total amount of payment that can be paid to defined contribution pension schemes and the total amount of benefits that you can build up in defined benefit pension schemes each year, for tax relief purposes. Tax is a complicated subject and you may wish to seek advice if you feel this will affect you. For more information please see the HMRC website at www.hmrc.gov.uk.

Money purchase annual allowance

The Money Purchase Annual Allowance (MPAA) may apply to you if you have flexibly accessed pension benefits on, or after 6th April 2015. Your pension scheme or provider will have informed you if you have flexibly accessed your pension benefits. Examples of drawing benefits flexibly include taking income from flexi-access drawdown or a cash lump sum (Uncrystallised Funds Pensions Lump Sum). The MPAA is currently £10,000 per annum

Tapered annual allowance

The £60,000 annual allowance is reduced by £1 for every £2 of adjusted income exceeding certain thresholds. The threshold income, which is broadly net income before tax (excluding pension contributions), is £200,000. The adjusted income, which is broadly net income plus pension accrual, is £260,000. The minimum tapered annual allowance is £10,000.

Questions and answers.

Carry forward

Any annual allowance not used in recent previous tax years can potentially be carried forward to the current tax year and added to the current year's annual allowance. This may give a higher available annual allowance to use against the current year's total pension input amount. Pension rules are complex; therefore you may wish to seek advice if you feel this will affect you.

What is the lifetime allowance?

The lifetime allowance limit in the 2023/2024 tax year is £1,073,100. This is the total value you can build up in pensions without incurring an excess charge. This is measured at benefit crystallisation events such as when you commence to draw benefits from your pension. However, during the current tax year where you make withdrawals in excess of the LTA, no LTA excess charge would apply. Your excess will be taxed at your marginal rate of income tax.

How flexible is the TPI Pension? The TPI Pension can accept:

- Debit card payments;
- Direct debits;
- Bank transfers;
- Cheque payments;
- ImpulseSave®;
- Transfers from existing pensions; and
- Contributions from your current or previous employer.

You can transfer your TPI Pension to another plan manager subject to their Terms & Conditions. Once your account is opened, you can only invest in True Potential Portfolios. In specie transfers are permitted (if available).

Capital gains tax

You don't pay capital gains tax on your pension funds.

Income tax

Any pension income will be taxed as earned income.

We've based this information on our understanding of current law & HM Revenue and Customs practice. Your individual circumstances and future changes in law and tax practice could affect the amount you pay. For more information please visit the HMRC website at www.hmrc.gov.uk or speak to a Financial Adviser.

How will I know how my TPI Pension is doing?

As part of the True Potential Service you will have access to a personal True Potential Investor Client Site which will give you access to the value of your investments 24 hours a day. In addition to this we will send you an annual statement, which shows how your scheme is doing.

Questions and answers.

What if I want to cancel my TPI Pension?

You have 30 days from the date you receive your scheme documents to cancel your scheme. This is called a cooling-off period. To cancel, please complete and return the Cancellation Notice that we send you with your scheme documents, or write to us using secure messaging on your True Potential Investor Client Site. Once we receive your cancellation instruction, we'll normally give you all your money back.

However, if you start your scheme with a one-off payment, we'll value your units on the date we receive your cancellation instruction. If the value of your units has fallen, you will get back less than you paid in. If you do not exercise your right to cancel within the 30-day statutory period, the contract will become binding. We'll not return any money to you except in the form of a benefit payable in accordance with the rules.

What happens if I move abroad?

If you move abroad and are no longer a resident of the UK this will have an impact on your ability to top up this product.

How do I turn the value of my TPI Pension into benefits?

The value of your pension scheme includes money you've invested, less charges plus any growth. This value is known as your pension fund. Since the 6th April 2015 regulations allowed added flexibility in how you draw your pension savings. There are four main options which may be used in combination:

- **Flexi-access drawdown** – a form of drawdown which allows you to take an unlimited amount of income or lump sums from your pension fund. This has replaced flexible and capped drawdown, although existing capped drawdown plans will continue.
- **Uncrystallised Funds pension lump sum** – Take a single or series of cash lump sums from your pension savings.
- **A pension annuity** – an investment that guarantees to pay a secure income for the rest of your life, regardless of how long you live.
- **Pension directly from a pension scheme** – occupational pensions schemes are not changing. You will still be able to draw a pension from any occupational pension scheme you are a member of.
- **Capped drawdown** – if you have an existing capped drawdown you may be able to top it up from uncrystallised funds.

Accessing capped drawdown does not make a scheme member liable to the MPAA.

This is subject to the rules of your scheme. Please contact us as you approach retirement and we will let you know which of these options we may be able to offer you. Pension rules are subject to change and the rules may change when you decide to draw your benefits.

Whatever you decide to do with your pension pot – you don't have to stay with us. You should shop around and depending on the choices you make, you may find something more appropriate elsewhere, with alternative features, investment options or charges.

Questions and answers.

How much will my income be?

You can use your pension fund to generate an income. The size of your pension fund, to generate this income will depend on many factors such as:

- the amount that has been paid into the plan;
- how long you have been making payments;
- the performance of the fund(s) you have invested in;
- the age you choose to take your benefits; and
- the amount of charges you've paid.

The size of your income will depend upon many factors including how you draw your pension. For an example of the income you could receive, please see your illustration.

When can I take retirement benefits?

Usually you are able to start taking retirement benefits at any time from age 55. You may be able to take retirement benefits early if:

- you have medical evidence you cannot carry on your occupation;
- you have a protected retirement age; or
- you have life expectancy of less than 12 months.

What if I don't tell you when I want to take my benefits?

We'll assume that you'll take your money out:

- At age 65, if you were born before 5th December 1953;
- At current State Pension Age if you were born between 6th October 1954 and 5th April 1960 and reached your 66th birthday; and/or
- At age 75 if you're already 65 or state pension age at joining.

Don't forget that State Pension Age is changing over the next few years, see www.direct.gov.uk/spacalculator.

What are my options when I choose to retire?

You can:

- convert your pension into income by buying an annuity;
- take an income directly from the pension fund (income drawdown);
- take a tax free lump sum (normally up to 25% of the funds value) and a smaller income; or

If your TPI Pension is worth £10,000 or less, you can take the whole pot as a "Small Pot" payment if you meet the following conditions:

- you are aged 55 or above;
- the payment ends your entitlement under the pension arrangement; and
- you have not previously received more than two payments under the Small Pots rule.

You can have up to 3 Small Pot payments, but these must be from 3 different arrangements. This can either be from different providers or separate arrangements under the same provider.

Questions and answers.

What happens when I die?

As the TPI Pension is held within a trust, it does not usually form part of your estate. Our Trustees will pay the benefits to your beneficiaries. You can make an Expression of Wish, setting out who you would like to receive the benefits, at any time in writing but the Trustees will not be bound by these wishes although they will take them into account. Death benefits are paid as cash by selling Investments.

When we are notified of the death of a Registered Contact funds remain invested until we receive approval from our trustees to proceed. We will not accept any instructions to sell down from a solicitor/adviser and will fully sell the account down to cash following our own trustees approval.

What happens if I die before taking any retirement benefits?

The whole fund can be paid as a lump sum to your beneficiaries, which should not normally be liable for Inheritance Tax.

If you are aged 75 or older at the date of your death, any lump sum payment will be taxed at the recipients' marginal rate of Income Tax. If you are aged under 75, there is no tax charge on any lump sum payment unless the lump sum is greater than your available Lifetime Allowance and the funds have not been previously tested against this Allowance. Under the TPI Pension there is also the facility to provide a pension income. This would be taxed as set out above.

Alternatively, funds can be transferred to another registered pension scheme, which also offers a drawdown pension, or the proceeds can be used to purchase a lifetime or short-term annuity or scheme pension.

Can I save my money in cash?

No.

Where can I get guidance about what to do with my pension?

Two free and impartial services, set up by the government, are available to give you more information about pensions. General guidance on all aspects of pensions is available from The Money Advice Service www.moneyadviceservice.org.uk. Telephone 0800 138 7777.

For people over 50, Pension Wise is also available. This government service offers guidance to people with personal pensions on all the options available for their pension savings. You can have a free consultation online, over the phone and face to face. Find out more at www.pensionwise.gov.uk. Telephone 0800 138 3944.

Your right to change your mind

You have a legal right to cancel your TPI Pension if you change your mind. If you wish to cancel, then you must do so within 30 days of the date that you agreed to the terms and conditions in this document. Cancellation rights also apply if you transfer an investment to us. You will have 30 days from the date of the instruction to exercise your right to cancel.

Questions and answers.

What if I have a query or complaint?

If you have a complaint, contact us at the following:

True Potential Investor
Newburn Riverside
Newcastle Upon Tyne
NE15 8NX

T: 0191 242 4868

E: complaints@tpllp.com

Secure message: via your online account at www.tpinvestor.com

Your complaint will be handled in accordance with our internal procedure and the Financial Conduct Authority (FCA) rules governing complaints. We will register your complaint on the date that we receive it and will respond within five business days of that date. A copy of our Complaints Management Procedure is available online at www.tpinvestor.com/complaints/ or can be requested via any of the above channels and will be provided free of charge. If your complaint is not dealt with to your satisfaction the matter may be referred to the Financial Ombudsman Service at Exchange Tower, London E14 9SR.

T: 0800 023 4567 or 020 7964 1000

E: complaint.info@financial-ombudsman.org.uk

W: www.financial-ombudsman.org.uk/

Any such action will not affect your right to take legal action.

What is the financial services compensation scheme (FSCS)?

Your cash and investments are held separately to our own accounts. As such, in the event that we or a depositor we use failed financially, your cash and assets would remain yours as they are segregated. As part of any wind down process, the administrator is obliged to return them to you. In the event that we, a depositor or a fund manager are unable to meet the liabilities to you in full, you may be entitled to redress from the Financial Compensation Scheme (FSCS).

FSCS

PO Box 300

Mitcheldean

GL17 1DY

T: 0800 678 1100

We ensure that any deposit takers used (e.g. banks) are covered by the Financial Services Compensation Scheme (FSCS). This means that you could be covered by the FSCS up to the prevailing rate for each separately authorised deposit taker – subject to eligibility for compensation. Should TPI fail financially, your investments will be covered at the relevant FSCS rates at the time, the maximum level of compensation for claims under the Investment Business section of FSCS is £85,000 per person, per firm that defaults – subject to eligibility for compensation. This information will be available in the Fund Prospectus.

Section B – terms & conditions.

This section provides the Terms & Conditions (the “Terms”) for the TPI Pension.

We don’t provide any recommendations or advice in relation to the suitability of any account or investment. The availability of the True Potential Portfolios and TPI Pension doesn’t imply that it is necessarily suitable for you and you should seek advice from a Financial Adviser if you are unsure.

1. Important information about your investment

1.1 About the True Potential wealth platform

The True Potential Platform is a collection of services and tools that you use to arrange, manage, and track your investments easily. The platform holds circa 3,000 investment funds which, depending on your circumstances, could be used to achieve your investment objective. The True Potential platform has been in operation from 2011 and we have a great deal of experience in helping people access and manage their investments effectively. The platform is designed to enable clients to manage their investments more easily; and either through an intermediary or directly (where appropriate), you can instruct us to buy, sell and switch your investments.

If you have existing investments with other providers you can arrange to transfer these to the True Potential Wealth Platform, through your personal Client Site. If you wish to withdraw money from your account, you can request this by sending a secure message to our support team through your online account. You will receive a contract note for every transaction that takes place on your account and you can also view the value of your investments 24 hours a day on your personal Client Site. You may also receive other statements such as tax statements and these are available on your personal Client Site for reference.

1.2 Your application

The Application is for the establishment of your TPI Pension and, as such, must satisfy the requirements set out.

- We cannot open an account for you without an online application, subject to passing our identity verification checks;
- Your application won’t proceed if your identity and address certifications are incomplete;
- Investments within your TPI Pension are held in the name of True Potential Nominee Limited, which is the nominee company we use in our capacity as Custodian but will always remain in your beneficial ownership and will not be lent to third parties or used as security for loans;
- We rely on the information and declarations contained in your application in considering whether or not to hold your investments. If it comes to light that any of this information or these declarations are false or misleading in any material way, we reserve the right to amend or terminate your investments;
- We reserve the right to request supplementary documents from you at any point during the term of your investments being held without giving any reasons; and
- We reserve the right to reject all or any of your application for any reason, at our discretion.

Section B – terms & conditions.

1.3 Retail clients

Our policy is to treat most clients as Retail Clients in order that they receive the fullest regulatory protections and avenues of recourse available. If this status does not apply to you, you can inform us of your correct status in writing.

1.4 Fees & charges

See Section A – Key Features for the charges applicable to your TPI Pension. There is a more detailed description of the charges in your Portfolio Factsheet and Personal Illustration.

1.5 Carrying out transactions in your True Potential Investor account

1.5.1 Form of instructions

We will only act on instructions from you as communicated through your True Potential Investor Account. If we receive an instruction from a third party, for example another financial services provider, we will always require your approval before acting on that instruction. Where you fail to provide the information required, or fail to comply with these terms, or where the instruction in question is otherwise incomplete or ambiguous, we shall be entitled, at our discretion, to:

- Delay the acceptance of the instruction whilst TPI seek clarification from you or, in the case of a cash transfer instruction, identify the funds in question
- Reject the instruction; or
- Execute the instruction in respect of the investment, or such class or designation of the investment, which appears to be the closest to the Investment described in your instruction, without liability to you for any loss which you may incur as a result.

Where you request that we cancel an instruction, prior to completion of the transaction in question, we will use reasonable steps to cancel the instruction. However, if we are unable to cancel the instruction in question, we shall have no liability. In accordance with the rights afforded to TPI under the terms set out in the TPI Dealing and Custody Service Agreement, TPI as Custodian reserves the right to sell or realise in any other manner (including liquidation) any investment allocated to your account which we consider to be prejudicial to the operation, tax or regulatory status or integrity of your account. In exercising the rights above, we will consider, amongst other things:

- any current or proposed legal, regulatory or other official requirements applicable to the operation of the account;
- whether the relevant Investment has become valueless; and
- whether the relevant Investment is, directly or indirectly, contrary to these Terms & Conditions, contrary to public policy (for example, where it is in a company whose activities are regarded by us as being illegal), or unethical or otherwise of a nature that may be of detriment to our reputation.

Where TPI invests, divests or modifies your holding at any time in accordance with the rights afforded to them under the terms of the Discretionary Management Service Agreement, you will be deemed to have given TPI as Custodian an instruction to execute on your behalf. The details of an instruction, which we have received and accepted, will be set out in your True Potential Investor account as well as a contract note, which will be available online through your True Potential Investor Client Site.

Section B – terms & conditions.

1.5.2 Withdrawal instructions

You can elect, by way of a valid instruction, to have withdrawals paid to your Nominated Account held in your name on a single or regular basis, subject to any applicable contractual, legal or regulatory restrictions and to such Instruction being for no less than any minimum that might apply. Money will normally be in your bank account within 10 working days from the date we receive a valid instruction, but in exceptional circumstances may take longer.

Payments of regular withdrawals will be made:

- Monthly, quarterly, biannually or annually; and
- On the 1st of the month (or, where this is not a Banking Day, the immediately preceding Banking Day).

All withdrawals are subject to a right of set-off against any monies which you owe to us, but which remain unpaid at the time in question.

1.5.3 Instruction conditions

- Instructions for cash withdrawals will only be paid by direct credit to the Nominated Account held in your name linked to your account;
- All instructions are deemed to be inclusive of costs, expenses and charges unless expressly notified otherwise by us; and
- You are prohibited from giving any instructions if, at the time in question, you are situated in the USA.

1.5.4 Variation to normal business hours in december

Notwithstanding anything to the contrary in these Terms & Conditions, our offices will close at 12pm on the Business Day immediately before Christmas Day and on the Business Day immediately before New Years' Day.

1.6 Cash

1.6.1 Cash deposit instructions and cleared funds

Where the balance of cash falls to £0, we may, at our discretion, sell investments in your TPI Pension to a value equal to or as near as possible (rounding up) to the value of any withdrawals for which we have instructions to settle within approximately 10 working days of the sale date, subject additionally to the minimum investment sale.

1.6.2 Interest

Where your TPI Pension has a cash balance, we will not pay any interest earned on the amount to you.

Section B – terms & conditions.

1.6.3 Use of cash

Cash will be used to debit from you:

- The amount of any payments made to our Trustee bank account in respect of which we have received an Instruction from you
- The amount of our Wealth Platform charges payable; and
- Any other applicable charges which may be due from time to time.

To credit to you as new cash:

- Cash deposits which you make from time to time;
- The proceeds of sale of Investments in respect of the TPI Pension (net of all costs, charges, fees, expenses, duties or other liabilities in connection with such sales);
- Income (including, without limitation, dividends) received in respect of Investments allocated to the TPI Pension; and
- Interest, in accordance with the provisions set out previously; and where it is not permissible by law and/or regulation to debit or credit such amounts from, or to the cash balance of the TPI Pension in question, or where we from time to time consider such debit or credit of cash would be prejudicial to the operation of the TPI Pension or to the tax or regulatory status or integrity of the TPI Pension, we will make such debits and/or credits from and/or to your cash account instead.

1.6.4 Settlement

Where a transaction relating to Customer Assets is due to take place on a particular date, we may record it as happening on that date, even if there is a delay. However, if the problem is not resolved promptly, we may adjust our records to show that the transaction did not in fact take place.

1.6.5 Cash held in your account

The Cash within your TPI Pension is held in a client money account at a Bank/Credit Institution of our choosing and these accounts are operated in accordance with the client money rules of the FCA.

1.7 Electronic documentation

By agreeing to these Terms & Conditions you, agree to all your documents relevant to your transactions (Contract Notes, Statements and Custody Statements, etc.) being placed electronically within your True Potential Investor Client Site. Should you require paper copies of documentation please contact us in writing at:

True Potential Investor
Newburn Riverside
Newcastle upon Tyne
NE15 8NX

Copies of documentation will be provided upon request.

Section B – terms & conditions.

1.8 Closing of your account

1.8.1 Closure by you

Generally, the manner in which accounts are closed will be for the investments to be:

- Encashed and the net sale proceeds to be transferred to another Pension provider; or
- Transferred to another True Potential Investor account.

We will follow your instruction to the extent that it complies with these Terms & Conditions and does not breach any legal or regulatory restrictions.

There will be no charge incurred for closing an account.

Immediately prior to the withdrawal or transfer of cash and/or Investments, we will first deduct all costs, charges, fees, expenses, taxes, levies or other liability of whatever description which have accrued in respect of the TPI Pension in or before the date of the transfer or withdrawal and which are calculated but have not yet been paid.

Notwithstanding the closure of your TPI Pension, you will remain liable for any, costs, charges, fees, expenses, or other liability of whatever description which have accrued in respect of your TPI Pension prior to the date of such transfer or withdrawal but which have not been so deducted until such time as they are paid in full by you.

1.8.2 Closure by us

We are entitled to close your TPI Pension where:

- You have failed within a reasonable timeframe to provide any documentation we have requested from you in order that we can fulfil our regulatory or statutory obligations (including, but not limited to, the failure to provide suitable evidence to enable you to verify your identity in accordance with anti-money laundering rules and regulations in force); or
- We are obliged or instructed to do so by the terms of a Court Order.

During the period from the date of the notice of closure and the date on which the final cash is returned to your Pension provider or deposited in to your Nominated Account(s), your TPI Pension will be frozen and you will be unable to make contributions or withdrawals.

Where the balance of your Cash within the TPI Pension cannot be returned to your Pension provider or transferred to your Nominated Account due to a legal or regulatory restriction, we will accept your instruction as to where to transfer this balance to, provided that the instruction does not breach any legal or regulatory restriction.

We will not be liable to you for any, costs, charges, fees, expenses, taxes, levies or other liability of whatever description which are triggered, accrued or crystallised by the closure of your TPI Pension. The provisions for us to close or wind up the scheme whereupon we will cancel its contract with you, are contained in the Trust Deed and Rules. These are available on request.

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1.9 Our role

TPI has full authority to:

- a) Execute actions on your behalf which may be reasonably required to enable us to execute a transaction on your behalf;
- b) Hold your account(s) and undertake any necessary custodial, settlement or administrative steps in order to administer that account;
- c) Transfer cash or investments, which we hold on your behalf, in connection with the settlement of transactions;
- d) Select trading venues to effect transactions on your behalf (for further details of this please refer to our Best Execution Policy);
- e) Amend, negotiate, execute or otherwise bring into effect all such relevant agreements in the name of or on behalf of you; and
- f) Take any other action (inclusive of, and without limitation, day to day decisions) that we reasonably consider to be necessary or desirable under these Terms and Conditions.

In order for TPI to carry out our services under these Terms, you will execute and deliver any authorisations and documents as may be reasonably necessary.

We will not:

- provide investment or tax advice;
- assess the suitability of the TPI Pension;

1.9.1 Our wealth platform

A 'Wealth Platform' is a place where a variety of different investment related processes and activities can be conveniently carried out. Our Wealth Platform is where the True Potential Portfolios are placed, held and managed.

TPI is responsible for the Client Money Bank Accounts ("Client Money Accounts"). These accounts are used for the administration of any cash received and paid to you for the purposes of investments.

When we place trades for you, they are placed in the name of True Potential Nominee Limited on behalf of TPI. Once the transactions have been completed, the assets are held in the name of True Potential Nominee Limited on the behalf of TPI.

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1.9.2 Safe custody of assets

All client custody accounts are operated in accordance with the applicable FCA Regulations. Under the applicable regulations, we are required, amongst other things, to “make adequate arrangements to safeguard clients’ ownership rights and to prevent the use of safe custody assets belonging to a client on the firm’s own account”.

We have procedures in place designed to meet the following obligations:

- Records and accounts are kept as necessary to enable us to distinguish safe custody assets held for one client from the safe custody assets held for any other client and from our own applicable assets; and
- Reconciliations are made to our own internal accounts and records and those of any third parties with whom safe custody assets are held (i.e. Sub- Custodians).

We may appoint the use of a third party Sub-Custodian to administer and hold certain asset types. In appointing such a party, all client assets may be held in an omnibus position by the third party Sub-Custodian. This means that certain securities may therefore be registered collectively in the same name for all the Custodian’s clients therefore your individual entitlements may not be identifiable by separate certificates or other physical documents of title. We shall have responsibility for any matters properly relating to your assets including, without limitation, the safekeeping of your investments and the settlement or clearing of your transactions.

1.9.3 Cash deposits and client money

All client cash deposits and redemption proceeds are held in a client money bank account with a Credit Institution of Our choice. All the client money accounts are operated in accordance with the applicable FCA Client Money Rules. We have made arrangements to ensure that all client money bank accounts are segregated from our own assets and the name of the client money accounts also makes it clear that the assets held within the account are for the benefit of clients and not ourselves. Client money accounts can be opened with authorised banks held inside and outside the EEA in accordance with FCA client money rules.

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1.9.4 Fractional holdings and mandatory corporate actions

From time-to-time trading instructions and events such as dividend reinvestment or corporate actions may result in you receiving a fraction of a unit or share in an asset (typically less than one unit or share). Where you receive a fraction of a unit or share in an asset traded on an exchange we will sell the relevant fractions and pay the proceeds to you as cash on your account.

There may be situations where we are unable to sell the fraction on the open market, or we are no longer able to administer that fractional unit or share and/or it is disproportionately expensive for us to continue to administer that fractional unit or share on your account. This may result in True Potential Investments removing the fraction of a unit or share you may hold and replacing it with a small cash balance to an equivalent value, on your account.

If the fraction of a unit or share in an asset has a monetary value of less than one penny sterling (GBP), cash proceeds received by you as a result of True Potential Investments selling the fraction will be rounded up to the nearest whole penny sterling (GBP).

Where there is a mandatory Corporate Action which leads to an asset merger and acquisition, True Potential Investments will automatically update all current standing and future investment instructions held for a client account with the new asset International Securities Identification Number (ISIN) if required. A client will be notified in advance of any Corporate Actions requiring a change to the investment ISIN held.

2. Communications with you

We will rely on any communication, which we reasonably believe to have been made by you. We have appropriately strict security procedures in place to help protect your account and to verify your identity, so you will be required to honour any instruction made by you or on your behalf and you will be responsible for expenses incurred. You are responsible for providing us with correct and up to date contact details, including your postal and email address. If you change your postal or email address in the future, please tell us immediately. Our main form of communication with you will be through your online account and by email to the address you have provided. When we write to you by post we will do so by standard class mail (or on request, we can send it by registered post at your expense).

We are not responsible for the loss of any documents, or the cost of replacing them, or for any other loss, cost or expense resulting from delay, or failure of delivery of, any communication we send or receive. Provided that we send you correspondence to the email address and/or postal address you have provided, we will not be deemed to have failed in any duty of privacy, nor be liable for any losses, costs or expenses which may arise from a third party intercepting the communications. Please note that all communications made by us will be made in English.

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3. Best execution policy

All orders are transmitted in a timely manner as covered in our Best Execution Policy and we are responsible for the transmission of these instructions on your behalf. Our own processes for aggregating orders can sometimes act to your disadvantage. Where that happens, both parties will always put you back in the position you would have been had the disadvantage not been suffered.

All Instructions are carried out in accordance with our Best Execution Policy to ensure that, in the course of transmitting, routing and placing Instructions on your behalf on an aggregated basis, we obtain the best possible result for you on a consistent basis.

4 .Limitation of liability

TPI gives no assurances or guarantee that the value of your investments will not go down or that your investments will generate a profit or income. TPI does not guarantee your savings goals will be achieved and will not be held responsible for some or all of your investment objectives not being achieved. TPI shall not be liable for any error of judgement or any loss suffered by you in connection with the services it provided to you under these Terms and Conditions unless such losses arise from the negligence, wilful deceit, dishonesty or fraud by it or any of its employees. TPI shall not be liable for any losses suffered by you including losses arising from:

- a) Negligence, wilful default, fraud or insolvency of any other person;
- b) TPI carrying out or relying on instructions or any information provided or made available to TPI by you, or any person appointed by you;
- c) Market conditions or changes in market conditions; and
- d) Any delayed receipt, non-receipt, loss or corruption of any information contained in an email or for any breach of confidentiality resulting from an email communication.

TPI shall not be liable to you for any, costs, charges, fees, expenses, taxes, levies or other liability of whatever description which are triggered, accrued or crystallised by following an Instruction from you (or which TPI, acting in good faith, believe to be from you), or by TPI exercising its rights under these Terms & Conditions.

TPI will not be liable to the other in contract, or otherwise for any indirect or consequential loss or damage, however arising (including, but not limited to, indirect economic loss, loss of business, loss of data, loss of profits and third-party claims), whether or not that loss or damage was foreseeable.

Notwithstanding the foregoing, nothing in the provisions of the above terms operate so as to limit liability for death, personal injury, gross negligence, wilful default, or any other liability in respect of which limitation is prevented by law.

TPI shall not be liable for any default of any counterparty, bank, sub-custodian or other entity which hold money or investments on behalf of you or with whom transactions are conducted by you. TPI shall not be liable to you for any losses incurred by you as the acts or omissions of the custodian, except where such losses are caused by its negligence, wilful default or dishonesty.

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4.1 Steps TPI will take to recover losses/damages caused by a third party

TPI will take commercially reasonable steps to recover any losses or damages arising in connection to your assets where caused by the negligence, fraud or wilful default of a third party, but TPI cannot guarantee that it will be able to do so. Other than in relation to third parties whom TPI has appointed directly, TPI is entitled to be reimbursed for its reasonable costs and expenses incurred in taking such steps.

5. Conflicts of interest

Conflicts may arise in the course of our services. Accordingly, we maintain and operate effective arrangements to enable us to take all reasonable steps to identify conflicts of interest between you and us, or between you and another client, in order to ensure fair treatment. In determining what steps are reasonable, we will take into consideration the level of risk that the conflict may constitute to your interest together with its nature and materiality. We will notify you of any such conflicts identified which may entail a material risk to your interests. A copy of our Conflicts of Interest Policy is available on request.

6. Complaints

Please refer to Section A – Key Features for our complaints procedure.

7. Financial services compensation scheme

Please refer to Section A – Key Features for more information on the Financial Services Compensation Scheme.

8. Data protection

The True Potential Group takes the privacy and security of your personal information very seriously. Our Privacy Policy sets out the basis on which any personal information we collect from you, or that you provide to us, will be processed by us. It also outlines your individual rights and how you can access this information. You can read our Privacy Policy at <https://www.tpllp.com/privacy/>

True Potential Investments hold a current and appropriate authority under the Data Protection Act 2018 to maintain and store your personal data. As such True Potential Investments will process and keep information obtained by True Potential Investments or given by you in respect of your dealings with True Potential Investments. True Potential Investments will only give out this information to people with whom True Potential Investments deal in the day to day operation of your Wrapper(s)/True Potential Investments Account(s), to people who are acting as our agents, to anyone to whom True Potential Investments transfer or may transfer our rights and duties, to you, as necessary in the general course of our business, or as required by law, court order or regulation on the understanding that the information will be kept confidential.

Otherwise True Potential Investments will keep your personal data confidential. From time to time True Potential may contact you with pertinent marketing information that may be of use to you. True Potential Investments may transfer your data/ information to other countries outside of the European Union but only on the basis that those to whom True Potential Investments pass it provide a level of protection consistent with our own requirements/standards.

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9. Our contact details

You can contact us at;

Telephone: 0800 046 8007

Secure Message: via your online account at www.tpinvestor.com

Email: support@tpinvestor.com

Post: True Potential Investor

Newburn Riverside

Newcastle upon Tyne

NE15 8NX

Please note, all communications between yourself and us will be made in English.

10. Applicable law

Unless otherwise provided, the terms of your TPI Pension are governed by the laws of England and Wales. For clarity:

- The Provider of the TPI Pension is True Potential Investments LLP (TPI);
- The Scheme Administrator of the TPI Pension is True Potential Investments LLP (TPI);
- The custodian of the TPI Pension assets is True Potential Investments LLP (TPI);
- The nominee in who's name the TPI Pension assets are held is True Potential Nominee Limited (TPN); and
- The Trustee of the TPI Pension is True Potential Trustee Company Ltd (TPTC).

11. Your TPI Pension

The TPI Pension is a long-term, tax-efficient savings plan designed to help you accumulate money, and subsequently take pension benefits for your retirement.

11.1 About you

To be eligible to invest in a TPI Pension, you must:

- be aged under 75,
- be a UK person,
- not be a United States person; and
- not be an un-discharged bankrupt.

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An individual is a relevant UK individual for a tax year if they:

- have relevant UK earnings chargeable to income tax for that tax year;
- are resident in the United Kingdom at some time during that tax year;
- were resident in the UK at some time during the five tax years immediately before the tax year in question and they were also resident in the UK when they joined the pension scheme;
- have for that tax year general earnings from overseas Crown employment subject to UK tax (as defined by section 28 of the Income Tax (Earnings and Pensions) Act 2003); and/or
- are the spouse or civil partner of an individual who has for the tax year general earnings from overseas Crown employment subject to UK tax (as defined by section 28 of the Income Tax (Earnings and Pensions) Act 2003).

An individual is a relevant United States person or citizen if they are:

- a citizen or resident of the United States;
- an individual born in the United States, Puerto Rico, Guam or the US Virgin Islands;
- are an individual who has a parent who is a US citizen;
- are a former alien who has been naturalised as a US citizen;
- a person that meets the substantial presence test; and/or,
- any other person that is not a United States foreign person.

11.2 Opening your TPI Pension

By agreeing to these Terms & Conditions, you will be deemed to have made all the required declarations with regard to the TPI Pension application and will be treated as if you had signed the Application Form and agreed to these declarations and Terms & Conditions. Your application will not proceed if your identity has not been properly certified, including your date of birth and address as set out in the declarations section of the Application Form.

Before we consider your application, additional checks may be carried out, which can include by electronic means using a third party, to establish proof of your identity and residence.

11.3 Minimum and maximum payments

You, your employer and/or a third party (i.e. relative, spouse or civil partner) may contribute to your TPI Pension assuming you are classed as a relevant UK individual.

- Contributions made by you or a third party are referred to as 'Member Contributions'; and
- Contributions made by your employer are referred to as 'Employer Contributions'.

We will verify the identity of all contributors into your TPI Pension before TPI will accept any payments from them. Please refer to Section A – Key Features for further details of contribution limits. It is your responsibility to seek advice regarding any payments into your TPI Pension.

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11.4 Payments and tax relief

The TPI Pension can accept:

- Debit card payments;
- Direct debits;
- Bank transfers;
- Cheque payments;
- Employer contributions;
- impulseSave®; and
- Transfers from existing pensions.

Contributions by cash, standing order or credit card are not accepted. Where contributions are paid by direct debit you may elect a payment date of either the 1st, 8th, 15th or 22nd of each month.

If an item is returned unpaid or subsequently reclaimed, we will debit your TPI Pension with the amount (and any interest that has been paid on it). If funds have been used to purchase investments, we reserve the right to sell investments to ensure that your TPI Pension does not go overdrawn or returns to credit. You are responsible for ensuring all contributions are within allowable limits set by HMRC. Any interest payable to HMRC on overpaid tax relief will be deducted from your TPI Pension.

The tax treatment of contributions differs:

- **Member contributions** are made net of Pension Relief at Source (PRAS) and we will make a monthly tax claim for member contributions paid in the previous tax month. It normally takes between 7 and 11 weeks for tax relief to be credited to the Trustee Bank account by HMRC. The value of the tax reclaim can only be invested once it has been received into your TPI Pension and it has cleared.
- **Employer contributions** are made gross to your TPI Pension and your employer reclaims tax relief directly from HMRC.

11.4.1 ImpulseSave®

ImpulseSave® is a form of personal contribution and must be from a card registered in your name. You must consider the tax treatment for this personal contribution for the taxation period in question.

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11.4.2 Bank accounts

All money transferred from the Trustee bank account to our Wealth Platform is made to a client money bank account at a Credit Institution of Our choice. All our client money accounts are operated in accordance with the applicable FCA client money rules.

11.5 Transfers in or out of your TPI Pension

You may arrange for a transfer of other registered pension scheme rights you may have to your TPI Pension. You are responsible for initiating a transfer from any other pension scheme. We will assist with any transfer request, including chasing the pension scheme making the transfer, but will not accept any responsibility for any delays in receiving a transfer.

We reserve the right not to accept certain types of transfer, including those from an occupational defined benefit scheme. The provider you are transferring from may apply a penalty and you may lose benefits by transferring to the TPI Pension.

It is your responsibility to ensure you are aware of all the risks involved in transferring your pension. All transfer requests, either in or out, will be carried out within a reasonable time frame and in an efficient manner.

We reserve the right to charge a fee of £250 for administration of Income Drawdown pension cases under certain circumstances at our discretion. For example, pension cases that have been transferred to us and have subsequently had a full account value withdrawal request made within 12 months of the transfer. In specie transfers are permitted (if available).

True Potential Investment (TPI) is dedicated protecting our clients life savings and combatting pension scams. In doing so, we reserve the right to request additional information from you about your transfer out request, before processing.

Additional information may include confirmation of employment from the sponsoring employer, should you wish to transfer from TPI to an Occupational Defined Contribution type scheme.

In certain circumstances we may also request evidence of clients seeking guidance from MoneyHelper, the governments free and impartial support service, prior to processing your transfer out request.

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11.6 Closing your TPI Pension

You may close your TPI Pension at any time and:

- transfer all or part of your TPI Pension fund to another registered pension scheme or QROPS;
- secure a lifetime annuity from an Insurance Company provided you have reached the normal minimum age for taking pension benefits, or an earlier age if permitted by pension regulations; or
- withdraw all funds under UFPLS/Drawdown.

Closure will not affect the completion of transactions already initiated. We are authorised to continue to operate your TPI Pension after being informed (or otherwise becoming aware) of your intention to close your TPI Pension for the purpose of settling or receiving money in respect of transactions already initiated and paying any expenses, fees or charges due to us or other parties. Your TPI Pension will need to settle any outstanding investment transactions, including the fees due to us and other third parties' fees or charges. Any residual money will then be transferred as stated above.

11.6.1 Cancellation rights

Under the FCA rules you have 30 days from agreeing to the terms and conditions in this document in which you can exercise your right to cancel:

- an application for a Pension;
- a request to transfer a value from one pension scheme to another; and
- your first request for income withdrawal from your Pension.

If you have made a request to transfer an existing pension from another provider then notify us that you wish to cancel, if the funds have not been received from the original provider we will contact them on your behalf and ask that the transfer is cancelled. If the funds have been received from the original provider, again we will contact them and ask that they allow the funds to be returned. Please be aware that this is subject each provider's cancellation terms and may differ. Upon receipt of a notification to cancel, we will return the funds to the account from which they came by BACS. If the funds have been invested, then it will take approximately ten working days to sell down into cash to return. If you are within the 30-day cancellation period and an investment purchase or cash transfer has been made and as a result the True Potential Platform Fee has been taken, this will be refunded. However, you should be aware that you will receive back the contribution or other form of deposit in question less any amount by which any relevant investments may have fallen in value. Please be aware that the consequence of not exercising your right to cancel is that you will not be able to access your funds until you are 55 years of age. If you decide to cancel your TPI Pension, then you will need to inform us via any of the below:

Telephone: 0800 046 8007

Secure Message: via your online account at www.tpinvestor.com

Email: support@tpinvestor.com

Post: True Potential Investor
Newburn Riverside
Newcastle upon Tyne
NE15 8NX

We will act on your notification of cancellation the date it was dispatched.

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11.7 Taking benefits

Please refer to Section A – Key Features for further details in respect of how you can take your benefits. If you are able to access your pension via Capped Income Drawdown from your TPI Pension, then following the payment of pension commencement lump sum the balance of the benefits crystallised will be used to calculate a maximum amount of pension income that can be taken each year. Alternatively, you may choose to access your pension income through Flexi Access Drawdown, meaning that following the payment of your pension commencement lump sum the balance of benefits crystallised are able to be paid as pension income. Up to the value of the crystallised benefits, without being subject to a maximum amount.

We may require additional documentation in order to process an Income Drawdown request. We will only pay 25% of the fund value at the time of the benefit crystallisation event as pension commencement lump sum unless informed that a greater pension commencement lump sum entitlement is available and upon receipt of relevant certification documentation. We will require written confirmation if you wish to sacrifice a pension commencement lump sum entitlement in favour of a higher pension income. In respect of Capped Drawdown designations there will be one arrangement and one maximum limit set for this arrangement. Should further designations take place from uncrystallised funds then this limit will be recalculated.

The benefit crystallisation event valuation date will be the latest of either;

- the date upon which we receive the benefit crystallisation event request;
- the date of receipt of the final transfer in or contribution inclusive of tax relief as stipulated upon initial application to TPI Pension; or
- or the date you reach the minimum retirement age.

Where you have requested to crystallise benefits upon receipt of multiple transfers, the transfer proceeds will be invested until the final transfer is received unless otherwise instructed by you to retain the cash in the trustee bank account. Where pension commencement lump sum has been paid, we will not permit the recycling of pension commencement lump sum. Your pension income will be subject to income tax, which is paid through Pay as you earn (PAYE). Pension income is currently not currently subject to National Insurance. We will only make payments net of any Lifetime Allowance charge or PAYE due to the HMRC.

Regular pension income payments will be made on the 1st working day of the month, at a frequency of either monthly; quarterly; half yearly or annually. We will require 10 working days' notice to add you to the next available payroll run. Any one-off ad-hoc or UFPLS payments will be made as part of weekly payroll, which is payable on a Friday.

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11.8 Changes to the terms

We may make reasonable and appropriate changes to these Terms at any time, for reasons including but not limited to the below:

- to meet current or future changes in law;
- to reflect new industry guidance or codes of practice;
- to correct inaccuracies, errors or omissions;
- to make the Terms easier to understand;
- to reflect any changes to the services provided;
- to reflect any changes in our systems, processes and procedures.

If we make any changes to these Terms, the latest version will be available in the Documents section of your Client Site. You should refer to the Terms regularly. Where we reasonably consider that changes to the Terms are material or detrimental to you we will notify you, giving you a minimum of 30 days' notice of the proposed change. Changes that are necessary due to reasons outside of our control (including but not limited to changes in legislation) and/or which are immaterial and/or not to your detriment may take effect immediately and without notice. If you are not happy with any change we make or plan to make to the Terms, you can close your TPI Pension in accordance with these Terms.



Head Office: Gateway West, Newburn Riverside, Newcastle upon Tyne, NE15 8NX

True Potential Investor is a trading name of True Potential Investments LLP, which is authorised and regulated by the Financial Conduct Authority, FRN 527444.

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