Adviser Charging Guide

TO BE READ IN CONJUNCTION WITH THE ISA TERMS AND CONDITIONS

The Prudential ISA is available online for new applications and the management of existing investments.

Online application and account management does not affect ISA eligibility requirements, execution policy or your cancellation rights.

If you have a financial adviser, they are able to buy and sell investments and amend your personal details online on your behalf. (Advice is required for new investments within the Prudential ISA.) The Prudential ISA terms and conditions have therefore been amended to provide your consent for your adviser to buy and sell and to make amendments online on your behalf, and to incorporate requirements particular to online activity (including those relating to personal data and data security). However, the Prudential ISA terms and conditions are otherwise unchanged and apply equally to online and other activity.

Registration is required for access to online services. Once registered for online access, you will be notified of any action taken on your account by you or your adviser on your behalf.

For more information, contact us on 0344 335 8936.

It is your responsibility to agree how much you pay for advice.

We can facilitate payment to your adviser from your Prudential ISA on your behalf, and we provide flexible methods of payment to meet your and your adviser's needs, such as percentage and monetary based charging methods.

Your adviser will typically have set charges and payment methods that they'll discuss with you, but you may want to consider the implications of each type of payment method available during those discussions;

Monetary amounts can be a common way to pay your adviser, for example based on an hourly rate and time spent by your adviser on the advice process, or

Percentage of premium / value of investments. Paying a percentage means the adviser's remuneration will rise, or fall, in line with the value of your investments.

You should consider these different methods to decide which you feel most comfortable with and discuss this with your adviser when agreeing adviser charge terms with them.

We have placed limits on the level of charges that we'll allow to be deducted from a Prudential ISA. We constantly keep these limits under review so may adjust these in the future. We also carry our periodic audits of adviser charges paid and may contact advisers for further information in relation to the advice and charges taken.

You should ensure any charges agreed with your adviser are appropriate in the context of your own circumstances (even where below any permitted maximum).

You may only specify one professional adviser to receive payments at any given time.

You can appoint a new professional adviser to receive the Ongoing Adviser Charge.

You can instruct us to pay adviser charges by using the digital online service, ISA Application Form or by the Adviser Charge Form. These forms and instructions can be found on our website at www.linkfundsolutions.co.uk.

You, or your professional adviser, can instruct us to cease paying Ongoing Adviser Charges at any time.

You may pay your professional adviser directly or you may direct us to pay your professional adviser on your behalf.

TO BE READ IN CONJUNCTION WITH THE ISA TERMS AND CONDITIONS

We can pay three types of adviser charge on your behalf:

- Single Investment Set-up Adviser Charge
- Regular Investment Set-up Adviser Charge
- Ongoing Adviser Charge

Please contact your professional adviser for further details on these options.

SINGLE INVESTMENT SET-UP ADVISER CHARGE

You may instruct us to pay the Single Investment Set-up Adviser Charge by deduction from your initial investment into the OEIC Fund or PruFund Fund, as appropriate, and payment to your professional adviser at the time you invest; or, if you set up a regular savers facility, deduction from your regular savings. This is a Regular Investment Set-up Adviser Charge and is set out in more detail below.

There are maximum limits of Single Investment Set-up Adviser Charge that we will pay on your behalf into the OEIC Fund or a PruFund Fund. Please speak to your professional adviser for more details.

If you instruct us to pay the Single Investment Set-up Adviser Charge at the time you make your initial investment, we will deduct the Single Investment Set-up Adviser Charge from your initial investment payment before this is invested into the relevant Sub-fund or PruFund Fund as appropriate.

For example, if your Single Investment Set-up Adviser Charge is 3% of the amount to be invested, and your initial investment is £10,000, we will deduct £300 (3% of £10,000) and pay this to your professional adviser. We will then invest the remaining £9,700 in your chosen fund.

The Single Investment Set-up Adviser Charge may be specified as a monetary amount or a percentage of the amount you pay to us.

REGULAR INVESTMENT SET-UP ADVISER CHARGE

If you choose to set up a regular savers facility, you may request that we deduct the Single Investment Set-up Adviser Charge from the regular payments that you make to your Account. This is known as a Regular Investment Set-up Adviser Charge.

There are maximum limits of Regular Investment Set-up Adviser Charge that we will pay on your behalf. Please speak to your professional adviser for more details.

This will be for a set period of time and will be deducted proportionally across the Investments that are held by you within your Account.

For any missed payments where Link Financial Investments Limited has not received a cancellation notification to cancel from you, Link Financial Investments Limited will immediately cancel the deal and issue a cancellation notice.

If your regular savers contribution reduces or this ceases altogether, then the Regular Investment Set-up Adviser Charge will reduce, or cease altogether as appropriate.

If you cease making regular savers contributions then we will cease paying the Regular Investment Set-up Adviser Charge.

If you wish to cease making Ongoing Adviser Charges or Regular Investment Set-up Adviser Charge then you need to write to us to instruct us to cease payments. You may wish to discuss this with your professional adviser.

ONGOING ADVISER CHARGE

You may instruct us to deduct Ongoing Adviser Charge from your Account to pay for any ongoing advice received from your professional adviser.

Ongoing Adviser Charges may be paid in one of the following ways:

- a percentage of the full value of your eligible Account; or
- a monetary amount.

TO BE READ IN CONJUNCTION WITH THE ISA TERMS AND CONDITIONS

Please note it cannot be a combination. You must specify to us how you would like us to deduct the Ongoing Adviser Charge. If you do not specify we will not process your application.

If you decide to pay your professional adviser as a percentage of the value of your Account, this will include the Shares and Units that you hold within your Account. The payment to your professional adviser will be deducted proportionally across your Investments.

If you have agreed to pay your professional adviser a monetary amount, you must choose specific Sub-funds or PruFund Funds, or a combination of each, to deduct this monetary amount from.

Ongoing Adviser Charges will be deducted proportionally across all the funds in which you hold Investments.

Please note that if you have instructed us to pay the Ongoing Adviser Charge as a percentage of the full value of your Account, or as a percentage of each amount invested, the amount of the Ongoing Adviser Charge will automatically increase on eligible holdings if you pay any additional amounts into your Account.

You may instruct us to pay your Ongoing Adviser Charge as follows:

- monthly;
- quarterly;
- half-yearly; or
- annually.

There are maximum limits of Ongoing Adviser Charge that we will pay on your behalf. Please speak to your professional adviser for more details.

Ongoing Adviser Charge will not be accrued or deductible from any Shares or Units which are within their cancellation notice period.

Ongoing Adviser charging will cease where the ISA is terminated, on the removal of your professional adviser, or where the balance of your Account is zero.

You can request us to start, stop or amend your Ongoing Adviser Charge at any time by sending us written instructions.

You can select the day of the month that Ongoing Adviser Charge is deducted.

The Ongoing Adviser Charge will continue to be paid to your professional adviser until the earlier of the following:

- The date when you have insufficient Shares or Units held in your Account;
- The date that you instruct us to stop paying the Ongoing Adviser Charge;
- The date you make a full withdrawal from your Account;
- The date we receive notification of death of the customer; or
- The date your professional adviser stops trading, ceases to be authorised or instructs us to cease payments of the Ongoing Adviser Charge.

Changes to the Ongoing Adviser Charge

- You can ask to stop payments of the Ongoing Adviser Charge at anytime
- You can change the frequency of the Ongoing Adviser Charge payments at anytime
- You can change the professional adviser to whom Ongoing Adviser Charge is paid.

On the cancellation date we deduct Units from the PruFund Fund or Shares from the OEIC Fund (as appropriate) equal to the amount of the Ongoing Adviser Charge.

Ongoing Adviser Charge payments taken from a PruFund Fund may be taken from Units held in a PruFund Fund Account.