



ONGOING ADVISER CHARGE INSTRUCTION FORM

You'll need to complete this form if you have a Pension Portfolio plan with Royal London, including an Income Release or Self Invested Personal Pension plan, and you want to add a new ongoing adviser charge, change a previously agreed ongoing adviser charge or stop an existing ongoing adviser charge being deducted from your plan.

1 Important information

Please read this section carefully before completing this form.

- If you're adding a new initial adviser charge to your plan, you'll only be able to do this at the same time as new money is applied to your plan. And to ensure you complete the correct application form, we suggest your financial adviser speaks to one of our Servicing Consultants.
- If you have a Self Invested Personal Pension plan, we'll deduct all adviser charges from the Core Investments part of the plan.
- If you've agreed an ad hoc adviser charge with your adviser, you'll need to complete our separate **Ad hoc adviser charge instruction form (14P45)**.
- Your financial adviser may help to complete some of the sections for you. You should read this form carefully, including any sections which have been completed for you and then read and sign the declaration at the end. Please note that Royal London will not be able to provide any advice on your plan or the agreed adviser charge payments.
- You should keep a copy of this instruction form and any additional forms you send to us.

2 Your plan details

Please complete this section with your plan details.

Forename(s) Surname
 Plan number Date of birth

3 Financial adviser's details

Your financial adviser should complete this section.

Name of adviser's firm
 Adviser's name
 Telephone number
 Email address
 FCA reference number
 Royal London agency number

4 New adviser charge details

Please complete this section with the new or revised adviser charge details that you've agreed will be deducted from your plan.

What change are you making?

Adding a new ongoing adviser charge Please read the notes below and complete table 1.

Changing an existing ongoing adviser charge Please complete table 2. If you're also stopping an existing adviser charge at the same time, you'll also need to complete section 5 of the form. If you're changing the adviser charge basis, for example from a monetary amount to a percentage or vice versa, we'll apply this as a new charge to your plan and the existing charge will stop. You'll need to complete both table 1 for the new charge and section 5 for the stopped charge.

Please read these notes carefully before completing table 1.

You'll need to complete the table with the new ongoing adviser charge (AC) details you've agreed will be deducted from your plan. Please complete the table by circling your answers where appropriate or by writing in the details that you've agreed. You'll need to tell us the ongoing adviser charge details for regular and single contributions and transfer payments separately.

Please note, ongoing adviser charges can't be added to pre-RDR contributions (if you're unsure whether an ongoing adviser charge can be applied to a specific contribution, you should speak to us).

Note 1 – What percentage or monetary amount of AC is being paid?

- You'll need to tell us the percentage or monetary amount of AC that you've agreed.
- If you've agreed an ongoing adviser charge that is:
 - a percentage of fund we'll apply this to all post-RDR contributions of the same type, for example all regular contributions, unless you tell us otherwise;
 - a percentage of regular contributions we'll apply this to all future contributions of the same type, unless you tell us otherwise.
- If the agreed ongoing AC payments are being deducted:
 - as a percentage of the fund, you'll need to tell us the yearly percentage that we'll deduct from the plan which we'll pay proportionately each month;
 - as a percentage of contribution or as a monetary amount, you'll need to tell us the percentage or the amount that we'll need to deduct from the plan.
- If your plan includes Self Investment, any AC payments we make will be based on and deducted from the value of the Core Investments only.

Note 2 – How frequently are the AC payments being made?

- If you've agreed the AC payments will be paid as a percentage of the fund, we'll pay these monthly.

Note 2 – continued

- If you've agreed the AC payments will be paid as a monetary amount you'll need to circle how frequently the AC payments will be paid (monthly, quarterly, half-yearly or yearly).
- If you've agreed AC payments will be paid as a percentage of the regular contributions, we'll automatically pay any AC payments at the same frequency the contributions are made to the plan.

Note 3 – How long are the AC payments being made for?

- Are the AC payments being paid for the full term or for a set period? If it's for a set period, you'll need to tell us how many payments we'll need to deduct from the plan. We'll continue paying the ongoing AC payments for as long as there is sufficient value in the plan.
- If the agreed AC payments are being made as a percentage of fund, we'll pay the ongoing AC payments for the full term of the plan or until we're advised otherwise.

Note 4 – What date is the AC payment to be applied from?

- You'll need to tell us what date we're to apply the new ongoing adviser charge payment to your plan.

Note 5 – Are the AC payments increasing each year? If so, how are they increasing?

- If the AC payments are not increasing you don't need to complete this column.
- If the agreed ongoing adviser charge payments are being paid as a monetary amount which will increase, you'll need to tell us if they're increasing by RPI, AWE or a fixed percentage. The maximum fixed percentage is 5%.

Note 6 – When are the AC payments increasing from?

- If the AC payments are not increasing you don't need to complete this column.
- You'll need to tell us what date the new AC is increasing from. If it's a specific date, you'll need to tell us the date and the month the increase is to apply from choosing from the 1st - 28th of the month.

4 New adviser charge details continued

Table 1: Adding a new ongoing adviser charge

Type of adviser charge	Contribution type	Ongoing adviser charge (AC) details			Increased adviser charge (AC) details		
		What percentage or monetary amount of AC is being paid? (see note 1)	How frequently are the AC payments being made? (see note 2)	How long are the AC payments being made for? (see note 3)	What date is the AC payment to be applied from? (see note 4)	Are the AC payments increasing each year? If so, how are they increasing? (see note 5)	When are the AC payments increasing from? (see note 6)
Ongoing adviser charge details – Percentage of fund							
Ongoing	Regular contribution	%	N/A	N/A	N/A	N/A	N/A
Ongoing	Single contribution	%	N/A	N/A	N/A	N/A	N/A
Ongoing	Transfer payment	%	N/A	N/A	N/A	N/A	N/A
Ongoing adviser charge details – Percentage of contribution or monetary amount ¹							
Ongoing	Regular contribution	% or £	M / Q H - Y / Y	Full term or No. of payments	Y / N	RPI AWE Fixed	Y / N Y / N %
Ongoing	Single contribution	£	M / Q H - Y / Y	Full term or No. of payments	Y / N	RPI AWE Fixed	Y / N Y / N %
Ongoing	Transfer payment	£	M / Q H - Y / Y	Full term or No. of payments	Y / N	RPI AWE Fixed	Y / N Y / N %

¹ If you're adding a new ongoing monetary charge, you'll need to tell us which contribution(s) this charge is to be taken from in the box below. You'll also need to tell us the type of contribution and the date the contribution was applied to the plan.

4 New adviser charge details continued

Please complete this section with the new or revised adviser charge details that you've agreed will be deducted from your plan.

Table 2: Changing an existing ongoing adviser charge

If you're changing an existing adviser charge, you'll need to tell us which adviser charge it is you want to change and which contribution it applies to. You'll also need to tell us the revised amount or rate, and if applicable the change in frequency, duration or level of increase each year. If you're changing more than one charge, please list each change separately.

Contribution type	Contribution amount	Date contribution was applied to the plan	Existing adviser charge	Revised adviser charge
Regular contribution				
Regular contribution				
Single contribution				
Single contribution				
Transfer payment				
Transfer payment				

5 Stopping an agreed adviser charge

Please complete this section if you're stopping an existing adviser charge being deducted from your plan.

If you're stopping an existing adviser charge, you'll need to tick one of the boxes below to let us know which adviser charge payments we'll need to stop;

Stop all existing adviser charge payments

Stop all ongoing adviser charge payments

Stop a specific adviser charge payment

If you're stopping a specific adviser charge you'll need to tell us the details in the box below. If this charge is only applying to a specific contribution you'll also need to tell us the contribution type and the date the contribution was applied to the plan.

What date should the adviser charge payment stop?

We'll stop deducting the adviser charge payments from the date we receive your instruction or, if later, the date you tell us above. If, at the time we receive your instruction, we're in the process of paying an adviser charge and we can't stop this, we'll make that adviser charge payment but will stop all future payments.

6 Declaration

You should read and sign this section. If there is anything that you do not fully understand, you should speak to your financial adviser or Royal London.

- I confirm that the adviser charges detailed within this form, including the amount of adviser charges to be paid, the frequency they'll be deducted and the duration for which they'll be paid, are as I've agreed with my financial adviser in return for the advice and services my financial adviser provides to me. I instruct Royal London to deduct the adviser charges from my plan over the agreed period of time and pay them to my financial adviser as detailed within this form.
- I confirm that my financial adviser has discussed these adviser charges with me and I understand the impact they'll have on my plan.
- I understand that
 - if I want to find out how these adviser charges will be deducted from my plan, this is detailed within my **Pension Portfolio Core Investment Plan booklet**;
 - if I want to stop an agreed adviser charge being deducted from my plan in the future, I'll need to inform Royal London;
 - if I want to change an agreed adviser charge instruction, I'll need to provide Royal London with a new instruction;
 - if I change my financial adviser I should let Royal London know as soon as possible. In such circumstances, Royal London will continue to pay any outstanding initial adviser charge to my previous adviser. I also understand that if I want to pay an adviser charge to a new financial adviser I will need to provide Royal London with a new adviser charge instruction;
 - if Royal London stops making adviser charge payments to my financial adviser for any reason, or if I instruct Royal London to discontinue paying an adviser charge to my financial adviser or if I cancel my plan within the cancellation period, I may remain liable to reimburse my financial adviser for the cost of the advice and services provided to me. I should check the terms of my agreement with my financial adviser in this event;
 - Royal London will only refund adviser charge payments that have already been paid where these are in respect of regular contributions which I cancel within the cancellation period. In any other circumstances, Royal London will not refund any adviser charge payment that has been made to my adviser, and
 - any adviser charge that I agree with my financial adviser will be in addition to any plan charges that may be required by Royal London.
- I understand that if I am amending an adviser charge which is deducted from my plan, this new adviser charge instruction will replace any previous instruction I have provided to Royal London for that particular adviser charge. I further understand that any adviser charges previously agreed which I am not changing will continue to be deducted from my plan as I have previously instructed.

I confirm that the information that I have provided in this form is true to the best of my knowledge and belief. I also confirm that I have read the declaration and every answer, including those answers not filled in by me, is correct.

Signature

Date



Royal London
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royallondon.com

All literature about products that carry the Royal London brand is available in large print format on request to the Marketing Department at Royal London, St Andrew House, 1 Thistle Street, Edinburgh EH2 1DG.

All of our printed products are produced on stock which is from FSC® certified forests.

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