



Stocks and Shares ISA key messages for your suitability reports

This document includes key messages to help you compile your clients' suitability reports detailing why you're recommending Royal London as the preferred stocks and shares ISA provider.

It's important that your suitability reports are tailored for your clients' individual needs and you should ensure that your own final version satisfies the requirements of your regulatory body.

Why Royal London?

- As the UK's largest mutual life, pensions and investment company¹, Royal London is customer-owned – not by shareholders or investors. They design products and services to help customers build financial resilience for the long term.
- As a mutual, they invest in their customers using some of their profits to improve their products and services so they can strive for even better customer outcomes.

Share in Royal London's success

- Royal London believes their customers should share in their success. And they really want their eligible customers to feel the benefit of being part of Royal London.
- When they do well, they'll aim to boost your Stocks and Shares ISA by adding a share of their profits to your plan each year. They call this ProfitShare. There's no guarantee that Royal London will be able to award ProfitShare every year so this shouldn't be relied upon but if they do, this could be a valuable benefit for you.

Dedicated service

Royal London understands the importance of providing a first-class service.

- Their dedicated new business consultants provide confirmation once they receive the ISA application form, and they'll provide daily updates along the way.
- Once the application form has been processed and the Stocks and Shares ISA is live, their dedicated servicing team will take over the relationship and will be on hand to assist with any queries.
- Their online service provides a great central place to review your ISA or existing pension plans online and can provide real time fund valuations.

¹ Based on total 2022 premium income, ICMIF Global 500, 2024.

Stocks and Shares ISA

- Royal London's Stocks and Shares ISA will satisfy many of your needs and objectives.
- (Use this wording if your client has a Pension Portfolio plan) Royal London's annual management charge is tiered, so the overall charge reduces as the value of investments across any associated product (such as Pension Portfolio and the Stocks and Shares ISA) grows. This is applied through a management charge discount, which will change as the value of your investments increases or decreases.
- The table below shows the different discount levels, and the values they apply at.

Value of investments	Basic AMC	AMC discount applied
£0 - £46,600	1%	0.25%
£46,600 - £93,200	1%	0.50%
£93,200 - £279,000	1%	0.55%
£279,000 - £932,000	1%	0.60%
£932,000 or more	1%	0.65%

- The annual management charge may differ depending on the type of plan you have.
- Discount levels increase each year on 6 April in line with the Retail Prices Index (RPI) and will apply on the first plan anniversary after that date.
- (Use this wording if your client has a workplace pension plan with Royal London) You'll benefit from the same competitive annual management charge for your Stocks and Shares ISA that you have on your workplace pension, when you invest in Royal London's expertly managed options, including their flagship Governed Range.
- Their range of adviser charging options can be tailored around the advice and services that we agree between us and can be deducted directly from your Stocks and Shares ISA.

Transfers

- If you're considering consolidating your existing ISAs into your Royal London Stocks and Shares ISA, the process is straightforward. Royal London makes it easy for you to request a transfer of your ISA(s) from another provider. Please note that if you're transferring a Lifetime ISA, I'll need to instruct Royal London to carry out the transfer on your behalf.

Online experience and mobile app

- Royal London's online service and mobile app make it easy to stay connected with your investments whenever and wherever it suits you.
- You'll be able to manage your contributions and withdrawals, view your plan details, track performance, access personalised illustrations, and make updates to your information or investment choices with ease.
- You can also explore helpful financial wellbeing content designed to support your goals.
- If you also have a pension with Royal London, you'll be able to manage both your ISA and pension in one place, helping you stay informed and engaged with your investments and supporting our conversations.

Investment

- A key element of Royal London's investment range is their governance approach. They'll use the experience and knowledge of their Investment Advisory Committee (IAC), including influential expert risk firms Moody's and Morningstar. As part of the service, Royal London will take on the responsibility of reviewing and monitoring all their investment options to ensure they're meeting their objectives. Remember, investment returns are never guaranteed. So, while your investments could grow, the value can also go down. This means you could get back less than you put into your plan.
- Royal London will review and rebalance the funds and portfolios in their Governed Range to ensure your investment choice remains in line with its risk profile. We'll be able to keep up to date on any changes they make on their online service.
- Royal London has also built lifestyling into their investment options, in the form of Target Lifestyle Strategies. These are designed to be suitable for specific long-term goals, like saving for retirement. The level of risk on your investments will reduce the closer you get to your target retirement age.
- Royal London believes that investing is about more than generating financial returns. As an investor entrusted with managing £181 billion of customers' assets (as of 30 June 2025, subject to rounding), Royal London's committed to helping build financial resilience while also acting and investing responsibly in the interests of their members, customers, and society at large.



Royal London
royallondon.com

**We're happy to provide your documents in a different format,
such as braille, large print or audio, just ask us when you get in touch.**

The Royal London Mutual Insurance Society Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. The firm is on the Financial Services Register, registration number 117672. It provides life assurance and pensions. Registered in England and Wales, company number 99064. Registered office: 80 Fenchurch Street, London, EC3M 4BY.