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IMPORTANT DOCUMENT
PLEASE READ

WITH PROFITS INDIVIDUAL SAVINGS ACCOUNT (ISA)

Key Features Document for v1 ISAs issued on or before 30 December 2012 (non-advised)

WESLEYAN

we are all about you

KEY FEATURES OF THE WITH PROFITS INDIVIDUAL SAVINGS ACCOUNT (ISA)

The Financial Conduct Authority is a financial services regulator. It requires us, Wesleyan Assurance Society, to give you this important information to help you decide if topping up your With Profits Individual Savings Account (ISA) is right for you. You should read this document carefully so that you understand what you are buying and then keep it safe for future reference.

This is a Stocks and Shares ISA. It allows you to invest in our With Profits ISA Fund.

The money you pay into an ISA is called a subscription.

When we use the words 'account' or 'Plan' in this document, we mean your ISA.

You can manage your ISA online through MyWesleyan. In instances where we state 'in writing' in this document, this can often be done through a secure message from your online account.

HELPING YOU DECIDE

This document gives the main points about the ISA. It's for customers who have taken out the ISA without taking financial advice. It doesn't include all the definitions and Terms and Conditions. We send you the Terms and Conditions and Plan Document when we accept your application. If you'd like a copy, please contact our Head Office. Please see the 'How to Contact Us' section on page 9.

AIMS

- To let you invest in our With Profits ISA Fund and also benefit from the tax advantages of investing in an ISA.
- To increase the value of your investment (capital growth).
- To allow you to take one-off or regular withdrawals if you choose.

YOUR COMMITMENT

You can invest your money for as long as you want to. However, this is a medium- to long-term investment so you should aim to keep your money in the account for five years or more.

We ask you to do the following.

- Make a one-off subscription, monthly subscriptions or both. The subscriptions you make need to be within the ISA limits set by the Government.
- Invest your money for five years or more before you can start taking regular withdrawals.

RISKS

- The value of your investment can go down as well as up and you may get back less than you invested.
- When you cash in your account, you may get back less than is shown in the illustration you receive because:
  - investment growth is lower than we assumed when producing the illustration
  - costs are higher than we assumed when producing the illustration
  - you stopped paying into your account early on or you took a payment break, or
  - you have taken money out.
- The charges may increase.
- The tax rules which apply to the account could change.
- If you transfer money into the Wesleyan With Profits ISA:
  - there could be a rise in the markets while we are processing your transfer, which means you could miss out on an increase in the value of your investment
  - you may have to pay charges and other costs associated with the transfer

- there is no guarantee that your investment will perform better after the transfer than where it is currently invested, and
- there may be a higher or lower investment risk than with your current ISA.
- If you make a one-off subscription or you transfer an ISA from another ISA manager and you cancel the subscription or transfer during the cancellation period, you may get back less than you invested if we are applying a Market Value Reduction (MVR) when we receive your Cancellation Notice (this is a form we send to you with your account documents).

QUESTIONS AND ANSWERS

What is an ISA?

An ISA is a type of savings account with tax advantages. ISAs are sometimes called 'tax wrappers'. This means that the ISA is wrapped around the investment you have in it so you pay less or no tax. The Government sets how much you can invest each tax year in an ISA. The tax year runs from 6 April one year to 5 April the following year.

You don't have to pay income tax on any income you receive from your ISA. You don't have to pay capital gains tax on any money you make from your ISA.

You can invest in a Stocks and Shares ISA, a Cash ISA, an Innovative Finance ISA, a Lifetime ISA, or a combination of all four types during the tax year.

Who can subscribe to this Wesleyan With Profits ISA?

You can set up new subscriptions to this Wesleyan With Profits ISA if you:

- are aged 18 to 74
- are resident in the UK (for tax purposes). Please note that if you move abroad at any point after opening an ISA, your plan will be closed to future subscriptions.

If you are not sure if you qualify to subscribe to the With Profits ISA, please contact us. See the 'How to Contact Us' section on page 9.

Is our With Profits ISA right for you?

- It may be right for you if you want to invest either a lump sum or regular amounts for the medium to long term, and wish to benefit from the tax advantages of investing in an ISA. This is with the aim of achieving growth on your investment, although this is not guaranteed and the value of your investment can go down as well as up.
- It may not be right for you if you are not confident about making your own investment decisions, if you are unable to accept the risk of fluctuations in the value of your investment, or if you cannot invest the money for 5 years or more.

How much can I pay in?

- There is a limit to the amount you can subscribe to (invest in) ISAs in a tax year, which is set by the Government.
- You can invest up to this limit in a Cash ISA, a Stocks and Shares ISA, an Innovative Finance ISA, a Lifetime ISA, or a combination of all four.
- The amount you invest in a Cash ISA, a Lifetime ISA, and/or an Innovative Finance ISA will reduce how much you can invest in a Stocks and Shares ISA.
- If you have chosen the Wesleyan With Profits ISA to make use of an Additional Permitted Subscription (APS) allowance you have inherited, you can make subscriptions up to the level of your APS allowance, over and above the personal annual ISA allowance.
- You can make both monthly and one-off subscriptions into your ISA.
- If you don't use all of your ISA allowance in any tax year you can't carry it forward to the next.
- We may take an Initial Advice Charge from your subscriptions to the ISA. This will use some of your ISA allowance (see 'What are the charges?' on page 5).

Monthly subscriptions

- Your monthly subscriptions need to be £50 or more, paid by direct debit. You can pay your first monthly subscription by debit card.
- You can increase your monthly subscriptions by £10 or more at any time.
- You can reduce your subscriptions at any time, as long as they don't go below £50 a month.
- You can pay any monthly subscriptions you have missed by debit card.
- You cannot make monthly Additional Permitted Subscriptions.

One-off subscriptions

- You can make one-off subscriptions to your ISA, including Additional Permitted Subscriptions, when available.
- The minimum one-off subscription is £1,000 (or £500 if you have already invested in your Plan).

Can I use the Wesleyan With Profits ISA to make use of an increased ISA allowance I've inherited?

Yes, you can use your Plan to make use of an increased ISA allowance called an Additional Permitted Subscription (APS), if your husband, wife or registered civil partner has died on or after 3 December 2014, holding one or more ISAs. This allows you to make subscriptions up to the level of your APS allowance, over and above the personal annual ISA allowance.

You cannot use APS contributions to open a new Wesleyan With Profits ISA without first taking advice from a Specialist Financial Adviser from Wesleyan Financial Services (WFS). However, you can open a Plan by meeting the standard application criteria and then make an APS application afterward.

If your husband's, wife's or registered civil partner's ISA was not a Wesleyan With Profits ISA, you'll need to transfer the allowance to us before you can make an APS.

You can only make an APS contribution as a single lump sum or a series of lump subscriptions. They must each meet the minimum subscriptions levels set out in 'How much can I pay in?'

Once you have made a subscription to the Wesleyan With Profits ISA using an APS allowance, you cannot transfer that allowance to another ISA manager - you can only use it to make subscriptions to the Wesleyan With Profits ISA - but you can transfer money out once you have made subscriptions.

APSs must be made within the timescales set out by HM Revenue & Customs (HMRC). This is either within:

- three years of the death of your husband's, wife's or registered civil partner, or
- 180 days of the administration of their estate being completed, if this is later.

Can I transfer an existing ISA to the Wesleyan With Profits ISA?

You can apply to transfer an ISA that you hold with another ISA manager to the Wesleyan With Profits ISA.

You need to transfer at least £500 from an existing ISA. There is no Initial Charge for direct transfers into your existing ISA.

If you transfer the money you have invested in the current tax year, you can add any extra subscriptions up to the maximum ISA allowance.

If you transfer what you have invested in previous tax years, this won't affect how much you can invest in the current tax year.

Before deciding to transfer investments into the Wesleyan With Profits ISA, you need to look at the advantages and disadvantages, which could include the following.

- You could have to pay charges and other costs associated with the transfer.
- You could miss out on an increase in the value of your investment if there is a rise in the markets while the transfer is taking place.
- If you transfer your money into the Wesleyan With Profits ISA, there is no guarantee that it will perform better than where it is currently invested.

Where is my money invested?

Your money is invested in the Wesleyan With Profits ISA Fund. There is more information in our booklet 'How our With Profits Fund Works (for policies where premiums are used to buy units)', which is available on our website at www.wesleyan.co.uk/savings-and-investments/with-profits-fund.

Can I take some money out?

You can take money out of your account at any time. When you take money out, you must always leave at least £1,000 in your account, otherwise we reserve the right to close it. If, however, you have £1,000 or less in your account, we won't close it if you are paying monthly subscriptions or taking regular withdrawals.

When you have taken money out, you can't put it back into your ISA if that would take you over the maximum you're allowed to subscribe for the tax year. We don't charge you for taking money out. However, we may apply an MVR which will reduce the value of your account (see 'What is a Market Value Reduction (MVR)?' on page 7).

Regular withdrawals

After five years, you can take regular withdrawals from your account. Withdrawing money from your account will reduce the value of your remaining investments.

You can take regular withdrawals every month, every three months, every six months or every year. To pay the withdrawal we cash in units from your account.

The minimum regular withdrawal you can take out is currently £50 a month, £150 every three months, £300 every six months or £600 per year. These values may change in future.

We may apply an MVR when you take regular withdrawals.

We will pay regular withdrawals straight into your bank account.

One-off withdrawals

You can withdraw £500 or more from your account at any time by writing to us. Payments can be made by BACS.

How do I cash in my Plan?

You can withdraw all of your money by writing and telling us that you want to do this. Please see the 'How to Contact Us' section on page 9.

We will close your account and send you a BACS transfer.

If you cash in your account we may apply an MVR.

How much might I get back?

How much your account is worth if you decide to cash it in depends on a number of things, including:

- how much you've invested
- how much you've already taken out
- how long your money has been invested for
- how well your investments have performed, and
- the level of our charges.

We may add regular bonuses and a final bonus to your account. There is more information about bonuses in our booklet 'How our With Profits Fund Works (for policies where premiums are used to buy units)', which is on our website at www.wesleyan.co.uk/savings-and-investments/with-profits-fund.

We may apply an MVR if you take regular withdrawals or you cash in all or part of your account.

You may get back less than you invested.

The table below shows what you could get back if you invest a one-off subscription of £3,000 or monthly subscriptions of £150 over 10 years.

Illustrated cash-in value			
	One-off subscription of £3,000		
Assumed growth rate	2% a year	5% a year	8% a year
Cash-in value after 10 years	£3,290	£4,400	£5,840
	Monthly subscriptions of £150		
Assumed growth rate	2% a year	5% a year	8% a year
Cash-in value after 10 years	£18,800	£21,900	£25,600

The figures in the table above assume that you are not opted into the Ongoing Advice Service (OAS) that WFS provide. If you opt into this service the illustrated cash-in values (shown in the table above) will be lower. For example, if the assumed growth rate is 5%, the illustrated cash-in value after 10 years for a one-off subscription of £3,000 is £4,190 and the illustrated cash-in value for monthly subscriptions of £150 after 10 years is £21,400.

These figures are examples only and are not guaranteed. They are not minimum and maximum amounts. What you will get back depends on how your investment grows, our charges and the tax that applies to the investment.

Financial companies have to use the same rates of growth to show what you might get back, except when a lower rate better reflects the investment potential of the product.

Don't forget that inflation will reduce what you can buy in the future with the amounts shown.

When we accept your completed application, we will send you a personal illustration based on the amount you want to invest.

What are the charges?

We (Wesleyan Assurance Society) collect charges from your ISA to cover our costs in managing your account and investments. We may also collect charges from you to pay for advice received by WFS.

These charges are explained in more detail further down.

Your personal illustration will show how the charges, and any other costs such as implicit transaction charges, may affect your transaction.

We may increase our charges in the future. If this happens, we will write and tell you.

Annual Management Charge (AMC)

The AMC is a percentage of how much your account is worth each year. It is 1.5% per year unless you are opted out of the Ongoing Advice Service that WFS provide, in which case it is 1%. It covers the cost of Wesleyan Assurance Society managing your investment and running your account. We don't take the whole AMC at once – we take part of it when the With Profits Fund is valued daily and the rest is deducted as units from your plan every month over the year.

The fund factsheet is based on the current v8 version of the With Profits ISA. The performance shown is based on 1% of the AMC that is valued daily. The remainder of the AMC and the cost of Ongoing Advice, where applicable, from a Wesleyan Financial Services Specialist Financial Adviser is not included in performance figures as they are deducted as units. Therefore, the performance shown will be lower than illustrated. You can view it online (www.wesleyan.co.uk/fund-prices). The factsheets appropriate for this product are in the 'Life' group.

Initial Advice Charge (IAC)

The Initial Advice Charge you will pay is currently up to 3% of your subscriptions, any transfer from another ISA manager or any APS you pay into the account. We take this charge from each subscription you pay and invest the rest of your money in the With Profits ISA Fund. If you set up a regular subscription with advice, after 1 January 2013, this will cease when it reaches its ten-year anniversary and then the full regular payment will be invested into the With Profits ISA fund.

Details of the amount WFS will receive can be found in your personal illustration and is a third-party payment. If you undertake a transaction yourself, without advice, such as by making a top up online, the IAC will not be payable with respect to that transaction. Before 1 September 2020, an initial charge did apply to these types of transactions.

Ongoing Advice Service (OAS)

WFS offer a service to check that your investments continue to be suitable for you.

As part of this service, WFS will also keep you up to date with changes to tax rules and other regulations that apply and give you advice and guidance when you need it.

If you are not already opted into the OAS and would like more information, please contact us. See the 'How to Contact Us' section on page 9.

If you opt out of the OAS which WFS provide, we will reduce your AMC by 0.5%. We take this additional amount monthly by cashing in units, and pay it to WFS on your behalf.

We may change our charges at any time but we'll only do this when it is reasonable and we'll tell you about any changes as soon as we can. There is more information about when we can change our charges in the Plan Document.

Summary of Charges

Summary of current charges	
Initial Advice Charge (IAC) (Only taken if you choose to take advice from WFS)	We take up to 3% of each subscription, transfer from another ISA manager or any APS you pay. For regular payments set up after 1 January 2013, this will cease on its ten-year anniversary.
Annual Management Charge (AMC)	This is 1.5% of how much your account is worth each year unless you are opted out of the OAS, in which case it is 1%. We take part of the 1.5% every day over the year, before we set the unit price. If you are opted out of the OAS, we will add back 0.5% of your account value by adding units to your account each month.

What might be the charges over the term of my investment?

The table below provides an illustrated breakdown of the total charges and expenses applied to your Plan at year 10. These figures assume that the investment grows at 5% a year, you do not take any withdrawals and you are opted out of the OAS that WFS provide. If you opt into this service, please ask us for a separate illustration to show how the charges will affect your subscriptions.

One-off subscription of £3,000		
Charge type	**Total amount over the 10 year illustrated term of your investment**	**Annual percentage of the average value of your investment over the term**
Investment Service Costs	£348	0.95%
Investment Product Costs	£36	0.10%
Third-party payments – paid to Wesleyan Financial Services	£0	0.00%

Monthly subscriptions of £150		
Charge type	**Total amount over the 10 year illustrated term of your investment**	**Annual percentage of the average value of your investment over the term**
Investment Service Costs	£986	0.95%
Investment Product Costs	£103	0.10%
Third-party payments – paid to Wesleyan Financial Services	£0	0.00%

You can request an illustration or a further breakdown of these costs and charges by contacting us. See the 'How to Contact Us' section on page 9.

How will the charges affect my investment?

The tables below show the effects of our charges over 25 years on the subscription amounts shown.

These figures assume that the investment grows at 5% a year, you do not take any withdrawals and you are opted out of the OAS that WFS provide. If you are opted into this service, please ask us for a separate illustration to show how the charges will affect your subscriptions.

	One-off subscription of £3,000			
At end of year	Total paid in to date	Total actual charges to date	Effect of charges to date	What you might get back
1	£3,000	£31	£32	£3,110
2	£3,000	£64	£67	£3,240
3	£3,000	£98	£105	£3,360
4	£3,000	£133	£147	£3,490
5	£3,000	£170	£192	£3,630
10	£3,000	£377	£478	£4,400
15	£3,000	£628	£893	£5,340
20	£3,000	£932	£1,480	£6,470
25	£3,000	£1,300	£2,300	£7,850

	Monthly subscriptions of £150			
At end of year	Total paid in to date	Total actual charges to date	Effect of charges to date	What you might get back
1	£1,800	£10	£10	£1,830
2	£3,600	£39	£41	£3,740
3	£5,400	£89	£93	£5,730
4	£7,200	£159	£170	£7,790
5	£9,000	£252	£273	£9,940
10	£18,000	£1,070	£1,250	£21,900
15	£27,000	£2,570	£3,280	£36,500
20	£36,000	£4,910	£6,810	£54,300
25	£45,000	£8,250	£12,400	£75,700

What are the charges for?

The charges include the cost of setting up, arranging and managing the account, and also running the With Profits ISA Fund.

The last line of the tables above show that over 25 years the effect of the total charges could be £2,300 for a one-off subscription of £3,000 and £12,400 for monthly subscriptions of £150 over 25 years.

Putting this another way, the charges reduce the assumed investment growth rate from 5% a year to 3.9% a year.

If you have not opted out of the OAS that WFS provide, the charges reduce the assumed investment growth rate from 5% a year to 3.4% a year.

There may be costs related to transactions in connection with this Plan, such as taxes, that are not paid via us or imposed by us.

What happens to my ISA if I die?

- The ISA tax advantages will no longer apply and your money will stop being invested in the With Profits ISA Fund from the date of your death.
- We may add interest to your money from the date of your death to the date we pay out the investment. Tax may need to be paid on this interest.
- We will pay out 101% of your account's value (which may include a final bonus) if you die.
- We won't apply a market value reduction to any benefits we pay out because you have died.
- If your husband, wife or registered civil partner asks us to, we will confirm the value of your account to them so they can work out their own APS allowance. Also, we will transfer the allowance to another ISA manager of their choice if they ask us to do this.

What is a Market Value Reduction (MVR)?

An MVR is an adjustment we make which reduces how much you get back if you withdraw money at certain times (for example, when share prices are generally low).

We may apply an MVR if:

- you decide to take regular withdrawals
- you cash in all or part of your account
- you transfer all or part of your Wesleyan With Profits ISA to another ISA manager, or
- you cancel a subscription or transfer during the cancellation period.

If we apply an MVR, it will reduce the value of your account investments and you could get back less than you invested. How much we reduce the value by will depend on when you invested in the fund and the value of our With Profits ISA Fund when you take money out.

There is more information in our booklet 'How our With Profits Fund Works (for policies where premiums are used to buy units)', which you can get from our website at www.wesleyan.co.uk/savings-and-investments/with-profits-fund.

What about tax?

You don't have to pay income tax or capital gains tax on any money you make from the investments in your ISA.

You don't have to put the ISA on your tax return.

Your investment will be part of your estate when you die and there may be inheritance tax to pay.

This is how we understand the current tax rules. They may change in the future and your actual tax treatment depends on your personal circumstances.

Can I transfer my Wesleyan With Profits ISA to another ISA manager?

You can transfer all or part of your Wesleyan With Profits ISA to another ISA manager at any time.

We may apply an MVR to the value of your investment before it is transferred.

What happens if I stop paying?

You can stop paying monthly subscriptions at any time. If the value of your account is less than £1,000 when you stop your monthly subscriptions and you are not taking regular withdrawals, we reserve the right to close your account and pay the cash-in value to you.

We will reduce the value of the investments in your account if an MVR applies when we close your account.

Can I change my mind?

Yes, you can change your mind within 30 days of receiving your Plan Document.

We will send you a Cancellation Notice with your Plan Document, which you must fill in and return to us.

If you make a one-off subscription or APS, or if you transfer an ISA from another ISA manager and you cancel the subscription or ISA transfer in the cancellation period, you may get back less than you invested if we are applying an MVR when we receive your Cancellation Notice.

If you decide to cancel your ISA transfer, we can either pay the money straight to you by cheque, transfer it to another ISA manager or return it to the original ISA manager.

However, if the original ISA manager does not accept the return of your investment, we will contact you to let you know. If we return the investment to you, you will lose your ISA tax advantages for that money.

You cannot cancel the transfer of an APS allowance from another ISA manager if you have already made an APS to the Wesleyan With Profits ISA in respect of that allowance.

How can I find out how my ISA is doing?

You can:

- check the statement we send to you each year
- see 'How to contact us' on page 9, or
- keep up to date with your investments through MyWesleyan. Log into your account at mywesleyan.co.uk/login or download the My Wesleyan app where you can correspond with us securely via 'Messages'. If you haven't yet registered for the service, log into this same area and access the 'Register now' link which can be found under 'I would like to register today'.

OTHER INFORMATION

Client classification

We will treat you as a 'retail client'. This means that you will receive the highest level of protection under the Financial Conduct Authority rules and should have the right to complain to the Financial Ombudsman Service.

How to complain

We do everything we can to make sure we always give you the best possible service. If you are unhappy with any part of the service we have given you, and wish to complain, you can contact us in the following ways:

- Speak to our Customer Operations Team on 0800 092 1990. Our lines are open from 9am to 5pm, Monday to Friday.
- Complete the online contact form which can be found by visiting our website www.wesleyan.co.uk/contact/complaints
- Email the Complaints Team at complaints@wesleyan.co.uk. However, please avoid sending personal information by email as it is not a secure method of communication.
- In writing to the address below

Complaints Team
Customer Operations – Birmingham
Wesleyan Assurance Society
Colmore Circus
Birmingham
B4 6AR

If, after receiving our response, you're still not happy, you can refer your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London
E14 9SR

Phone: 0800 023 4567 or 0300 123 9123.
Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

Complaining to the Ombudsman won't affect your legal rights.

Law

The plan is governed by the law of England.

Compensation

If we cannot meet our financial obligations to you, you may be entitled to compensation from the Financial Services Compensation Scheme (FSCS) under the Financial Services and Markets Act 2000. You can get details of the scheme from the FSCS at:

FSCS
PO Box 300
Mitcheldean
GL17 1DY

Phone: 0800 678 1100 or 020 7741 4100
Email: enquiries@fscs.org.uk
Website: www.fscs.org.uk

Conflicts of interest

You can find a copy of our Conflicts of Interest policy on our website at: www.wesleyan.co.uk/about/corporate-governance or you can ask us for a copy.

HOW TO CONTACT US

If you have any questions, please call us on 0345 351 2352.

- Our lines are open from 9am to 5pm, Monday to Friday. Calls may be recorded to help us provide, monitor and improve our services to you.
- Write to us at:
  Wesleyan Assurance Society
  Colmore Circus
  Birmingham
  B4 6AR
- Visit our website at www.wesleyan.co.uk
- You should send instructions to us in writing to the address above. However we may accept instructions other than in writing from time to time. We can only communicate with you in English. We can contact you by phone or other ways to get instructions about your account.

Payments to Wesleyan Assurance Society from other Wesleyan Group companies

Each year Wesleyan Group subsidiary companies pay Wesleyan Assurance Society in order to cover the cost of certain services which the Society provides. Payments will be made on an ongoing basis, for as long as the services are used.

Service Provided	Payments from Wesleyan Financial Services	Payments from Wesleyan Unit Trust Managers
Group Central Services (e.g. Web Development and Company Strategy)	£12,660,144	£117,368
Senior Staff Costs	£2,298,117	£183,668
Regulatory Compliance	£437,402	£17,456
Advisory Panel Costs	£34,673	£2,771

The payments listed above are only those relevant to your choice of product and are an indication of the expected costs this year, based on the costs in 2023. The precise amount will change each year depending on how much the services are eventually used and the cost Wesleyan Assurance Society incurs when actually providing them. All payments are made from the paying company's own resources and will not change the costs quoted to you in your product literature.

We are all about you.

Since we were founded over 180 years ago, we have cherished our mutual status. It's an integral part of who we are and with no shareholders, our focus is on members and customers. We work to benefit those who invest in our business. Not only today, but also in the future.

It's why 'we are all about you'.

A guide to the many ways in which the Wesleyan Group of companies can help you to plan, prioritise and secure your financial future.

For you

- Savings & Investments
- Mortgages
- Retirement Planning
- Insurance
- Life & Income Protection

For your business

- Equipment Insurance
- Personal Protection
- Premises Insurance
- Finance & Funding

For more information about the Wesleyan Group of companies, visit **wesleyan.co.uk/ourcompanies**

If you would like this document in Braille, large print or audio format, please contact **0800 975 3710.**

Follow us for regular updates on social media **@wesleyan** **facebook.com/wesleyanAS** **linkedin.com/company/wesleyan**

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