

Application to transfer a Disqualifying Pension Credit

– *Collective Retirement Account (CRA)*

For completion with a financial adviser

With this form you can:

- transfer a Disqualifying Pension Credit (DPC) into a new CRA.

This form cannot be used for:

- investing single or regular payments
- transferring pre-A Day crystallised benefits, for which there is a separate application
- any other types of pension transfer application; they must be submitted online by your financial adviser.

We regularly update our forms. Your financial adviser can confirm that this **January 2026** version is the latest by checking on our website quilter.com



Please be aware that:

- each DPC transfer will be applied to a new CRA and no other contributions or transfers can then be made into that CRA
- with a DPC, no tax-free lump sum is available.



Completing this form

- **Option 1 (electronic):** Save the form to your desktop, open it in **Adobe Acrobat** to complete the editable fields, then either print and sign it, or sign it digitally*.

*This application can be digitally signed and a scanned copy sent to us. However, we recommend that you print and sign the attached transfer authority by hand, as some providers won't accept a digital version and submitting one may therefore delay your transfer.

- **Option 2 (by hand):** Print the form and complete it in BLOCK CAPITALS using blue or black ink.

- **Date Format:** please use **DD/MM/YYYY**.

- Missing or unclear information may result in delays. We are unable to correct errors or omissions retrospectively.

- **Post your completed form to:** Quilter, SUNDERLAND, SR43 4JP.



Additional documents we might need

- **Proof of identification and your signature** – if not already provided by you or your financial adviser.
- **Proof of bank account ownership** – If you are making a withdrawal. See section 8.
- **Power of attorney document** – If an attorney is applying on your behalf. See Supplement B.
- **Expression of Wish** – to nominate or update who should receive your CRA benefits after your death, you or your financial adviser can do so online or by completing the Expression of Wish form available at quilter.com.
- **Transfer Discharge Form** - The ceding scheme or your adviser can tell you if this form is required. If it is, please include the completed form with your application.



Timescales

- **Single income withdrawal** - We'll usually make payments within 10* working days once we have everything we need.
- **Regular income withdrawals** - Your payment will be made on the date you choose*, or the working day before if that date falls on a non-working day. We must receive your instructions at least 10 working days before the start date.



***If other transactions are in progress on your account**, your payment might be delayed. If this happens, we'll make the payment as soon as those are finished. For example, if a regular payment is due when you request a single payment, the regular one will be processed first.

Quilter Smoothed Fund - If you are invested in a Quilter Smoothed Fund and wish to take a lump sum single withdrawal, certain conditions will apply if you choose to sell a Quilter Smoothed Fund as part of this instruction:

- a 10-working day notice period will be applied before your transaction begins
- payment will therefore be made 16 to 18 working days after receipt of your request.

For more information, please read the Fund Information Document for Quilter Smoothed Funds, available at quilter.com/smoothed-funds.



96 Tax

- You'll pay tax on this income just like you would on a salary. The amount depends on your total income.
- If this is your first time taking money from your account, we might not know your full income and may use an emergency tax code. This could mean you pay too much tax at first and need to claim a refund from HMRC - or you might owe more if you have other income.
- If you take a single withdrawal payment in the same tax month* as your next regular payment, HMRC might update your tax code. This could delay that next payment, which would then be held as cash in your account. Future payments won't be affected. For more details, please see our [Guide to Income Tax and Your Pension](#).

*A tax month period runs from the 6th of the month until the 5th of the following month.

- **Non-UK Tax** - If you are subject to tax in any country outside the UK, you should contact your tax specialist, to understand whether you will be liable for tax in that country.



Important documents you need to read before completing your application

Your financial adviser will have provided you with the following:

- **CRA Key Features Document**
- **CRA Terms and Conditions for Charge Basis 3**
- **An illustration**
- **Asset information for Charge Basis 3** (including details of any rebates applicable)
- **(If you invest in a Quilter Smoothed Fund) Fund Information Document** for Quilter Smoothed Funds
- **Privacy notice** concerning use of your personal information.

In section 10, the declaration you sign will include your confirmation that you have read these documents.

1. Financial adviser's details and declaration ► To be completed by your financial adviser



- **Quilter does not pay remuneration to financial advisers for investments made in their own names.**
More information is in our Terms of Business.

1.1 Network ► *If applicable*

<input type="text"/>	Company name <input type="text"/>
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Assigned adviser/Account to receive remuneration

1.2 Are you appropriately authorised to conduct this business?

Yes - go to 1.3

No - you cannot submit this application

Declaration

1.3 Financial advice

I confirm that:

- I have provided my client with advice and discussed the appropriate risks in relation to this transaction
- (if my client is taking withdrawals), my client is over age 55, or over the applicable protected pension age
- (where applicable) I have provided my client with an illustration in relation to any proposed withdrawal, in line with my regulatory responsibilities as financial adviser, as detailed in the FCA's Sourcebook COBS 14.
- (where applicable) I have the FCA 'advising on pension transfers and pension opt outs' permission

Yes

No

1.4 Adviser fees ► *If applicable*

- I confirm that any fee(s) authorised in this form in relation to this account are solely in relation to advice and/or services I have provided or will be providing to the client in relation to that account and do not relate to any other advice or services I have provided.
- I understand that adviser fees will be paid subject to the limits outlined in Quilter's Remuneration Guide.

1.5 Confirmation of Verification of Identity (CoVI)*

I confirm that:

- I have verified the identity of all relevant parties referred to in this application and have seen evidence of age for my client
- the information in this form was obtained by me in respect of the relevant parties
- the evidence I have obtained to verify the identity of the relevant parties can be produced on demand and meets the standard of evidence set out within the guidance for the UK Financial Sector issued by the Joint Money Laundering Steering Group (JMLSG)
- if any individual referred to in this application has changed address within the last three months, I can provide evidence on demand
- I have not verified the identity of the following parties referred to in this application because they are exempt from verification under Money Laundering Regulations

- ... f) this section is signed below by the person who has seen the documentary evidence (which may include an electronic identity check).

1.6 Correspondence

I confirm that:

- my client understands that they will receive online correspondence only, and they have agreed to register for the Quilter App or online Customer Centre, if not already registered

continued

- b) I have explained to my client that they will receive an email from Quilter with the details they need to register for the Quilter App or online Customer Centre, if not already registered
- c) this application contains the correct email address for my client
- d) I understand that I am responsible for sending correspondence to my client prior to their registering for the Quilter App or online Customer Centre.

Financial adviser's signature (In signing below you accept all of the declaration points in this section.)

Signed		Date	
Print full name		Position	
Email address		Telephone	



Transfer authority

- There is an additional financial adviser section for completion in the transfer authority at the end of this application.

Additional declarations in section 11 and 12

- If the asset selection in section 5 includes any MPS or DIM portfolios, or a Quilter Smoothed Fund, you must also sign the declarations in sections 11 and 12 respectively.

Additional needs

- If your client needs documents in another format, or if there's anything else we can do to support them, please complete our 'Meeting your needs' online form. It only takes a few minutes and helps us tailor our services to suit them. You can find it on our website by visiting quilter.com/meeting-your-needs.

*CoVI

This section cannot be used to verify the identity of anyone who falls into one of the following categories:

- those who are exempt from verification as being an existing client of the introducing firm prior to the introduction of the requirement for such verification,
- those who have been subject to Simplified Due Diligence under the Money Laundering Regulations, or
- those whose identity has been verified using the source of funds as evidence.

Evidence of identity must be provided to us for any such cases.

2. Your details

Title	Mr	Mrs	Miss	Ms	Other ► <i>Please specify</i>	
First name(s)						
Surname						
Date of birth					Gender	
					Male	
					Female	
Telephone number						Email
National Insurance (NI) number						

Your employment status ► *Please tick one, as applicable*

Employed - Chargeable to tax on earned income for the income tax year of assessment concerned in respect of an office or employment

Caring for at least one child aged under 16

Caring for a person aged 16 or over

Child under 16

In full-time education

Unemployed

Other ► *Please specify*

Self-employed - Chargeable to tax for the income tax year of assessment concerned in respect of annual profits or gains arising or accruing from any trade, profession or vocation

Pensioner - Chargeable to tax on earned income for the income tax year of assessment concerned in respect of a pension

Permanent UK residential address

	Postcode
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► *We cannot accept addresses that are 'care of', contain a PO Box number, or belong to your financial adviser.*

Use the residential address for correspondence? Yes No - enter the correspondence address below

Correspondence address	Postcode
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► *We cannot accept a correspondence address that belongs to your financial adviser.*

As you are opening a new account:

- we will provide all correspondence for you digitally, and store it online in your document library for you to access through our online Customer Centre and Quilter App
- we will email you with details of how you can activate your online account
- we will notify you by email each time we issue new correspondence
- paper correspondence from us will only be sent where we are obliged to by regulation.

Do you hold tax residency status anywhere other than the UK? ► Please tick one, as applicable

No, in the UK only

I hold dual tax residency and I **AM** a Crown employee, or their spouse

I hold dual tax residency and I am **NOT** a Crown employee, nor their spouse

Please complete **Supplement A**

What is your country of nationality? ► Please tick one, as applicable

I am a UK national only

I have either dual nationality or a non-UK nationality

Please complete **Supplement A**



Please note, if you are a citizen of Russia, or Belarus, you will not be able to proceed with your application.

3. Retirement assumptions

Please state your chosen retirement age/date and annuity age below.



- **The retirement age/date** is when you expect to start taking benefits from your account. Usually, it can be any age/date between your 55th* and your 75th birthday. (However, if you have a lower protected pension age based on your occupation, it can be any age/date from that protected pension age to your 75th birthday.) Your chosen age/date will be used for illustration purposes.
- We'll contact you a few months before your chosen retirement age to explain your options - unless you've already taken all your benefits.
- **Your annuity age** is when you expect to convert your pension account into a lifetime annuity. This can be the same as your retirement age and will also be used for illustration purposes.

* Rising to 57 in 2028

Retirement age or date Age OR Date

Annuity age Age ► If left blank this will be defaulted to the Retirement age

Annuity payments Advance Arrears

Annuity increases* *This figure can be 0% - 8.5%, or state 'RPI' (if the annuity should change in line with any movement in the retail prices index)

Guarantee period 0 1 5 10 years

4. Transfer details



Phased investment

- You can place cash transfer payments into cash within your CRA, then phase the investment into your choice of assets in equal instalments on the first working day of each month for 3, 6 or 12 months.
- To do so, complete the required start date and frequency below, then list your choice of assets in section 5.
- If you do not specify a start date, we will begin phasing the month following your investment.

Financial adviser's initial fee

- An initial fee requested as a monetary amount will be paid from the largest transfer based on the estimated values you provide. It is not based on the amounts we actually receive.
- An initial fee requested as a percentage, will be based on the transfer value and will be taken from each individual transfer. If we do not receive the transfer, the fee will not be paid.

Please state the name(s) of the current pension scheme(s) below.

Transferring scheme(s)

Start date:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Number of months	3	6	12
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Phased investment (if required)

Start date: Number of months 3 6 12

Adviser's total initial fee for cash transfers

£ Or % ► Can be up to two decimal places.

You will need to complete the **Transferring Scheme Authority** at the end of this form, one for each pension being transferred.

5. Asset selection

Managed Portfolio Service (MPS) and Discretionary Investment Management (DIM) Portfolios

- If you wish to invest using our WealthSelect MPS or into DIM portfolios, enter details of the portfolio(s) required in the table below.
- The MPS/DIM portfolio declaration in section 11 **must also be signed by your financial adviser.**

Quilter Smoothed Fund

- If you wish to invest in a Quilter Smoothed Fund, enter details in the table below.
- The Quilter Smoothed Fund declaration in section 12 **must also be signed by your financial adviser**.

5.1 We will automatically default to the 'unbundled' versions of any assets you choose in section 5.2.

- ‘Unbundled’ assets typically have lower Annual Management Charges (AMC) with reduced rebates.

- ‘**Bundled**’ assets have full AMC with rebates.

Tick here if you want the 'bundled' version of your asset choice, if available.

5.2 State your asset choice in the table below

- If you selected **phased investment** in section 4, you cannot phase back into cash, please do not select cash as one of your asset choices below.
- **If an asset choice you give is missing, illegible or otherwise invalid**, we will try to contact you or your financial adviser for revised instructions. If we are unable to do so, we will place the investment into cash within your CRA, after which you or your adviser can switch into a revised asset choice.
- **If your asset choice includes any Exchange Traded Instruments (ETIs):**
 - they can only be purchased in whole units; any residual value will therefore be held as cash within your CRA
 - each ETI transaction will incur a Dealing Charge. Stamp duty and other costs may also apply.
- **Income (Inc) or Accumulation (Acc)** – Assets may offer income units or accumulation units. We always buy accumulation units. However, if your chosen asset does not offer accumulation units, we will buy income units.
- **If you require more space for your asset choice**, please complete and attach a copy of this page.

Discretionary Investment Manager (DIM) – Portfolio Fee

If the asset choice includes a DIM portfolio, your adviser can record the related fee details here.

Portfolio Fee Amount:

% of the portfolio value each year

Model portfolio(s) to which the fee relates

Frequency

Monthly

Quarterly

Half-yearly

Yearly

6. Distribution options

State here how you wish us to handle any distributions of income we receive for assets in your CRA (tick one):

► If you leave this section blank, 6.1 will apply.



Exchange Traded Instruments (ETIs)

- If you select 6.1, any reinvestment into an ETI will incur a Dealing Charge; stamp duty and other costs may also apply. The number of units purchased will be rounded down to the nearest whole number (any excess will be held as cash in your CRA).

6.1 Reinvest into the CRA

6.2 Leave as cash in the CRA

7. Income withdrawal (if required)



Please note

- The transferred pension assets/proceeds will be applied to a new CRA as uncrystallised pension savings.
- If you request any income in section 7, we will crystallise assets into a 'designated' crystallised sub account. You will need to tell us which assets to crystallise, except where you are taking a full withdrawal when we will crystallise all remaining assets.
- **Flexi-access drawdown** - Your account will be classed as being in 'flexi-access drawdown'. This means that there is no limit (cap) on the amount of income you can take.
- Any income withdrawn will be taxable; with a DPC, no tax-free lump sum is available.

Part A - Regular income withdrawals (if required)



- The amount you enter below will be the amount you receive each month, quarter, half-year or year (as applicable).
- The minimum gross amounts (*before income tax*) are £25 monthly, £75 quarterly, £150 half-yearly and £300 yearly.
- We must receive your instructions at least 10 working days before the first withdrawal date requested. Where this date is not a working day, payment will be made on the previous working day.
- If you invest in a Quilter Smoothed Fund, and there has been a downward price adjustment to the smoothed price, any element of a regular withdrawal that is above the 7.5% regular withdrawal allowance will receive adjusted smoothed price.

Amount – State how much you want to receive **each payment**

£

(*before tax*)

Frequency

Monthly

Quarterly

Half-yearly

Yearly

First withdrawal date

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► Any day from 01-28; if left blank, we will apply the earliest possible payment date.

Assets to move into a crystallised account

– use **Part C** to tell us which assets you want to crystallise.

Assets to be sold

– use **Part D** to tell us which of your crystallised assets from **Part C** are to be sold to meet your withdrawals.

Part B - Single income withdrawal (if required)



- Partial withdrawal – the minimum gross partial withdrawal (*before income tax*) is £125 and will be in addition to any regular withdrawals you request from your account.
- Full withdrawal – we will sell all assets in your account. We cannot guarantee the amount that the withdrawal will raise because it will depend on the asset prices.
- Payments will normally be made within 10* working days of all our requirements being met.

*If you are invested in a Quilter Smoothed Fund, please see the additional notes on page 1 under 'Timescales'.

Withdrawal amount ► Complete one of the following with the amount required

Partial withdrawal

£

Before tax

Go to Part C

OR

Full withdrawal

(*tick*)

Go to section 8.

Part C - Assets to move into a crystallised account

You will need to tell us which assets to move into a crystallised account so that we can set up your withdrawals.

Do you want to move all remaining assets relating to this application into a crystallised account?

Yes - now go to Part D

No - please provide details below of the specific assets to be moved:



Show the amount to come from each asset/portfolio as a percentage of the total withdrawal amount.

Part D - Assets to be sold

We will meet your income withdrawal payments by selling proportionally across all portfolios and assets in your crystallised account as detailed in Part C above.

Alternatively, if you would like to withdraw from specific portfolios or assets, please complete the details below. Show the amount to come from each asset/portfolio as a percentage of the total withdrawal amount.



- If you have selected both a regular income withdrawal and a partial single income withdrawal, the assets you list below will be sold to meet each withdrawal type. If you want to select a different asset choice for each withdrawal type, please provide details on a separate sheet clearly setting out your instructions.
- **If you select a portfolio below**, we will take the amount requested from the portfolio as a whole; we cannot withdraw from individual assets within a portfolio.
- **Exchange Traded Instruments (ETIs)** – if you select an ETI below, the sale trade will be rounded down to the nearest whole number of shares. Any cash held in your account will be used to meet any shortfall in the withdrawal amount requested. If there is insufficient cash to meet the requested withdrawal we will contact you for further instructions. A Dealing Charge will also apply to each ETI sold.
- If you select a **Quilter Smoothed Fund**, please see the notes under 'Timescales' on page 1.

8. Bank details

Complete this section if you have requested income withdrawals in section 7.



- This must be a UK bank account in your name or with you as a joint holder; we CANNOT make withdrawal payments to third parties or business accounts except for sole trader accounts.
- Some banks or building societies cannot accept direct credits.
- If you change your bank details, or if you want to request payment to a different account in the future, just let us know. We can hold details for up to four bank accounts under your customer reference number.

Branch sort code

<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>
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Bank/Building Society account number

<input type="text"/>							
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Bank/Building Society name

<input type="text"/>

Name of account holder(s)

<input type="text"/>											
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Reference (optional)

<input type="text"/>

► Any reference here will appear on your bank statements. For a Building Society account, enter the roll number.

Type of bank account

Individual Joint

Proof of bank account ownership

Have we paid money into this bank account before? **Yes** - go to section 9 **No** - continue below

If **No**, we will need proof that it is yours, if not already provided. Please choose **one** of the following to send us:

A voided cheque*

A bank account statement dated within the last six months*

*The proof must be an original or a certified copy. Copies must be certified on each page in ink by a UK-based professional such as a financial adviser, solicitor, accountant, GP or bank manager (including the bank's stamp). If you have online bank account statements we will accept a certified printed copy. You can scan and send certified documents to us by email to ask@quilter.com

9. Charges and fees

Part A - Quilter's charges

- Your CRA is subject to charges.
- More information about charges is in the important documents listed on page 1.

Part B - Adviser fees ► If required

Complete this section if you wish us to deduct fees from your account for your financial adviser.

Initial fee ► If initial fees are required, please complete the details in section 4.

Ongoing servicing fee



- The servicing fee is an annual amount including VAT, which will be divided by the payment frequency selected and paid accordingly. ► For example, £100 half-yearly would be £50 every six months.
- Percentage fees can be entered up to two decimal places.
- Where a percentage fee amount is agreed, the fee paid may go up or down depending on the value of your investment on the date the fee is deducted.
- Any servicing fee authorised will override any existing servicing fee instruction on this account.
- If you leave the frequency blank, we will assume 'monthly'.
- If you wish to cancel an existing fee instruction using this form, enter £0 or 0% in the boxes below. It will be cancelled for the whole account, not just the investment in this application.

A - Fixed monetary amount

Fee amount £ each year

Frequency Monthly Quarterly Half-yearly Yearly

B - Fixed percentage

Fee amount % of the account value each year

Frequency Monthly Quarterly Half-yearly Yearly

C - Tiered percentage

10. Your declaration

References to the 'application' in this declaration, include the relevant attached supplements (where completed).

Please read this section carefully – it is important that you read and understand the Terms and Conditions as well as this declaration. You should ask questions if there is anything you do not understand.

- All references to 'I', 'Me' or 'My' within this declaration mean you, as the investor.
- This declaration has 7 clauses, arranged into 5 sections:
 - 1 – My application and information
 - 2 – Keeping me informed
 - 3 – Fees
 - 4 – Asset classes
 - 5 – My declaration

My application and information

1. On the basis of the details supplied:

- a) I apply for a Collective Retirement Account and to become a member of the Quilter Personal Pension Scheme.
- b) Where I am making an additional investment to an existing Collective Retirement Account, I request that the changes detailed in this application are made to my existing account.
- c) Where completing this form as a legal guardian on behalf of an applicant aged under 18:
 - i) I declare that I will be responsible for the contract as if I were the applicant
 - ii) I understand that any contributions paid can only be returned to the applicant as authorised payments under the rules of the account, and that authorised payments are defined in law and will usually be restricted to retirement or death benefits.
- d) If I am a relevant United Kingdom (UK) individual for this tax year I declare that:
 - i) I have relevant UK earnings chargeable to income tax for this tax year; or
 - ii) I will be resident in the UK at some time this tax year; or
 - iii) I have been resident in the UK at some time during the five tax years immediately before this tax year and was also resident in the UK when I joined this pension scheme; or

- iv) I have for this 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
- v) I am the spouse or civil partner (as defined in the Civil Partnership Act 2004) of an individual who has for this 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
- vi) the total contributions paid by me, or on my behalf to any registered pension scheme on which I am entitled to tax relief, do not exceed the higher of the basic amount (£3,600 gross) or my relevant UK earnings for that tax year.
- e) If I am currently not a relevant UK individual I declare that I will inform Quilter Life & Pensions Limited ('Quilter') should this change.
- f) I understand that, from time to time, I will be asked to provide prescribed information to Quilter related to my registered pension provision in order for them to meet obligations under the tax legislation relating to pension tax reliefs.
- g) I understand that, in certain circumstances, the pension tax legislation requires Quilter to deduct tax from payments to me. Typically this would be tax payable on any income withdrawal payments.
- h) I understand that if my contribution (or a contribution paid on my behalf) exceeds limits and allowances provided by legislation, HM Revenue & Customs will recover any tax relief not due. Quilter is not required and is unable to monitor whether contributions are within those limits or allowances.
- i) I understand that it is my responsibility to advise Quilter of any other pension arrangements that I may hold with another provider for the purposes of the Lump Sum Allowance and Lump Sum and Death Benefit Allowance.
- j) I understand that if I provide false information to Quilter in respect of my registered pension arrangements, I may be liable to tax and possibly penalties from HM Revenue & Customs.
- k) I authorise Quilter:
 - i) to hold my cash investment, Collective Retirement Account investments, interest, dividends, rebates and any other rights or proceeds in respect of those investments and any other cash, and
 - ii) to make on my behalf any applicable claims to relief from tax in respect of my investments.
 - iii) (unless I am topping up an existing account where I have chosen a paper preference for my correspondence) to send all correspondence relating to this account to my online document library, and I agree to register for the Quilter App or online Customer Centre, if I am not already registered, to access this correspondence online.

I understand that my correspondence preference will be aligned to be online only, for any other Quilter account that I have.
- l) I understand that Quilter reserves the right not to accept this application in which event my payment will be returned to the originator.
- m) I understand that Quilter Life & Pensions Limited accepts no responsibility for any loss incurred as a result of any delay between submission and receipt of the application by Quilter.
- n) I understand that it is a serious offence to give false information in order to obtain tax relief on contributions, which could lead to prosecution and severe penalties. Further I understand it is my responsibility to inform Quilter of any changes which affect my tax status.
- o) If the investor is suffering from a mental disorder, I confirm that I am a parent, attorney, guardian, spouse, civil partner, son or daughter of the investor.
- p) I declare that if I am no longer eligible to tax relief on my contributions or if I am no longer a UK resident I will inform Quilter. I will give this notice to Quilter by the later of:
 - i) 5 April in the year of assessment in which the event occurs; and
 - ii) the date which is 30 days after the occurrence of that event.
- q) I declare that investments made to the account have not been funded from a tax-free cash sum from a registered pension scheme to the extent that either I or Quilter will suffer a tax liability.
- r) If I have taken benefits from any pension arrangement, with the current or any other pension provider in a way that means I am subject to the Money Purchase Annual Allowance (MPAA), I will supply the date the MPAA first applied to me.
- s) I confirm that where a net member contribution is being made through a business or partnership account, that I have reimbursed the business/partnership for the amount of the payment.
- t) (If you have chosen a Quilter Smoothed Fund) I confirm that I have read and understood the Fund Information Document for Quilter Smoothed Funds and relevant sections of the Collective Retirement Account terms and conditions. By submitting this application to Quilter, I confirm that I accept the terms and conditions that are relevant to Quilter Smoothed Funds.
- u) I declare that I am not a citizen of Russia or Belarus.

2. Personal information – I confirm that:

- a) I have read Quilter's privacy notice available at quilter.com/privacy concerning use of my personal information (and that of the child, where applicable)
- b) I have obtained the consent of any other party named in this application to use their personal data in accordance with Quilter's privacy notice.

Keeping me informed

3. Contract notes – I understand that I will not receive contract notes relating to transactions involving the purchase or sale of investments which are carried out on a periodic basis in the manner agreed to in this application. Details of these transactions will be shown in the periodic statement which will be sent to me. In particular, such transactions include:

- regular investments payable by Direct Debit
- phased investments
- rebalances carried out by my financial adviser or portfolio manager (if applicable)
- regular withdrawals

- dividend and rebate reinvestments
- sales of units to meet Quilter Life & Pensions Limited charges and fees for my financial adviser (if applicable).



Phased investment allows you to invest gradually from cash in your account into your chosen investment(s) over a period of 3, 6 or 12 months.

Rebalances are where the weightings of portfolio assets are periodically realigned, to match the percentages set by your financial adviser or portfolio manager.

4. Important documents – I have been given the opportunity to read and keep the following, and to have any questions concerning them answered to my satisfaction:

- Terms and Conditions, to which I agree
- Key Features Document
- information including rebates, in respect of my chosen funds.
- an illustration and information about the costs and charges associated with my investment
- Terms and Conditions for Quilter's online Customer Centre.
- (if you have chosen a Quilter Smoothed Fund) Fund Information Document and the relevant sections for Quilter Smoothed Funds within the Collective Retirement Account terms and conditions.

Fees

5. Facilitation of fees – If I have authorised fees for my financial adviser or discretionary investment manager (DIM) in respect of my application:

- I authorise Quilter to deduct those fees from my investment and pay them to my financial adviser or DIM (as applicable).
- I understand that:
 - the fees agreed will be met as follows (as applicable):
 - adviser regular initial fee (Direct Debit) – by deduction from cash or, where insufficient cash is held, proportionally from all uncrystallised funds
 - adviser initial fee (lump sum/cash transfer) – by deduction from my investment after any tax relief has been added before the balance is invested
 - adviser initial fee – by deduction from the remaining amount after payment of tax-free cash but before the balance is invested
 - adviser ongoing servicing fee – by deduction from cash or, where insufficient cash is held, proportionally from all funds in:
 - (for crystallised sub accounts) the respective crystallised sub account
 - (for an uncrystallised sub account) the largest valued **crystallised** sub account held in my account. Where there are no crystallised sub accounts, or insufficient value in the crystallised sub account to meet the fee, I understand it will be deducted from the uncrystallised sub account.
 - if I authorise a servicing fee or DIM portfolio fee:
 - as a percentage amount, the fee paid may go up or down depending on the value of the investment on the date the fee is calculated
 - the agreed fee will be an annual amount, which will be divided by the payment frequency selected and paid to my adviser or DIM accordingly
 - the servicing fee will apply to the entire account and will override any existing Servicing Fee on the account
 - VAT may also be payable on DIM portfolio fees.
 - regular initial fee payments:
 - will be deducted at the same frequency as the Direct Debit collections, on a date based on the anniversary date of the account
 - will be deducted for the number of payments I authorise, unless my Direct Debit is cancelled in which case the fee payments will stop.
 - fees will be paid in line with my account Terms and Conditions and subject to the limits outlined in Quilter's Remuneration Guide for financial advisers.
 - my fee authorisation will be retained by my financial adviser, who will inform Quilter of the fee(s) I have authorised.
 - Quilter will confirm details to me of the fees applied to my account.
 - I will need to reauthorise any increases to fees that have been previously agreed.
- I confirm that:
 - I have agreed any authorised fees with my financial adviser
 - my financial adviser has explained the effect that selling units to pay fees from my investment will have on its future value.
- I understand that:
 - I can cancel an adviser ongoing servicing fee at least 10 working days before it is deducted, by contacting Quilter, but I cannot make changes to a discretionary management portfolio fee
 - I cannot cancel a fee once it has been deducted, instead I would need to contact my financial adviser to discuss whether a refund is payable
 - if I cancel a fee, a pro rata payment may be made for the period up to the date of cancellation.
- If I am converting to Charge Basis 2 or Charge Basis 3:
 - I instruct Quilter to stop any commission payments currently being paid to my adviser (if applicable) in respect of this investment under Charge Basis 1 with immediate effect

- ii) I understand that existing commission arrangements will not convert to fees when my account changes to the new Charge Basis, and that fees will therefore need to be agreed separately
- iii) I confirm that Quilter has brought to my attention the importance of discussing adviser fees with my financial adviser before authorising them.

Asset classes

6. **Exchange Traded Instruments (ETIs)** – Where the application includes instructions to invest into ETIs I understand the additional charges that apply for transactions involving this type of asset.

My Declaration

7. **I declare that:**

- a) my application has been completed correctly and to the best of my knowledge and belief
- b) I have provided my correct email address to ensure that I receive notifications about my correspondence relating to this account.

Signature

Date

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Your capacity

Applicant

Attorney*

*The attorney must complete **Supplement B** with their details.



- All types of investment involve some risk.
- Your account value may fall or rise and you might not get back what you put in.



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11. Managed Portfolio Service (MPS) and Discretionary Investment Manager (DIM) Portfolios

If the assets selected in section 5 include MPS or DIM portfolios, this section must be completed by your financial adviser.

Part A - Where the assets in section 5 include any MPS portfolios

1. **I have read and agreed to the following WealthSelect Managed Portfolio Service declaration.**
2. **I confirm that** I have explained the WealthSelect Managed Portfolio Service (MPS) to my client(s) and I have their authority to use the MPS in respect of their account and I request that you invest their account into the Managed Portfolio I have selected.
3. **I confirm for each client:**
 - a) I have given advice in relation to the suitability of using the Managed Portfolio Service and to the Managed Portfolio to be selected which meets my client's needs.
 - b) I have provided the client with the factsheet for the relevant Managed Portfolio; I have given the client an opportunity to read it and they understand the investment risks relating to the Managed Portfolio Service in general and specifically to the relevant Managed Portfolio.
 - c) I am responsible for ensuring that the Managed Portfolio selected is suitable currently and on an ongoing basis in accordance with my duties under the FCA rules.
 - d) My client is aware that you, as the portfolio manager, will have complete discretion over the assets in each Managed Portfolio to buy, sell, retain, exchange or otherwise deal in assets, take all routine and day-to-day decisions about the asset allocation of the Managed Portfolios, and that the client and I are not permitted to provide such dealing instructions or modifications to the Managed Portfolio.
 - e) My client accepts that the agreement to provide the Managed Portfolio Service is between you and them as detailed in the Terms and Conditions, and you are offering this service to them as part of your agreement with them on the condition that I am appointed as their financial adviser to offer advice in respect of the ongoing suitability of the Managed Portfolio for their needs.
4. **Where a portfolio that has an explicit Managed Portfolio Service Charge is chosen**
 - a) My client understands and agrees that, while the Managed Portfolio Service is in use for their account, a Managed Portfolio Service Charge will be applied in accordance with the latest Terms and Conditions for that account. I have explained that:
 - b) The Managed Portfolio Service Charge will be applied as a percentage of the value held within the Managed Portfolio Service and that the amount of the charge may go up or down depending on the value of the investments.
 - c) The Managed Portfolio Service Charge is accrued daily and will be deducted from the account on the Account Charge Date.
5. **My client understands that** deductions to meet withdrawals cannot be taken from individual assets within the Managed Portfolio, only from the Managed Portfolio as a whole.
6. **My client has a copy** of the latest Charge Basis 3 Terms and Conditions which includes the WealthSelect Managed Portfolio Service. They have had an opportunity to read and understand them before agreeing to the use of the Managed Portfolio Service.

The latest version of the Terms and Conditions can be found on our website quilter.com

Part B - Where the assets in section 5 include any DIM portfolios

1. **I have read and agreed to the following discretionary managed model portfolio declaration.**
2. **I confirm that** I have explained the discretionary managed model portfolio service to my client(s) and I have authority from my client(s) to use the discretionary managed model portfolio(s) selected in respect of their account and I request that you invest their account into the model portfolio(s) I have selected.
3. **I confirm that** I have disclosed costs and charges to my client(s). I have printed/will print an Adviser Fee Authorisation form for my client(s) to sign and will retain a copy of this confirming their acceptance of the discretionary management portfolio fee (if applicable) associated to the model(s).
4. **I understand** that Quilter may ask for sight of the signed Adviser Fee Authorisation form in the future.
5. **I confirm that** for each client:
 - a) I have given advice in relation to the suitability of using the discretionary managed model portfolio(s) selected which meets my client's needs.
 - b) I am responsible for ensuring that the discretionary managed model portfolio(s) is suitable currently and on an ongoing basis in accordance with my duties under the FCA rules.
 - c) My client is aware that the portfolio manager will have complete discretion over the assets in each discretionary managed model portfolio to buy, sell, retain, exchange or otherwise deal in assets, take all routine and day-to-day decisions about the asset allocation of the discretionary managed model portfolio, and that the client and I are not permitted to provide such dealing instructions or modifications to the discretionary managed model portfolio.
 - d) My client accepts that the agreement to provide the discretionary managed model portfolio is between the discretionary investment manager and me, and I am offering this service to them as part of my agreement with them.
 - e) My client has been made aware of the roles and responsibilities of the discretionary manager in line with regulatory guidance.

Financial adviser's signature

Signature

Date

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Print name

12. Quilter Smoothed Fund

If the assets selected in section 5 include a Quilter Smoothed Fund, this section must be completed by your financial adviser.

Some conditions apply to the Quilter Smoothed Funds that are important for you and your client to understand. For more information, please visit quilter.com/smoothed-funds.

Where the assets in section 5 include a Quilter Smoothed Fund

1. I understand that the Quilter Smoothed Fund is only available for first-time investment if I am providing advice to my client.
2. I confirm that I have given advice in relation to the suitability of using the Quilter Smoothed Fund selected, which meets my client's needs.
3. I understand that I am responsible for ensuring that the Quilter Smoothed Fund is suitable currently and on an ongoing basis in accordance with my duties under the FCA rules.
4. I confirm that I have read and understood the Fund Information Document for Quilter Smoothed Funds, and I have shared and discussed the features of the fund with my client.
5. I confirm that by submitting this application to Quilter, my client agrees to the terms and conditions of the Collective Retirement Account applicable to Quilter Smoothed Funds, and has received a copy of those terms.

Financial adviser's signature

Signature

Date

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Print name

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Transferring scheme authority

- *Disqualifying Pension Credit*
- *Collective Retirement Account (CRA)*

For completion with a financial adviser

Please complete a separate form **for each pension being transferred**, even if the pensions are held with the same ceding scheme.

► *We recommend that you print and sign this form by hand, as some providers won't accept a digital version. Submitting one may therefore delay your transfer.*



Completing this form

- Complete this form using BLOCK CAPITALS and blue or black ink. For dates, please use the format DD/MM/YYYY.
- Missing or unclear information may result in delays.
- Quilter will only contact the transferring pension provider once all relevant information has been received in respect of this transfer, including any additional documents required and completion of the financial adviser's declarations at the end of this authority.



Additional documents

- **Transfer Discharge Form:** If the transfer is not being processed electronically using the Origo Options Transfer Service, the ceding scheme may need you to complete their transfer discharge form. The ceding scheme and your financial adviser will be able to help you with this.



Send your completed form as follows:

- **By post to:** Quilter, SUNDERLAND, SR43 4JP.

1. Investor details

Full name

Date of birth

National Insurance number

Permanent UK residential address

<input type="text"/>	Postcode
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CRA account number

A	C	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	<input type="text"/>					
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2. Ceding scheme details

Ceding scheme name

Ceding scheme telephone number
(if known)

Ceding scheme address

<input type="text"/>	Postcode
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3. Transfer details

3.1 Is the current plan subject to any existing or proposed:

- trustee in bankruptcy orders? No Yes*
- earmarking orders? No Yes*
- other receiving orders? No Yes* ▶ Please specify

* If you have answered 'Yes' to any of the questions above, please contact us on 0808 171 2626 so that we can determine whether we can proceed with the transfer.

3.2 Ceding scheme type Deferred annuity S32 Buyout FSAVC Occupational Pension Scheme
 Personal Pension Self-invested Pension Plan Stakeholder S226/RAC

3.3 Account number with ceding scheme

3.4 Scheme member's name

3.5 For defined benefit transfers only – Transfer value guarantee expiry date

4. Cash transfer amount



- The transfer will be effected as a cash transfer, this means that the assets will be sold and the cash proceeds transferred to Quilter. Any sale of Exchange Traded Instruments (ETIs) may incur the ceding scheme's dealing charges.
- If any assets to be sold are suspended, we will be unable to carry out the transfer.

Cash to be transferred* £

* For full transfers enter the estimated current value; for partial transfers, enter the amount to be transferred.

Full or partial transfer Full Partial

5. Investor's authority

I wish to proceed with the transfer shown in this form based on the following information.

- a) I confirm that I have received a personal recommendation from a financial adviser named in this form to transfer sums and/or assets from the plan(s) listed in this form to Quilter.
- b) I understand both the adviser's advice and the risks associated with the transfer.
- c) I authorise and instruct you to transfer sums and assets from the plan(s) listed in this application directly to Quilter and to provide any instructions and/or discharge required by any relevant third party to do so.
- d) I authorise Quilter, the current provider and any financial intermediary named in this application to obtain from each other, and release to each other, any information that may be required to enable the transfer of sums and assets to Quilter.
- e) I authorise Quilter, the current provider and any employer paying contributions to any of the plan(s) listed in the application to obtain from each other, and to release to each other, any information that may be required to enable the transfer of sums and assets to Quilter.
- f) I accept that in order to comply with regulatory obligations, Quilter and the current provider named in this application may need to verify my identity and residential address, and may use credit reference agency searches and ask for my documents to verify my identity and address.
- g) I understand that until this application is accepted and complete Quilter Life & Pensions Limited's responsibility is limited to returning the total amount received from each of the current providers listed in this application to them.
- h) I understand that when the payment is made to Quilter as requested, this means that I shall no longer be entitled to receive pension benefits from the whole of the plan(s) listed in the application where the whole of the plan(s) is (are) transferring, or that part of the plan(s) represented by the payments if only part of the plan(s) is (are) transferring.
- i) I have read any information provided or made available to me by the current provider in connection with this transfer, and have considered if there are any benefits or options I may lose as a result of the transfer.
- j) I have read guidance from the Financial Conduct Authority or The Pensions Regulator on the risks and warning signs of pension scams before making this application.
- k) I confirm that I have provided only true and accurate information in applying for this transfer. I understand that Quilter and the current provider cannot accept responsibility, and are not liable, for any losses resulting from untrue, incorrect or misleading information that I provide, or from any failure on my part to comply with any aspect of this application.
- l) I authorise the ceding scheme to sell the assets in the account numbered in section 3, and to transfer the cash proceeds in pounds sterling to Quilter Life & Pensions Limited.
- m) I understand that any sale of Exchange Traded Instruments (ETIs) may incur the ceding scheme's dealing charges.
- n) I authorise the ceding scheme to transfer any cash proceeds to Quilter Life and Pensions Ltd Transfers Account (NatWest, sort code 56-00-68, account number 44842864) stating my account number with Quilter as the reference if given in section 1 (or, if blank, my name).

Investor's signature

Date

Section 6 must be completed by your financial adviser.

6. Financial adviser's declarations and signature

To be completed by the financial adviser

Part A - FCA permissions declaration

The adviser firm, or an associated firm, must hold the relevant permission to be able to advise on the type of transfer shown in this form.

6A.1 In relation to the transfer, or partial transfer, shown in this form, are any safeguarded benefits being given up in order to pay the transfer value, where the applicant can remain in the scheme?

6A.2 Does the firm have the appropriate FCA permission to advise the client to make this transfer?

Yes No – Provide details below of the firm with the appropriate FCA authorisation that provided the personal recommendation in relation to the transfer(s).

Name and address of the firm

Financial Services Register number ► *If known*



- Safeguarded benefits are benefits which are neither flexible benefits nor cash balance benefits. Broadly, this means guaranteed pension benefits, such as those offered by defined benefits (DB) occupational pension schemes, deferred annuity contracts with a guarantee and conventional retirement annuity contracts with guaranteed annuity rates.
- **Due to the complex nature of transfers where safeguarded benefits are involved, we will not accept such transfers on a non-advised, or execution-only, basis regardless of the size of the transfer value and/or the FCA permissions which the adviser holds. We do not accept 'insistent client' transfers**

Part B - Transfer declaration - safeguarded benefits

(other than transfers involving guaranteed annuity rates or where the applicant cannot remain in the scheme)



- This section applies to transfers of guaranteed pension benefits, such as those offered by defined benefits (DB) occupational pension schemes and deferred annuity contracts with a guarantee.
- It is not applicable for safeguarded benefit transfers involving only guaranteed annuity rates or where the applicant cannot remain in the scheme.

Quilter will only accept the transfer if all the following statements apply:

For this transfer where the client is proposing to give up some, or all, of their safeguarded benefits, I have ticked here, and in the appropriate contingent charging section below, as the client's financial adviser to confirm all of the following points:

- a) the client has received a transfer value comparator in line with COBS 19.1.3A; and
- b) an appropriate pension transfer analysis in line with COBS 19.1.2B has been carried out; and
- c) this application to transfer is being submitted on behalf of the client in line with a 'personal recommendation to transfer' after full advice; and
- d) the client is not an 'insistent client' and this transfer is not being transacted on an 'execution-only' basis; and
- e) to the best of my knowledge and belief, the client understands how the key outcomes from the appropriate pension transfer analysis and the transfer value comparator contribute towards the personal recommendation to transfer.
- f) *Please tick the appropriate option(s) below.*
 - i) Contingent charging has not been used

OR

- ii) The client agreed to be charged on a contingent basis and the:
 - a) client's medical condition has given them a life expectancy of less than 75

AND/OR

b) client is in serious financial difficulty.



Please note

Acceptance of the transfer request

- Quilter will only accept a Transfer Request if the box relating to the six statements above has been ticked by the financial adviser (or the financial adviser has provided a separate signed declaration making the same statements) and all our other requirements have been met.
- Failing to provide this confirmation will delay the potential acceptance of the Transfer Request. If any such delay means that the transfer does not proceed within the Cash Equivalent Transfer Value (CETV) guarantee period that currently applies, this may affect the transfer value. Quilter will not be liable for any re-calculation fee, or potential drop in the transfer value following such a re-calculation.
- Quilter will decline this application if the financial adviser cannot provide this confirmation.

Transfer documentation

- It is important to submit the transfer request, with any documentation required by the ceding scheme, as soon as possible.
- Quilter cannot guarantee that the transfer request will be processed by the end of the CETV guarantee period. However, to reduce the risk of missing the CETV deadline, Quilter needs all related documentation **at least 5 working days before the end of the CETV guarantee period.**
- Quilter accepts no liability for any costs, claims or liabilities arising from a missed CETV guarantee period.

Part C - Financial adviser's details and signature

Signature

Date

Print name

Name of regulated firm

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Supplement A Tax residency & nationality details

You only need to complete this page if:

- you hold tax residency outside of the UK (*including where you have dual tax residency status, as well as the UK*)
- your country of nationality is something other than the UK (*including where you have dual nationality*)

CRA applicant's full name

PART 1. Tax Residency



- Normally you are considered a tax resident in a country if you pay tax there. This could mean you are tax resident in multiple countries if you pay tax in multiple countries. However, some countries may consider you a tax resident based on your nationality (eg the United States).
- Your **Tax Identification Number (TIN)** type is the number used to identify you for tax purposes. For example, in the UK the 'type of TIN' is your National Insurance number. For guidance on TINs for other countries see: www.oecd.org/tax/automatic-exchange/crs-implementation-and-assistance/tax-identification-numbers

Please tell us where you are tax resident outside of the UK

Country of tax residence 1

TIN

Type of TIN

Country of tax residence 2

TIN

Type of TIN

PART 2. Nationality

Please tell us which nationality you hold other than UK

Country of nationality 1

Passport number

Passport expiry date

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Country of nationality 2

Passport number

Passport expiry date

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Please note, if you are a citizen of Russia, or Belarus, you will not be able to proceed with your application.

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Supplement B Attorney details

A separate copy of this supplement should be completed by each attorney acting on behalf of the applicant.

 We will need to see either an original Power of Attorney document or an original copy certified on each page in ink by a solicitor. We will also need proof of identity; see section 1.5 of the application.

CRA applicant's full name

Attorney's details

Title	Mr	Mrs	Miss	Ms	Other ► Please specify
First name(s)	<input type="text"/>				
Surname	<input type="text"/>				
Date of birth	<input type="text"/>				
Telephone number	<input type="text"/>		Email	<input type="text"/>	
National Insurance (NI) number	<input type="text"/>		OR	If you are ineligible to have an NI number, tick here	
Nationality	<input type="text"/> ► If not UK, we may need to ask for additional information.				
Full address	<input type="text"/>		Postcode	<input type="text"/>	

► If correspondence for the account is to be sent to this address, please enter it in section 2 of the main application.

Under HMRC regulations, we can only accept a CRA application made under a Power of Attorney if we have confirmation that at least one of the following circumstances applies. Please tick to indicate why the investor is unable to apply him/herself:

- Physical disability, illness or old age
- Mental disorder or incapacity

Attorney's declaration

I declare that the information supplied above is accurate.

Attorney's signature

Date

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