

If your instruction is being submitted online:  
**You do not need to send this form to us**

# Quilter

## Income Withdrawal Request

- *Collective Retirement Account (CRA)*
- *For completion with a financial adviser*

**It's often quicker and easier for your financial adviser to submit your instructions online**

*More than 90% of this type of request can now be completed online by financial advisers.  
Follow the simple checks below to see how:*



### 1. Confirm if your instruction can be given online

- ☒ Is the withdrawal request £75,000 or less?
- ☒ Will the money be paid into a verified bank account?

☒ *If you answer YES to both questions:*

### 2. Your adviser can submit this online



**For advisers,**

log into your Adviser Login Page at [quilter.com](https://quilter.com)



- Select the account
- Click on 'Money out'
- Select 'single withdrawal' and follow the on screen instructions
- For video guides go to: [quilter.com/help-and-support/video-hub/](https://quilter.com/help-and-support/video-hub/)

### 3. Complete & submit the online instruction instantly

☒ *If you answer NO to either question:*

### 2. Complete this form.

### 3. Send it to us via email or post

**Email:** send your scanned copy\* via PROMPT, our tool for uploading documents direct to us:

**For customers,**

**Visit:** [quilter.com/Customer-Prompt](https://quilter.com/Customer-Prompt)

**For advisers,**

**Visit:** [quilter.com/Adviser-Prompt](https://quilter.com/Adviser-Prompt)

Or customers can send via email to:

[ask@quilter.com](mailto:ask@quilter.com)

\*Before sending any supporting documents to us, please refer to our guide about which documents must be certified as true copies and who can certify them. The guide is available via your PROMPT link above.

**Post:** send the completed form to:  
Quilter, SUNDERLAND, SR43 4JP.



## Income Withdrawal Request

– *Collective Retirement Account (CRA)*

### This form contains the information that you can use to:

- ☒ set up regular income withdrawals from a crystallised account
- ☒ make a single income withdrawal from a crystallised account
- ☒ change existing regular income withdrawals
- ☒ convert a crystallised account from capped drawdown to flexi-access drawdown.

### This form cannot be used:

- ☐ with uncrystallised accounts.

We regularly update our documents; your financial adviser can confirm that this **January 2026** version is the latest by checking on our website [quilter.com](https://quilter.com).



- A current valuation statement should be obtained to ascertain the details of assets held within your CRA. Please note the value on this statement is not guaranteed and is subject to change.
- Your CRA can hold a number of uncrystallised and crystallised accounts. In general, an uncrystallised account holds assets where a tax-free lump sum is still available, while a crystallised account holds assets where a tax-free lump sum is no longer available.



### Completing this form (if your request cannot be submitted online)

- **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.
- **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 a delay in processing, or even the return of this form. We are unable to correct errors or omissions retrospectively.



### 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 we have not already seen it. See section 7.



### Giving us your instruction – see page 1.



### 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 there are any other transactions in progress on your account**, it could delay the payment. If this happens, we will make the payment at the earliest possible date once the other transactions have completed. This also applies if a regular income withdrawal payment is due at the time you request a single withdrawal, in that the regular payment must complete before we can make the single payment.

- **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 when withdrawing assets, 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](https://quilter.com/smoothed-funds).



## Tax

- **Taxable income** – 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've taken income before, tax will be based on the code HMRC has already provided.
  - 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, 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, please contact your tax specialist, to understand whether you will be liable for tax in that country

## 1. Financial adviser declaration

This statement must be completed in order for Quilter to carry out the instruction on behalf of the client.

I confirm:

- I have provided my client with advice and discussed the appropriate risks in relation to this transaction
- I have seen evidence of age and my client is over age 55, or over the applicable protected age
- I have provided my client with an illustration in relation to this withdrawal, in line with my regulatory responsibilities as financial adviser, as detailed in FCA Sourcebook COBS 14.

Signature

Date

Print name

Adviser firm name



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](https://quilter.com/meeting-your-needs).

## 2. Your details

	Customer Reference	Account
Crystallised account number	A C <input type="text"/>	- <input type="text"/>
Full name	<input type="text"/>	
Date of birth	<input type="text"/>	National Insurance number <input type="text"/>
Telephone number	<input type="text"/>	Email <input type="text"/>
Permanent residential address	<input type="text"/>	
	<input type="text"/>	Postcode <input type="text"/>

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

### 3. Convert to flexi-access drawdown



In this section, and in other parts of this form, we refer to capped and flexi-access drawdown. Your income withdrawal options will depend on whether your account is in capped or flexi-access drawdown.

#### Capped drawdown

- If you started capped drawdown before 6 April 2015 and haven't converted to flexi-access drawdown, you're still in capped drawdown. You can change your income withdrawals, but only up to the maximum limit set at your last review. These reviews happen every three years until age 75, then every year after that. Some events may also trigger a review, and you can choose to recalculate your maximum income each year.
- If you are in capped drawdown and you ask for more than your allowed limit - either as a regular or single payment - we can't process it unless you convert to flexi-access drawdown. You can choose to convert at any time by ticking the box below. For more details, please speak to your adviser.

#### Flexi-access drawdown

- With flexi-access drawdown, there's no limit ('cap') on how much income you can take. But once you start taking income this way, the amount you can pay into defined contribution pensions each tax year is limited. This limit is called the Money Purchase Annual Allowance (MPAA), and it's currently £10,000.

### Convert to flexi-access drawdown

Tick here if you are in capped drawdown and you now want to change to flexi-access drawdown.

- ▶ This means your annual income will no longer be capped and there will be a reduction in the annual amount you can pay into money purchase pensions known as the Money Purchase Annual Allowance or MPAA. For more information please contact your financial adviser.
- ▶ Before you are able to convert, you must hold sufficient cash within your account to cover the cost of any fees and charges accrued to the date of conversion. Your financial adviser can help you with this.

### 4. Regular income withdrawals (if required)

Complete this section to set up, change or stop your regular income withdrawals, otherwise any regular income you currently receive from this account will continue unchanged.



- We will need to receive any amendments to existing instructions at least 10 working days before the next payment date.
- 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 the adjusted smoothed price.

#### 4.1 Set up or amend regular withdrawals

Start date\*

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

\*The start date could be delayed if there are other transactions in progress on your account; see 'Timescales' on page 2.

Frequency

Monthly

Quarterly

Half-yearly

Yearly

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

£  (before tax) Each payment

- Minimum £25 monthly, £75 quarterly, £150 half-yearly or £300 yearly
- The amount above will be the amount you receive each month, quarter, half-year or year (as applicable).
- If your account is in capped drawdown and you are not converting to flexi-access drawdown, this value must be less than the maximum allowed under capped drawdown.
- The amount selected will override any existing regular income you currently receive from this account.

OR

#### Maximum amount allowed under capped drawdown

- Capped drawdown only
- You will be paid the maximum amount each scheme year. The amount will be divided by the number of payments remaining in the scheme year.  
For example: If your maximum amount is £12,000 and you select a monthly frequency, with 6 months remaining of the scheme year we will pay £2,000 each month for 6 months. Once the new scheme year begins, we will then pay £1,000 each month.

#### 4.2 Cancel regular withdrawals

Tick here to stop taking regular withdrawals from the account detailed in section 2 until further notice.

### 5. Single income withdrawal (if required)

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

#### Partial Withdrawal

£  (before tax)

- Minimum £125
- This will be in addition to any regular income withdrawals set up on the account

OR

#### Full Withdrawal

(tick)

- Available for flexi-access drawdown only
- You can convert from capped to flexi-access drawdown in section 3

▶ The payment could be delayed if there are other transactions in progress on your account; see 'Timescales' on page 2.

## 6. Asset choice

We will meet your regular or partial single income withdrawal by selling proportionally across all assets (including cash).

► If the sale of assets for your single lump sum withdrawal includes a Quilter Smoothed Fund, please see the note on page 2 under 'Timescales'.

Tick here if you prefer to choose which assets or portfolios we sell, and complete **Supplement A** on page 6 entitled 'Use specific assets'.

## 7. Your bank details

If you are not currently taking income withdrawals, or you want to change the bank account into which we pay your income, please complete this section.



- 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

 -  - 

Bank/Building Society  
account number

Bank/Building Society name

Name of account holder(s)

Reference (optional)

► 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 8

**No** - continue below

If **No**, we will need proof that it is yours. 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 - see page 1 for details.*

## 8. Client declaration

1. I authorise and request Quilter Life & Pensions Limited ('Quilter') to carry out the instructions detailed in this form.
2. I understand that these changes will take effect in accordance with the CRA Terms and Conditions.
3. I declare that this form has been completed correctly to the best of my knowledge and belief.
4. I understand that the taxable part of any payment made will be subject to income tax deducted by Quilter and paid to HM Revenue & Customs, and that Quilter will submit my personal and income details to HM Revenue & Customs.
5. I understand that any full payment of the value of the benefits under this CRA shall constitute a full discharge of entitlement to receive benefit from this CRA.
6. I have read and understood the contents of Quilter's leaflet: 'A guide to income tax and your pension', and the accompanying documents related to taking income from my account.
7. (If your instruction includes 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 instruction to Quilter, I confirm that I accept the terms and conditions that are relevant to Quilter Smoothed Funds.

Signed

Date



[quilter.com](https://www.quilter.com)

Please be aware that calls and electronic communications may be recorded for monitoring, regulatory and training purposes and records are available for at least five years. Quilter is the trading name of Quilter Investment Platform Limited which provides an Individual Savings Account (ISA), Junior ISA (JISA) and Collective Investment Account (CIA) and Quilter Life & Pensions Limited which provides a Collective Retirement Account (CRA) and Collective Investment Bond (CIB).

Quilter Investment Platform Limited and Quilter Life & Pensions Limited are registered in England and Wales under numbers 1680071 and 4163431 respectively.

Registered Office at Senator House, 85 Queen Victoria Street, London, EC4V 4AB, United Kingdom. Quilter Investment Platform Limited is authorised and regulated by the Financial Conduct Authority. Quilter Life & Pensions Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Their Financial Services register numbers are 165359 and 207977 respectively. VAT number 386 1301 59.

# Supplement A

## Use specific assets

You only need to complete this page if you want to choose which assets to use to provide your income - see section 6 of your application.



Before you choose which assets to use, here is some important information to consider:

- You may be invested in a portfolio, which is a selection of assets grouped together by a financial adviser or discretionary investment manager.
- **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.
- If you select an **Exchange Traded Instrument** the trade will be rounded down to the nearest whole share, a dealing charge will apply and cash in your account will be used to make up any shortfall.
- If you select a **Quilter Smoothed Fund**, for your single income withdrawal please see the note on page 2 under 'Timescales'.

### A1 Assets to be used for your single income withdrawal

Name of asset/portfolio	Whole %
	%
	%
	%
	%
	%
Total	100%

### A2 Assets to be used for your regular withdrawals *(if applicable)*

This section only applies if you are also requesting regular withdrawals as part of this instruction. If it is left blank, we will use the same assets as requested in section A1.

Name of asset/portfolio	Whole %
	%
	%
	%
	%
	%
Total	100%

► Return to **section 7** of your form

[quilter.com](https://quilter.com)

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