

Using the editable fields?

To ensure the information is saved correctly, we recommend you save the form to your desktop before you start completing the required fields.

Withdrawal to buy an annuity

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

With this form you can:

- ☒ make a withdrawal to buy an annuity
- ☒ request a tax-free lump sum where the crystallised funds will buy an annuity.

We regularly update our forms; your financial adviser can confirm that this **May 2025** version is the latest by checking on our website [quilter.com](https://www.quilter.com)



Completing this form

- You can complete it electronically by using the editable fields, if preferred; save the form to your desktop before you do so, to ensure that the information is saved correctly. Then print, sign and send it to us.
- Alternatively, you can print and complete it by hand 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. We are unable to correct errors or omissions retrospectively.



Additional documents we might need

- **Proof of bank account ownership** – see section 5.
- **HMRC certificate** – If you are applying for any enhanced allowance protections- see Supplement C.

**You can scan and send certified documents to us by email - see below.*



Giving us your instructions

Advisers can send your scanned form/documents* to us via PROMPT, our tool for advisers to upload documents direct to us.

- Advisers, visit: [quilter.com/Adviser-Prompt](https://www.quilter.com/Adviser-Prompt)



OR

Send your scanned form/documents* securely by email to:

ask@quilter.com



Alternatively, you can send your form by post to: Quilter, SUNDERLAND, SR43 4JP.

**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 the PROMPT link above.*



Tax

- **Tax-free lump sum** – Normally 25% of any uncrystallised money will be tax-free.
- **Taxable income** – You will have to pay tax on the income you receive from the annuity provider in the same way as you would on a salary. How much you pay depends on your total income. Generally your provider will not know your overall income and will use an emergency tax code to start with. This means you may pay too much tax initially and have to claim the money back. Alternatively you may owe more tax if you have other sources of income. Please refer to the comprehensive leaflet 'A guide to income tax and your pension'.
- **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 statement

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

I confirm:

- a) I have provided my client with advice and discussed the appropriate risks in relation to this transaction
- b) I have seen evidence of age and my client is over age 55, or over the applicable protected age
- c) 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.

Financial adviser name	<input type="text"/>										
Adviser firm name	<input type="text"/>										
Signature	<input type="text"/>					Date	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

2. Client details

Title	Mr	Mrs	Miss	Ms	Other ▶ <i>Please specify</i>						
First name(s)	<input type="text"/>										
Surname	<input type="text"/>										
Date of birth	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	National Insurance number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Telephone number	<input type="text"/>					Email	<input type="text"/>				
Residential address	<input type="text"/>										
▶ <i>Care of addresses are not acceptable</i>	<input type="text"/>										
	Postcode										

3. Withdrawal options



Uncrystallised accounts

- If you select an uncrystallised account, it will become crystallised. This means all or part of your account will be sold. You may be able to receive a tax-free lump sum from the proceeds, with the remainder being paid to your annuity provider.
- We will meet your tax-free lump sum amount and annuity purchase by using any available cash held in your uncrystallised account. Where there is insufficient cash, the balance will be met from the cash proceeds after selling proportionally across all portfolios and assets in your account.
- As crystallisation can take up to 10 working days, the value of any assets may change up to the point of crystallisation, so the value of your account before crystallisation may not reflect the value after crystallisation.

Crystallised accounts

- A partial withdrawal from an existing crystallised account will be paid to your annuity provider from any available cash held in your crystallised account. Where there is insufficient cash the balance will be met from the cash proceeds after selling proportionally across all portfolios and assets in the account.

Timescales

- Any tax-free cash and payment to the annuity provider will be paid 10-15 days from receipt of all our requirements.

Customer Reference	Account	Specific amount	OR	Close account
A C <input type="text"/>	– <input type="text"/>	£ <input type="text"/>		
A C <input type="text"/>	– <input type="text"/>	£ <input type="text"/>		
A C <input type="text"/>	– <input type="text"/>	£ <input type="text"/>		
A C <input type="text"/>	– <input type="text"/>	£ <input type="text"/>		
A C <input type="text"/>	– <input type="text"/>	£ <input type="text"/>		

4. Tax-free lump sum

Only complete this section if you are purchasing an annuity from an uncrystallised account

Please indicate the tax-free lump sum amount you wish to receive. The normal maximum amount available tax free is 25% of the uncrystallised fund value being used.

4.1 The maximum amount available **OR**

4.2 This amount: £ **OR**

4.3 Nil

5. Bank details

Only complete this section if this is the first time money has been taken from this CRA account.

Please state the bank account into which you wish the tax-free lump sum to be paid.



- 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 6

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.

6. Annuity provider details

Please tick here if the annuity provider will be applying for your funds electronically via the Origo Options service. They will be able to confirm this to you.

Annuity provider name

Address of annuity provider

Postcode

Annuity reference

Annuity provider bank details

Branch sort code

 - -

Account number

Bank name

Name of account holder

7. Tax-free allowance used previously

Only complete this section if you are taking tax-free cash.

As you have asked to take tax-free cash, we need to check that the amount you have asked to take is within your allowance.

7.1 To check if you have enough tax-free allowance, please confirm if you have:

- taken a lump sum from any of your pension pots?
- used a pension pot to buy a guaranteed lifetime income called an annuity?
- started receiving an income for life from your workplace pension or personal pension called a scheme pension?
- moved some or all of your pension pots into drawdown so you can draw income straight from that pot?
- transferred any money from your pension pot to an overseas pension scheme?
- reached age 75 before 6 April 2024?

No to all – go to section 8

Yes to 1 or more – go to section 7.2

7.2 Did the event(s) mentioned in section 7.1 only ever happen in your CRA or to money that's now in your CRA?

Yes – go to section 8

No – complete **Supplement A** on page 5 entitled 'Events outside of the CRA', then go to section 8



If you have not taken any tax-free lump sums between your 75th birthday and 6 April 2024, we might be able to increase your tax-free allowance. To see if you qualify, please see our Age 75 Disregard form, available from your financial adviser.

8. Enhanced allowance protection

Only complete this section if you are taking tax-free cash.

Do you have any form of enhanced allowance protection?

No – go to section 9

Yes – complete **Supplement C** on page 7 entitled 'Enhanced allowance protection', then go to section 9

9. Declaration

I request and consent to the payment of benefits set out in this form. I declare that:

1. I understand the figures quoted in my valuation are subject to change.
2. I declare that the information supplied by me is true and complete to the best of my knowledge as at the date of this Declaration.
3. I will inform Quilter Life & Pensions Limited ('Quilter') of any change to the information provided occurring after the date of this Declaration and before the Benefit Crystallisation Event takes place.
4. I understand that any false statement may result in HM Revenue & Customs (HMRC) imposing penalties on me.
5. I agree that I will indemnify Quilter against any liability to pay any tax or other charges which occur due to the provision of false or misleading information.
6. I understand that any payment by Quilter of the benefits under this CRA shall constitute a full discharge from all liabilities and claims arising in respect of the pension monies applied in this Benefit Crystallisation Event request.
7. I confirm that any tax-free lump sum will not be used to fund further contributions to any registered pension scheme to the extent that either Quilter or I will suffer a tax liability.
8. If appropriate, Quilter has my authority to check with HMRC the details of any certificate I supply.

Signature

Date

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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

Events outside of the CRA

You only need to complete this page if you ticked 'no' in section 7.2 of your form.



The events referred to in this supplement include one or more of the following:

- taking a lump sum from any of your pension pots
- using a pension pot to buy a guaranteed lifetime income called an annuity
- receiving an income for life from your workplace pension or personal pension called a scheme pension
- moving some or all of your pension pots into drawdown so you can draw income straight from that pot
- transferring any money from your pension pot to an overseas pension scheme
- reaching age 75 before 6 April 2024.

A1 Did any of the events listed above happen before 6 April 2024?

Yes – go to section **A1.1**

No – go to section **A2**

A1.1 Do you have a Transitional Tax-Free Amount Certificate?

Yes – send us copy and go to section **A2**

No – go to section **A1.2**

A1.2 Excluding any events that happened in your CRA, please confirm the amount of tax-free allowance used before 6 April 2024.



- Your pension provider(s) will have tested any events that happened, from 6 April 2006 up to 5 April 2024, against your lifetime allowance (LTA). They will have sent you confirmation of the percentage of LTA used in these events.
- Please state below the previously used LTA percentage, **OR** the monetary amount this has been converted to by your pension provider(s) on 6 April 2024; this is **NOT** always equal to the amount of tax-free cash you have taken.

LTA% % **OR** Converted monetary amount £

A1.3 Did you ever take a serious ill-health lump sum?

No

Yes - please confirm the date

and amount taken £

A2 Did any of the events listed above happen after 5 April 2024?

No – go to section **A3**

Yes – amount of tax-free allowance used up £

A3 Have you taken a **lump sum**, bought an **annuity** or started a **scheme pension** before 6 April 2006?

No - return to section **8** of your form

Yes – complete **Supplement B** on page **6** entitled 'Money used before 6 April 2006', then return to section **8** of your form



If you have not taken any tax-free lump sums between your 75th birthday and 6 April 2024, we might be able to increase your tax-free allowance. To see if you qualify, please see our Age 75 Disregard form, available from your financial adviser.

► Return to **section 8** of your form

Supplement B

Money used before 6 April 2006

You only need to complete this page if you ticked 'Yes' in question A3, in Supplement A on page 5, entitled 'Events outside of the CRA'.



To take account of any money used before 6 April 2006, your tax-free allowances are reduced the first time you use your pension pot from 6 April 2006.

Please tell us if you have used your pension pot before 6 April 2006 in any of the following ways:

- **Annuity** – this is where you have used your pension pot to buy a guaranteed income for life from an annuity provider
- **Scheme pension** – this is where your workplace pension or personal pension pays you a guaranteed income for life
- **Drawdown** – this is where your money is set aside and ring-fenced so that you can draw down income from your pot at any point.

B1 – Is this the first time since 6 April 2006 that you have used the money from any pension pot?

Yes – please complete **section B2**

No – please complete **section B3**

B2 – This is the first time you have used money from your pension pot since 6 April 2006

What is your current total gross annual income from annuities and scheme pensions?

£

If you are in capped drawdown, what is the maximum income you can take from drawdown right now?

£

If you are in flexi-access drawdown, what was the maximum income you could take before you converted to flexi-access drawdown?

£

B3 – You have used money from your pension pot since 6 April 2006

What is the date that you first used money from your pension pot since 6 April 2006?

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What was the total gross annual income from annuities and scheme pensions you were being paid on that date?

£

If you were in capped drawdown, what was the maximum income you could take on that date?

£

If you were in flexi-access drawdown, what was the maximum income you could take on the day before you converted to flexi-access drawdown?

£

► Return to **section 8** of your form

Supplement C

Enhanced allowance protection

You only need to complete this page if you ticked 'yes' in section 8 of your form.

C1 Type of protection

Please tell us the type of enhanced allowance protection you have.

Fixed protection 2012 2014 2016
 Individual protection 2014 2016
 Allowance enhancement factor Factor type (this will be on your HMRC certificate)

Date granted

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Enhanced protection*

Primary protection*

**If you have enhanced or primary protection, please complete section C2.*

C2 Enhanced and primary protection extra information

Have you ever previously used money from any of your pension pots?

No Yes – complete the table below

Date	Amount of pension pot used	How much of this amount was paid as a tax-free lump sum?	Was this a serious ill-health lump sum?	
	£	£	Yes	No
	£	£	Yes	No
	£	£	Yes	No
	£	£	Yes	No

C3 Proof of enhanced allowance protection



Please supply us with a certificate from HMRC **or** HMRC's reference number and Pension Scheme Administrator reference.

Tick here if you are sending us a certified copy of your HMRC certificate

OR

Tick here if you are providing reference numbers below for us to check your protection certificate online

HMRC reference number

Pension Scheme Administrator reference

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and

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► Return to **section 9** of your form

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