

SUPPLEMENTARY  
INFORMATION DOCUMENT  
The NFU Mutual  
Select Investment Plan  
The NFU Mutual  
Select Individual Savings  
Account (ISA)



**NFU Mutual**  
INSURANCE | PENSIONS | INVESTMENTS

It's about time®

# SUPPLEMENTARY INFORMATION DOCUMENT

The NFU Mutual Select Investment Plan

The NFU Mutual Select Individual Savings Account (ISA)

## INTRODUCTION

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### Guide to this document

This Supplementary Information Document contains important information, including the terms and conditions of our service, which will help you decide if you want to use it and to make investments through us.

The front section of this document contains general information about the investment options we offer, together with key information we think may be important to you in relation to our service. More detailed information is then set out in the terms and conditions in the middle section of this document.

This document is intended to complement the 2-page **Key Investor Information Document(s)** which sets out the key information relating to each class of shares or units in a fund you can invest in through us. This should be considered before making an investment decision.

You should also consider the fund specific information contained in the Select Funds Information Document. This tells you the class and types of shares or units in that fund available through our service and gives other information such as dealing cut off times and dealing days.

We will not be able to accept any instructions to buy an investment for you unless we have confirmation that you have received the latest version of the relevant Key Investor Information Document.

### About us

We are NFU Mutual Select Investments Limited, a wholly owned subsidiary of The National Farmers Union Mutual Insurance Society Limited.

### What service do we provide

We offer a way for clients to make investments in various funds, and to keep track of their investments. You can use our NFU Mutual Select Investment Plan to make investments into one or more funds, or you can make these investments through our NFU Mutual Select Individual Savings Account (ISA). With each service, you can make additional investments over time and switch your investments as you wish.

### What are funds

Funds are a way of pooling your money with that of other investors to buy a wider range of investments which are professionally managed.

The funds you can invest in at the moment using our service are those set out in the Select Funds Information Document.

Each fund is divided into shares or units. These can be sold to retail investors or institutions, with the number of shares or units a person holds representing its share of the fund.

Each fund's value depends on the value of its investments and can change every working day. This is reflected in the price of shares or units.

Full information about the funds is set out in their respective prospectuses. They are available on request from us (see '**How to contact us**' on page 22) and are on our website at [nfumutual.co.uk/document-library](https://nfumutual.co.uk/document-library)

### Investment options

There are two ways to invest in funds using our service:

Institutional investors can invest directly through our Select Investment Plan. Individual investors can invest directly into our Select Investment Plan and/or through our NFU Stocks and Shares Individual Savings Account – our Select ISA.

When you invest through an ISA, there is no personal income tax or capital gains tax to be paid on income or gains in your ISA investment.

There are three sorts of ISA – a Cash ISA, a Stocks & Shares ISA and an Innovative Finance ISA. The Select ISA we offer is a Stocks & Shares ISA. There are various permitted types of investment that can be held in a Stocks & Shares ISA – our Select ISA can only be used to invest in these. When you use the Select ISA to invest in funds, we act as 'Account Manager'.

## MAKING AN INVESTMENT WITH US

	General Investment (our Select Investment Plan)	ISA Investment (our Select ISA)
Who can invest?	<ul style="list-style-type: none"> <li>• Individuals aged 18 years or over.</li> <li>• A trust, company, limited liability partnership or a similar organisation.</li> </ul>	<ul style="list-style-type: none"> <li>• Individuals aged 18 years or over and UK resident for tax.</li> </ul>
How can you invest?	<ul style="list-style-type: none"> <li>• You can invest lump sums and/or regular payments.</li> <li>• You can start, stop, restart and change regular payments at any time.</li> <li>• There is no fixed term, so you can cash in your investment whenever you wish.</li> <li>• You can take withdrawals at any time.</li> </ul>	
What is the minimum you can invest?	<ul style="list-style-type: none"> <li>• The minimum lump sum investment is currently £1,000 and £500 per fund.</li> <li>• The minimum regular monthly amount to invest in each fund is £25.</li> <li>• If you hold both an NFU Mutual Select Investment Plan and an NFU Mutual Select Individual Savings Account (ISA) with us, the minimum limits apply separately to each one.</li> </ul>	
What is the maximum you can invest?	<ul style="list-style-type: none"> <li>• There is no maximum investment.</li> </ul>	<ul style="list-style-type: none"> <li>• From 6 April 2016 you can invest up to £15,240. This limit will be reduced by any amount you have paid into a Cash ISA or an Innovative Finance ISA with another provider during the same tax year.</li> <li>• If you have taken advice from an NFU Mutual Financial Adviser we will deduct the advice fee from your payment and then invest the balance into your ISA.</li> <li>• You may have an additional ISA allowance if your spouse or civil partner died on or after 3 December 2014.</li> </ul>
How to make payments?	<ul style="list-style-type: none"> <li>• Lump sums should be paid by cheque.</li> <li>• Regular payments should be paid by monthly direct debit.</li> </ul>	

## MAKING AN INVESTMENT WITH US

	General Investment (our Select Investment Plan)	ISA Investment (our Select ISA)
How is your money invested?	<ul style="list-style-type: none"> <li>Your investment will buy shares or units in the fund(s) that you choose.</li> <li>Each share or unit has a price that is calculated at a valuation point on each dealing day. Dealing days, dealing cut off times and valuation points may be different from fund to fund. The dealing day, dealing cut off time and valuation point for each fund are set out in the Select Funds Information Document.</li> <li>If you instruct us to invest a lump sum for you, shares or units will be bought for you at the first price calculated after we receive and accept your instruction and cheque at our administration office.</li> <li>For regular payments, shares or units will be bought at the price on the next valuation point following receipt of your payment.</li> <li>For regular payments, you can also change the fund(s) where your future payments are invested.</li> <li>When you buy or sell investments through us, we will send you a confirmation. This will tell you what we've bought or sold for you and other key details about the transaction. If, however, you're a regular investor, we'll not send you this for each transaction, but instead, will send you a consolidated statement every 6 months.</li> <li>The value of your investment made through us in a fund is the number of shares or units you hold multiplied by the share or unit price. As share or unit prices go up and down so will the value of your investment.</li> </ul>	
What are the investment risks?	<ul style="list-style-type: none"> <li>The Key Investor Information Documents for each fund you can invest in through our service set out the main investment risks of that fund.</li> <li>The funds have different levels of risk. The value of investments and the income from them can fall as well as rise. There is a risk that you might get back less than you invest.</li> <li>The amount you get back is not guaranteed. It may be lower than any illustration you have received from an adviser if: <ul style="list-style-type: none"> <li>You stop or reduce regular payments</li> <li>The investment performance is lower than they illustrated</li> <li>The adviser's or our charges increase</li> <li>Tax rules change.</li> </ul> </li> <li>If you take money out the value of your investment will reduce.</li> </ul>	
How will the shares or units be held?	<ul style="list-style-type: none"> <li>We will buy the shares or units and hold them on your behalf in the name of our nominee.</li> </ul>	
Where can you get advice?	<ul style="list-style-type: none"> <li>Let us know if you would like to speak to an NFU Mutual Financial Adviser and we can ask for someone to contact you and explain the charges.</li> </ul>	

## MAKING AN INVESTMENT WITH US

	General Investment (our Select Investment Plan)	ISA Investment (our Select ISA)
How can you check how your investment is doing?	<ul style="list-style-type: none"> <li>• Every 6 months, you'll receive a statement showing details of: <ul style="list-style-type: none"> <li>– all the investments you have bought and sold over the previous 6 months</li> <li>– the total investments in your plan</li> <li>– the value of those investments</li> <li>– any charges we have taken out of your plan, and</li> <li>– any income reinvested or interest paid into it.</li> </ul> </li> <li>• The valuations shown on the statement will be as at 5 April and 5 October each year.</li> <li>• Details of where you can get the price of shares or units of the fund(s) you invest in are set out in the Select Funds Information Document.</li> </ul>	
Can you take income from your investment?	<ul style="list-style-type: none"> <li>• You can take income from funds that offer income shares or units. Sometimes income shares or units are called “distribution” shares or units. The Key Investor Information Document for each fund you invest in through us shows what type of shares or units are available and when income is paid out by the fund manager. We will give you an income payment within 4 working days of receiving the income payment from the fund manager.</li> </ul>	
How do you take money out (called a withdrawal) or switch from one fund to another?	<ul style="list-style-type: none"> <li>• You can do this by calling us on 0370 606 6462 if you wish.</li> <li>• If you want to make a withdrawal, downloading a withdrawal form from our website will also help you provide all the relevant information.</li> <li>• If you want to make a fund switch and you're giving us an instruction by post, we can only accept your request on our switch form which is available on our website.</li> <li>• If you want to send us an instruction by post, please send your instruction to NFU Mutual Select Investments Limited, PO Box 376, Darlington, DL1 9RT.</li> <li>• You must tell us which fund(s) you want to take money from. We will sell enough of your shares or units in that fund to cover the amount you want to withdraw.</li> <li>• There is a minimum account balance you need to hold under your agreement with us, which is £1,000 in your plan overall and £500 per fund. This means that, if you do not take out all of your money when making a withdrawal, you must leave a total of at least £1,000 invested overall and you must leave at least £500 in each of your chosen fund(s).</li> <li>• If you hold both an NFU Mutual Select Investment Plan and an NFU Mutual Select Individual Savings Account (ISA), these minimum limits separately apply to each one – so that, after your withdrawal, your NFU Mutual Select Investment Plan must hold at least £1,000 of investments overall and £500 per fund, and your NFU Mutual Select Individual Savings Account (ISA) must also hold at least £1,000 worth of investments overall and £500 per fund.</li> </ul>	

## MAKING AN INVESTMENT WITH US

	General Investment (our Select Investment Plan)	ISA Investment (our Select ISA)
How do you take money out (called a withdrawal) or switch from one fund to another? (continued)	<ul style="list-style-type: none"> <li>We'll send the proceeds of your withdrawal to your nominated bank account (or if this doesn't work or the amount is small, we'll send it to you by cheque).</li> <li>Withdrawal proceeds will be sent to you within 4 working days after the sale is made, or within 4 days after we receive all the necessary documents we need to process the transaction.</li> <li>Switching involves selling shares or units in one fund and using the proceeds to buy shares or units in another fund. Depending on the dealing cut off times of the funds involved, there may be a gap between selling your shares or units in one fund and buying shares or units another fund. During this gap you will not be invested in any fund(s).</li> </ul>	
How will taking money out affect your yearly ISA investment limit?		<ul style="list-style-type: none"> <li>If you take money out of your ISA and have already paid the maximum allowed that tax year, you will not be able to invest any more into it until the next tax year.</li> </ul>
Charges	<ul style="list-style-type: none"> <li>You may have to pay an initial charge to make investments in your chosen fund(s). If this is the case, the initial charge is set out in the Select Funds Information Document.</li> <li>We impose a portfolio charge for our service, which is 0.5% each year of the value of the investments we hold for you. This is collected monthly.</li> <li>The providers of the funds you can invest in through us also impose annual management charges, but these are taken from the funds themselves so you're not charged separately for them. The annual management charge for each fund is set out in the Select Funds Information Document.</li> <li>The providers of the funds you can invest in through us may also take other charges and expenses from the fund(s) for running costs. The Key Investor Information Documents state the on-going charges for a fund, this figure includes the annual management charge.</li> <li>For certain funds, if there are large amounts of money being paid in or out of a fund, a fund provider may impose an extra charge. This charge, known as a dilution levy, is explained more fully in the prospectus for each relevant fund. The Select Funds Information Document states if the fund may charge a dilution levy.</li> <li>We do not currently make any other charges, but reserve the right to do so in the future. If we introduce any other charges, we will give you at least 30 days' notice.</li> <li>The prospectus for each fund has more detailed information about the charges and expenses payable by each fund.</li> </ul>	

## MAKING AN INVESTMENT WITH US

	General Investment (our Select Investment Plan)	ISA Investment (our Select ISA)
<b>Taxation of the funds</b>	<ul style="list-style-type: none"> <li>The funds pay any tax due in line with the current UK tax regime.</li> </ul>	
<b>Taxation of investors</b>	<ul style="list-style-type: none"> <li>The tax you pay on income or capital gains you receive depends on your personal situation and the fund your money is invested in. If you are unsure about your own tax position, or you are investing on behalf of a company, you should get professional tax advice.</li> <li>The tax payable depends on whether you choose funds which pay a dividend distribution or interest distribution.</li> <li>When you sell or switch some or all of your shares or units, you could be liable to capital gains tax.</li> <li>You have a yearly allowance which can reduce the amount of capital gains tax you may have to pay, or remove it entirely.</li> <li>You also benefit from a yearly tax free dividend allowance.</li> <li>Basic rate and higher rate tax payers can also receive a yearly amount of interest income free of tax.</li> <li>If you die inheritance tax may be payable on your estate.</li> <li>Tax treatment may change in the future.</li> </ul>	<ul style="list-style-type: none"> <li>You do not pay income tax or capital gains tax on any income or capital growth from your investment.</li> </ul> <p>Please note:</p> <ul style="list-style-type: none"> <li>The value of the tax benefits depends upon individual circumstances.</li> <li>If you die the tax advantages of the ISA end and inheritance tax may be payable on your estate.</li> <li>If you are entitled to an additional ISA allowance from the death of your spouse or civil partner on or after 3 December 2014, speak to your NFU Mutual Financial Adviser or call one of our Telephone Financial Advisers on 0800 622323 for further information on how such an allowance can be used.</li> <li>If you transfer money into this plan from another ISA and then change your mind you could lose the tax advantages on the original investment.</li> <li>The favourable tax treatment of ISAs may change.</li> </ul>
<b>The checks we carry out</b>	<ul style="list-style-type: none"> <li>If you are paying from a business account that is not solely or jointly in your name(s) we might carry out security checks to confirm where the money is coming from.</li> </ul> <p>We may require additional information about the business, including evidence of identity for anyone who owns 25% or more of the shares in the business, as required under the Money Laundering Regulations. We may refuse to accept payment.</p>	<ul style="list-style-type: none"> <li>We send details of your ISA payments to HM Revenue &amp; Customs so they can identify investors who have broken the ISA rules.</li> <li>You must tell us if you're no longer eligible to invest in an ISA.</li> </ul>



## NFU MUTUAL SELECT INVESTMENTS LIMITED – TERMS AND CONDITIONS ISSUED 1ST JUNE 2015

### HOW THIS AGREEMENT WORKS

This agreement contains the following parts:

- **Part A** – includes some basic information about us and our service.
- **Part B** – includes terms on how to use our service in practice, such as how to make investments or withdrawals, or switch from one investment to another.
- **Part C** – includes additional terms that apply if you hold an ISA with us.
- **Part D** – includes terms that apply if we sometimes hold cash for you as part of the service.
- **Part E** – includes what charges and costs you will have to pay and how we collect these charges and costs.
- **Part F** – includes disclosures and other general information we want to give you about our service and how it works.
- **Schedule** – includes the rates of our costs and charges.

Please read this agreement together with our Supplementary Information Document, of which it forms part.

### PART A – INTRODUCTION

#### 1. Who we are


Where we refer to “we”, “us” or “our” in this agreement, this means NFU Mutual Select Investments Limited. Our main business is the provision of investment services.

#### 2. Contact details

Notices, letters or other documents you want to send to us under this agreement must be sent to:

- ☒ NFU Mutual Select Investments Limited  
PO Box 376  
Darlington  
DL1 9RT

If you ever have any questions about this agreement or our service, please call or write to us using the contact details shown at the back of our Supplementary Information Document (of which this agreement forms part). Or you can:

 Contact your NFU Mutual Financial Adviser, if you have one.

 Get more information from our website at [nfumutual.co.uk](http://nfumutual.co.uk)

We'll use the last address you gave us to send you any notices or letters. You must tell us straight away if you change your address or, if you have previously given us bank details, you have changed these details.

#### 3. Our agreement with you

When we accept your application to open a plan with us (whether an NFU Mutual Select Investment Plan, an NFU Mutual Select Individual Savings Account (ISA), or one of each), this agreement and your application form will together be a binding agreement between you and us.

#### 4. If you want advice

Let us know if you would like to speak to an NFU Mutual Financial Adviser and we can ask for someone to contact you.

NFU Mutual advisers advise on NFU Mutual products and selected products from specialist providers.



You can also buy without advice, known as an "execution-only" service. Under this option we will provide you with a plan and we will not offer or give you advice on the merits of your instructions, on the tax consequences of buying and selling investments, or on your decision to apply for a plan, including an ISA. In other words, we'll not assess the suitability of investments held for you or services provided to you under this agreement, and you don't benefit from the protection of the Financial Conduct Authority rules on assessing suitability.

## PART B – USING OUR SERVICE



### OPENING YOUR PLAN

#### 1. What to do

You can open a plan with us in a number of different ways:

-  Through your NFU Mutual Financial Adviser, if you have one. They'll help you complete the application form, arrange for you to make any required payments, and pass on the application form to us for processing.
-  By post: Complete the application form as applicable. You can obtain a form by calling us on 0800 622 323. Payment may be made by enclosing a personal cheque made payable to "NFU Mutual Select Investments Limited".

If you have any questions about this, please call or write to us using the phone number and other contact details shown at the back of our Supplementary Information Document (of which this agreement forms part). Or you can:

-  Contact your NFU Mutual Financial Adviser, if you have one.
-  Get more information from our website at [nfumutual.co.uk](https://www.nfumutual.co.uk)

When you send us your application, please make sure you have a copy for yourself, and keep it and this agreement in a safe place.

If your application isn't complete, we will generally ask you for the missing information before we open your plan. But if you've applied for an ISA, we may open your plan on a provisional basis, in which case your payment will be used to buy investments and we'll ask you for the missing information. If you don't provide us with the information we have asked for within 30 days of the date we requested the information from you, we'll void your ISA (meaning it will be as if it legally never existed) and keep the investments for you under this agreement (but outside of an ISA).

You can open your plan by making a lump sum payment or by arranging to make regular payments each month. If you open your plan with a lump sum you must invest at least £1,000 overall and £500 in each of your chosen fund(s). If you open your plan by arranging to make regular payments, you must make payments of at least £25 in each of your chosen fund(s) per month.

#### 2. Regular investors

If you wish to make regular payments, you'll need to set up a direct debit with us as explained in our application form.

We'll take the money out of your bank account on the 1st working day of each month and invest it in the funds you've selected. We'll keep taking these monthly amounts from your bank account from one tax year to the next, unless you tell us to stop. Please note that we'll need at least 2 weeks' notice to process any changes you tell us you want to make at any time.

If you want to stop being a regular investor, or reduce the amount taken out of your bank account each month, please write to us, call us or (if you have one) ask your NFU Mutual Financial Adviser to help you give us your instruction. We'll need at least 2 weeks' notice to process these types of changes.

If you are a regular investor and want to increase the amount taken out of your bank account each month, or you have stopped being a regular investor and want to start again, call us on 0800 622 323 and we'll explain what you have to do.

#### 3. Minimum investments and plan balance

There is a minimum account balance under this agreement, which is £1,000 in your plan overall and £500 per chosen fund. If you hold both an NFU Mutual Select Investment Plan and an NFU Mutual Select Individual Savings Account (ISA) with us, these limits separately apply to each one.

If you fall below these limits for your NFU Mutual Select Investment Plan or your NFU Mutual Select Individual Savings Account (ISA), we may close it using the procedure explained in paragraph B8 below.

The minimum investment for further lump sum payments is at least £1,000 in total (whether you are investing this in one fund or spreading it across a number of funds). There is also a minimum investment amount for regular investments, which is £25 per month per fund.

Please note that we may agree to waive our minimum limits if you are investing through an ISA and want to make a top up to take you up to your maximum ISA allowance for a particular year.

These minimum limits will always apply while you hold a plan with us.

## **MAKING CHANGES, NEW INVESTMENTS OR WITHDRAWALS**


### **4. Buying, selling or switching between investments**


If you want to buy, sell or switch investments in your plan you must make sure that you meet the minimum investment and holding amounts for each of your chosen fund(s).

The minimum investment and holding amounts for each fund are set out in the Select Funds Information Document.


### **5. Giving us instructions to buy, sell, switch or withdraw**

If you want to buy, sell or switch investments for your plan or make a withdrawal, you need to give us instructions as follows:


 Through your NFU Mutual Financial Adviser, if you have one. They'll help you give us the instruction and arrange for you to make any payment, if necessary.

 If you're buying, call 0800 622 323 and we'll explain what you have to do and send you the form to complete and any other relevant documents.

If you're selling to make a withdrawal or switch, you can give us instructions by phone. Call 0370 606 6462.

 If you're selling to make a withdrawal or switch, you can write to us and tell us what you want to do. You need to use one of our forms, which you can obtain from our website.

If you have any questions about this, please call or write to us using the phone number and other contact details shown at the back of our Supplementary Information Document (of which this agreement forms part). Or you can:

 Contact your NFU Mutual Financial Adviser, if you have one.

 Get more information from our website at [nfumutual.co.uk](https://www.nfumutual.co.uk)

We have a regulatory obligation to make sure you've received the Key Investor Information Document relating to the class of share or unit of the fund you want to invest in, before you make your investment. We may reject or delay dealing with your request where we're unsure if you've received this document.

We may also reject or delay dealing with an instruction from you if there's an error in it.

We will be responsible for sending on your instructions to buy, sell or switch to the relevant fund provider as soon as possible after we receive and accept them. Instructions received by a fund provider before a dealing cut off time will be processed at the valuation point immediately following that dealing cut off time. Instructions received by the fund provider after a dealing cut off time will be carried over to the following day on which instructions are carried out and will be processed at the valuation point on that day.

Different funds have different valuation points and dealing cut-off times. The valuation point and dealing cut-off time for each fund are set out in the Select Funds Information Document. We will only be able to process an instruction if you have given us all the information we have requested. If you haven't, we will tell you as soon as possible what we require from you to process the instruction.

If you instruct us to buy an investment for you, you're responsible for ensuring that we are provided with enough money to pay for it. You may provide us with a cheque or direct debit payment, or pay for it by instructing us to sell

some of your other investments to cover it, or by using money we hold for you at the relevant time.

We will only be able to buy an investment for you if we have been provided with enough money to pay for it. If we don't have enough money to make the investment for any reason, we'll tell you as soon as possible.

If you ask us to sell an investment for you, we'll pay you the cash we obtain as a result, after taking off any charges, expenses and tax that are due. This will be sent to your nominated bank account (or if this doesn't work or the amount is small, we'll send it to you by cheque). Full details of any further liability to tax are covered on page 8 '**Taxation of Investors**'.

For any fund which is invested in by your NFU Mutual Select Investment Plan or your NFU Mutual Select ISA, the manager of that fund may make use of the delivery versus payment exemption (DvP Exemption) under the Financial Conduct Authority rules. Under the DvP Exemption, the manager does not need to treat your money as client money when you buy shares in a fund where (i) the manager receives money to buy shares in a fund, and the price of the shares has been determined within the timeframes set out in the Financial Conduct Authority rules, which is currently one business day; or (ii) the manager holds money on redeeming shares in the fund and the proceeds are paid to us before they are passed to you in accordance with the Financial Conduct Authority rules. (In these circumstances your money may not be protected if the manager becomes insolvent).

We won't keep the cash for you. We also won't invest the cash in something else, unless you ask us to do this at the same time as you ask us to make the sale (see '**How we hold cash**' on page 15).

Please also note that in this case, if the investment was held in an ISA with us, the cash will no longer be treated as held within the ISA, and you'll lose the tax benefits of your investment.

## **6. Other information on making withdrawals**

If you want to make a withdrawal from the investments we hold for you, you have to tell

us what investments you want us to sell.

We'll then sell enough of these to cover the amount you want to withdraw. The withdrawal proceeds will be sent to you within 4 working days after the sale is made, or within 4 days after we receive all the necessary documents we need to process the transaction. We'll send the proceeds to your nominated bank account (or if this doesn't work or the amount is small, we'll send it to you by cheque).

Downloading a withdrawal form from our website will also help you provide all the relevant information.

Please note that we may close your plan if a withdrawal reduces the value of your plan below the minimum account balance limits we require, being £1,000 in your plan overall and £500 per fund. If you hold both an NFU Mutual Select Investment Plan and an NFU Mutual Select Individual Savings Account (ISA) with us, these limits separately apply to each one.

## **CLOSING YOUR PLAN**

### **7. How you can close your plan**

You can close your plan at any time by calling us or writing to us.

After we receive your instructions, we will arrange to sell your investments as soon as possible. If further documents are required, we'll also let you know as soon as possible.

If you're a regular investor and tell us you'd like us to close your plan, but we don't have enough time to stop your next direct debit payment from being processed, we may still take this but will then make sure it is returned to you.

### **8. How we can close your plan**

We may, if we wish, end this agreement and close your plan at any time by giving you 30 days' written notice.

In this notice, we'll offer you the option of transferring your investments to another firm, but you'd have to give us written instructions (see '**How to transfer to another firm**' on Page 13). If we don't get your instructions, whether at all or within the time we've given you, we'll be entitled to follow the process below

in **‘What we’ll then do’**. We won’t offer you this option, if we’re closing your plan because you’ve fallen below our minimum investment limits (see **‘Minimum investments and plan balance’** page 10).

## 9. What we’ll then do

We’ll pay you the cash we obtain from selling your investments, after taking off any charges, expenses and tax that is due. If we’re not completely sure how much tax is due, we can hold back what we estimate will be required. The proceeds from the sale of your investments, together with any other cash we hold for you, will be sent to you within 4 working days after the sale or, where applicable, after we receive from you all the necessary documents we’ve asked for. This will be paid to your nominated bank account (or if this doesn’t work or the amount is small, we’ll send it to you by cheque).


Your plan will be treated as being closed on the day we make this payment to you.

Any instructions you give us or any notice we give you to close your plan won’t affect any transactions which we’re already in the process of making for you.

## TRANSFERRING TO OR FROM ANOTHER FIRM

### 10. How to transfer to another firm


If you decide to move to another firm, you need to contact them and fill in the transfer forms they give you. They’ll generally send us your completed transfer forms and tell us they’ll accept the transfer.

 If you would like more information about the transfer process, please call us on 0370 606 6462.

If you decide to transfer only part of the investments in your plan, you must make sure that the remaining investments meet the minimum holdings for each fund explained in the fund documents for that fund.

### 11. How to transfer from another firm

You can transfer from another firm to us.

 If you would like more information about the transfer process, please call us on 0800 622 323.


We only accept cash transfers, so your current provider will sell your investments and transfer the cash value to us. We’ll then arrange for new investments to be bought with the cash, in the funds you choose.

## 12. General points

We can refuse any application form, but will give you our reason for doing so if you ask us.

You’re only eligible to hold a plan with us if you’re 18 or over and a UK resident for tax purposes, although other eligibility requirements apply for clients that aren’t individuals, for instance entities such as companies. If you would like more information about this:

 Call us on 0800 622 323.

 Contact your NFU Mutual Financial Adviser, if you have one.

If we have a client who dies, we will continue to hold his or her investments until we’ve received enough information to prove that the person claiming the investments is legally entitled to them. The client’s plan will be treated as being closed on the date we pay the sale proceeds to his or her estate.

## 13. Designation

For investments you hold with us outside an ISA, we can designate them with a particular label, for an individual or a particular purpose. This is to help you organise your investments and the documentation you receive from us. For example, you might have a holding in a fund for yourself, as well as a holding in a fund for your children’s future, e.g. university fees or a deposit for a house. This will be under the same plan and will not affect any minimum investment levels, but will allow you to see the split within your overall investments. The legal title of your plan will also not change.

## 14. Income and accumulation shares or units

When you invest, you may choose to invest in income or accumulation shares or units in your selected fund(s), depending on the types of shares or units available. In summary, if you’re an investor with an accumulation share or unit, the income is rolled up into the price of



the share or unit, increasing the value of your holding. If you're an investor with an income share or unit, any income is paid at regular intervals out to investors.

If a fund you've selected only issues one type of share or unit, you'll automatically receive that type. If you've not indicated your selection for a fund which issues both income and accumulation shares or units, we'll automatically make your investment into income shares or units (if they're available). If you have income shares or units but choose not to take the income, it will be used to buy more shares or units for you.

#### **15. If we change the funds available through our service**

Under this agreement, we'll provide you with a service through which you can make investments in funds from fund providers we select. We're able to add or remove funds or certain of their share or unit classes from the service if we wish. Where we've removed a fund from our service, you'll be allowed to keep any investment you already have in that fund but you won't be allowed to make further investment in it through our service.

### **PART C – TERMS THAT APPLY IF YOU HOLD AN ISA WITH US**

#### **1. Your ISA**

An ISA is an Individual Savings Account managed under the Individual Savings Account Regulations 1998.

We agree to act as an ISA manager in relation to your ISA. Among other things, this means we will make all necessary claims for tax relief relating to your ISA and the investments held in it.

We will manage your ISA in accordance with the regulations mentioned above.

We will open your ISA when we accept your correctly completed ISA application form and payment.

Your ISA application covers the current tax year and each tax year after that until we receive no payments into your ISA for one full tax year. A tax year begins on 6 April and ends on the following 5 April. If we want to, we can

ask you to send us a new application form for each new tax year.

If you've already paid in the maximum amount allowed for an ISA in a tax year and then make a withdrawal, you can't make further payments into your ISA to make up for it.

#### **2. Your plan and minimum account balance**

There is a minimum account balance under this agreement, which is £1,000 in your plan overall and £500 per fund. If you hold both an NFU Mutual Select Investment Plan and an NFU Mutual Select Individual Savings Account (ISA) with us, these limits separately apply to each one.

If you fall below these limits in relation to your ISA, we may contact you and ask you if you want to top up your ISA, close your ISA, or close your entire account with us. If you do not tell us what you want to do, we may close your ISA using the procedure explained in paragraph B8.

#### **3. Transfer to another firm**

The process you have to use to transfer your plan to another firm is explained in paragraph B10.

In line with the ISA regulations, we'll have up to 30 days from the date we receive valid instructions to transfer your ISA to your new plan manager. In rare cases, a fund provider may suspend dealings in one of their funds. If this happened, we'd delay the transfer, and complete it within 7 days after the suspension was lifted.

Under the ISA regulations mentioned above, if you want to transfer an ISA for a current tax year, you must transfer all ISA investments made during the current tax year. For investments bought through your ISA in previous tax years, you may transfer all or any part of these to a new ISA manager. Please note that if you wish to carry out a partial transfer, you must tell us the amount you wish to transfer (identifying either the cash amount or number of shares or units in each fund).

#### **4. Transfer from another firm**

You can transfer an existing ISA you hold with another firm to us as cash, or we may be able to re-register it without you having to cash it in

first. If you would prefer to do this, please call us on 0800 622 323 and we can tell you if this will be possible in your case.

For cash transfers, your existing fund provider will sell your ISA investments and transfer the cash value to us. We'll then arrange for new investments to be bought with the cash, in the funds you choose, still within an ISA.

If you want to transfer your ISA holding to us, you'll need to complete the transfer application and authority form and send it to us. We'll then send it to your existing ISA manager. They will take this as authority to cash in your investments according to their terms and conditions. The transfer value will then be sent directly to us for investment.

## **5. General points**

If you die, your investments will stop being considered as part of an ISA, so the tax advantages will be lost.

Tax laws and practices can change. The tax advantages of ISAs are those available under current tax laws. The value of the tax advantages depends on your individual circumstances.

We'll keep all records relating to your ISA in line with the ISA regulations. We'll make tax returns to HM Revenue & Customs (HMRC) and will give you all the tax information the ISA regulations say that we must provide. We'll tell you if your ISA has lost or will lose its tax advantages, i.e. becomes void, because it does not meet the requirements of the ISA regulations.

If you pay a subscription to your ISA by a cheque that fails to clear or a direct debit that is subsequently reversed, that subscription will be treated as if it had never been made for the purposes of this agreement and the ISA regulations.

## **PART D – TERMS THAT APPLY IF WE HOLD CASH FOR YOU**

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### **1. How we hold cash**

We won't generally hold cash for you for any significant period of time under this agreement. But if we ever do hold cash for you, we'll hold it in a separate account. This account is called a client money account. We do not pay any interest on monies held within a client money account.

For any fund which is invested in by your NFU Mutual Select Investment Plan or your NFU Mutual Select ISA, the manager of that fund may make use of the delivery versus payment exemption (DvP Exemption) under the Financial Conduct Authority rules. Under the DvP Exemption, the manager does not need to treat your money as client money when you buy shares in a fund where (i) the manager receives money to buy shares in a fund, and the price of the shares has been determined within the timeframes set out in the Financial Conduct Authority rules, which is currently one business day; or (ii) the manager holds money on redeeming shares in the fund and the proceeds are paid to us before they are passed to you in accordance with the Financial Conduct Authority rules. (In these circumstances your money may not be protected if the manager becomes insolvent).

### **2. If you don't deal with your plan for a long time – Unclaimed Money**

If we hold cash for you, it will be held in a client money account and no interest will be paid. If for any reason payments made to you over £25 remain unclaimed, we will hold this money in the client money account for six years. After six years we will make further efforts to contact you to let you know that we will pay the money to a registered charity unless you tell us what you would like to do with the money. If we do

not receive a response from you we will write to you to confirm that as we have not received a response from you we will no longer treat your money as client money and that it will be paid to the registered charity of our choice. If you want to subsequently claim your money, we will pay you what is due to you.

If you have £25 or less in aggregate of unclaimed payments we will also hold this in a client money account for six years but reserve the right to pay this to a registered charity after we make at least one attempt to contact you to return the money and have not responded after 28 days. If you do wish to subsequently claim your money, we will still pay this to you.

### 3. Regulatory disclosures

Any cash we hold for you will be held by us as client money in line with the Financial Conduct Authority's rules. We'll deposit the cash with a bank that we decide on and that's authorised by the Financial Conduct Authority. The bank will hold the cash on our behalf in a trust account separate to any account used to hold money belonging to us in our own right. The account will hold your cash together with cash held for our other clients.

We'll not be responsible for what the bank does, but we have to comply with the Financial Conduct Authority's rules on how we select and use the bank. If the bank becomes insolvent, we'll have a claim on behalf of our clients against the bank, but if the bank can't repay all of its creditors, any shortfall may have to be shared between them.

Please also note that, if we hold cash, as client money or otherwise, we reserve the right to use it if we wish to cover fees, charges and other amounts you owe us under this agreement.




## PART E – CHARGES AND OTHER COSTS

### 1. Charges and costs

There are a number of charges and costs for investing through us. These may reduce how much is invested, the performance of your investments and how much you get back, so it's important to understand them.

If you have any questions about this, please write to us using the contact details shown at

the back of our Supplementary Information Document (of which this agreement forms part). Or you can:

-  Contact your NFU Mutual Financial Adviser, if you have one.
-  Get more information from our website at [nfumutual.co.uk](https://www.nfumutual.co.uk)
-  Call us on 0370 606 6462.

### 2. Portfolio charge

We charge a portfolio charge each month for investing through us. The rate of the portfolio charge is set out in the costs and charges schedule to this agreement. This will be calculated based on the value of the investments you hold through us on the 15th day of each month (or the next working day), excluding any cash we hold for you.

We'll generally collect charges you owe on the 15th day of each month. If that's not a working day, we'll collect it on the next working day. We'll do this by selling enough investments in your plan to cover it, selling an equal portion from each of your investments.

If you close your plan part of the way through a particular month, we won't charge you for services we provided for the period since the last collection date.

Our other charges are as set out in the schedule.

### 3. Adviser charges

If you get advice, the amounts deducted to pay for initial advice charges will be taken from your payments before investment is made into the plan.

The amount you have to pay, and the timing and method by which payments are to be made, will be separately agreed. If you have any questions about this at any time, please contact your NFU Mutual Financial Adviser.

### 4. Fund charges

You will pay charges and costs on the funds you invest in. These charges are made by fund providers and are taken by the fund provider from your investment. Fund charges can include the following:



#### 4.1 Initial charges

Some of the fund providers whose funds we make available to you through our service may ask investors to pay them an initial up front charge when they first invest, and similar charges for any top ups. If so, this will be payable by you.

Where this type of charge applies, it will be explained to you. If you have an NFU Mutual Financial Adviser, they can also explain this to you.

Where the fund provider imposes this type of an initial charge, they will generally take it off the amount you wish to invest and the rest will be used to pay for shares or units in the fund you've selected. If otherwise, we will explain this to you separately.

#### 4.2 Annual management charges and other fund provider charges

Fund providers normally charge an annual management charge for their services. The annual management charges vary from fund to fund.

In addition to the annual management charges, charges, costs and expenses in connection with operating the relevant fund are usually charged by fund providers.

These charges are taken directly from the fund, so you won't be charged separately for them.

For more information on this, please look at the Key Investor Information Document (KIID) for each fund you can invest in through our service and the Select Funds Information Document, or:



Speak to your NFU Mutual Financial Adviser, if you have one.



Call us on 0370 606 6462.



Get more information from our website at [nfumutual.co.uk](https://www.nfumutual.co.uk)

#### 5. The costs and charges schedule

The schedule to this agreement sets out the rates of the charges and other costs which you will be required to pay in return for us providing the services which we have set out in this agreement.

The schedule is effective on the date given in that document. If we send you a revised schedule, the revised schedule will replace any schedule previously given to you.

We can update the schedule at any time by giving you at least 30 days' notice in writing. Remember you have the right to close your plan if you don't like a change we propose to make by following the procedure in the agreement. No termination charge will be payable by you for this.

#### 6. General points

You should be aware of the possibility that other taxes or costs may exist that are not paid through or imposed by us; for example, a tax on the income you may earn on your investments.

### PART F – DISCLOSURES AND GENERAL INFORMATION

#### 1. Regular statements and transaction confirmations

Every 6 months, you'll receive a statement showing details of:

- all the investments you have bought and sold over the previous 6 months
- the total investments in your plan
- the value of those investments
- any charges we have taken out of your plan, and
- any income reinvested or interest paid into it.

The valuations shown on the statement will be as at 5 April and 5 October each year. These statements will generally be sent to you within 25 working days of the date of the valuation.

When you buy or sell investments through us, we'll send you a confirmation. This will be sent on the working day after the price

that your investment has been bought or sold is confirmed. The confirmation will tell you what we've bought or sold for you and other key details about the transaction. If, however, you're a regular investor, we'll not send you this for each transaction, but instead, will send you a consolidated statement every 6 months.

## **2. Voting and information relating to funds you hold through us**

For each fund you invest in through your plan, you'll have the right to attend and vote at meetings for investors. We'll send you information on this when relevant, explaining how you can do this.

We'll put the annual and interim reports for each fund (and any other information the relevant fund provider sends to all investors in relation to the fund) on our website at [nfmutual.co.uk](http://nfmutual.co.uk) so you can look at it if you want to. We'll also send you a letter every 3 months giving you an update on our external funds and noting where more information is provided on our website.

If you want us to send you a copy of the annual report and accounts for each fund you hold through us, please let us know and we'll separately send this to you. If you've given us an email address, we'll be entitled to assume we can send these to you by email, but if you want to get a hard copy in the post, let us know and we'll arrange this.

If there is a corporate action in relation to an investment you hold through your plan (for example, a conversion or a merger), we'll tell you about this and (where investors are given an option as to what they want to do) ask for your instructions.

## **3. When we can change this agreement**

We can change this agreement by giving you at least 30 days' notice in writing for reasons such as:

- to take account of changes in legal, tax or regulatory requirements
- to fix any errors, inaccuracies or ambiguities we may discover in the future
- to make it clearer
- to take account of any reorganisation we may conduct within the group of companies

we're a member of, or to transfer our rights and obligations under this agreement to another company in our group to provide for the introduction of new or improved systems, methods of operation, services or facilities.

We can also change this agreement to update our costs and charges schedule using the same process.

Remember you have the right to close your plan if you don't like a change we propose to make by following the procedure in paragraph B7. No termination charge will be payable by you for this.

## **4. When we can appoint a new service provider**

We may appoint another company, within our group or otherwise, provided it is authorised by the Financial Conduct Authority, to operate and manage your plan, and in doing so, transfer our rights and obligations under this agreement to them. If we do this, we'll give you 30 days' written notice first, reminding you that you have the right to close your plan if you don't like the new service provider or do not want your plan to be transferred to them. No termination charge will be applied for this.

We can also transfer any client money we hold for you to the new service provider without your consent, provided we comply with the Financial Conduct Authority rules on transferring client money in these circumstances and, in particular, that the third party to whom we transfer is also bound by the Financial Conduct Authority's client money rules. We will notify you of the transfer.

We may also appoint any person, whether or not in our group, to carry out any of our roles or duties under this agreement, and may provide information to them about you and your plan. Before we appoint another person to carry out our roles or duties under this agreement, we'll make sure that they're competent to carry out their proposed functions and responsibilities.

## **5. Small balances**

If you have made a switch, closed your plan or made a withdrawal, and there are investments and/or cash worth £10 or less left in your plan, we can sell any investments which make up this balance and give the proceeds to charity.

## 6. Joint holders

We will allow up to 4 people to hold a single plan with us, except that for an ISA only one person can hold an ISA. In the case of joint holders, some special requirements will apply, as explained in this paragraph.

Each joint holder will be separately responsible for complying with this agreement. If any one of you doesn't comply, we'll be allowed to take action against any or all of you alone or together.

Any notice we send to one or more of you will count as notice to all of you.

We'll normally ask for instructions to be given in writing and signed by all of you. However, we may agree in particular cases to accept instructions from a single one of you. In this case, we're allowed to keep doing this unless and until any one of you asks us to stop. In the meantime, we won't be responsible for acting on instructions given in the way previously agreed, even if it turns out that the person giving them to us was not in fact properly authorised.

If any joint holder dies, the survivors will be treated as the persons entitled to give instructions and receipts.

All documents sent to you in relation to your plan will be sent to the first named investor address only, although secondary holders can request copies if they wish.

## 7. Data protection notice – how we use your personal information

We may check with, or pass some or all of your information to, agencies such as HM Revenue & Customs (HMRC), or external auditors, our appointed service providers, regulatory or other organisations, so that we can comply with our obligations.

We may also pass your information to database or fraud prevention or credit reference agencies.

We may use your information to carry out research.

We may need to transfer your information to other companies outside the European

Economic Area, for any of the above purposes and/or for systems administration. We will take steps to protect your privacy rights.

We may search the agencies and databases described above:

- to help make decisions about the provision and administration of services for you and members of your household
- to trace debtors or beneficiaries, recover debt, prevent fraud and to manage your plan
- to check your identity to prevent money laundering. We may also need to check the identity of any others who may be a party to the arrangement with us, including beneficiaries, trustees, those holding power of attorney, or other beneficial owners, unless they have already provided us with satisfactory proof of identity.

We will be happy to provide more information about the databases and agencies described above, if you request this.

You should show this data protection notice to anyone whose personal information you have given us.

You have the right to ask us for a copy of the personal information we hold about you, if you apply in writing to our Head Office.

## 8. Anti-money laundering checks

Under UK anti-money laundering regulations, we must check the identity and address of people we provide services to. Our checks may include searches of the electoral roll and enquiries through credit reference agencies. If we can't identify you through electronic checks we will ask you to give us documents as evidence of your identity and address. If you'd like a full list of acceptable documents, please contact us.

We can delay processing your instructions and withhold any payments due to you until we receive satisfactory evidence of your identity and address, or other information that we have requested. During this time, we'll hold any cash in a client money account that doesn't pay interest.

## 9. Our liability

We classify you as a retail client under the Financial Conduct Authority's rules. This means you'll receive the greatest level of regulatory protection available under those rules.

We'll accept responsibility to you for loss if we haven't used reasonable care in performing, or we haven't carried out, our obligations under this agreement, or if we commit fraud. We don't exclude or restrict any duty or responsibility that we have to you under the Financial Conduct Authority's rules. However, we'll not be liable for any loss or damage you suffer as a result of circumstances which are outside our reasonable control.

Please also note that we don't guarantee the performance of any investments.

## 10. Best execution policy

We're required by the Financial Conduct Authority's rules to put arrangements in place to enable us to deliver the best possible result for clients when conducting transactions for them in shares or units in funds. For this purpose, we have a best execution policy, as summarised in this paragraph.

In practice, the only way firms like ourselves can place orders to buy and sell shares or units in a regulated fund is to send them to the provider of the fund for execution. For the most part, fund providers will therefore be the only "execution venue" that we use.

In regulatory terms, this will mean we are executing transactions outside of a regulated market or multilateral trading facility, and by consenting to this agreement, you'll be agreeing to this. In general terms:

- the Financial Conduct Authority uses the term "regulated market" to refer to a multilateral system operated or managed by someone it calls a "market operator", to bring together various third parties who want to buy and sell certain types of investments in line with fixed rules that the market operator establishes, and
- the Financial Conduct Authority uses the term "multilateral trading facility" to refer to alternative trading venues that also bring together parties who want to buy or sell certain

types of investments, but offer an alternative to formal exchanges with less restrictions as to what investments can be traded on them.

Our policy generally requires us to consider various execution factors in deciding how best to execute a client order. These include price, cost, speed, likelihood of execution and settlement, size, nature and other relevant matters. Ordinarily, we will consider price to be the most important factor for you. However, where there is only one execution venue that we can use in practice to deal with your orders, we will have to use that venue regardless of the impact of other execution factors.

Sometimes a fund may be available via another trading platform provided by a third party. Strictly speaking, this could be an alternative execution venue. We don't use these types of platforms in practice as we don't believe we'd obtain a better price by doing so.

We'll monitor the effectiveness of our best execution policy and arrangements and make any necessary changes from time to time. In particular, we'll consider what other possible execution venues we could use, if any, and whether doing so would generate a better result for our clients. We'll notify you of any material changes to our best execution policy and arrangements made from time to time, where relevant to you.

Transactions we do for you may be aggregated, i.e. done together, with those of other clients. This may sometimes result in a less favourable price being obtained for you than we'd have achieved if we'd dealt just for you alone.

## 11. Conflicts of interest

In line with the Financial Conduct Authority rules, we try to ensure our clients are properly treated where a conflict of interest arises or could arise.

Broadly, a conflict of interest is where our interests, or those of our associates, are different from those of our clients, or where discharging our duties to one client could make it difficult to comply with the duties we owe another client.

To help us manage this:

- We keep a list of the types of conflicts that we

think could possibly arise in our business, and regularly review this to see if there's anything else that should be added.

- We have a conflicts of interest policy that's given to all relevant employees, telling them how to manage the types of conflicts on that list.
- We work out what steps we can take to manage the potential conflicts on that list to try to ensure they never cause a material risk of damage to a client's interests.
- We make reports to our board on how our policy is working and how we can improve it.
- We have policies and procedures on how employees can buy and sell their own investments, entertain third parties such as brokers, and so on.
- We consider how we pay our employees to manage the potential conflict between giving them incentives to do a good job with bonuses or other arrangements, and our desire to always ensure we act in a client's best interests.

If any conflict of interest arises in relation to a client and we can't ensure that our policies and procedures are enough to prevent a risk of damage to the client's interests, we have to give appropriate information to the relevant client on the conflict.

This paragraph contains a summary of our policy on conflicts – please ask us if you want more information on this. Please also note that we wouldn't have to give a client the amount of any profit or remuneration we or an associate might have obtained in a situation where there is or might be a conflict as explained above. Our fees won't be reduced as a result, but we'll try to make sure the key terms of the transaction we might conduct in this situation are at least as good as they would have been without the conflict.

## **12. How the investments in your plan are held**

All investments held in your plan will belong to you but can't be used as security for a loan. You or we can't transfer or lend the investments in your plan, ownership documents or any other property relating to your account to anyone else.

We are responsible for the safe custody of all investments held in your plan. We register investments in the name of our nominee, and are responsible for everything they do in relation to your investments.

Your investments will be held by the nominee collectively with investments belonging to others, for example, other clients. This is often referred to as a pooled arrangement or omnibus account. We will identify in our books and records that the investments we hold for you belong to you, but they will not be separated from investments belonging to others or identifiable by separate documents of title, certificates or similar records. This means that, if the nominee defaulted or became insolvent at a time when it held less investments than it should for the benefit of all relevant clients, there may be a shortfall. Any shortfall may then have to be shared proportionately among those whose investments were held by the nominee and you may not receive your full entitlement.

Documents evidencing title to your investments will be kept by us or as we direct.

## **COSTS AND CHARGES SCHEDULE – UP TO DATE AS AT 1ST AUGUST 2016**

This schedule explains our charges and forms part of the agreement called "NFU Mutual Select Investments Limited Terms and Conditions".

### **1. Portfolio charge**

The portfolio charge is 0.5% each year.

### **2. Other potential charges**

Our current position is that we do not impose:

- An initial portfolio charge
- A minimum fee for our overall service
- A charge for instructions to make an investment or to top up an existing investment you have
- A charge for instructions to switch from one fund to another fund
- A charge for help we give you when there's a corporate action relating to funds you invest in through us – for example, a conversion or a merger



- A charge for instructions to convert or switch from one class of shares or units in a fund to another class in the same fund
- A charge for instructions to reinvest income or other distributions you receive on your investments.

In some cases the fund provider may make a charge for switching from one fund to another or between classes and/or for reinvestment of income or other distributions you receive on your investments. If this is the case, the Select Funds Information Document will tell you the charge.

We reserve the right to introduce these charges at a later time if we wish by updating this schedule and giving it to you.

### 3. Interest on cash we may hold for you under this agreement

Currently our client money bank accounts do not earn any interest and, therefore, we do not pay interest on any cash that we hold on your behalf. This matter is kept under review. We will notify you if and when any changes are made.

### 4. This schedule

We can update this schedule at any time by giving you at least 30 days' notice in writing. Remember you have the right to close your plan if you don't like a change we propose to make by following the procedure in the agreement. No termination charge will be payable by you for this.

## FURTHER INFORMATION

### Are these products right for you?

- If you are unsure about whether our service or any investment you might make through it, is right for you, you should speak with a financial adviser.
- Let us know if you would like to speak to an NFU Mutual Financial Adviser and we can ask for someone to contact you. NFU Mutual Financial Advisers advise on NFU Mutual's products and selected products from specialist providers.

### Can I change my mind?

- If you change your mind about your application to use our service, you can cancel it within 14 days and have your money back, but you could get back less than you have invested. This could happen if you have invested a lump sum and the value of your investment falls. We will write and tell you when the 14 days starts.
- If you make further lump sum investments, you can cancel your decision to invest within 14 days in the same way.
- If you use any of the cancellation rights explained above in relation to a particular investment, we'll arrange for you to get a refund, but you may still be required to pay a minimum advice charge.
- If you decide to cancel, write to us at the address given below.

### How to contact us

If you want to:

- change your regular payments
- get information about your investment's value
- make a withdrawal, or other claim
- change your investment choice
- obtain a free copy of a **Key Investor Information Document**, prospectus, or annual or half-yearly report of any fund you invest in or are thinking of investing in through us at any time
- ask any other questions

☎ call us on 0370 606 6462 between 8.30am and 5.30pm Monday - Friday. We may record telephone calls for training and monitoring, or for security purposes.

Or

✉ write to us at:  
 NFU Mutual Select Investments Limited  
 PO Box 376  
 Darlington  
 DL1 9RT

### **Making a complaint**

- If you need to make a complaint, please write to us or call us on 0370 606 6462, as indicated above, and we will do all we can to resolve the complaint to your satisfaction.
- If you are not satisfied with our response to a complaint, you can contact:

The Financial Ombudsman Service (FOS)  
Exchange Tower  
London  
E14 9SR  
0800 023 4567  
[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

- Making a complaint won't affect your legal rights.

### **Law and language used**

- Under English law, people making contracts can choose which law applies. The law of England will apply to your investment, unless you've agreed otherwise with us before it begins.
- All our communications with you will be in English.

### **Compensation**

- We are covered by the Financial Services Compensation Scheme. If we can't meet our obligations, you may be entitled to compensation under the scheme, up to a maximum limit of £50,000.
- You can contact the Financial Services Compensation Scheme for further details on 0800 678 1100 or 020 7741 4100, or see [www.fscs.org.uk](http://www.fscs.org.uk).
- You can also write to them at:

Financial Services Compensation Scheme  
10th Floor  
Beaufort House  
15 St Botolph Street  
London  
EC3A 7QU

### **Our regulator**

We are authorised and regulated by the Financial Conduct Authority (FCA) and are on their register under number 582519. You can contact them:

☎ Consumer helpline: 0845 6061234

✉ 25 The North Colonnade  
Canary Wharf  
London  
E14 5HS  
[www.fca.org.uk](http://www.fca.org.uk)

✉ [consumer.queries@fca.org.uk](mailto:consumer.queries@fca.org.uk)



**NFU Mutual**

NFU Mutual Select Investments Limited (No. 08049488).  
Registered in England. Registered Office: Tiddington Road, Stratford upon Avon, Warwickshire, CV37 7BJ.  
Authorised and Regulated by the Financial Conduct Authority.  
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