WEALTH INTERACTIVE USER GUIDE

ADVISER – CREATE ONE-OFF WITHDRAWAL OR, AMEND REGULAR WITHDRAWAL ASSET





Use the search bar in the top right hand corner or navigate to the correct policy using the clients tab.

Hover over the 'Manage withdrawals' and select either:

'Create one-off withdrawal' or

'Amend regular withdrawal assets'.







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The indicative value of the policy is displayed on the right, along with the minimum and maximum withdrawal amount.

Read the disclaimer and click 'Proceed'.

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Making a one-off withdrawal

Through this process you can make a one-off withdrawal from the policy.

How much can I withdraw? Disclaimer Before completing and submitting this request for a one-off withdrawal you should: Executive Policy: Redemption Bond · Be fully aware of the possible tax consequences that may apply to your client if they take money from their policy - this is particularly important for residents of the UK and Spain. Current indicative value USD 14,227.58 of portfolio fund: · Understand that the values on the following screens are indicative values. The final figures will depend on market and currency movements. Maximum withdrawal USD 0.00 amount: · Understand that the values on the following screens may be greater than the amount requested due to any outstanding charges deducted in respect of the withdrawal. Minimum withdrawal USD 150.00 amount: · Where there are joint policyholders all parties must agree before we can action this request. Withdrawal amount to USD 31.000.00 date: · When funding a withdrawal through the sale of an asset, please ensure you refer to the relevant fund manager if you are unsure of how long the asset will take to settle as your withdrawal cannot be paid until after the asset sale has been completed. Please disregard this USD 0.00 figure:

Return to policy details page Proceed



One-off withdrawal

Exit this process





A WEALTH of difference

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Enter the withdrawal currency and amount.

Click 'Next'.

You can also withdraw by choosing:

'Sell assets' (see slide 16) 'Surrender policies' (see slide 17)

0	0	O	0
1. Enter withdrawal amount	2. Select assets	3. Select bank account	4. Review summ
1. Enter withdrawal amount			
Please enter the amount you wish to receiv You must complete this if you want to sell a	e. ssets in proportion to the holdings of the model (portfolio.	
Select a withdrawal currency and	amount	5	Select Currency and Amount
		How much can I withdraw?	ou can select the currency in which your client would
Select withdrawal currency and amount:		tion mach can't marant.	ike to receive their withdrawal amount. You should b ware that if this differs their your account currency hey may be subject to currency exchange luctuations.
Select withdrawal currency and amount:		Next	ike to receive their withdrawal amount. You should b ware that if this differs their your account currency hey may be subject to currency exchange luctuations.
Select withdrawal currency and amount:		Next	ike to receive their withdrawal amount. You should b ware that if this differs their your account currency hey may be subject to currency exchange luctuations. Alternative withdrawal methods Sell assets ?





Select the assets that you would like to sell on behalf of your client in order to meet their withdrawal amount. You can either enter a monetary amount, or a percentage.

Entering 100% next to an asset will sell 100% of the withdrawal amount from that asset, not sell 100% of the asset.

'Save' your choices.

Click 'Next'.







Select the bank account you want the withdrawal to be paid into.



3. Select bank account

Please select the bank account that you would like your withdrawal to be paid into.

Indicative withdrawal GBP 500.00 amount:		Select bank a
Bank account to be Select V ?	Add a new bank account	Choose the paym displayed. Be aw • The withdraw name of the a
Back	Next	Payments to cannot be se Interactive Please conta

ccount

- checklist:
- nent method(s) from the options are that:-
- al must go to an account held in the applicant(s)/policyholder(s).
- third party bank accounts et up or amended on the Wealth website.
- act us if the bank account you are or is not displayed.
- · Payments to an account within the UK, Jersey, Guernsey, Isle of Man or Gibraltar require a bank account number and sort code.
- · Payments to banks outside the UK require a SWIFT or Bank Identifier Code (BIC), and an International bank account number (IBAN).SWIFT and BIC codes are available from the bank or from www.swiftcodes.org.
- When initiating cross-border payments, the central bank of the country you are sending funds to, may require a Purpose of Payment Code to be included with your transaction in order for your payment to be accepted and processed. Failure to provide this in the 'Remittance Details' field may result in your payment being rejected or delayed. Please refer to your bank if in doubt.





Enter any remittance details.

Click 'Next'.

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3. Select bank account

Please select the bank account that you would like your withdrawal to be paid into.

		Select bank account
Indicative withdrawal amount:	GBP 500.00	Payment details checklist:
Bank account to be used:	12345678 V ? Add a new bar account	nk Choose the payment method(s) from the options displayed. Be aware that:- • The withdrawal must go to an account held in the name of the applicant(s)/policyholder(s).
Bank Details		Payments to third party bank accounts cannot be set up or amended on the Wealth
*Account name:	76668399810282015TRUSTDTL	Interactive website. Please contact us if the bank account you are
UK sort code:		searching for is not displayed.
SWIFT or BIC code:	CITIAEAD	 Payments to an account within the UK, Jersey, Guernsey, Isle of Man or Gibraltar require a bank account number and sort code.
Bank name:	CITIBANK N.A.	 Payments to banks outside the UK require a SWIFT or Bank Identifier Code (BIC), and an International
Bank address:	KHALID IBN AL WALID STREET749 DUBAI	bank account number (IBAN).SWIFT and BIC code are available from the bank or from www.swiftcodes.org.
Bank country:	United Arab Emirates	When initiating cross-border payments, the
*Currency:	USD	central bank of the country you are sending funds to, may require a Purpose of Payment Code to be included with your transaction in
*Account number:	12345678	order for your payment to be accepted and processed. Failure to provide this in the
IBAN:	AE290210000004104016348	payment being rejected or delayed. Please refer to your bank if in doubt.
Remittance Details:		
Back		Next



One-off withdrawal Exit process

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If the client for which the withdrawal is being made **is registered for Wealth Interactive**, go to the next slide.

If the client is **offline**, please go to slide 13.





THE CLIENT IS ONLINE

(HAS ACTIVATED THEIR WEALTH INTERACTIVE ONLINE SERVICE ACCOUNT)

On the 'Review summary' page, check all the details input so far are correct.

Enter the reason for the withdrawal. Choose from:

- House purchase
- Loan repayment
- Alternative investment
- Personal use
- 'Other'.

Confirm you have read the declaration.

Click 'Submit to the client(s) for online approval.

If there are multiple policyholders then all policy holders must confirm the withdrawal online.

You will then see the confirmation screen.

Please ent	er the reason for th	is withdrawal.		
Reason	for withdrawal:	Select	~	
If you have	e selected 'Other', p	lease enter the details	below.	
Declaration				
Declaration The staten	ent below will need	f to be ticked in order t	o proceed with this reques	t.
Declaration The staten	ent below will need onfirm that I have g also confirm that the e best of my knowled	d to be ticked in order t iven my client advice befo details entered in this req lge.	o proceed with this reques ore completing this request. juest are true and accurate to	t.
Declaration The staten IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	ent below will need confirm that I have g also confirm that the e best of my knowled	d to be ticked in order t iven my client advice befo details entered in this req Ige.	o proceed with this reques ore completing this request. uest are true and accurate to	t.

Confirmation of your one-off withdrawal

You have successfully requested a one-off withdrawal for your client.



Finish and return to policy details page





THE CLIENT IS ONLINE

(HAS ACTIVATED THEIR WEALTH INTERACTIVE ONLINE SERVICE ACCOUNT)

The status changes on your homepage to 'Application sent to client'.

Your client will see a notification on their Wealth Interactive homepage under 'Items for review' asking them to approve the withdrawal.

They will need to review the request, tick the declaration and click on 'Approve'. It will then be sent to Utmost International for processing.

Once it has been approved the status on your homepage will change to 'Awaiting settlement'.

When paid it will say 'Payment Made'.

Latest activi	ty (2) Pipeline bus	siness (10)	Last viewed			
Viewing activitie	es since 04/06/2022 Change	date range			Show	ing 46 activity types Edit
Show: All ac	tivities 🗸	ction taken by all	✓ All advisers	~		
Date 🔻	Activity type 🔻	Policy 🔻	Policyholder(s)	Action taken by 🔻	Assigned adviser	Status 🔻
04/07/2022	One off withdrawal	600008849	Mr Policy Holder	Financial Adviser	524676PRFDNM	Application Sent To Client





THE CLIENT IS OFFLINE

(HAS NOT ACTIVATED THEIR WEALTH INTERACTIVE ONLINE SERVICE ACCOUNT)

On the 'Review summary' page, check all the details input so far are correct.

Enter the reason for the withdrawal. Choose from:

- House purchase
- Loan repayment
- Alternative investment
- Personal use
- 'Other'.

Confirm you have read the declaration.

Select 'Create Client Withdrawal Approval Form'

Please enter the reason for t	his withdrawal.
Reason for withdrawal:	Select 🗸
If you have selected 'Other',	please enter the details below.
	1
Declaration	<i>ii</i>
Declaration The statement below will ne	ed to be ticked in order to proceed with this request.
Declaration The statement below will ne I confirm that I have I also confirm that th the best of my knowl	ed to be ticked in order to proceed with this request. given my client advice before completing this request. e details entered in this request are true and accurate to edge.
Declaration The statement below will ne I confirm that I have I also confirm that th the best of my knowl	ed to be ticked in order to proceed with this request. given my client advice before completing this request. e details entered in this request are true and accurate to edge.





THE CLIENT IS OFFLINE

(HAS NOT ACTIVATED THEIR WEALTH INTERACTIVE ONLINE SERVICE ACCOUNT)

As the client does not have access to Wealth Interactive you will need to download a copy of the Client Withdrawal Approval Form for them to sign.





THE CLIENT IS OFFLINE

(HAS NOT ACTIVATED THEIR WEALTH INTERACTIVE ONLINE SERVICE ACCOUNT)

When you have the signed form – Click back into the policy from your Homepage under 'Latest Activity' or From the policy screen.

Click on 'Upload now' at the top or 'Upload client approval' on the right-Hand side.

This opens the box that allows you to upload a copy of the signed Client Withdrawal Approval Form to submit to us.

When the upload is complete the summary will show as 'Awaiting signature check by Utmost International'.

Once the signature has been verified, the status on your homepage will change to 'Awaiting Settlement'. And finally 'Payment Made'.





Wealth Interactive User Guide

Withdrawal Variations

'Sell assets' route – Next Slide

'Surrender policies' route - Slide 17





SELL ASSETS ROUTE

You will need to choose which assets the withdrawal will be made from, and enter the amount to be withdrawn from each of these assets to make up the withdrawal amount.

Alternatively you can click on 'Sell all'.

Once you have chosen the assets / transaction account to fund the withdrawal, review slides 7 onwards to see how to select the bank account and submit the withdrawal request.

O-	2 54	-O-		3 Ravie
ssets assets that you would like to sell for your	withdrawal.			
ect a withdrawal curr	ency			
Select a withdrawal currency:	JSD 🗸		How much can I with	ıdraw?
Assets held by our default custodian				
Asset name	Available units	Indicative v	alue Amount to be withdraw	n Sell al
Asset name AMAZON COM INC COM USD 0.01	Available units	USD 3,225.	alue Amount to be withdraw 70 USD 0.00	n Sell al
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Asset name AMAZON COM INC COM USD 0.01 NVIDIA CORP COM U0.001 APPLE INC COM NAV	Available units 1.000000 10.000000 20.000000	Indicative v USD 3,225. USD 2,645. USD 3,278.	alue Amount to be withdrawn 70 USD 0.00 0.00 60 USD 0.00 0.00	n Sell al
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SURRENDER POLICIES ROUTE

'Surrender policies' allows you to make a partial surrender from the policy by surrendering a number of policy segments.

You can 'Enter an amount' you are looking to achieve or 'Select a number of policies' you wish to surrender.

If you choose to 'Enter an amount' the system will automatically calculate the number of policies to be surrendered to achieve the chosen amount.

If you choose to 'Select a number of policies' the system will give you an indicative sale amount to be withdrawn.

Once you have made a choice see slides 6 onwards to see how to select assets, bank account and submit the withdrawal.



Sell assets ?





For adviser use only

Wealth Interactive User Guide

Amend Regular Withdrawal Assets





Use the search bar in the top right hand corner or navigate to the correct policy using the clients tab.

Hover over the 'Manage withdrawals' and select either 'Amend regular withdrawal assets'.







Check the tick box to confirm the amendment of assets to be used for Regular Withdrawals and click 'Next'.

The Client may have multiple Regular Withdrawals,

so select the one you want to change.



Amend regular withdrawal assets

Back

Required information for amending regular withdrawal assets



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1. Select Withdrawal

Please select the withdrawal you would like to amend.

Sequence Number	Description	Amount	Select
RW790159292	Income	7833.28	Select

Select amount and frequency

 You can choose to make a specified annual amount for your policy or a percentage of the initial investment.

Exit process

 You can choose to take your withdrawals annually, half yearly, quarterly or monthly.The total annual withdrawal amount will be divided by the frequency of the payments you have requested.





Remove any unwanted assets/transaction accounts by clicking the 'X' on the right hand side.







Select the new assets/transaction accounts for future Regular Withdrawals by entering either the amount of percentage(1).

Click on 'Save' (2).

The new assets will appear on the right-hand side (3).

Then click 'Next'.

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gular withdrawal assets gular withdrawal assets						2. Review and Submit
specify the asset(s) you would l	ike to take regular with	drawals from.			Regular withdraw	ral amount
escription : Income		Withdrawal st	art date: 01/10/2	020	Indicative withdrav	al amount: GBP 652.77
urrent regular withdrawals: GB	IP 652.77	Next withdraw	al date: 01/08/2	022	Assets held by ou	r default custodian
equency: Monthly					RUSSELL INVEST CO DIT GBPH-A ACC OPENWORLD PLC G	0 GLOBAL CRE GBP 163.19 (25.00%) LOBAL HIGH D GBP 163.19 INC GBP (25.00%)
otal withdrawals to date: GE	3P 18,874.59				Transaction accor	ints
					EUR	68P 326-38 (50.009e)
ssets held by our default istodian	Transaction accou	nts			EUR	GBP 326.38 (50.00%) Total: GBP 652.76
ssets held by our default istodian Assets	Transaction accou	nts			EUR	GBP 326.38 (50.00%) Total: GBP 652.76
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This brings up the 'Review and submit' screen.

Click 'Edit' if you need to change anything.

When you are happy tick the declaration.

Then click 'Submit to Client' or if you have authority the option to 'Submit to Utmost International' will show too.

utmosť				Amend regular withdrawal
WEALTH SOLUTIONS				EX
ø				
1. Regular withdrawal assets				2. Review and
Poviow and submit				
ase review the changes made to t	he assets for regular withdrawal.		Print summ	nary
				Review Summary
Withdrawal summary	_			You need to review the instruction that you have
Sequence Number :	RW790159292			entered to ensure you are happy before you acc the declaration and submit.
Description :	Income			summary you can click on the edit links at the to each section.
Annual withdrawal amount:	GBP 7,833.28			
Withdrawal frequency:	Monthly			
Potential next payment due:	GBP 652.77 on 01/08/2022	?		
Asset information			Edit	
Below you will find the details of all	assets that your withdrawal will be ta	ken from.		
✓ Assets held by our defau	lt custodian	% of amount re	quested: 100.00 %	
		L Amount to	1.96 of amount	
Asset name	Available units Available holdin	gs be withdrawn	requested	
RUSSELL INVEST CO GLOBAL CREDIT GBPH-A ACC GBP	1,829.850000 GBP 25,544.71	GBP 652.77	100.00%	
Declaration				
You have amended the amou withdrawals from your client's	nt/percentage of the withdrawa policy.	l asset(s) that will be used	o fund regular	
Where applicable the applicat	on will be forwarded to your cl	ient(s) online to authorise t	ne changes.	
confirm that I understand	these declarations and I am hap	by to proceed.		
				-
Back	c	ubmit to Client Cubmit to	Itmost International	





IMPORTANT INFORMATION

www.utmostinternational.com

Calls may be monitored and recorded for training purposes and to avoid misunderstandings.

Utmost International Isle of Man Limited is registered in the Isle of Man under number 24916C. Registered Office: King Edward Bay House, King Edward Road, Onchan, Isle of Man, IM99 1NU, British Isles. Tel: +44 (0)1624 655 555 Fax: +44 (0)1624 611 715. Licensed by the Isle of Man Financial Services Authority.

Utmost Wealth Solutions is registered in the Isle of Man as a business name of Utmost International Isle of Man Limited.

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