

CONNECT

SURRENDER USER GUIDE

A WEALTH *of* DIFFERENCE

utmost[™]
WEALTH SOLUTIONS

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REQUESTING A SURRENDER - QUICK START GUIDE

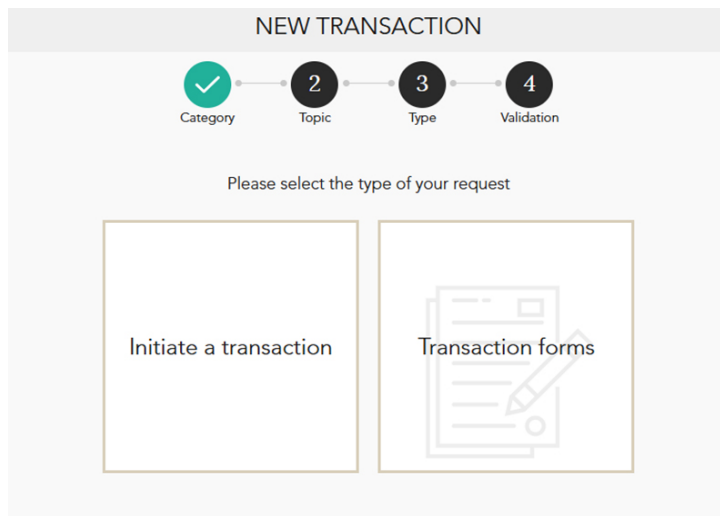
1. Open the policy for which you want to process a surrender.
2. Select "New Transaction" → "Initiate a Transaction" → "Surrender."
3. Review Policy Holder, Residential Address and confirm the AEol Self-Certification is still correct and valid.
4. Review surrender Indicative Value.
5. Select existing or create destination bank accounts.
6. Select "Add another account" to add another account or "OK" to continue.
7. Provide additional surrender instructions if needed and select the reason.
8. Upload the required documentation.
9. Electronically sign the withdrawal request by entering the numeric code received on the mobile phone number that the transaction initiator registered to **Connect**.
10. Submit.
11. Return the original policy schedule and endorsement schedule when applicable.

INITIATING A SURRENDER

Here are two ways in **Connect** to initiate a Surrender transaction on a policy:

1.

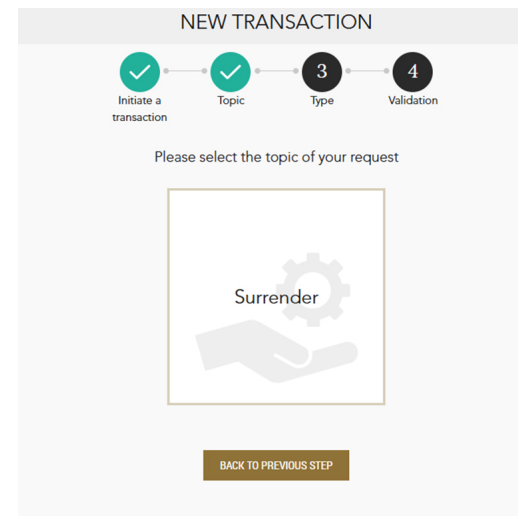
From the Dashboard



- Go to "My Dashboard" on the **Connect** home page
- Select "New Transaction"
- Select "Initiate a Transaction"
- Select "Surrender"
- Enter the numerical details of the policy for which you want to process the Surrender
- Confirm by clicking "Continue"

2.

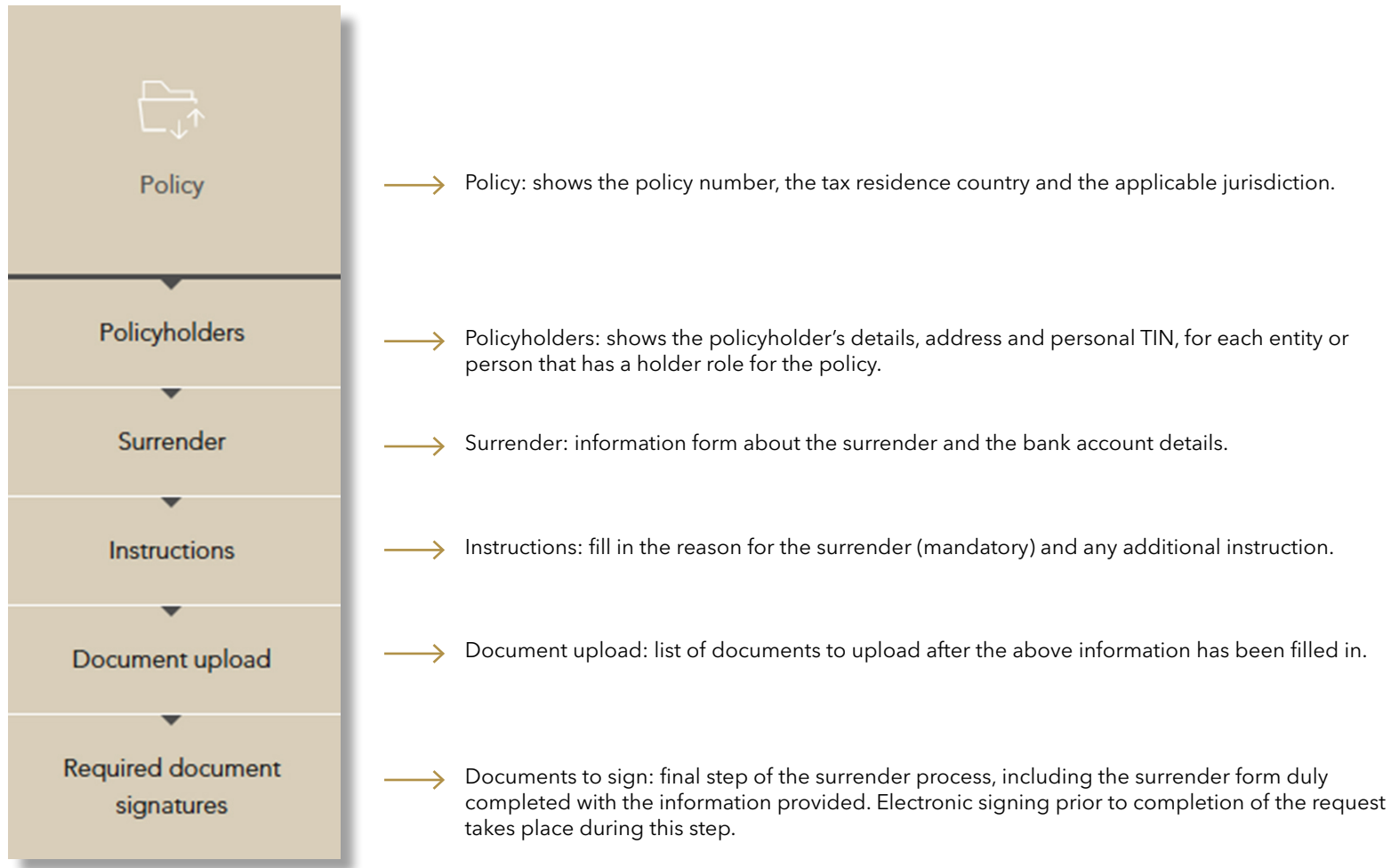
From a specific policy



- When looking at a specific policy on the bottom of any screen click the "New Transaction" button.
- Select "Initiate a Transaction"
- Select "Surrender"
- The policy number of the policy you were looking at will be displayed, confirm this is the correct policy by clicking "Continue"

PREVIEW OF THE SURRENDER REQUEST MENU

The surrender request is launched. The menu on the left side of the display screen shows the steps to follow and complete before the surrender request can be submitted.



PREVIEW OF THE TRANSACTION STATUS MENU

The menu at top of the display screen shows the different steps of the surrender process and their status. The black colour indicates which stages have not begun yet.



INITIATE

Initiate a surrender request in **Connect**. This status remains unchanged until the request has been completed.

DOCUMENTS AND CONTROLS

The surrender request has been sent to the Partner & Client Servicing team who further controls the items provided in order to approve the request.

COMPLETE TRANSACTION

The surrender request has been approved and the transaction is being finalised in our systems.

PAYMENT

The requested surrender has been completed in our systems and payment is in progress.

CLOSE

The transaction is finalized and the surrender confirmation letter is about to be published in **Connect**.

COMPLETING A SURRENDER REQUEST - POLICY DETAILS

Check and verify the policy number, tax country and applicable jurisdiction are accurate before pressing the "next" button.

Policy details are:

- › Policy number
- › Tax residence country
- › Applicable jurisdiction "Country of law"

SRD_ [redacted] ☆ [redacted]

Lapses - Surrender

WAITING FOR DOCUMENTS

1 Initiate 2 Documents & Controls 3 Complete Transaction 4 Payment 5 Close

Surrender on policy [redacted]

Request to be signed electronically by

The partner on behalf of the policy holders The policyholders or signatories, then countersigned by the partner

Policy detail

Policy number [redacted]

Tax Country [redacted]

Country of law [redacted]

NEXT

COMPLETING A SURRENDER REQUEST - POLICYHOLDER(S) DETAILS

- › Check and verify the accuracy of policyholder/s details including address and tax identification.
- › A message notifies you if the ID document we have on file has expired. (If the ID has expired, please provide an updated one at your earliest convenience.)
- › The information regarding all the policyholders is available during this step.

The screenshot displays the 'Surrender on policy' interface. At the top, a progress bar indicates the current step: 'Initiate' (completed, green checkmark), 'Documents & Controls' (step 2), 'Complete Transaction' (step 3), 'Payment' (step 4), and 'Close' (step 5). A red banner above the progress bar reads 'WAITING FOR INPUT'. The main content area is divided into two sections: 'Policyholder - company' and 'Residential address'. The 'Policyholder - company' section includes fields for 'Company/Trustee Name' and 'TIN (Tax Identification Number)'. The 'Residential address' section includes fields for 'Street *', 'Street Number', 'City *', and 'PostCode'. An 'AMEND ADDRESS' button is located in the top right corner of the 'Residential address' section. A sidebar on the left contains navigation options: 'Policy' (checked), 'Policyholders', 'Surrender', 'Instructions', 'Document upload', and 'Required document signatures'. The top right corner of the page shows 'SRD_' and 'Lapses - Surrender'.

COMPLETING A SURRENDER REQUEST - POLICYHOLDER(S) RESIDENTIAL ADDRESS

The residential address on file in Utmost Luxembourg S.A.'s systems is shown. You can modify the address if it has changed or if it is incomplete.

A screenshot of a web form titled "Residential address" with an "AMEND ADDRESS" button in the top right corner. The form contains the following fields:

- Street * (blurred)
- Street Number (blurred)
- City * (blurred)
- PostCode (blurred)
- County (empty)
- Area (empty)
- Country * (blurred)

Note that to update our files with a new address we require a formal request from the policyholder(s), as well as duly certified proof of address less than three months old. (These documents can be attached later at the "requested documents" step.)

A screenshot of the same "Residential address" form, but with input fields for each field. The "AMEND ADDRESS" button is in the top right corner. The fields are:

- Street * (input field with blurred text)
- Street Number (input field with blurred text)
- City * (input field with blurred text)
- PostCode (input field with blurred text)
- County (empty input field)
- Area (empty input field)
- Country * (input field with blurred text)

Please be aware that in order to amend our records with your updated address, we require a formal change of address and certified address verification to be sent to Lombard International Assurance S.A.

COMPLETING A SURRENDER REQUEST - AEOI (AUTOMATIC EXCHANGE OF INFORMATION)

If no tax identification number (TIN) was provided to Utmost Luxembourg S.A. or if the current TIN has changed, it can be updated here.

If all of the information is correct or has been updated, press the "next" button to continue with the surrender request.

Residential address

AMEND ADDRESS

Street *

Street Number

City *

PostCode

County

Area

Country *

Please be aware that in order to amend our records with your updated address, we require a formal change of address and certified address verification to be sent to Lombard International Assurance S.A.

AEOI Certification

Provided AEOI self-certification

Tax country

Tax numbers (TIN)

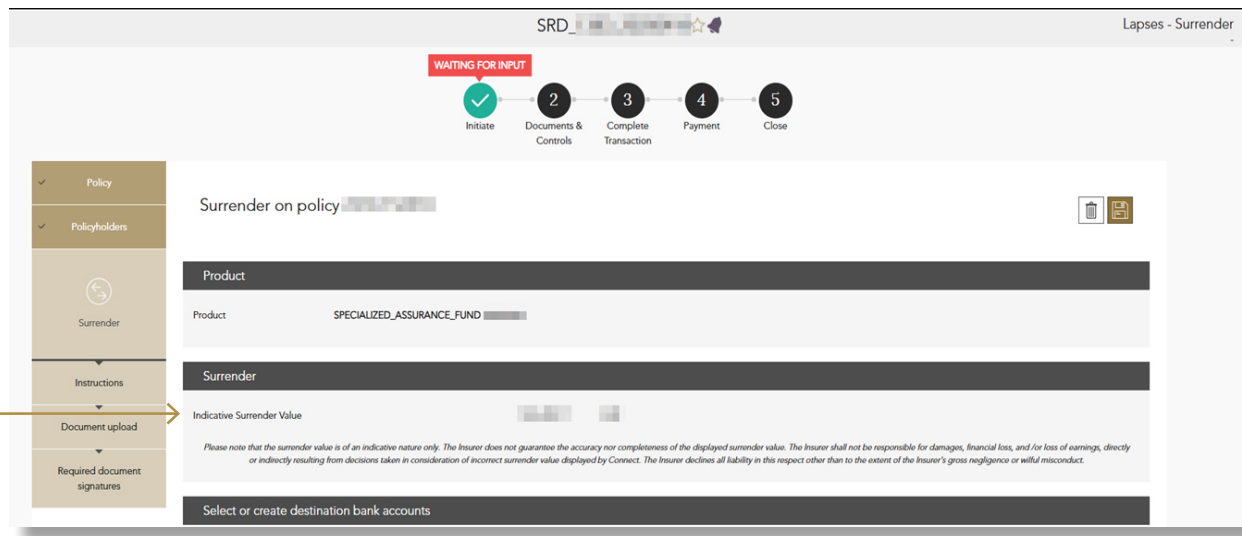
I confirm that such AEOI self-certification is still correct and valid

Yes No

BACK NEXT

COMPLETING A SURRENDER REQUEST - SURRENDER INDICATIVE VALUE

The indicative Surrender Value of each of your products is displayed in the policy currency.



Please note that the surrender value is of an indicative nature only

COMPLETING A SURRENDER REQUEST - BANK ACCOUNT DETAILS

Please select the destination bank account for each product.

SELECTING AN EXISTING DESTINATION ACCOUNT

If a transaction has already been executed on the Policy in the past, destination bank accounts previously used are shown here and can be selected for this surrender.

In the case of multiple policyholders, confirm that you have the consent of all policyholders to request this surrender.

By default, the entire amount is paid into the selected bank account. If you require that the amount is split between several different destination accounts, please uncheck the box and select the additional accounts in the same way.

Select existing destination account

Select existing Account *

Account holder name

Account holder country of residence

Bank Name

Bank country

IBAN

Account Currency

Swift/Bic Code

Leave checked to indicate that the entire amount is to be paid to the account above, or uncheck to split payment between multiple accounts

Payment recipient *

CANCEL

ADD

OK

COMPLETING A SURRENDER REQUEST - BANK ACCOUNT DETAILS

ADDING NEW ACCOUNT DETAILS TO AN EXISTING CLIENT

Select the Policyholder for which you want to create a new account within this surrender request

- › Select "Add account details to an existing client"
- › Select "Existing client" at the top and select the Account Holder Name from the drop down list provided
- › Complete the account details, and select the appropriate descriptor of the payment recipient
- › For any new accounts a bank statement or original account certificate will need to be attached at the Required Documents step.

By default, the entire amount is paid into the selected bank account. If you require that the amount is split between several different destination accounts, please uncheck the box and select the additional accounts in the same way.

Add new account on existing client

Select existing Client *

Account holder name

Account holder country of residence

Bank Name *

Bank country *

IBAN *

Account currency *

Swift/Bic Code *

Leave checked to indicate that the entire amount is to be paid to the account above, or uncheck to split payment between multiple accounts

Payment recipient *

CANCEL ADD OK

COMPLETING A SURRENDER REQUEST - BANK ACCOUNT DETAILS

ADDING NEW ACCOUNT DETAILS TO A NEW CLIENT

This option only applies to a payment in favor of a third party to the policy.

- › Select "Add new account on new client"
- › Select the appropriate account holder type descriptor
- › Complete the personal and account details, and select the appropriate descriptor of the payment recipient
- › Select "Add another account" to add another account or "OK" to continue
- › Select "Next" when you are done adding the payment account details
- › For any new accounts a bank statement or original account certificate will need to be attached at the Required Documents step

By default, the entire amount is paid into the selected bank account. If you require that the amount is split between several different destination accounts, please uncheck the box and select the additional accounts in the same way.

Add new account on new client

Account holder type *

Title *

First name *

Last name *

Date of birth *
DD/MM/YYYY

Nationality *

Nationality start date *
DD/MM/YYYY

Bank Name *

Bank country *

IBAN *

Account currency *

Swift/Bic Code *

Leave checked to indicate that the entire amount is to be paid to the account above, or uncheck to split payment between multiple accounts

Payment recipient *

CANCEL ADD OK

PROVIDING ADDITIONAL SURRENDER INSTRUCTIONS

- › Other instructions (asset transfers, or asset instructions, foreign exchange) can be added or stipulated as necessary

The surrender reason is mandatory to ensure regulatory compliance.

If the reason selected from the drop-down list is "Other": clarification is required in the comment text box.

1 Initiate 2 Documents & Controls 3 Complete Transaction 4 Payment 5 Close

Surrender on policy 0808-100190

Additional instructions and notes

Other instructions (asset transfers or asset instructions, foreign exchange)

Reason for the transaction *

Comment

Please return the original policy schedule (and endorsement schedule where applicable) to us by post. The payment cannot be made until this/these document(s) has/have been received. If it has been mislaid please complete and return the declaration of loss form by post. This can be found here: "New Query – Servicing – Forms and documentation"

BACK NEXT

Important Note

Please return the original policy schedule (and endorsement schedule where applicable) to us by post. The payment cannot be made until this/ these document(s) has/have been received. If it has been mislaid please complete and return the declaration of loss form by post. This can be found here: "New Query - Servicing - Forms and documentation."

REQUIRED DOCUMENTATION

Depending on the surrender request, additional documents may be required. In this example, the residence has been changed. A proof of residence therefore needs to be attached.

The screenshot displays a web application interface for a surrender request. At the top, a progress bar indicates the current status: "WAITING FOR DOCUMENTS". The progress bar consists of five steps: 1. Initiate (checked), 2. Documents & Controls (current step), 3. Complete Transaction, 4. Payment, and 5. Close.

The main content area is titled "Surrender on policy" and shows "1 document(s) to provide:". Below this, there are two document upload sections. The first section is titled "Proof of residence" and contains the text "Proof of residence for the amended address of the" followed by a redacted area. It includes a red "X" icon and the text "Document to upload". Below this is an "ATTACH" button. The second section is titled "Add a document" and features a large plus sign icon and a redacted area.

At the bottom of the interface, there are "BACK" and "NEXT" buttons. A note at the bottom right states "Documents with a star (*) must be provided".

REQUIRED SIGNATURES

The surrender request can now be electronically signed.

After selecting "Review & Sign", the surrender request opens and a signature will be requested.

The system sends a numeric code, by text message, to the mobile phone number that the transaction initiator registered to **Connect**.

This code needs to be entered in the dedicated field.

Once all of these steps have been completed, select "Submit".

The screenshot displays the 'Waiting for Signatures' stage of a surrender request process. At the top, a progress bar shows five steps: 1. Initiate (checked), 2. Documents & Controls, 3. Complete Transaction, 4. Payment, and 5. Close. The main content area features a sidebar on the left with a list of steps: Policy, Policyholders, Surrender, Instructions, Document upload, and Required document signatures (highlighted with a pen icon). The central area shows '1 document(s) to sign:' with a trash icon in the top right. Below this is a 'Surrender request' card containing a PDF icon with a red 'X', a 'DOWNLOAD' button, and a 'SEND FOR DIGITAL SIGNATURE' button. A 'REINITIALIZE ALL SIGNATURES' button is positioned below the card. A note at the bottom states: 'Please note that the person who initially generated the document is the allotted signatory. For another person to be able to sign the document the 'reinitialize all signatures' button must be pressed.' At the very bottom are 'BACK' and 'SUBMIT' buttons.

REQUIRED SIGNATURE

1.

Security Request From Sender

Sender: [Connect Support STG](#)

Envelope: Workstep

Files: [Redacted]

The sender requests that you verify your identity with following:

- SMS-OTP

REQUEST OTP

AUTHENTICATE

2.

Security Request From Sender

Sender: [Redacted]

Envelope: Blank.pdf

Files: Blank.pdf

The sender requests that you verify your identity with following:

- SMS-OTP

REQUEST OTP

OTP

Your transaction (ID: icJ1RFkK4x) expires in 4:59

The OTP has been sent to [Redacted]

AUTHENTICATE

3.

Click to Sign

TRANSACTION MONITORING

Once the surrender request has been submitted, the transaction can be tracked by going to the view policy menu, then the transaction tab in **Connect**. The person who submitted the surrender request will receive an email notification whenever one of the transaction steps has been completed. For further clarification on the transaction steps please revert to page 6: Preview of the transaction status menu.

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