

GUIDANCE NOTES FOR STARTING OR ADDING TO YOUR INVESTMENT ACCOUNT

This document was last updated in January 2024. Please confirm with your financial adviser representative that this is the most up-to-date document for your servicing needs.

GENERAL INFORMATION

This product is not available in certain jurisdictions, such as the United States of America, its territories and possessions. Your financial adviser representative will be able to tell you if your country of residence and/or nationality fall into one of these jurisdictions.

All references to Utmost International in this form means Utmost International Isle of Man Limited Singapore Branch.

POLICY STATUS

If this is an application for an additional investment, please make sure your existing policy number is provided, you can find it from your policy schedule. The applicant also needs to complete sections E, F, G and J.

Policy currency

If this is an application for a new investment, your regular Investment Account valuations will be summarised in your chosen policy currency. This is also the currency in which the deduction of policy charges will be made, or charges applying when changing your investment choice.

Currency conversions

If you choose a policy currency other than that in which you make your investment, ie the premium amount you pay to us, you should be aware that we will notionally convert

the premium amount into your chosen policy currency. This means we will not physically convert the premium amount; just apply the converted amount to your policy. This currency conversion could expose you to exchange rate fluctuations. Any conversion that we make will be based on the closing 'market mid-rate'* provided to us by a third-party currency rate provider and the converted premium amount will be the amount which is shown in your policy schedules. If additional currency conversions are required as a result of transactions within your policy, you should be aware that delays may occur. Please refer to the Policy Terms for any charges which may apply.

* All currencies have a market rate. Any provider dealing with currencies will independently set different 'buy' and 'sell' rates, these include overheads and profit margins. The market mid-rate is derived from the mid-point between the 'buy' and 'sell' rates used in the global markets.

DETAILS OF ALL INDIVIDUAL APPLICANT(S)

The applicant is the person who will own the policy. We will allow up to FOUR applicants in total to apply for an Investment Account. If you would like to add any further applicants please copy and complete section B and, when initialised by ALL applicants, attach it with the application form before forwarding it to Utmost International Isle of Man Limited Singapore Branch.

Maiden name, previous name or alias

Please state any previous name(s) or any alias used in the box provided. This may include a previous surname before marriage/civil partnership or any other change of name in the past. This section must be completed for regulatory purposes. If this does not apply, please leave this field blank.

Correspondence address

If it is not practical to send correspondence to your residential address (for example, if there is no recognised postal service in your country of residence), then you can provide an alternative correspondence address to your residential address. We will accept a PO Box address. **We can only accept one correspondence address for the bond.** Please note, Utmost International accepts no responsibility for the consequences of sending documentation to this correspondence address, or to an address notified subsequently. Utmost International reserves the right to send correspondence to my residential address where regulations prevent it being sent to a third party.

Politically exposed person

A politically exposed person is someone holding an important public position, or a person clearly related to them. Examples of these are:

- › Heads of State or Government
- › Senior politicians
- › Senior Government officials
- › Judicial or military officials
- › Senior executives of publicly owned corporations
- › Important political officials.

Additional documents to evidence your identity and residence

In line with our anti-money laundering requirements we need the following documents to support your application:

- › **Proof of identity** – copy of your passport or national identity card. If these documents are not available please provide two formal documents carrying appropriate

personal details and verifiable reference numbers (for example, bank statement, pension book or council tax bill).

- › **Proof of residence** – copy of a utility bill or bank statement. This should be the latest available, but no more than six months old.

All documentary evidence, where the original document is not provided, must be certified by a suitable certifier (see section M of these guidance notes) as a true copy of the original, copies will not be accepted. Please note we are not able to return the documentary evidence to you.

In some circumstances we may need further documentation to support your application, for example in relation to your source of funds. Your financial adviser representative will be able to provide details on any additional needs by carrying out a short 'risk assessment' with you. We would encourage you to do this as without this further documentation, if applicable, the processing of your application may be delayed.

DETAILS OF THE LIFE/LIVES ASSURED (IF DIFFERENT FROM APPLICANT(S))

In this section you should give the details of the life/lives assured in addition to the applicant(s). If the applicant(s) is going to be the only life/lives assured, then you do not need to complete this section, just tick where indicated in section C to confirm the applicant(s) is going to be the life/lives assured. There is no minimum age for a life assured.

We have a flexible approach to allow multiple lives assured (ie more than four) when applying for an Investment

Account. If you would like to add any further lives assured please copy and complete section C and, when initialled by ALL applicant(s), attach it with this application form before forwarding it to Utmost International.

Please note that insurable interest is required between lives assured and policy holders.

SOURCE OF FUNDS

The details from where you are paying your premium must in all instances be included in Section D of the application. If you are making payments from multiple sources then you should provide the details required in Section D for each

separate source by photocopying Section D and attaching to the application form. Where making multiple payments, please provide an explanation for this.

INVESTMENT DETAILS

Premium payment

You can pay your premium either by electronic bank transfer or by using our share exchange service (please ask your financial adviser representative for further details on this service).

Replacement of life policies

If you are replacing or intend to replace any/all of your existing life policies or other Designated Investment Products with the Investment Account, please note that it is usually disadvantageous to replace existing life policies with a new one. Some of the disadvantages include transactions

costs incurred without gaining any real benefit from the switch, penalties incurred for terminating the existing product, etc. In your interests, you are advised to consult your financial adviser representative before making a final decision. In the event of replacement of policies, please provide details like:

- › Name of the existing policy/product replaced (to be replaced) and the relevant financial institution.
- › Reason for replacement policy.
- › Surrender penalty incurred.
- › Length of time the existing policy/product held.

ASSET CHOICE

How do i complete the asset choice section?

- › **Security identifier*** – You must, provide a recognised security identifier for all security/fund purchase requests, such as a SEDOL or an ISIN number. Your financial adviser representative can provide you with the relevant security identifier.
- › **Security/Fund name** – please make sure you clearly state the full name of the security/fund and please do not use abbreviations.
- › **Accumulation/Income unit requirement** – if applicable, please state accumulation or income unit. The difference between accumulation units and income units is that unit trusts with accumulation units reinvest any income from the trust's investments in the trust rather than paying it out to its investors as dividends which is the case for income units. If you give no instructions, and a choice of accumulation or income units is offered, we will invest in accumulation units. Where you have chosen income units any dividends will be reinvested into your Policy.
- › **Share class** – if applicable please include confirmation of required share class for example A, B or C.
- › **Base currency of security/fund** – if known, please provide confirmation of the base currency of the requested security/fund. This can be abbreviated, for example GBP for pound sterling (£) or USD for US dollar. The Utmost International Investment Account must invest directly into the base currency of funds.
- › **Investment %** – please use whole percentages only, which must add up to 100% in the total box.
- › **Minimum investments** – the minimum investment you can hold in any one asset is £2,500 (US\$3,750, €3,750 or other currency equivalent). Please note that fund managers

may set their own minimum investment levels that could be higher and you should be aware of these before submitting instructions.

- › **Transaction account** – it is your responsibility to make sure money is readily available to meet charges or part surrenders/regular withdrawals, you can achieve this by holding cash in your chosen account currency. If there are insufficient cash holdings in the account, we will sell your investments in line with the Policy Terms.
- › If the information requested in a column does not apply then either leave it blank or state 'n/a' for not applicable.
- › **If you have not provided us with complete investment instructions, or if one or more of your selected fund(s) is not currently available, we will, in accordance with the Policy Terms, hold any part of your chosen percentage in the transaction account. Interest is credited at the quarterly valuation date in respect of any credit balance and debited in respect of any debit balance.** The transaction account is used to hold all money for the purchases of and proceeds from the sale of and any distributions from investment holdings. Charges applicable to the Policy which are shown in your charges schedule and some third-party agent fees are also taken from the transaction account.

A delay in investing your premium may occur if the instructions are illegible, unclear or relate to an asset which is not normally permitted. Please note that we are unable to backdate transactions resulting from the delay caused in clarifying your instructions.

**Providing this information will remove the potential need to seek clarification and enable us to act upon your instruction more efficiently.*

IMPORTANT GUIDANCE NOTES ABOUT YOUR INVESTMENT CHOICE

- › We do not provide investment advice and have no responsibility for the performance of your selection of investments. It is for you and your financial adviser representative, or Investment Adviser (if applicable), to choose the investments most suitable for you.
- › All investments required must be recognised by us or specifically agreed by us as eligible to be purchased as a permitted investment under the Policy.
- › Any assets purchased in respect of your Policy will be purchased at the open-market buying price as shown on the contract note used by the seller or stockbroker.
- › Any third-party charges relating to the purchasing of assets, such as bank charges, will be debited to your Policy.
- › All assets are held in the name of Utmost International Isle of Man Limited Singapore Branch by our default custodian, and all dealing and contract notes must be made and delivered in the name of Utmost International.
- › It is your responsibility to make sure money is readily available to meet charges or part surrenders/regular withdrawals, you can achieve this by holding cash in your chosen Policy currency.

Future investment instructions

You or your Investment Adviser, if applicable, should provide any future investment instructions on the **dealing instruction form** and fax it to +44 (0)1624 655 905. The form is available from your financial adviser representative.

If you have any questions or need any clarification of these notes, terms and restrictions, then please contact our Dealing Admin team on +44 (0)1624 655 005 or e-mail us at IOMdealing@utmostinternational.com or alternatively contact your financial adviser representative.

SOURCE OF FUNDS - ACTIVITY WHICH GENERATED THE AMOUNT TO BE INVESTED

As part of global efforts to prevent money laundering, all Isle of Man based companies have to collect additional information on source of funds for all investments. This should not be viewed as questioning the quality of your investment. It is a safeguard that will benefit the industry as a whole and ultimately protect you as an investor.

The first step is to complete all the relevant information in section G of the application form. In some circumstances we will require documentary evidence before we can process your application form. Your financial adviser representative can establish if documentary evidence is needed by contacting us before sending in your application form to us.

It is in the interest of all parties that you and your financial adviser representative make sure as early as possible

what we need in order to avoid delays in starting your investment. We also recommend that you do not send us your premium payment until you have supplied us with all the information we require. The reason for this is that if we for any reason are unable to accept your application then we will return your payment to the source stated in your application form.

The list below reflects what documentary evidence is required for each source of funds; please state what evidence you are enclosing in your application form. In certain circumstances, when an application form falls into a high-risk group for money laundering purposes, we may require further documentary evidence.

DESCRIPTION OF SOURCE OF FUNDS	DOCUMENTARY EVIDENCE REQUIRED
a. Accumulated earned income	One of the following: Last three month's payslips; or › Three months of account statements showing declared income being credited; or › Letter on headed paper from employer confirming last year's annualised earned income; and, where applicable, bonus payment or › Tax statement e.g. P60 for the UK, IRAS for Singapore etc.; or › Copy of latest accounts if self employed
b. Compensation	One of the following: › Letter on company headed paper or court order from compensating body validating the information in the application form; or , › Signed letter on company headed paper from solicitor/lawyer handling the compensation validating the information in the application form
c. Competition or gambling win	One of the following: › A signed letter from the organisation providing the proceeds of the win on letter-headed paper confirming name of winner, date of win and value of winnings; or › Bank statement showing deposit of winnings in clients name and referencing the organisation providing the proceeds of the win; or › Media coverage of the win showing name of winner, date of win and value of winnings
d. Gift	All of the following: › A valid identification documentation for the donor (even if it is not coming from their account); and › Letter from the donor explaining the reason for the gift and source of funds behind the gift; and › Documentary evidence as to the donor's source of wealth as set out in the Source of Funds and Source of Wealth Guidelines
e. Inheritance	One of the following: › Grant of probate (with a copy of the will) which must include the value of the estate; or › The will relating to the inheritance; or › A signed letter from the regulated solicitor dealing with the estate on letter-headed paper confirming the information supplied in this application
f. Loan	One of the following: › A signed letter from the lender on letter-headed paper confirming the name of borrower, amount of loan and date of draw-down; or , › A loan statement confirming the details provided in this form

DESCRIPTION OF SOURCE OF FUNDS	DOCUMENTARY EVIDENCE REQUIRED
g) Maturing investments/Policy claim/ Replacement policy	One of the following: <ul style="list-style-type: none"> › Letter on company headed paper from previous product provider regarding notification of proceeds of claim under the policy; or › Closing statement from previous product provider
h) Sale asset portfolio or investment	One of the following: <ul style="list-style-type: none"> › legal sale document › copy of contract notes
i) Sale of interest in company	One of the following: <ul style="list-style-type: none"> › Signed letter on company headed paper from solicitor/lawyer validating the information confirmed in this section of the application form; or, › Signed letter on company headed paper from regulated accountant validating the information in this section of the application form; or, › Copy of contract of sale and bank statement in the name of the client showing payment of the proceeds into an account in the name of the applicant; or, › Copies of media coverage of the sale (if applicable) as supporting evidence that the information is in this section of this application form
j) Sale of property	One of the following or equivalent: <ul style="list-style-type: none"> › Signed letter on headed paper from solicitor; or lawyer handling the sale or from regulated accountant; or › Signed letter on headed paper from estate agent (if applicable); or › Copy of contract of sale detailing the details included in the application form
k) Other	All of the following: <ul style="list-style-type: none"> › Appropriate, independent supporting documentation which validates the information provided in this section of the application form; or, › Signed letter from a person with personal knowledge of the activities described and in a position subject to anti-money laundering regulation, for example a regulated accountant or lawyer
Other	Refer to Utmost International

REGULAR WITHDRAWALS (OPTIONAL)

Utmost International does not offer legal, tax or financial advice and cannot accept responsibility for any action taken or avoided on the basis of information provided by us. Any information provided is based on our understanding of the current law and practice and is subject to change in the future.

General conditions for setting up regular withdrawals

- › **The minimum payment for any withdrawal, regardless of frequency, is £500 (US\$750, €750 or other currency equivalent).**
- › If this is an application for a new Policy and you ask for a percentage of premiums to be withdrawn, this will be based on the initial premium; if you pay a top up you can include that sum if you wish in the total premium on which your withdrawal percentage is based. If this is an application for an additional premium into your Policy, and you would like to either set up or amend existing regular withdrawals, then you can base the regular withdrawals either on the total premium invested in the Policy or the initial premium. Please state your choice in section H of the application form.
- › Where the value of the units allocated to the Policy at the date of the payment falls below the highest of 15% of the total premiums paid (after deduction of any applicable charges) or an encashment value of £10,000 (or other currency equivalent), we may stop your regular withdrawals.

In line with the Policy Terms, to make sure your Policy remains economically viable, we also reserve the right to automatically surrender your Policy if it falls below these values. We will contact you if the encashment value in your Policy falls below £10,000 to give you the option to pay an additional premium, which is subject to our acceptance.

- › It is your responsibility to make sure money is readily available to meet your regular withdrawals, you can achieve this by holding cash in your chosen Policy currency.
- › We will process regular withdrawals by cashing in part of all policies within the Policy, in equal amounts, to generate your regular withdrawals.
- › Any dealings where we need to sell assets to meet your regular withdrawals may be subject to a dealing charge of currently £21 per transaction (US\$31.50, €30.50 or other currency equivalent). The dealing charge applies to most charging structures and you can find details about it, if it applies, in the charges schedule which will be sent to you together with your policy schedules after your Policy has started (if this is a new Policy). The selling of external assets may also include third-party charges, such as bank charges, which will be included in the net amount going into your Policy following the transaction. These third-party charges will be the responsibility of the applicant(s), not Utmost International.

We will normally sell the asset five working days before the Regular Withdrawal Due Date (unless you have chosen the Transaction Account as your asset to pay the withdrawals from). Please refer to your Policy Terms for further information.

Please note if there is insufficient credit in the Transaction Account on the due date or the Nominated Asset(s) cannot be sold, the Regular Withdrawals will not be paid.

Taking regular withdrawals from specific assets within your policy

- › You can ask us to pay the regular withdrawals from specific assets held in your Policy. If you choose this option, you need to clearly indicate the percentage of each security/fund you would like us to sell in order to achieve your specified regular withdrawals in section H of the application form. Please note that each transaction may be subject to a dealing charge and sometimes also third-party charges; see the final bullet point in general conditions above.
- › If the value of the asset(s) you have specified fall to zero, your withdrawals will stop. Please refer to your Policy Terms for further information.
- › We will normally sell the asset five working days before the Regular Withdrawal Due Date (unless you have chosen the Transaction Account as your asset to pay the withdrawals from). Please refer to your Policy Terms for further information.
- › If you change your investment choice at a future date, and this affects the asset(s) you have specified, you must notify us of alternative assets to pay your regular withdrawals from if you want to continue paying them from specific assets held in your Policy. Please note that each transaction may be subject to a dealing charge and sometimes also third-party charges; see the final bullet point in the general conditions above. If you do not provide us with alternative instructions we will stop the payments. Please refer to your Policy Terms for further information.

What about tax?

- › **We strongly suggest you contact your financial adviser representative before making a decision to take regular withdrawals, in order to make sure that this is the most suitable withdrawal option for you and also to find out if this will have any tax consequences in the country of residence of the individual.**

Withdrawals

- › Withdrawals will only be made to a bank account in the policyholder's name; we will not accept requests to make payments to third parties other than those specified in the exceptional circumstances below.
- › Where the withdrawal should be split equally between the bank accounts of each policyholder (applicable to Policies with joint or multiple policyholders only) and we have not received details of both bank accounts, withdrawals will be delayed. Please ensure you complete all the details required in section H of the application form.
- › If you assign your Policy your regular withdrawals will be cancelled. Please contact us for more details before you assign your Policy into trust.
- › Withdrawals will be made in your Policy currency (shown on your policy schedule).
- › Your regular withdrawals will start on the next available date, and at the frequency you have requested, after your Policy has started. Therefore, if you have asked for your regular withdrawals on a monthly basis starting on 1 January and we received your application form and investment in December, but we were unable to start your account until the middle of January, then your first regular withdrawals will not be paid until 1 February.
- › Withdrawals will be sent to your bank account by BACS (bank automated clearing system) if you have asked for them to be made in pound sterling (£) to a UK bank and by telegraphic transfer in all other circumstances. Please note that Utmost International will pass on any bank charges incurred for sending the payment by telegraphic transfer. These charges will be deducted from the transaction account in the currency in which the payment is being withdrawn. In addition there may be third-party bank charges for the telegraphic transfer and these will be deducted from the payment by the third party. You should therefore be aware that you may get less than you requested.
- › We will not pay regular withdrawals by cheque.
- › Bank account details:
 - Accounts within the UK, Jersey, Guernsey, Isle of Man or Gibraltar require a bank account number and sort code.
 - Premium payments made from banks outside the UK require a SWIFT or Bank Identifier Code (BIC), and an International bank account number (IBAN).

Please make sure you complete these details in section H as your withdrawal may otherwise be delayed.

NUMBER OF POLICIES

We will automatically issue one policy if the number of policies has been left blank in the application form. If you would like a different number of policies to enhance the future flexibility of your Account, which you may have discussed with your financial adviser representative, then you need to take the following into consideration:

- › The minimum initial investment amount for each individual policy/account is £500 (US\$750, €750 or other currency equivalent).
- › The investment amount for each policy will be the same, ie your investment will be spread equally across the number of policies you choose.

- › You can ONLY select more than 12 policies/accounts if the investment is over £50,000 (or other currency equivalent) as the minimum investment amount for each, see the first bullet point above, has to be met.
- › If you choose a number of policies/accounts which results in less than £500 (US\$750, €750 or other currency

equivalent) per policy, we will automatically reduce the number of policies to a level where a minimum of £500 (US\$750, €750 or other currency equivalent) per policy is achieved.

- › You CANNOT change the number of policies/accounts once the Account has been established.

APPOINTMENT OF AN INVESTMENT ADVISER

Please fill out the relevant parts and sign for confirmation. You can appoint a Investment Adviser to manage your investment within the Policy. It is your responsibility to ensure that this person is carrying out investment

instructions in accordance with your investment agreement. We will accept all instructions from this person in good faith until you tell us otherwise.

UTMOST INTERNATIONAL CHARGES

Charging structure

Please ask your Investment Adviser for a copy of the charging structure details recommended to you.

The charging structure for your bond is based upon the reference code provided on your application; this will dictate the level, term and type of charges that apply and these will be confirmed to you in your policy documents. These charges will include our administration costs together

with those incurred in making any initial commission payment to your financial adviser representative.

If you have agreed to pay your financial adviser representative an on-going commission payment (referred to as fund based commission) then this will be reflected in the deduction of an additional On-going Service Charge equivalent to the amount paid.

DECLARATION AND APPLICATION

Once the declaration has been agreed, each applicant and life assured if applicable, need to sign the appropriate spaces with dates, and ensure the selected options are ticked.

VERIFICATION OF CUSTOMER IDENTITY - FINANCIAL ADVISER REPRESENTATIVE/SUITABLE CERTIFIER TO COMPLETE

As part of global efforts to prevent money laundering, all Isle of Man based companies have to verify the identity and address of all individuals party to a contract (for example applicant(s), trustees, power of attorney).

Parts A and B in this section of the application form set out the various documents Utmost International is required to obtain by the Isle of Man Financial Services Authority. Please note that the requirements may change if the regulations are altered, in which case Utmost International may need further documentary evidence.

Certifying documents

Unless the documents provided are originals, they will all need to be certified by a suitable certifier. A suitable certifier can be any of the following:

- › a regulated introducer, or authorised employee of a regulated introducer, that is based and regulated in a Code Schedule country as defined in the Isle of Man Money Laundering and Terrorist Financing Code 2019 (see www.iomfsa.im); or

- › a person appointed in writing by Utmost International (suitable certifier); or
- › a solicitor, lawyer or advocate; or
- › notary public; or
- › an authorised representative of an embassy or consulate of the country who issued the identification document.

When certifying a document, the suitable certifier must include the following wording:

I certify this document as a copy of the document that I have seen through <insert method of communication used> held on <x date> between me and the applicant /policyholder. The document has not been tampered with and I have received the same confirmation from the applicant /policyholder

The suitable certifier must also sign and print their name, state their company name, their position within the company and the date.

FINANCIAL ADVISER REPRESENTATIVE/SUITABLE CERTIFIER DECLARATION

Please fill in all information required in section N clearly.

A WEALTH *of* DIFFERENCE

www.utmostinternational.com

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

Utmost Wealth Solutions is the registered business name of Utmost International Isle of Man Limited Singapore Branch.

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Registered in Singapore Number T08FC7158E. Authorised by the Monetary Authority of Singapore to conduct life assurance business in Singapore. Member of the Life Insurance Association of Singapore. Member of the Singapore Finance Dispute Resolution Scheme.

Utmost International Isle of Man Limited is registered in the Isle of Man under number 024916C.

Registered Office: King Edward Bay House, King Edward Road, Onchan, Isle of Man, IM99 1NU, British Isles.

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

ULQ PR 09307 | 01/24