



# Key Information Document

This document provides you with key information about this investment product. It is not marketing material. The information is required by law to help you understand the nature, risks, costs, potential gains and losses of this product and to help you compare it with other products.

## Product

This product is the Family Bond, manufactured by Family Assurance Friendly Society Limited. Family Assurance Friendly Society Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. This document is correct as at 30th September 2023.

## What is this product?

### Type

The Family Bond is a Tax Exempt Savings Plan (TESP), which is a unit-linked life policy.

### Objectives

It aims to provide a long term insurance contract where the benefits are partly based on the value of an underlying investment.

The investment for this product is a unit-linked fund, the Family Global Fund, whose objective is to achieve growth by investing mainly in both UK and overseas shares, along with fixed interest investments and property. It may also invest at its discretion in other collective investment schemes (including unregulated schemes such as hedge funds), property (indirectly), approved money market instruments, deposits as well as cash and near cash and any other permitted asset type deemed appropriate to meet the investment objective.

### Intended retail investor

This Fund is designed for investors who are happy to take some risk in order to increase the potential return by investing in stocks and shares. As the product invests in stocks and shares, it will suit investors with a long term investment horizon of at least ten years who are willing to accept a medium level of risk for a potentially higher level of return.

The product has a maturity date selected at inception of the policy. This is a minimum of ten years.

The Fund has no maturity date. In certain circumstances the fund manager can terminate the product and return the investment value to the customer. An example of this could be if the Fund value falls to a level where the Fund becomes non-commercially viable to maintain. In these circumstances we would look for an alternative option for investors.

### Insurance benefits

This is a regular premium product which can be paid on a monthly or annual basis.

As long as payments are made for ten years or more, this product includes life cover. The amount of life cover is calculated at 75% of the payments you are due to make over the initial payment term but if the value of the Bond is higher than the amount of life cover, we will pay the current value.

There is no deduction taken for life cover from the premiums paid (i.e. 100% of the payments are invested). Any charge due will be taken yearly on the anniversary of the product by cashing in units. The charge for life cover is dependent on age at time of taking out the product and the difference between the current value and the sum assured at the time the charge is taken.

## What are the risks and what could I get in return?

Risk indicator



The risk indicator assumes you keep the product for ten years.

The summary risk indicator is a guide to the level of risk of this product compared to other products. It shows how likely it is that the product will lose money because of movements in the markets or because we are not able to pay you.

The risk of the product may be significantly higher than the one represented in the summary risk indicator where the product is not held for the recommended holding period.

We have classified this product as two out of seven, which is low risk class. This rates the potential losses from future performance at a low level, and poor market conditions are unlikely to impact our capacity to pay you.

This product does not include any capital protection from future market performance so you could lose some or all of your investment.

## Performance information

### The main factors likely to affect future performance

Charges and fees levied will result in the product underperforming any benchmarks, fees are outlined further in this document.

The Fund will invest indirectly in global shares and fixed interest securities and UK property through investment in collective investment schemes which track a number of global investments, fixed interest and property indices.

The value of the indices can fall as well as rise and since the Fund aims to track the performance of each index, the value of your investments can fall as well as rise.

Other factors affecting the fund performance could include:

- **Economic growth**  
More people buying goods and services, and more likely to invest - all providing support to stock prices
- **Inflation**  
Stocks tend to be more volatile when inflation is elevated
- **Monetary policy**  
High interest rates can discourage investment and depress asset prices.

### What could affect my performance positively?

Good investment performance could be supported by positive economic growth, financial stability and buoyant financial markets.

### What could affect my performance negatively?

Negative outcomes could be caused or exacerbated by negative economic growth, geopolitical instability and volatile financial markets. Other factors could also negatively impact performance including (but not limited to) a natural disaster or act of terrorism.

Under severely adverse market conditions investment value could reduce significantly with the potential to lose all your investment value, or there could be delays in your payment due to difficulty selling the underlying assets.

### What happens if OneFamily is unable to pay out?

If Family Assurance Friendly Society Limited fails or goes bankrupt you could lose some or all of your investment. You may qualify for compensation from the Financial Services Compensation Scheme (FSCS) if we fail or go bankrupt. Circumstances vary but most types of long term insurance (such as TESP's) are covered for 100% of the claim with no upper limit. Further information about compensation arrangements is available from the FSCS.

### What are the costs?

- **Costs over time**

Investment scenarios (£1,000)			
	If you cash in after 1 year	If you cash in after 5 years	If you cash in after 10 years
Total costs	£62.43	£347.01	£1,224.84
Impact on Return (RIY) per year	13.76%	2.84%	2.35%

The Reduction in Yield (RIY) shows what impact the total costs you pay will have on the investment return you might get. The total costs take into account one-off, ongoing and incidental costs.

The amounts shown here are the cumulative costs of the product itself, for three different holding periods. They include potential early exit penalties. The figures assume you invest £1,000 each year. The figures are estimates and may change in the future.

## Composition of costs

The table below shows:

- The impact each year of the different types of costs on the investment return you might get at the end of the recommended holding period.
- What the different cost categories mean.

<b>One-off costs</b>	Entry costs	0.00%	The impact of the costs you pay when entering your investment. This is the most you will pay, and you could pay less.
	Exit costs	0.00%	The impact of the costs of exiting your investment when it matures.
<b>Ongoing costs</b>	Portfolio transaction costs	0.04%	The impact of the costs of us buying and selling underlying investments for the product.
	Insurance costs	0.29%	The impact of the amount you are paying to buy insurance protection.
	Other ongoing costs	2.04%	The impact of the costs that we take each year for managing your investments and costs presented in the table above.
<b>Incidental costs</b>	Performance fees	0.00%	Not Applicable.
	Carried interests	0.00%	Not Applicable.

## How long should I hold it and can I take money out early?

Recommended holding period: Ten years. As this product is invested in stocks and shares, you should expect the money to remain invested for at least ten years. Holding the product for less than ten years increases the possibility that you will get back less than you have paid in. The product has no cash in value during its first year. A £50 early surrender charge is applied if the product is cashed in before its tenth anniversary. The recommended holding period has been selected due to the volatility associated with investments in company shares which tend to fluctuate in value by large amounts in the short term.

## How can I complain?

If you want to make a complaint about the product or Family Assurance Friendly Society Limited, please contact us and we will do what we can to resolve your complaint as quickly as possible.

When we first write to you, we will send you a summary of the procedures that we will follow when resolving your complaint. You can also find these procedures on our website, or you can contact us to request a copy at any time.

To contact us call us on 0344 8 920 920\* or write to us at:

OneFamily,  
16-17 West Street,  
Brighton BN1 2RL

You can also visit [onefamily.com/complaints](https://onefamily.com/complaints).

If you are not satisfied with our response to your complaint, you may be able to refer it to the Financial Ombudsman Service.

Making a complaint won't affect your legal rights.

## Other relevant information

You can find more information about the Family Bond in the Important Information Booklet which is available on our website or by contacting us. You can find more information about the Fund in the Fund Factsheet. You can also view the Society's Annual Report and Accounts. These documents are available on our website.