



**OneFamily**  
16-17 West Street  
Brighton BN1 2RL  
onefamily.com

Calling from the UK  
0800 169 4321

Calling from overseas  
+44 1273 062507

## FREQUENTLY ASKED QUESTIONS

### **Why have we closed the With Profits Fund?**

Having undertaken a business strategy review of our With Profits Fund we have decided that it is no longer profitable for the Fund to accept new customers. Therefore we have taken the decision to close the Fund as this is the best option for existing customers within the Fund.

### **What does this mean for my existing investment?**

As a result of the closure there will be no immediate changes to how the With Profits Fund is managed or invested.

### **Can I still continue to add to my investment?**

Yes. You can still continue to pay in your regular premiums to the product, you won't need to make any changes to any existing or regular payments you have set up.

### **Have any changes been made to how the fund is managed or invested?**

The closure of the With Profits Fund will have no immediate impact on how it's managed or invested. Our fund managers will continue to actively manage the With Profits Fund and make changes to the investment strategy to make sure that we are doing what's best for all of our customers.

### **Will I get any additional payments as a result of the With Profits Fund closing?**

There will be no additional one-off windfall payment as a result of the Fund closure. We will continue to enhance pay-outs to customers and any future enhanced pay-outs will take into account that the entire With Profits Fund is now available for distribution. The performance of the Fund will continue to be an important factor when determining pay-outs and any future bonuses rates could go up as well as down.

### **How will the bonuses work in the future?**

Once the With Profits Fund has fallen below a specified number of customers or the total value of the fund has reached a specified threshold, a review of the Fund will be undertaken. This review will determine whether we convert any remaining policies within the Fund into a guaranteed bonus policy. We estimate that this minimum threshold is likely to be reached in approximately four years. If at that time we decide to convert the policies into guaranteed bonus policies a special one-off bonus will be paid to all eligible customers at that time on a fair and equitable basis. There will be no further bonuses after this time.

### **What are my options?**

The closure of the With Profits Fund won't impact any of your options and you can still choose to surrender your policy. Your policy may have valuable guarantees or special tax advantages and you should think very carefully before surrendering it. You may wish to speak with a financial adviser if you have one. If you do not have a financial adviser you may find one by going to [www.unbiased.co.uk](http://www.unbiased.co.uk).

23366 001