



onefamily
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Ethical Equity ISA

Important Information Booklet

Including the Key Features & Terms and Conditions

Welcome to OneFamily Ethical Equity ISA

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Definitions

Account –

The OneFamily Ethical Equity ISA.

Day –

Calendar days (also see ‘Working day’ below)

FCA –

- Financial Conduct Authority
- The FCA work with the Prudential Regulation Authority (PRA) as the UK financial services regulators

Fund –

The unit trust (Family Charities Ethical Trust) in which this ISA is invested

Fund Manager –

Family Investment Management Limited (trading as OneFamily)

HMRC–

- HM Revenue & Customs
- Responsible for setting the rules which relate to ISAs

Internal Transfers –

A transfer from one ISA to another ISA, where both ISAs are provided by OneFamily

ISA –

Individual Savings Account

ISA Manager –

- A firm authorised by HMRC to provide and manage ISA investments

- The ISA Manager of the OneFamily Ethical Equity ISA is Family Equity Plan Limited

PRA –

- Prudential Regulation Authority
- The PRA work with the FCA as the UK financial services regulators

Regulations –

The Individual Savings Account Regulations 1998 (as replaced or amended from time to time)

Rules –

The Financial Conduct Authority (FCA) or Prudential Regulation Authority (PRA) Rules (as replaced or amended from time to time)

Tax year –

A year beginning on 6th April in any year and ending on 5th April in the following year

Unit –

A unit in a unit trust

Void –

Where an ISA, or payments into an ISA, have been found to be invalid because of a failure to meet the ISA Regulations

We/Us/Our –

Family Equity Plan Limited (trading as OneFamily)

Working day –

Any day of the week not including Saturdays, Sundays and English public (bank) holidays

You/Your –

The ISA holder

Other technical terms are explained in their relevant sections.

Key Features of the OneFamily Ethical Equity ISA

You should read this document carefully, along with the Key Investor Information document and the Terms and Conditions so that you understand what you are buying, and then keep it safe for future reference.

Its aims

- To provide a way for you to invest tax-efficiently over the medium to long term
- To provide you with a tax-efficient lump sum
- To achieve growth by closely following the top 50 companies listed on a selected UK ethical Index.

Your commitment

- You can open a OneFamily Ethical Equity ISA by committing to invest at least £50 a month by Direct Debit or with a lump sum of at least £500
- You may also make additional one-off payments of at least £50
- You don't have to maintain monthly payments or make any additional payments if you don't want to; but, as the money in the account is invested in stocks and shares, you should expect the money to remain invested for at least ten years.

Risks

- Because the money in the account is invested in stocks and shares, its value can go down as well as up
- You may get back less than has been invested
- Our ethical fund cannot invest in certain sectors and companies because of the ethical screening. This could mean the fund carries greater risk than a fund which has no such restrictions
- Our ethical fund may use derivatives when managing the risk or cost of the fund or to try to generate additional income. This could mean the fund carries greater risk than a fund which does not use derivatives for this purpose
- Over time, the cost of living will generally rise, reducing the real value of any investment growth. This means that you may not be able to buy as much in the future with the proceeds of your ISA as you could do today
- If you decide to cancel and the value of the investment has fallen, the amount returned to you may be less than the amount invested
- If the value of your account falls shortly before you want or need to withdraw the money, it could mean that you do not have enough money to meet your needs
- The tax advantages of ISAs depend on your individual circumstances. The tax treatment of ISAs may change in future, if this happens, the potential growth on your account may be reduced.

For more information on risk, please see the fund's Key Investor Information document. You can find more information on Derivatives on our website at: www.onefamily.com/connect-with-us/fund-information/derivatives/

Your questions answered

What is an ISA?

ISA stands for Individual Savings Account. ISAs were introduced by the Government to give people a tax-efficient way to save for the future.

There are different types of ISA, please go to gov.uk/individual-savings-accounts/ for an up to date list of those available.

The OneFamily Ethical Equity ISA is a stocks and shares ISA.

You can only make payments into one of each type of ISA in each tax year and this is subject to an overall maximum annual ISA allowance. Normally any payment you make into an ISA will count towards your ISA allowance for the current tax year. However, some ISAs are flexible and allow you to withdraw the cash from them and replace it within the same tax year without affecting your ISA allowance. The OneFamily Ethical Equity ISA does not offer flexible features.

For the current ISA allowance, please go to gov.uk/individual-savings-accounts/

Who is the OneFamily Ethical Equity ISA designed for?

- The account is designed for ethically-minded investors looking for an ISA which will provide good potential for growth by investing in shares, tax efficiently
- As with all stock market based investments, it is possible to get back less than you have paid in
- You should only consider this account if you are happy to take some risk in order to increase the potential return and you expect the money in the account to remain invested for at least ten years.

Please note that we do not provide advice for this product. If you have any doubts about

the suitability of this product, you should seek independent financial advice.

Who can open a OneFamily Ethical Equity ISA?

- To open a OneFamily Ethical Equity ISA, you must be 18 or over and a UK resident for tax purposes
- The OneFamily Ethical Equity ISA is not available to US Persons (this includes US citizens or those resident in the US for tax purposes)
- ISAs cannot be applied for in joint names and you cannot pay into more than one stocks and shares ISA in the same tax year.

Where is the account invested?

Your money will buy units in a unit trust.

A unit trust is a way of investing, indirectly, in investments like stocks and shares. If you invest in a unit trust, your money will be pooled together with money from other investors and used to buy different investments (assets).

Professionals will then manage these assets on behalf of the investors. By doing this, an individual's money can be invested across a wide range of assets, helping to spread the risks associated with investing in stock market linked investments. The management of a unit trust is overseen by independent appointed trustees.

The unit trust this account invests in is called the Family Charities Ethical Trust. The fund closely follows the top 50 companies listed on a selected UK ethical index. The index is designed to measure the performance of companies demonstrating strong social, ethical and environmental corporate responsibility standards.

For more information about where the fund is invested, please see the fund's Key Investor Information document.

This table shows the money you could get back over the next 10 years, under different performance scenarios, assuming you invest £10,000.

What investment performance could I expect?

Performance Scenarios		Year 1	Year 5	Year 10
Stress Scenario	What you might get back after costs	£5,122.76	£4,518.57	£3,084.92
	Average return each year	-48.77%	-14.69%	-11.10%
Unfavourable Scenario	What you might get back after costs	£9,010.64	£9,506.88	£11,292.37
	Average return each year	-9.89%	-1.01%	1.22%
Moderate Scenario	What you might get back after costs	£10,688.17	£13,909.83	£19,335.03
	Average return each year	6.88%	6.82%	6.82%
Favourable Scenario	What you might get back after costs	£12,649.39	£20,305.99	£33,031.10
	Average return each year	26.49%	15.22%	12.69%

The scenarios shown illustrate how your investment could perform. You can compare them with the scenarios of other products.

The scenarios presented are an estimate of future performance based on evidence from the past, on how the value of this investment varies, and are not an exact indicator.

What you get will vary depending on how the market performs and how long you keep the product.

The stress scenario shows what you might get back in extreme market circumstances, and it does not take into account the situation where we are not able to pay you.

The figures shown include all the costs of the product itself. The figures do not take into account your personal tax situation, which may also affect how much you get back.

Your maximum loss would be that you will lose all your investment.

How much can I invest and how can I pay money in?

- You can open a OneFamily Ethical Equity ISA by committing to invest at least £50 a month by Direct Debit or with a lump sum of at least £500. You may also make additional one-off payments of at least £50
- There is a maximum amount that can be paid into a stocks and shares ISA each tax year. This amount will be reduced if you are also making deposits or investing in to another type of ISA in the same tax year
- The ISA limits normally increase on the 6th April each year. Current limits are available by contacting us

- Money can be paid in by cheque or by setting up a regular Direct Debit.

For more information on paying into your ISA, including further information on the ISA payment limits, please see the 'Paying in to your ISA' section.

How can I track how my ISA is performing?

Every quarter, we will provide you with a statement showing the number of units held and the value. An up-to-date value can also be obtained by contacting us.

For more information on keeping track of your account, please see the 'Keeping track of your ISA' section.

What are the charges?

For more information about charges, please see the 'Charges and expenses' section.

What tax is payable?

- The proceeds from the account are free from Income Tax and Capital Gains Tax
- The fund is subject to tax.

For more information about tax, please see the 'Tax' section.

How can I make a withdrawal?

You can withdraw some or all of your money at any time by writing to us.

The OneFamily Ethical Equity ISA does not offer flexible features. This means that once withdrawn, your money will lose the tax advantages of ISAs and cannot be replaced in your account without affecting your annual ISA allowance.

For more information about withdrawals, please see the 'Withdrawals and closing your ISA' section.

Can I transfer other ISAs I hold to the OneFamily Ethical Equity ISA?

Currently, we do not accept ISA transfers from other ISA Managers.

Can my ISA be transferred elsewhere?

Yes, you can arrange for your account to be transferred to another ISA Manager at any time.

For more information about transfers, please see the 'Transfers' section in the Terms and Conditions.

Can I change my mind?

- Yes, you have 14 days from the date your account opens to cancel
- You can cancel by completing and returning the cancellation notice included in your Welcome Pack
- Any units held will be sold on the working day after we receive your instruction to cancel. If the value of the account has fallen, the amount you get back will be less than the amount that has been invested
- If you do not cancel within the 14-day cancellation period, and you change your mind, you will only be able to open another stocks and shares ISA with another provider in this tax year by transferring this ISA to them. This will only be possible if they accept transfers.

Terms and Conditions

This section sets out the Terms and Conditions of the OneFamily Ethical Equity ISA. Please make sure you read it carefully as it contains information you need to know.

General information

OneFamily

OneFamily is a trading name used by all companies within the Family Assurance Friendly Society group, including Family Equity Plan Limited and Family Investment Management Limited.

ISA Manager

Family Equity Plan Limited, 16-17 West Street, Brighton BN1 2RL. The main business of Family Equity Plan Limited is arranging investment business.

Fund Manager & Registrar

Family Investment Management Limited, 16-17 West Street, Brighton BN1 2RL.

Investment Adviser

State Street Global Advisors Limited, 20 Churchill Place, Canary Wharf, London E14 5HJ.

Trustees

State Street Trustees Limited, 20 Churchill Place, Canary Wharf, London E14 5HJ.

Auditors

KPMG LLP, 15 Canada Square, London E14 5GL.

Regulator

The Financial Conduct Authority (FCA), 12 Endeavour Square, London, E20 1JN (Tel: 0207 066 1000).

The Family Charities Ethical Trust is authorised by the Financial Conduct Authority.

Family Equity Plan Limited and Family Investment Management Limited are authorised and regulated by the Financial Conduct Authority.

Family Equity Plan Limited is entered on the Financial Services Register under Registration Number 122351 and Family Investment Management Limited is entered on the Financial Services Register under Registration Number 122394.

The Financial Services Register can be viewed at fca.org.uk

Eligibility

You must be resident in the UK for tax purposes or, if not so resident, be performing duties as a Crown employee serving overseas and paid out of the public revenue of the UK, or be married to, or in a registered civil partnership with, such a person. If you stop being eligible under the above criteria, you must let us know.

You must be aged 18 or over.

The OneFamily Ethical Equity ISA is not available to US persons. This includes US citizens or those resident in the US for tax purposes.

If you become a US person after your account has been opened, you must let us know immediately.

You may only invest into a single stocks and shares ISA with one ISA Manager in each tax year.

We will let you know if your ISA has, or will, become void because of any failure to meet the Regulations that we are aware of.

If you believe that you have broken the ISA Regulations (for example, by investing in two stocks and shares ISA in the same tax year), you must phone the HMRC Savings helpline on 0300 200 3312 (call charges may apply, contact your phone provider if you need further information).

The investment

Your money will buy units in the Family Charities Ethical Trust.

All payments buy accumulation units. Units are priced at 10am each working day.

What are accumulation units?

There are two types of unit you can hold in a unit trust: income units and accumulation units. If you hold income units, the income received by the fund is paid out to you every time the fund 'distributes'. If you hold accumulation units, the income is not paid out following a distribution; it remains invested in the fund.

When does the fund distribute its income?

Distributions are made on the last working day of May each year. This income remains invested in the fund and is not paid out to you.

For more information on the Family Charities Ethical Trust, please see the fund's Key Investor Information document.

Accepting your application and opening your ISA

Applications must be completed in writing. We will accept your application on the working day it is received unless:

1. Your application is incomplete, and/or it is necessary to clarify information on the application.
2. We need to ask you for proof of identity.

Your ISA will be opened when both an application and a payment have been accepted by us.

There may be circumstances where we are unable to accept your application. If this happens, we will let you know.

Keeping track of your ISA

Statements and valuations

We'll provide you with a statement quarterly.

You can also contact us directly for a current value.

Daily unit prices

The unit price can be found on our website at onefamily.com/daily-prices. The unit price, along with the estimated distribution yield, can also be found on the Investment Association and Financial Express website fundlistings.com. The price published is the price from the previous working day.

Other information available to you

You should have been provided with a Key Investor Information document which, along with this Important Information booklet, should provide you with enough information so that you can make an informed investment decision.

Please contact us before you apply if you have not received a copy of the Key Investor Information document for the Family Charities Ethical Trust.

We also produce detailed documents about the fund, such as the fund's prospectus, and its annual and half-yearly Report and Accounts. These documents are designed for experienced investors and contain more technical information about the fund than that contained in the Key Investor Information document.

If you would like a free copy of these documents, please contact us. They can also be found on our website.

If you ask us to do so, we will also send you any other information issued to direct unitholders of the unit trust.

Investor meetings

You can also attend investor meetings of the unit trust and vote at these meetings. If you would like to attend, please contact us.

Charges and expenses

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

Costs relating to the Service			Costs relating to the Financial Instrument		
%	£		%	£	
0%	£0	One-off costs paid at the beginning or end of service	0%	£0	Entry Charge
0%	£0	On-going charges paid to the firms for their services	0.0%	£0	Exit Charge
0%	£0	Costs relating to transactions performed by the firm or related third parties	0.0%	£0	Portfolio transaction costs per year
0%	£0	Costs included in ancillary services that are not included in the above	1.50%	£160.41	Other on-going costs
0%	£0	Incidental service costs	0%	£0	Carried interests

Costs over time

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 £10,000. The figures are estimates and may change in the future.

There is an Annual Management Charge (AMC) of 1.5% of the value of the fund.

Please note, the AMC is deducted directly from the fund, not from your ISA.

We calculate the charge on the last working day of each month. The charge is then deducted on a daily basis from the fund's income.

Other costs paid by the fund

The Family Charities Ethical Trust is valued using the mid-price of its assets, but the actual costs of buying and selling those assets may be different than this mid-price. This is due to dealing costs, taxes and any spread (or difference) between the buying and selling prices of the assets. These costs are therefore deducted directly from the fund when they are incurred, thereby diluting its value.

There may be other costs that are not paid through us or imposed by us.

What is a mid-price?

A price artificially calculated to value an asset using the mid point between its bid (selling) price and its offer (buying) price.

Costs over Time				
	Year	1	5	10
Total costs		£160.41	£1,075.63	£3, 105.92
Impact on return (RIY) per year		1.50%	1.50%	1.50%

Paying into your ISA

Payments into an ISA must be made with your own money.

If you do not pay into your ISA for a full tax year, you will need to complete a new application form before you can make any more payments. A full tax year does not include the tax year in which you opened your account.

Payment methods

Payments can be made by Direct Debit and cheque. We do not accept cash or postdated cheques.

Direct Debits can only be set up using a UK personal bank or building society current account on which you are solely or jointly named.

When payments are accepted and invested

Payments are used to buy units in the Family Charities Ethical Trust. We only accept payments and post on working days. The table below shows when these payments are accepted and invested.

Payment type	Day accepted	Day invested
Direct Debit	The day we receive the Direct Debit payment	The day the payment is accepted
Cheque	The day we receive and date stamp the cheque	The day after the payment is accepted

We only accept payments into accounts that are open. If your account opens later than the dates in the table above, then the date we accept the payment will be the date the account opens.

At the end of the tax year, we may decide to accept post (including applications) and/or payments on non-working days. If you would like to make an application or a payment into your ISA at the end of the tax year, and would like information about the annual deadline, please contact us.

Payment limits

You can open an account by committing to invest at least £50 a month by Direct Debit or with a lump sum of at least £500.

Additional payments of at least £50 can be made at any time.

The OneFamily Ethical Equity ISA is a stocks and shares ISA.

There is a maximum amount you can pay into a stocks and shares ISA each tax year. This amount will be reduced if you also pay into another type of ISA in the same tax year.

The ISA allowance normally increases on 6th April each year in line with the Consumer Price Index.

What is the Consumer Price Index?

The Consumer Price Index (CPI) measures changes to the average cost of certain goods and services purchased by households, such as electricity and food. Changes in CPI are used to assess price changes associated with the cost of living.

Any part of your ISA allowance that is not used in a tax year is lost and cannot be carried forward to other years. For the current ISA allowance, please go to gov.uk/individual-savings-accounts

Returning payments

Sometimes we have to return a payment or part of a payment. We will do this if:

- by accepting your payment, you'd be exceeding your annual ISA allowance (we will accept any amount up to your ISA allowance and return the amount that exceeds it, although on some occasions we will need to return the entire deposit). Please remember that if you have paid money into another type of ISA in the same tax year, this will reduce the amount you can pay into your account);
- you decide to cancel your ISA within the 14-day cancellation period;
- we have to close your account for one of the reasons listed in the 'Withdrawals and closing your ISA' section; or,
- we have to void some or all of your payments.

Payments will be returned following a void or a cancellation with any loss deducted or growth added. If growth is included, this may be subject to tax.

Payments will not be returned until they have cleared (see 'Withdrawals and closing your ISA' section for more details). Once a payment is ready to be returned, it may take us up to 4 working days to send the payment back to you.

Transfers

When transferring an ISA, it is possible that growth could be lost between the time that one investment is sold and the new investment is bought.

Transfers In

Some ISA Managers will allow you to transfer all or part of the value of your ISA with another provider into their ISA. Currently, however, we do not accept ISA transfers into the OneFamily Ethical Equity ISA.

Transfers Out

You can transfer your ISA to another ISA Manager at any time. To arrange for the transfer, you will need to contact the new provider.

Transfers to another ISA Manager must be made in full. On transferring to another ISA Manager, your ISA will close.

We will begin the transfer process when we receive a valid instruction from the new ISA Manager.

If you wish to keep the same choice of fund when you transfer your Ethical Equity ISA, it may be possible for you to re-register it. This means that the funds will simply be moved to sit within your Ethical Equity ISA account with your new provider. If you want to have a different choice of fund, the fund you currently hold in your Ethical Equity ISA will be sold. The cash proceeds will then be transferred directly to your new ISA provider to purchase the funds of your choice.

Any payments received on or after the day that we receive the instruction from your new ISA Manager will not be accepted. Instead, they will be refunded to you once they have cleared. If you have a Direct Debit set up, it will be cancelled.

Your units will be sold and your account closed on the working day after we receive the instruction from the new ISA Manager. We will send the transfer amount to the new ISA Manager within 4 working days of the day:

- the units are sold; or,
- all relevant payments have cleared;

whichever is later.

You can ask us to sell the units on a date later than we have specified above. Any such date should be clearly stated in the instruction from your new ISA Manager.

We will send you a final statement as at the date of transfer.

Internal Transfers

If you would like to transfer your ISA to another stocks and shares ISA provided by us, you will need to contact us to request the appropriate transfer form.

Transfers must be made in full. An internal transfer will close your existing ISA and any existing Direct Debits will be cancelled.

All units or shares held in your existing ISA will be sold and your account closed, on the 2nd working day after we have accepted your transfer form.

If an application has been made for a new ISA, the new ISA will open on the following working day.

On the 2nd working day after your ISA closes, shares/units will be purchased with the value transferred.

You can ask us to sell your units or shares on a date later than we have specified above. If you would like a later date, you should include a note with your transfer form, clearly stating the date on which you would like your units or shares to be sold.

Withdrawals and closing your ISA

You may request any number of withdrawals or ask to close your account by writing to us.

The OneFamily Ethical Equity ISA does not offer flexible features. If you request a withdrawal your money will lose the tax advantages of ISAs and cannot be replaced in your account without affecting your annual ISA allowance. Once your ISA allowance has been used, you will not be able to make any further payments into your OneFamily Ethical Equity ISA in that tax year, even if you make a withdrawal.

Once we have received your instruction to withdraw money or close your account it cannot be cancelled or amended.

If you ask to withdraw a cash amount from your ISA, and this amount is 95% or more of its total value at the time we process the withdrawal, we may have to sell all the units held and send you the total value.

We do this because we do not know the unit price in advance and if the price of your units falls (between processing your withdrawal and selling your units) your ISA's value may not be enough to meet the withdrawal request. Therefore, the amount you receive could be more or less than the sum you requested.

We will sell the units on the working day after we have received your written instruction and send you a cheque within 4 working days of the day:

- the units are sold;
- all relevant payments have cleared; or,
- we have received the necessary authorisation and/or any requested identification;

whichever is later.

Payments will clear and be available for withdrawal 6 working days after they have been accepted.

Any withdrawal cheques sent to you will always be made out in your name and sent to your verified address.

An ISA will remain open until the start of the new tax year unless you ask to close it, even if the withdrawals made have reduced the value of your ISA to £0.

We will close your ISA:

- if you ask us to;
- on death;
- on transfer to another ISA; or,
- if HMRC tell us to void your account.

We may also close your ISA if:

- a) we reasonably suspect that you have given us false or incorrect information, which is material to our decision to accept your application for your account.
- b) we reasonably suspect that your account is being used for illegal purposes.
- c) you behave in an abusive, threatening or violent manner towards our staff.
- d) you were not entitled to open your account.
- e) we are required to do so by law or under the Rules or Regulations.
- f) no payments have been made for a full tax year and your ISA has a value of less than £1.

If we close your ISA for the reasons detailed in 'f' above, we will give you at least 30 days' notice.

Death

On your death your account's tax benefits will continue, and will be referred to as 'administration period investments' held in a 'continuing account of a deceased investor' until the earlier of the:

- administration of the estate is finalised;
- or;
- three years after the date of death.

We will suspend the account on the working day we receive all the documents we have requested from your personal representative, including proof of the death. Any applicable Breakage Charges will be waived.

No further subscriptions will be allowed following the date of death, and the ISA cannot be transferred to another provider.

Any interest accrued after the date of death will be paid gross.

If on death you were married or in a registered civil partnership, your spouse or registered civil partner can benefit from an 'additional permitted subscription' allowance.

This allowance will entitle your spouse or registered civil partner to an additional amount that can be paid into ISAs, without affecting their own ISA allowance for the tax year.

Although we do not currently accept additional permitted subscriptions, the allowance can be transferred to another ISA provider. The allowance is set at the higher of the value of ISA investments held on the date of death, or at the point when the account ceases to be a continuing deceased's account. Further information is available on request.

Tax

Taxation can have an impact in two different ways; on the fund and on an individual taxpayer.

The following is based on our current understanding of UK tax law. The tax advantages of ISAs depend on your individual circumstances. If the law changes, and this means that the fund will be taxed more, the potential growth on your investment will be reduced.

There may be other taxes that are not paid through us or imposed by us. If you are not sure about your tax position, you should talk to HMRC or seek professional advice.

Tax payable by the fund

The income of the fund is subject to Corporation Tax. Capital gains in the fund are, however, exempt from Corporation Tax.

Tax payable by you

As your investments are held within an ISA, there will be no Income Tax or Capital Gains Tax to pay when you cash in your investment.

Please see the 'Death' and 'Returning payments' sections for some other exceptions to this.

Complaints

If you need to make a complaint, 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 write to us to request a copy at any time.

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.

Compensation

You may qualify for compensation from the Financial Services Compensation Scheme (FSCS) if we fail or go bankrupt.

Circumstances vary, but most types of investment business are covered up to £50,000.

Further information about compensation arrangements is available from the FSCS.

Contact details for the FSCS and The Financial Ombudsman Service (FOS) are on the back page of this booklet.

Data protection

The information that you provide will be held by Family Equity Plan Limited, part of the OneFamily Group, in line with our Privacy Notice.

The information we collect is necessary for the performance of our contract with you, or to prepare for this contract.

Your data will be shared with our group of companies for administration purposes and we will also share your data with service providers, business partners and other agencies who assist us with providing the product and ongoing servicing to you where there is a business reason to do so.

Where you have provided your consent, we will use your data to email you about selected products or services offered by us or selected partners we work with. You may unsubscribe from email marketing communications at any time.

We may also use your information to identify and prevent fraud, to provide postal communications which we think may be of interest to you, and to improve our services to you, for example by market research, if we have a legitimate business interest to do so.

If you would like more details about how we process your personal data and your rights as a data subject before you provide your personal information to us, please read our Privacy Notice which is available on our website at www.onefamily.com/privacy. A copy is also available by writing to OneFamily, 16-17 West Street Brighton, BN1 2RL; by calling Customer Services on 0344 8 920 920 or, by email to customerservices@onefamily.com.

General terms

Security

You must make sure that the personal details we hold about you are kept up-to-date, and that arrangements for receiving mail at your address are secure.

You must check any statement carefully and tell us promptly if you think it contains any errors. You must tell us promptly if you think we have made any other mistake in operating the account.

To help prevent fraud, you should take steps to keep your account information safe and secure. This should include:

- Committing your account information to memory
- If you set up security details on your

account, choosing details that only you would know and that are different to other accounts or products that you hold

- Avoiding writing down or recording your account information; if you do need to write these down you should do so in a way that will not be recognised by others
- Never allowing anyone else to use your account information
- Never responding to an email asking for your account information. We will never email you asking for this information and if you do receive an email like this, it could be someone trying to steal your account information by pretending to be us. This is known as 'phishing'.

You must tell us immediately if you know, believe or suspect that the account information or security details we have recorded for you have been compromised, or if you believe that a withdrawal has been made from your account that you did not authorise.

If you act fraudulently or without reasonable care, you may be responsible for any losses incurred as a direct result. We may decide you have acted without reasonable care if you do not take steps to keep your account information safe, as set out above.

Instructions about your account

All instructions you send us in writing must be signed.

We reserve the right to refuse any request or instruction about your account if we have reason to believe:

- It was not made by you
- It might cause us to break the law
- Your account is being used for illegal purposes.

If you send us an instruction which contains unclear or insufficient information, we will contact you for clarification. We will not act on any instruction until we receive any additional information that we feel is necessary to make sure your instruction is processed correctly and in accordance with the Terms and Conditions of your account.

Proof of identity

Before you can open an account, for fraud prevention and so that we can comply with anti-money laundering legislation, we will need to verify your identity. So that we can do this, you must send us two forms of identification with your application.

We may also use a credit reference agency to help us confirm your identity. These checks will not affect your credit history, but could leave a record of the search taking place. By signing the application form you are agreeing for these checks to take place.

For fraud prevention and so that we can comply with anti-money laundering legislation, we may also ask for identification to be provided at other times. If we do not receive adequate identification when we ask for it, we may not be able to accept payments. We may also withhold the proceeds of the sale of any units held (e.g. for transfers, withdrawals or account closures).

If you provide false or inaccurate information at any time and fraud is identified, details can be passed to fraud prevention agencies. We and other organisations may access and use this information to prevent fraud and money laundering.

Ownership

The account will be in your name only and this beneficial ownership cannot be changed. This means that only you can own the funds held within your account. You cannot assign the account to a third party and you cannot

use the account as security for a loan.

ISA payments will be invested in a unit trust for which certificates of title are not issued. The title to the investment will be registered in the name of the Provider's nominee company. As a result, the entitlement of each individual investor will not be identifiable on the unit trust register.

Pricing errors, dealing errors and compensation

Compensation may be paid to the fund, the account or to individual ISA holders in response to an error we have made that has resulted in a financial loss, whether or not the affected ISA holder has complained.

Where there is an error which affects only one person, we will only pay compensation where the financial loss incurred by that person is calculated to be £1 or more at the time of the error.

Where a pricing or dealing error has occurred which affects the unit price by less than 0.1%, compensation would not normally be paid.

Where a pricing or dealing error occurs which affects the unit price between 0.1% and 0.5%, compensation may be considered.

Where a pricing or dealing error occurs which affects the unit price by more than 0.5%, compensation will be paid.

Where compensation is by means of a cash payment (e.g. paid to you by cheque), no compensation would normally be paid unless the amount due is £10 or more.

Wherever possible we attempt to calculate any compensation payments consistently in line with guidance provided by the Financial Ombudsman Service.

The ISA Manager

We, as the ISA Manager, reserve the right to appoint any person to advise on, or perform, any of the functions or responsibilities under these Terms and Conditions. We may provide details of your account to any such person when necessary so that they can carry out the delegated function or responsibility.

We will remain responsible for the operation of the ISA at all times and will make sure that any person to whom we delegate any of our functions or responsibilities is competent to carry them out.

We may resign or retire as ISA Manager. If we do this, we will transfer our functions and responsibilities as ISA Manager to another ISA Manager who has been approved under the relevant Rules and Regulations. If this happens, we will provide you with at least 30 days' notice. Any new ISA Manager replacing us will be responsible to you for carrying out all of our duties and obligations and we will be released from all of those duties and obligations.

Conflicts of Interest

We aim to run our business so that conflicts of interest do not arise. However, we have in place a Conflicts of Interest policy to help us identify and record any actual or potential conflicts that may arise between our customers, us, our employees, our funds, our associated companies and/or any companies to whom we delegate any of our functions.

A summary of this policy is detailed below:

- We will consider the interests of all our customers and treat them fairly
- We have in place procedures to make sure that employees identify and report any new conflicts
- We will keep a written record of any conflicts or potential conflicts
- If appropriate, we will disclose any relevant conflict to a customer before undertaking business with that customer
- We will carry out regular reviews to identify any new conflicts.

In the unlikely event that a conflict of interest occurs, we will manage it to make sure that all customers are treated consistently and fairly and to minimise any possible negative effect this could have on our customers.

Our full Conflicts of Interest policy is available on request.

Your FCA categorisation and what this means

The Financial Conduct Authority (FCA) requires us to categorise all our customers. We have categorised you as a 'retail client'. This means you will get the highest level of protection available within the Rules and guidance set out by the FCA.

Your right to refer complaints to the Financial Ombudsman Service or to claim compensation from the Financial Services Compensation Scheme (FSCS) is not determined by our categorisation.

Corporate governance

OneFamily is the trading name for a group of companies which includes Family Equity Plan Limited (your ISA Manager), and the friendly society (a type of mutual insurer), Family Assurance Friendly Society Limited (Family Assurance). On opening this ISA, you will become a member of Family Assurance.

Family Assurance is committed to complying with the UK Corporate Governance Code as relevant to mutual insurers. The Code sets out good practice standards in terms of how a company is managed as well as the rights of its customers.

Family Assurance's directors believe it is important to listen to your views and to consider them when making decisions about the business. We encourage you to talk to us and take an active interest in the governance of Family Assurance.

For more information, please go to the Member Relations section of **onefamily.com**. You can also email feedback to **members@onefamily.com** or write to Member Relations Team, OneFamily, 16-17 West Street, Brighton BN1 2RL. These contact details should not be used for enquiries about your ISA.

Client money

Any uninvested cash held on your behalf (e.g. money awaiting investment or the proceeds of encashment) will be held in a specifically designated client money bank account separate from our money in accordance with the FCA's client money rules.

The purpose of this is to protect your money in the event that either we or the bank fails, but it is not guaranteed. We will not be liable for any losses arising from any acts or omissions of the bank resulting from their negligence, willful deceit or fraud.

We may transfer client money to a third party as part of transferring all or part of our business. If the money will no longer be held in accordance with the client money rules, we will exercise all due skill, care and diligence in assessing whether the third party will use adequate measures of protection before the transfer takes place.

You will not receive interest on any money held in a client money account.

If any amount held for you as client money remains unclaimed (e.g. we send you a withdrawal cheque and it is not cashed), and there is also no 'movement' on that amount for a period of at least six years, the money we are holding may no longer be protected under the client money rules. 'Movement' does not include the payment or receipt of charges, interest or other similar items.

Best execution

We are required to take all reasonable steps to obtain the best possible result for you when executing your instructions to buy or sell units, taking into account price, cost, speed, likelihood of execution and settlement, size, nature or any other relevant consideration. This obligation is known as the duty of 'best execution'.

We operate a best execution policy that aims to ensure that we carry out your investment instructions as effectively and beneficially as possible. This means that when you ask us to buy and sell your units, your instructions are always passed directly to the Fund Manager who will carry them out while adhering to the terms and conditions outlined in this document.

We do not use third party 'trading platforms' to execute your instructions. All trading is done directly with the Fund Manager, which, in regulatory terms, means that the trades are executed outside of a regulated market or multilateral trading facility.

We monitor the effectiveness of our best execution policy regularly and implement any necessary changes when required. If there are any relevant material changes, we will notify you.

Liability

If, having made reasonable attempts to do so, we cannot provide services because of something beyond our control (including strikes, industrial action, or the failure of equipment or power supplies), we will not be liable to you for any loss that you may suffer as a direct result.

We have no liability for any action we have taken, or not taken, in good faith unless there has been negligence by us. This does not restrict or exclude any liability that we may have by law or under the Rules or Regulations.

Solvency and Financial Condition Report

We publish a Solvency and Financial Condition Report (SFCR). This is available on our website.



Important information

These Terms and Conditions, together with the terms outlined in the Key Features, the Key Investor Information Document and the application, form the Agreement (an Initial Service Agreement) between you and us. All documentation provided to you should be construed in accordance with these terms and conditions.

We will operate the account in accordance with the Agreement, the Rules and Regulations, PRA, FCA and HMRC guidance as applicable to ISAs. In the event that any of the terms or conditions outlined in the Agreement conflict with the Rules and/or Regulations, the Rules and/or Regulations will prevail.

The information in the Key Features, Terms and Conditions and Key Investor Information document is based on our understanding of current law (including tax law), the Rules, the Regulations, PRA, FCA and HMRC guidance. These could change in the future and could affect the benefits enjoyed by this account.

The law of England and Wales will apply to your account and this Agreement, which is written in English. We will always write and speak to you in English and all financial transactions will be in pounds sterling.

Changes to the fund or the Agreement

We can make a change to the Agreement but only for one or more of the following reasons:

- a) to make the Agreement easier to understand, fairer, or to correct mistakes;
- b) to improve the service to you or make the service, or the running of the fund, more efficient or cost-effective;
- c) to enable us to comply with the law (including tax law), or the Rules and Regulations, or to relevant industry guidance or codes of practice, or to respond to a decision or recommendation of any court, ombudsman or regulator;
- d) to enable us to make reasonable changes to the way we manage your account or your investment, as a result of changes in technology or in the systems we use; or,
- e) where the change is an increase in charges or to introduce a new charge, to reflect an increase in the costs in running the fund, or in providing account services to you.

Changes to the fund, or a change of fund, may also be made for the following additional reasons:

- to try to improve the fund's, or the account's, prospects for growth;
- to change the risk profile to try to reduce the risk that investors in the fund are exposed to.

Any change to the fund will be made in accordance with the Rules.

If we make a change to the Agreement which is to your disadvantage, we will notify you personally at least 30 days before we make the change.

If we make a change for the reason detailed in c) above, or if we make a change that is not to your disadvantage, we may make the change without giving you any prior notice. We will let you know about these changes as soon as possible.

We will not make any changes that might break the Rules and/or Regulations for ISAs.

Useful contacts

Financial Ombudsman Service

Exchange Tower,
London E14 9SR

t 0800 023 4 567
e complaint.info@financial-ombudsman.org.uk
w financial-ombudsman.org.uk

Financial Services Compensation Scheme (FSCS)

10th Floor, Beaufort House,
15 St Botolph Street, London EC3A 7QU

t 0800 678 1100
w fscs.org.uk

Please note, call charges may apply. If you need further information, please contact your phone provider.





This document and the Key Investor Information document for the fund, are available in large print, Braille or audio by phoning **0344 8 920 920**. Lines open 9am-7pm weekdays and 9am-1pm Saturday. We might record your call to help improve our training and for security purposes. We hope you don't mind. Calls from UK landlines and mobile phones cost no more than calls to geographic numbers (01 or 02). For more information, please contact your provider.

Contact us

 OneFamily - 16-17 West Street - Brighton - BN1 2RL  0344 8 920 920*  onefamily.com

* Open 9am to 7pm Monday to Friday, 9am to 1pm Saturday. Calls may be monitored and recorded for training purposes. Calls to 0344 numbers are charged at local rate and will normally be part of any inclusive minutes provided with phone packages, even when calling from a mobile. The actual cost will depend on your provider's tariff. For more information please contact your provider.

OneFamily does not provide advice for this product. If you have any doubts about the suitability of this product you should seek independent financial advice.

OneFamily is a trading name of Family Assurance Friendly Society Limited (incorporated under the Friendly Societies Act 1992, Reg. No. 939F), Family PEP Managers Limited (Co. No. 2934967), Family Investment Management Limited (Co. No. 1915516) and Family Equity Plan Limited (Co. No. 2208249). Registered in England & Wales at 16-17 West Street, Brighton, BN1 2RL, United Kingdom. Family Assurance Friendly Society Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Family PEP Managers Limited, Family Investment Management Limited and Family Equity Plan Limited are authorised and regulated by the Financial Conduct Authority.

All information in this document is correct as of July 2018.

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