



**onefamily**  
modern family finance



# Stocks & Shares ISA

Key Features

# Aims, commitments and risks

Before you open a OneFamily Stocks and Shares ISA, it's important that you understand that there is a degree of risk involved. This leaflet explains the risks of investing in this type of ISA and what you're committing to.

If you're not sure if OneFamily's Stocks and Shares ISA is right for you, we recommend you speak to someone who can explain your options, such as a qualified financial adviser.

## Its aims

- Invest and grow your money in a tax efficient way in your choice of fund
- Allow you to choose which fund you'd like to invest in, so you can decide how much risk you're comfortable taking with your money

## Your commitment

To get the best out of your Stocks and Shares ISA, you will need to commit to:

- Make payments of, or above, the minimum allowed
- Retain an account balance of, or above, the minimum allowed (If a minimum balance is not retained, we may close your ISA and return the money to you)
- Ensure your payments do not exceed the maximum allowed by the Government ISA limits each tax year

- Agree for us to take a charge for managing your account and the investments contained within
- Regularly review your account to ensure it is still relevant for you and your circumstances
- Ensure you keep us informed of any material change to your personal details or circumstances

## Risks

- The value of your investment is not guaranteed; it could fall as well as rise. This could mean that you lose some or all of the money in your account
- The investment fund you choose will have specific risks – you should refer to the Key Information Document (KID) for each fund
- If your investments grow less than inflation, the buying power of your money could reduce over time
- This investment is designed for the medium to long-term and shouldn't be used as a substitute for short-term emergency savings
- Tax rules may change over time, and the amount you can pay into your ISA, and the amount of tax you pay on growth, could also change

# Questions and answers

## Is this product right for me?

As this product invests in an element of stocks and shares, you will need to be comfortable taking a degree of risk with your money in return for higher growth potential.

If you have any doubts about whether this product is right for you, then you should contact a qualified financial adviser.

## Who can open a OneFamily Stocks and Shares ISA?

You can open a OneFamily Stocks and Shares ISA if you are:

- At least 18 years old
- Resident (and ordinarily resident) in the UK for tax purposes. If you're not sure please visit [gov.uk/individual-savings-accounts](https://www.gov.uk/individual-savings-accounts)
- Not a US citizen (including dual nationals)

## How can I pay into my ISA?

You can make payments by monthly direct debit, or lump sum payments by debit card.

You may also be able to transfer into your ISA from an ISA or Matured Child Trust Fund, held with us or another provider (please check our website for transfer options available).

Payments will take time to clear and invest in your fund, for details of these timescales see the Terms and Conditions.

## How much can I pay in?

You can start your ISA with a £25 per month direct debit, or a lump sum of £250. Once your account is open, you can add to it from as little as £25.

You can pay in up to the annual allowance set by the Government for ISAs. You can view allowances for the current tax year on the HMRC website.

We also need you to retain a minimum balance of £250 in your ISA account.

## Will I pay tax on growth?

No. As this account is an ISA, growth is free from Income and Capital Gains Tax.

## **Will you charge me for looking after my ISA?**

Yes. We have tried to keep this simple and transparent with a single charge that reflects the cost of managing your account and funds.

This will take the form of an Annual Management Charge which will be a percentage of your investment value. This charge may vary by fund. You can find details of these charges in the Key Information Document for the fund you are invested in.

We may also charge a small administration fee for cancelling and reissuing cheques or issuing duplicate or additional statements. You will be told whether we will make a charge and how much it will be when you make a request.

## **How will my ISA be invested?**

We will provide a simple choice of funds when you set up your ISA. The choice you will need to make will be based on your attitude towards risk – lower risk funds will have a lower stocks and shares content, whilst higher risk funds will be invested up to 100% in stocks and shares.

For more information on the fund options see our website and the Key Information Documents for each fund available.

## **Can I switch funds if I am not happy with the fund I have chosen?**

Yes, you can switch your money between funds, subject to other fund options being available in our ISA at the time of the switch.

We will not charge you for this.

## **Can I transfer products held with another provider to the OneFamily ISA?**

Yes, you may be able to transfer another provider's ISA or Matured Child Trust Fund to us, please see our website, or contact us, for available transfer options.

## **Can I transfer my OneFamily ISA to another provider's ISA?**

Yes, you can transfer your ISA to another provider at any time and we won't charge you to do so. Please check with the new provider to find out if they charge for transfers in.

## **How can I keep up to date with my account?**

You can check the value of your ISA, see fund performance and make changes to regular payments at any time via your online account.

We also upload quarterly statements to your online account and will email you when these are available.

It is important that you make sure your details (especially your email address) are kept up to date so we can continue to provide you with this service.

### **Can I withdraw my money?**

You can withdraw some, or all of your money, at any time.

If you would like to move your ISA to an ISA with another provider, we recommend you contact the new provider to start the transfer process.

### **Can I change my mind?**

Yes. Once we have accepted your application and your first contribution, you will have 30 days to cancel your account.

If you cancel after your money has already been invested in a fund, the money refunded to you could be less than you paid in if there's been an investment loss.

If we don't have details of where to return you money (e.g. a bank account), there may be a delay in returning your money to you.

### **Who provides this ISA?**

OneFamily is a trading name used by all companies within the Family Assurance Friendly Society group. These companies include:

Family Equity Plan Limited (which provides and manages the ISA); and, Family Investment Management Limited (which is the Fund Manager).

The registered address for both companies is: 16-17 West Street, Brighton BN1 2RL.

### **Who regulates OneFamily?**

Family Equity Plan Limited and Family Investment Management Limited are authorised and regulated by the Financial Conduct Authority. We are registered by the FCA under the following numbers:

Family Equity Plan Limited – 122351  
Family Investment Management Limited - 122394

The Financial Services Register can be viewed at **[register.fca.org.uk](https://register.fca.org.uk)**.

## **What can I do if I'm not happy with the service I've received?**

If you have a complaint about any part of our service or would like us to send you a copy of our internal complaint handling procedure, please contact us by telephone, in writing or online.

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

### **The Financial Ombudsman Service**

Exchange Tower,  
London E14 9SR

0300 123 9123

**[complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)**  
**[financial-ombudsman.org.uk](http://financial-ombudsman.org.uk)**

Making a complaint will not affect your right to take legal proceedings.

## **What if OneFamily goes out of business?**

The Financial Services Compensation Scheme (FSCS) is designed to pay customers compensation if they lose money because a regulated firm is unable to pay them what they owe for any reason.

Your ability to claim from the scheme and the amount you may be entitled to will depend on the specific circumstances of your claim.

You can find out more about the FSCS (including amounts and eligibility to claim) by visiting its website **[FSCS.org.uk](http://FSCS.org.uk)** or calling 0800 678 1100.



## Contact us

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

 0344 8 920 920\*

 [onefamily.com](https://onefamily.com)

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\*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.