onefamily
modern family finance

Important information about the OneFamily Lifetime ISA

Welcome to Lifetime ISA

**Carefully read all the sections of this document.
Then keep it safe so that you can refer to it in the future.**

Contents

Terms explained

Bonds

Simply put, a bond is like an I.O.U. where the issuer promises to pay back the original sum they sold the bond for on a set date, usually with interest. Bonds can be issued by either governments or companies. When they're issued by companies, they are known as 'corporate bonds'. Bonds can also be traded and, like **shares**, their value can go up or down. As an investment, bonds tend to be less volatile than **shares**. However, their potential to make your money grow over the long term is usually low.

Investment fund/fund

Investment funds are a way to invest in individual holdings such as different **shares** or **bonds**. When you invest in a fund, your money is pooled with that of other investors. The total sum from all the investors is divided across all of the individual holdings that the fund invests in. This allows you to invest in many more individual holdings than you could alone. Funds are designed and managed by an investment company (the fund manager).

ISA

An Individual Savings Account operated in accordance with the **rules** and **regulations**. ISA's offer certain tax benefits over other types of savings and investment products but there is a limit to how much you can invest in an ISA each year. There are a number of different types of ISA, including Lifetime ISAs. It's important to be sure which type is right for you before you open one.

Shares

Buying shares (sometimes known as 'stocks' or 'equities') is a way of owning a part of a company. The total value of a company is divided up into an equal number of shares which can then be bought and sold. If the company is seen as doing well, the price of the shares may rise. On the other hand, when a company is seen as not performing well, the price of its shares will fall. The **investment funds** available through our Lifetime ISA will use at least some of the money invested in them to buy shares in various companies. To find out more about investing in shares, please read our 'Short Guide to Investing' which you can download from our website, **https://www.onefamily.com/assets/consumer/downloads/lifetime-isa/guide-to-investing.pdf**

Tax year

The period from 6 April of one year to 5 April the following year.

Units

Any payment into an account is invested in shares of an Investment Company with Variable Capital (ICVC). These shares are referred to in this document as Units. The price of units can fall as well as rise.

When you take money out of your account, we sell units. How many units are bought and how much money is raised by selling them varies as the price of units can fall as well as rise. The Terms and Conditions explain how we buy and sell units in more detail.

Unit prices for the **fund** you have invested in are published each working day on our website, **onefamily.com/dailyprices**.

Working day

These are our business hours on any day which is not a Saturday, Sunday or English public (Bank) holiday.

Introduction

What is the OneFamily Lifetime ISA?

The OneFamily Lifetime ISA is an ISA where your money will be invested in stocks and **shares**. It is specifically designed to:

- Help you buy your first home

And/or

- Invest for later life (once you have reached 60 years of age)

If you are looking to invest for a different purpose, it is unlikely that a Lifetime ISA will be suitable for you and you should consider a different product.

What is this document?

We've written this document to help you decide if the OneFamily Lifetime ISA is right for you. It outlines the key features of our Lifetime ISA and explains its aims, the risks involved and the commitments you'll have to make to get the best from it.

As well as this document, and before you apply, you should also make sure you read:

- The Terms and Conditions and Key Information Documents: Together with your application, this document, the Terms and Conditions and the Key Information Document for your chosen **fund** form the legal agreement between you and us. You should read the Terms and Conditions and Key Information Document in conjunction with this document. To the extent that there is any inconsistency between this Important Information Document and the Terms and Conditions, the Terms and Conditions shall apply.

Before you start reading

Throughout this document you will notice certain words are in **bold like this**. You can find definitions of these in the 'Terms explained' section on page 4.

Do I need advice?

This document does not provide financial advice.

We do not assess whether this product is appropriate for you. Therefore, if you choose to invest in our Lifetime ISA, it's down to you to ensure it's suitable for you and meets your needs. To help you decide whether a Lifetime ISA is right for you, you could look at the Money and Pensions Service's website: **www.moneyandpensionsservice.org.uk**

If you still don't feel confident that you understand how our Lifetime ISA works, or if it's right for you, please speak to an Independent Financial Adviser. You can find one in your area at **www.vouchedfor.co.uk**

Aims, commitments and risks

You should think carefully about the aims, commitments and risks. Does our Lifetime ISA set out to do what you need? If so, are you prepared to make the commitment that's required to get the best from it? Are you prepared to take the risks involved in investing in an **investment fund?**

Its aims

The OneFamily Lifetime ISA:

- Is specifically designed for you to invest, in a tax-efficient way, for either your first home or to help you in later life (that is, once you've reached the age of 60)
- Invests your money in stocks and **shares** with the aim of helping your money grow over the medium to long term by allowing you to invest in one of two **investment funds**, which are explained on page 9
- Can enhance the value of your savings with a Government Bonus of 25% of the money you pay in. This is invested in your Lifetime ISA.

Your commitment

You need to make some very specific commitments to make sure you get the best out of our Lifetime ISA. You will need to

- Invest at least the minimum amount as we explain in the 'How much can I pay into my Lifetime ISA?' section on page 7.
- Make sure that the total amount you invest in your Lifetime ISA, isn't more than the government limit for Lifetime ISAs and the overall subscription limit for **ISAs** in general.
- Make sure that you regularly review your investment choice and the amount you pay in to make sure these continue to be right for you, your investment goals and your circumstances.
- Be prepared to leave your money invested in a Lifetime ISA until you either buy your first home or until you reach the age of 60.
- In any case, be prepared to leave your money invested for at least five years (and preferably longer).
- Make sure you understand the penalties for withdrawing your money early for reasons other than buying your first home or after the age of 60 (see 'Taking Money out of your Lifetime ISA and closing your account' on page 12).

Risks

There are risks to investing in this Lifetime ISA. It's important that you understand and are willing to accept these:

- 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.
- When you're close to taking the money out of your Lifetime ISA, you may wish to consider transferring to a Lifetime ISA where your money will be held in cash and is not subject to falls in the stock market, if you are concerned about any potential fluctuation in value at that time.
- The **investment fund** you choose will have specific risks. Please see the Key Information Documents for more details.
- If your investment grows less quickly than the rate of inflation, the buying power of your money will reduce over time.
- If you need access to your money before you're 60 years old and it's not for use in buying your first home, then in most circumstances you'll have to pay a Government Withdrawal Charge which is currently 25% of the amount you withdraw. This could mean that you'll get back less than the amount paid in (Please see "What is the Government Withdrawal Charge?" on page 13 for more about this).
- If you plan to use a Lifetime ISA as an alternative to paying into a pension plan, you could miss out on valuable contributions from your employer. This could significantly reduce your retirement income.
- The rules around tax on Lifetime ISAs and **ISAs** in general may change which could affect the amount you can invest or the tax you will pay on any investment growth. Tax advantages are also dependent upon individual circumstances.
- Your entitlement to means tested benefits may also be affected.

Questions and answers

Who can open our Lifetime ISA?

You can open a OneFamily Lifetime ISA if you:

- are at least 18 years old.
- are under 40 years old (if you already have a Lifetime ISA, you can transfer this to a new Lifetime ISA beyond the age of 40).
- resident (and ordinarily resident) in the UK for tax purposes. If you're not sure, please visit the HMRC website at **www.hmrc.gov.uk/isa/faqs.htm**
- are not paying into another Lifetime ISA with us or any other provider in the current **tax year.**
- are not a US citizen (including dual nationals).

How do I open a OneFamily Lifetime ISA?

To open a Lifetime ISA with us, you will need to complete the online application process on our website, **www.onefamily.com/lifetime-isa.**

We will accept your application on the **working day** it is received unless we need to ask you for proof of identity or are awaiting a Help to Buy Transfer Form from you. Your Lifetime ISA will be opened when both an application and a payment have been accepted by us. In the case of transfers from a Help to Buy ISA, your account will be opened when we receive your funds from the ceding provider.

How do I pay into my account?

You can make payments into your account by:

- Setting up a regular Direct Debit for a minimum of £25 a month
- Making a debit card payment online for a minimum of £250 (or £50 for further payments once your account is open)
- Transferring in a minimum of £250 from a Help to Buy **ISA** you hold (please see 'Can I transfer another ISA into my OneFamily Lifetime ISA?')

How much can I pay into in my Lifetime ISA?

The government sets a limit as to how much you can pay into a Lifetime ISA in each **tax year**. For the current **tax year**, the limit is £4,000. This is part of your total annual **ISA** limit of £20,000. This means that if you pay £4,000 into a Lifetime ISA during the current **tax year,** you can still pay in up to £16,000 in to other (non-Lifetime) types of **ISA**.

You can only pay into one Lifetime ISA during each **tax year**.

You can only pay into a Lifetime ISA until you are 50 years old. You will also not be able to continue paying into your Lifetime ISA should you become a non-UK resident.

Can I transfer another ISA into my OneFamily Lifetime ISA?

If you have a Help to Buy ISA, you can transfer its value into your Lifetime ISA. However, the minimum value we'll accept is £250.

If you want to open your account with us by transferring from a Help to Buy ISA, simply select *Transfer from a Help To Buy ISA* as the payment option while making your online application. You will then need to download the Transfer Request Form from your online account, complete it and return it to us.

If you'd like to transfer after you've opened your account, select *Payments* In from your online account, choose the *Transfer* option to download and print the form. Then complete the form and return it to us by post.

It's important to remember that if you have a Lifetime ISA and a Help to Buy ISA, you can only use the government bonus from one of them to buy your first home. In addition, your Lifetime ISA will need to have been open for a minimum of 12 months before you can use the proceeds to buy your first home.

You may transfer from a Help to Buy ISA up to the Lifetime ISA limit which is currently £4,000. Any money that you do transfer from a Help to Buy ISA will count towards this limit. Nevertheless, any money you transfer will still attract a Government Bonus.

Please note that if we receive a transfer payment that is for more than the limit (or the transfer payment would mean that you would have paid in more than the limit during the **tax year**), we will have to return the payment in full to your Help to Buy ISA provider. There is no guarantee that they will accept this which means you could lose all the tax and bonus benefits.

Questions and answers

Transfers from other types of ISA

At present, we can only accept transfers from Help to Buy ISAs; we're not able to accept transfer payments from other types of ISA, including other Lifetime ISAs

Can I change my mind?

Once we have accepted your application and received your first contribution, you have 30 days to cancel your account. Any withdrawal or account closure after this period will be subject to a government withdrawal charge of 25% of the amount withdrawn, unless:

- the withdrawal is to purchase your first home.
- you are 60 years old or over.
- you have been diagnosed with a terminal illness, where you are expected to live for less than one year.
- the withdrawal occurs following your death.

If you cancel your account, we will sell any units held in your chosen **investment fund** and return the proceeds to your nominated account within **4 working days** of the day **units** are sold. Please note if you have not set up a nominated account, this may delay the payment

Where you have transferred in the value of a Help to Buy ISA and you exercise your right to cancel, we will sell any **units** held in your chosen **investment fund** and return the proceeds to your original provider. We recommend you contact your original provider in the first instance to check they are able to accept the proceeds back from us. If you exercise your right to cancel and the original provider is not able to accept the proceeds back, we will contact you to discuss your options.

If you cancel within the cancellation period, we will return Government Bonus to HM Revenue & Customs and the Government Withdrawal Charge will not apply. In addition, any payments made will not count towards your Lifetime ISA allowance.

Please note...

Where you cancel and your money has already been invested in a fund, the money refunded to you (or returned to your previous provider) could be less than you paid in if there's been an investment loss.

What is the Government Bonus?

The money you pay into your Lifetime ISA is eligible for a Government Bonus. This is currently 25% of the amount you invest in your account. For example, if you paid in the maximum allowed in the current **tax year** of £4,000, you would receive a Government Bonus of £1,000.

We will claim the Government Bonus from HMRC on your behalf and pay this money into your account, investing it in the same **fund** that your account is invested when we receive the bonus payment.

Any Government Bonus will be invested in your account on a monthly basis, usually on the 27th of the month. Should the 27th fall on a weekend or bank holiday, the Government Bonus will applied to the account on the following **working day** after the 27th.

We will claim Government Bonuses in line with rules and regulations. If HMRC deny a claim, you will have the right to appeal directly to HMRC but we will not be able to do this on your behalf.

We must be able to successfully register your account with HMRC in order to claim your bonus. For this reason, it's important that the details you register with us match those that the HMRC hold for you. Please pay particular attention to spelling of names and addresses, along with punctuation, such as any hyphens or apostrophes in your name. A mismatch between the details you register with us and those held by HMRC may lead to a delay in your bonus payment. If this happens, we'll inform you but HMRC will not allow us to update your file with them on your behalf.

What about tax?

Like other types of **ISA**, a Lifetime ISA enables you to invest free of any personal liability for income tax or capital gains tax on the proceeds of your investment.

You need to decide if the tax advantages of investing in a Lifetime ISA are right for you and your circumstances. Please note that the law and tax rates may change in the future which could affect the benefits enjoyed by the account.

Investing your money

How will my money be invested?

The money you pay into your Lifetime ISA will be invested in one of two available **investment funds** by buying **units** in it. You need to decide which one you'd like to invest in. Information about the two **investment funds** can be found on page 10 under the heading **'What are my investment choices?'**.

You can find out more about investing and **investment funds** in our brochure "A short guide to investing" which you can find on our website, **https://www.onefamily.com/assets/consumer/downloads/lifetime-isa/guide-to-investing.pdf**

Questions and answers

What are my investment choices?

There are currently two **investment funds** for you to choose from. Each of the funds has been designed with its own specific objective in mind. Therefore, they invest in different ways.

We've produced a key information document for each of the **funds** which provide important information about them. **It is essential that you read these before you invest.** When you apply, we will direct you to these and you will also find them on our website, **onefamily.com.**

Whichever fund you decide to invest in, it's really important to remember that the performance of investment funds is not guaranteed. This means that the value of your Lifetime ISA can fall as well as rise and you could get back less than paid in.

The **funds** that you can choose from are:

1. The OneFamily Global Mixed Investment Fund

The investment objective of the OneFamily Global Mixed Investment Fund is to provide capital growth and aims to achieve a return which follows LIBID plus 2%, gross of fees over rolling 5 year periods. The acronym LIBID stands for London Interbank Bid Rate and is a measure of the average interest rate which major London banks borrow.

This investment objective is an intended result but there is no guarantee that such a result will be achieved in the short term. Depending on market conditions the investment objective may become more difficult or even impossible to achieve. Capital will be at risk during the period of investment.

The investment policy of the **fund** is to invest almost exclusively in collective investment schemes and will only have indirect exposure to fixed interest securities (for example, corporate and government **bonds**) and company **shares** (equities). Investment in collective investment schemes investing in fixed interest securities will be a minimum of 60% of the OneFamily Global Mixed Investment Fund's net asset value and in collective investment schemes investing in company **shares** will be restricted to a maximum limit of 40% of the fund's net asset value. The **fund** will aim to meet its objective by principally investing in a concentrated portfolio of collective investment schemes with indirect exposure to fixed interest securities.

The collective investment schemes invested in will mainly be passively managed but could also be active, and where appropriate have the flexibility to use other assets including derivatives (e.g. futures, forwards) for efficient portfolio management or hedging and liquidity funds.

Generally it is intended that the **fund** remains fully invested subject to the holding of cash or near cash.

2. The OneFamily Global Equity Fund

The investment objective of the OneFamily Global Equity Fund is to provide capital growth and aims to achieve a return which follows LIBID plus 5%, gross of fees over rolling 10 year periods. The acronym LIBID stands for London Interbank Bid Rate and is a measure of the average interest rate which major London banks borrow.

The investment objective is an intended result but there is no guarantee that such a result will be achieved in the short term. Depending on market conditions the investment objective may become more difficult or even impossible to achieve. Capital will be at risk during the period of investment.

The investment policy of the **fund** is to invest almost exclusively in collective investment schemes and will only have indirect exposure to company shares (equities). Investment in collective investment schemes investing in company **shares** can be up to 100% of the OneFamily Global Equity Fund's net asset value. The **fund** will aim to meet its objective by investing in a concentrated portfolio of collective investment schemes with indirect exposure to company **shares** (equities), with a significant allocation towards UK equities.

The collective investment schemes that the **fund** invests in will mainly be passively managed but could also be active, and where appropriate have the flexibility to use other assets including derivatives (e.g. futures, forwards) for efficient portfolio management or hedging and liquidity funds.

Generally it is intended that the **fund** remains fully invested subject to the holding of cash or near cash.

Questions and answers

How do I choose between the funds?

Firstly, it's important to tell you that we cannot give you advice: You need to decide which (if either) **fund** best meets your needs.

You need to understand what each one aims to do and how it looks to achieve that. More importantly though, you need to understand and be comfortable with the risks involved. Therefore, before you make a decision about how to invest, it's essential that you read the Key Information Documents. These will tell you what each **fund** sets out to achieve, how it invests and what the risks are.

To help you make an informed decision, we have also produced a brochure called "A short guide to investing" which explains some of the basics about investing. If you're new to investing or just want a refresher, we hope you find this useful. Again, you'll find this on our website, **https://www.onefamily.com/assets/consumer/downloads/lifetime-isa/guide-to-investing.pdf**

If you're still not sure how to invest, please seek advice from a financial adviser, who may charge you for any advice given. You can find details of an adviser near you at **www.vouchedfor.co.uk**

Questions and answers

Can I change where my money is invested?

You can move your money between the **funds** by logging into your online account and clicking on 'Change Fund'.

You can only invest in one **fund** at a time. Therefore, if you wish to move between **funds**, we will sell all the **units** in one **fund** and use the proceeds to buy **units** in the other. Any money that you pay in after you've switched funds (and any subsequent government bonuses which are paid) will be invested in the new **fund**

Please refer to the Terms and Conditions for more information about buying and selling **units**

Please note that in the future, we reserve the right to restrict the number of times you can move between funds.

How will I know what my Lifetime ISA is worth?

Four times a year, we'll produce a statement showing what you've paid in, how much Government Bonus has been paid and how your investment fund has performed. We'll send you an email to let you know when your statement is ready and you can view it by logging into your account.

You can log into your account at any time to get an up to date valuation.

Charges

What will you charge me for running my Lifetime ISA?

There is an administration charge for managing each of the **funds** you can invest in. As well as this administration charge, **fund** managers may have to pay various other fees and expenses (collectively known as "portfolio transaction costs") in order to run the investment funds. We will provide you with details annually of charges on your account for the previous year.

We don't take these charges directly from your account; instead they are reflected in the **unit** price of the **fund** your money is invested in. We calculate the charge and adjust the **unit** price daily.

You will find details of the administration charge and the portfolio transaction costs in the Key Information Documents which you must read before you invest.

Please note, the "entry costs" referred to on the Key Information Documents **do not apply** to investments made through the OneFamily Lifetime ISA.

Are there any other charges?

We may 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.

Charges may change in the future. If we introduce a new charge, we will tell you about it personally at least 30 days before the change comes into force. There could be other costs that are not paid through or imposed by us.

Can the charges change?

We don't anticipate making any changes to our charges. However, if the cost of managing the funds goes up, it may be necessary to increase our charges. If this happens, we will let you know at least 30 days in advance of any increase in our charges.

Taking money out of your Lifetime ISA and closing your account

Important

Depending on when and why you withdraw money from your Lifetime ISA, you may have to pay a Government Withdrawal Charge. Please read this section very carefully to make sure you understand when this will apply.

Questions and answers

Making cash withdrawals

You can take money out of your account at any time by telling us how much you wish to withdraw. We will then sell the appropriate number of **units** in the **fund** your money is invested in and pay this sum (less any Government Withdrawal Charge) into your nominated bank account.

This will normally take up to six **working days** from the time we receive your instruction but could be delayed if we need to verify your identity or your bank account details or if there are un-cleared funds on your account.

The maximum partial withdrawal permissible is 95% of the value of your account. If you wish to withdraw more than 95% of the value of your account, you will need to withdraw the full value.

Remember that all withdrawals will be subject to a 25% Government withdrawal charge unless you are 60 years old or older, are terminally ill or the withdrawal is for a first time house purchase.

Payments into your Lifetime **ISA** will count towards both your annual Lifetime **ISA** limit and your overall **ISA** limit, even if the funds are subsequently withdrawn.

Should you choose to close your Lifetime **ISA**, you will be unable to open or pay into another Lifetime **ISA** for the remainder of the current **tax year**.

Transferring to another ISA or Lifetime ISA

For transfers to another Lifetime **ISA**, you must transfer the full value of your account and your OneFamily Lifetime **ISA** will then be closed.

You can transfer to another Lifetime ISA or another type of **ISA** at any time. If you transfer to a non-Lifetime **ISA**, a Government Withdrawal Charge will apply.

For transfers to another **ISA** (non-Lifetime **ISA**), you are only permitted to transfer out the full value of any payments made during the **tax year** in which you paid them in. However, you can opt to transfer part of the value of any payments you made during previous **tax years.**

If you transfer or withdraw money from your account, and the remaining value of your Lifetime ISA with us is less than £250, we reserve the right to close your account. If we do this, we'll give you at least 30 days' notice and we'll return the balance to you less any Government Withdrawal Charge

What is the Government Withdrawal Charge?

All Lifetime ISAs are designed to either help you buy your first home or to help you invest for later life.

If you take your money out and it's not used to buy your first home or you're under 60, you will usually have to pay a Government Withdrawal Charge. The Lifetime ISA Government Withdrawal Charge seeks to recover any Government Bonus and any investment growth on that bonus plus an additional amount.

The Government Withdrawal Charge is currently 25% of the amount you withdraw and it could mean that you get back less than has been paid in.

Some examples...

1. Alice is 37 years old. Her Lifetime ISA is currently worth £8,000. She urgently needs to buy a new car and needs to withdraw £5,000 from her account to help pay for it.

   Alice sends us instructions and we sell units in her fund to the value of £5,000.

   However, as Alice is under 60 and the money is not for buying her first home, £1,250 (25%) of the money she withdraws will have to be paid to the government.

   In other words, rather than £5,000, Alice will only receive £3,750.

2. John pays £160 into his account. He gets a Government Bonus of £40 to make his account worth £200.

   A month later, John needs his money back to pay an unexpected bill.

   However, because he has to pay a Government Withdrawal charge of 25%, John only gets back £150; £10 less than he paid in.

Questions and answers

Are there any other circumstances when the Government Withdrawal Charge won't apply?

There are other times when you can take money out of your account and not have to pay the charge:

- When you cancel your account within 30 days of it being opened. If a Government Bonus has been paid, we will return this to HMRC. You should be aware that this will be returned to HMRC in full, regardless of any gain or loss in the unit price of the investment fund(s). Please see 'Can I change my mind?' on page 9 for further information.
- If you transfer the full or partial value of your account into another Lifetime ISA you won't have to pay a Government Withdrawal Charge as your money will remain in the Lifetime ISA 'wrapper'
- If at any time you're diagnosed with terminal illness and your consultant has said your life expectancy is a year or less, you can withdraw your money without penalty. In this circumstance, you will need to provide us with proof of your prognosis. The Terms and Conditions explain this in more detail
- No Government Withdrawal Charge will be payable should you die. Please see 'What happens if I die?' on page 16

How do I qualify to use my Lifetime ISA when I buy my first home?

Please remember that you cannot use a Help to Buy ISA **and** a Lifetime ISA to help you buy your first home.

You can use all or part of your Lifetime ISA to help you buy your first home.

The money you take out of your account to do this won't be subject to a Government Withdrawal Charge, provided you meet the following conditions:

- You must be a first-time buyer of a residential property
- The purchase must be of a legal interest in land. Therefore, purchases of property such as houseboats do not qualify.
- The purchase price of the property cannot be more than the limit set by the government. This is currently £450,000
- You must occupy the property as your only or main residence (unless you're unable to do so because you're an overseas crown servant, the spouse of an overseas crown servant, or you're buying a property which is not yet built)
- You will need to be funding the purchase of your home with a mortgage, a Regulated Home Purchase Plan or a Shared Ownership arrangement (in other words, an outright cash purchase is not permitted)
- You must have held funds in a Lifetime ISA for a minimum of 12 months before the money is paid to your conveyancer

What do I need to do when I am ready to use my Lifetime ISA for a house purchase?

When you've had an offer on a property accepted and have appointed your registered conveyancer you're ready to use the funds towards your first house purchase. To do this there are two forms to complete; an Investor Declaration Form and a Conveyancer Declaration Form, you will find both forms along with instructions for completion on our Lifetime ISA FAQ Page or alternatively you can log in to your account and find both these forms within the 'withdrawing or closing' section. Once completed both forms will need to be given to your Conveyancer so they can complete and return to us here at OneFamily.

Once we receive the completed forms from your Conveyancer we will give you a quick call to confirm your instructions and receipt of the forms. We can then work with your Conveyancer to get the funds sent across to them as soon as possible.

If for any reason, the purchase of your home doesn't complete within 90 days of the withdrawal, your conveyancer must notify us and return the money to your Lifetime ISA. If necessary, your conveyancer may be able to apply to the Savings Scheme Office of HMRC to request an extension to this 90 day period. Any money that is not returned to your Lifetime ISA will be subject to a Government Withdrawal Charge.

If I buy a home with my partner, can we both use a Lifetime ISA?

If you are both first-time buyers then you can each take out a Lifetime ISA and use the money you've saved towards the purchase of your first home. However, if one of you has previously owned a home, then only the first-time buyer may use their Lifetime ISA towards the purchase.

Questions and answers

What happens when I reach the age of 60?

When you reach the age of 60, any withdrawals you make from your Lifetime ISA will not attract a Government Withdrawal Charge

What might my Lifetime ISA be worth when I'm 60?

The table below is intended to give you an idea of what your Lifetime ISA might be worth when you reach the age of 60, depending on the age you start saving. As a result, it may not be relevant to you if you're using a Lifetime ISA for a house purchase. The table shows what you might get back based on you opening your Lifetime ISA at various ages between 18 and 40 (see column 1).

The calculations we've made are based on you:

- Paying in the maximum annual subscription at the beginning of each **tax year** until you are 50 years old (see column 2)
- Receiving the maximum Government Bonus each **tax year** until you are 50 years old (see column 3)

Please note that the payment limits and the level of Government Bonus may change in the future.

Column 4 and column 5 show what your Lifetime ISA might be worth when you reach the age of 60. Column 4 is based on the **investment fund** not growing at all (a growth rate of 0%). The figures in column 5 are based on the **investment fund** growing by 5% each year. These are based on standardised rates of return which may not reflect the actual or expected returns for whichever of the **investment funds** you choose. **As such, it's important you read the Key Information Documents for the funds which contain various performance scenarios.**

In these columns 4 and 5, we've taken into consideration **investment fund** charges and an estimated rate of inflation. Inflation is the rate at which the prices of goods and services rise each year. The effect of inflation is that it erodes the value of your money meaning that you can buy less with it in the future than you could today. We've based our calculations on an annual rate of inflation of 2% each year until you reach the age of 60.

Column 6 shows the effect of inflation and **investment fund** charges on an estimated growth rate of 5%. You can use the figures in this column to compare our charges with those applicable to other Lifetime ISAs as well as with longer-term savings and investment products.

The Lifetime ISA charges in the below table reflect those of the fund with the highest charges. For further information on charges, please refer to the Key Information Document for each **investment fund**. Whichever **investment fund** you choose, the costs may vary over time.

The costs in this table do not take into account the cost of any advice you may seek.

What a Lifetime ISA might be worth at age 60

1	2	3	4	5	6
Age investing into a Lifetime ISA started	Total amount paid in by Lifetime ISA Investor	Total amount paid in plus Lifetime ISA Government Bonus	Estimated outcome at age 60 from 0% return	Estimated outcome at age 60 from 5% return	Charges and estimated inflation would reduce a 5% return to
18	£132,000	£165,000	£46,783	£201,581	1.7%
25	£104,000	£130,000	£54,367	£156,826	1.7%
30	£84,000	£105,000	£49,897	£125,932	1.7%
35	£64,000	£80,000	£37,894	£83,415	1.7%
40	£44,000	£55,000	£33,777	£65,739	1.7%

Other Information

What happens if I die?

If you should die, your account's tax benefits will continue for up to 3 years. The value of your account will form part of your estate and we will ask your representatives to provide proof of your death.

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.

We will sell your **units** by the end of the **working day** after we receive and accept all the documents we have requested. We will make payment to your estate within four **working days.**

For further information, please refer to section 17 of the terms & conditions.

Who provides this Lifetime 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 Lifetime 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.

As this promotion is offered directly by OneFamily, no advice costs are payable. If you seek personal investment advice, your adviser will tell you how much this costs and how it is payable.

Who regulates us?

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

You can check this on the Financial Services Register by visiting the Financial Conduct Authority's website **www.fca.org.uk/firms/systems-reporting/register** or by contacting the Financial Conduct Authority on 0800 111 6768.

Other Information

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
Telephone: 0300 123 9123
Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

There is a central European 'portal' which can redirect a complaint to the appropriate industry Ombudsman (e.g. Financial Ombudsman Service). This is aimed at helping EU residents who purchased a product online from a provider based in another EU country. It is always best to contact the product provider first but for further information go to ec.europa.eu/consumers/odr/

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

Language and communication

All communications will only be available in English. Communications from us will normally be by email or secure message.

The Financial services Compensation Scheme

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. Generally, investment products of this type are covered up to £85,000. You can find out more about the FSCS (including amounts and eligibility to claim) by visiting its website www.FSCS.org.uk or calling 0800 678 1100.

Client Categorisation

The Financial Conduct Authority (our regulator) requires us to put our customers into groups so that we can treat them according to their level of knowledge about investments. These groups are:

- retail customer
- professional client
- eligible conterparty

We will treat you as a retail customer. This gives you the greatest level of protection under the regulations and ensures you get full information about any products you buy.

How will you deal with any conflicts of interest?

Whilst you hold your Lifetime ISA with us, conflicts of interest may arise between you and us, our employees, our associated companies or our representatives. A conflict of interest is where our duties to you as a customer may conflict with what is best for us. To ensure we treat customers consistently and fairly, we have a policy on how to identify and manage these conflicts. 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.

A full copy of the policy is available on request.

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