

FAMILY SUNTRUST

ADVISER CHARGES PAYMENT REQUEST

Phoenix Wealth, Self Invested Pensions, PO Box 1394, Peterborough, PE2 2TQ.

What is this form for?

This form should be completed, and signed by all Participants, to:

- Set up a new initial, ad-hoc or ongoing adviser charge to be paid from the scheme cash account.
- Change the previously agreed level of ongoing adviser charges to be paid from the scheme cash account.
- Set up a new, or change an existing, instruction to allow us to pay an ongoing adviser charge to the Financial Adviser through an investment in the:
 - Elevate General Investment Account (Elevate GIA)
 - Utmost Limited Bond
 - Phoenix Wealth Trustee Investment Plan (Phoenix Wealth TIP)

This form must reflect the agreement made with the Financial Adviser to pay for the pension advice and other services received in relation to the Scheme.

Cancelling this instruction

If you have set up an ongoing adviser charge, you can cancel or amend it before it is due to be deducted, by writing to us at Phoenix Wealth, Self Invested Pensions, PO Box 1394, Peterborough, PE2 2TQ. Any instruction to cancel an adviser charge will be confirmed to you and the Financial Adviser. You will need to make other arrangements with the Financial Adviser to pay any future or outstanding charges.

Any cancellation instructions must be agreed by all Participants.

For full details of how adviser charges can be facilitated through your Scheme, please refer to the 'Adviser charges' section of your **Family Suntrust – Terms & conditions** and **Family Suntrust – Guide to fees**.

1. FAMILY SUNTRUST SCHEME DETAILS

Scheme name	Family Suntrust Scheme (the 'Scheme')
Scheme number	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

2. INITIAL OR AD HOC ADVISER CHARGE

The initial or ad hoc adviser charge is paid from the scheme cash account.

2.1 For Scheme advice

Select the total payment amount or percentage of the value of the Pooled Fund if the advice relates to the Scheme as a whole.

Total payment	£
Percentage* of value of the Pooled Fund	%

2.2 For individual advice

Select the total payment amount or percentage of your share of the value of the Pooled Fund only if the advice relates to a specific Participant(s) taking benefits, making a contribution or transfer.

Name of participant:	Total payment	Percentage* of your share of the Pooled Fund
	£	%
	£	%
	£	%

*Percentage will be after the payment of any tax-free cash from the relevant benefit.

3. ONGOING ADVISOR CHARGES

This charge is for ongoing advice and services received in relation to the Scheme and not individual Participants.

3.1 Payment from the scheme cash account

Select the total payment amount or percentage of the value of the Pooled Fund if you want to set up a new, or change an existing, ongoing adviser charge.

This charge can only be **paid annually**.

Total payment	Percentage* of value of the Pooled Fund
£	%

*Please confirm if there are any assets that should be excluded from the value of the Pooled Fund for the purpose of calculating the percentage charge.

3.2 Payment from an investment

Complete the relevant tables with the fixed monetary amount or percentage value if an ongoing adviser charge should be taken from a specific investment wrapper. Please note this will be in addition to any ongoing adviser charge being facilitated by us from the scheme cash account unless you indicate otherwise in the text box in 3.1.

Please see the **Family Suntrust - Guide to fees** for more details.

(i) Elevate GIA

Elevate GIA account number:

Payment type	Payment frequency	Payment amount per annum
Fixed monetary amount	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly	£
Percentage of account value (up to a maximum of 2% each year)	<input type="checkbox"/> Half-yearly <input type="checkbox"/> Annually	%

Ongoing adviser charges will normally be taken on the same day at the end of the payment frequency selected.

(ii) Utmost Limited Bond

Policy number:

Payment type	Payment frequency	Payment amount per annum	Payment start date
Fixed monetary amount	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly	£	
Percentage of bond value	<input type="checkbox"/> Half-yearly <input type="checkbox"/> Annually	%	

For existing bonds only please tick this box to confirm if the adviser charge, as detailed above, applies to the whole bond replacing any existing agreement.

Ongoing adviser charges will be taken on the specific date chosen above at the end of the payment frequency selected.

(iii) Phoenix Wealth TIP

Policy number:

Payment type	Payment frequency	Payment amount per annum
Fixed monetary amount	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly	£
Percentage of policy value	<input type="checkbox"/> Half-yearly <input type="checkbox"/> Annually	%

4. PARTICIPANTS' DECLARATION

If there are more than six Participants, please copy and complete this section.

General

I/we confirm that:

- the Financial Adviser has provided me/us with information on adviser charges. I/we have agreed with the Financial Adviser to pay such adviser charges set out in this form and it matches the illustration we have received from the Financial Adviser (where applicable).
- I/we instruct Phoenix Wealth Services Limited ('the Scheme Administrator') to deduct adviser charges from the Scheme as set out in this form.
- to the best of my/our knowledge and belief, the statements made in this form, including those not in my/our handwriting, are correct and complete.

I/we understand that:

- by signing this form it will create a legally binding agreement between me/us and the Scheme Administrator in relation to the payment of adviser charges.
- this instruction can be terminated, or amended, at any time by written notice from all the Participants sent to the address on the front page of this form.
- until the Scheme Administrator receives written notification to cancel or amend this instruction from all Participants, adviser charges will continue to be paid as set out in this form to the Financial Adviser listed in section 5 of this form.
- adviser charges will be deducted when there is sufficient value from the scheme cash account or the investment named in section 3 of this form to cover the payment in full.
- if HM Revenue & Customs ('the Revenue') advises that any adviser charges paid from the Scheme are inappropriate, I/we may incur a tax liability for an unauthorised payment.
- if I/we change Financial Adviser, cancel payment of any adviser charges, or in any situation where it is not reasonably possible for the Scheme Administrator or the provider of the Phoenix Wealth TIP, Utmost Limited Bond, or the Elevate GIA, to facilitate a payment, it will be my/our responsibility to settle any outstanding or future adviser charges due with the Financial Adviser.
- if I/we disagree with any adviser charges that have been deducted, I/we should contact the Financial Adviser in the first instance.

In relation to the Family Suntrust scheme cash account

I/we understand that:

- this instruction is subject to the Family Suntrust – Terms & conditions.
- I/we authorise the Scheme Administrator to make the adviser charge payments as set out in this form.
- before payment can be made to the Financial Adviser, there must be sufficient available cash in the scheme cash account and any applicable cancellation period must have expired.
- it is the Participants' responsibility to ensure there is sufficient available cash within the scheme cash account to meet adviser charges when due. Where there are insufficient funds, the Scheme Administrator may cash-in assets in the Scheme to provide the necessary funds as set out in the Family Suntrust – Terms & conditions.

In relation to the Elevate GIA

I/we understand that:

- this instruction is subject to the Family Suntrust – Terms & conditions and the Terms and Conditions of the Elevate General Investment Account and the Elevate Stocks & Shares Individual Savings Account.
- I/we authorise the Scheme Administrator to instruct Elevate Portfolio Services Limited to make the adviser charge payments as set out in this form.
- it is my/our responsibility and the responsibility of the Financial Adviser to ensure that there are sufficient available funds in the Elevate GIA to pay adviser charges when due. Where there are insufficient available funds, the disinvestment strategy selected when opening the Elevate GIA will be followed (this may be different to the disinvestment strategy set out in the Family Suntrust – Terms & conditions, as explained to me/us by the Financial Adviser). If all Scheme assets held in the Elevate GIA are exhausted, no further payments will be paid to the Financial Adviser and I/we will have to settle any charges directly outside of the Scheme.

In relation to the Utmost Limited Bond

I/we understand that:

- this instruction is subject to the Family Suntrust – Terms & conditions and the Policy Conditions of the Utmost Limited Bond.
- I/we authorise the Scheme Administrator to instruct Utmost Limited to make the adviser charge payments as set out in this form.
- the adviser charges apply to the Utmost Limited Bond as a whole and will not be reduced if I/we surrender one or more policy segments, unless I/we specifically request this to happen at the time of the segment surrender.
- I/we cannot cancel an adviser charge after it has been paid even if I/we decide to cancel our Utmost Limited Bond in full or in part and acknowledge I/we will need to contact the Financial Adviser to discuss whether a refund is payable to the scheme directly from the adviser in full or in part.

In relation to the Phoenix Wealth TIP

I/we understand that:

- this instruction is subject to the Family Suntrust – Terms & conditions and the Policy provisions of the Trustee Investment Plan.
- I/we authorise the Scheme Administrator to instruct Phoenix Life Limited to make the adviser charge payments as set out in this form.
- I/we cannot cancel an adviser charge after it has been paid even if I/we decide to cancel my/our Phoenix Wealth TIP in full or in part and acknowledge I/we will need to contact the Financial Adviser to discuss whether a refund is payable to the Scheme directly from the Financial Adviser in full or in part.

Important: the declaration must be signed by all Participants. Any Participant acting on behalf of a Minor as parent/guardian only needs to sign once. The declaration will apply accordingly.

Full Name	Signature ✕	Date □ □ / □ □ / □ □ □ □
Full Name	Signature ✕	Date □ □ / □ □ / □ □ □ □
Full Name	Signature ✕	Date □ □ / □ □ / □ □ □ □
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5. FINANCIAL ADVISER'S PAYMENT DETAILS

Phoenix Wealth doesn't knowingly make unauthorised payments. For an adviser charge to be authorised by the Revenue it must:

- Be made as a result of genuinely commercial remuneration arrangements between the Participant(s) and their Financial Adviser for the pension advice given by the Financial Adviser to the Participant(s), and the agreed amount of remuneration is appropriate in relation to the service the Financial Adviser has provided in respect of the advice given.
- Any adviser fee must solely relate to advice given in respect of this pension scheme.

By accepting the adviser charges you are confirming that both of these statements apply in relation to them.

5.1 Contact details

Name	
Firm	
Telephone	

5.2 Bank account details

Bank	
Account name	
Account/roll number	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Sort code	<input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/>
Your payment reference	

Phoenix Wealth Services Limited, trading as Phoenix Wealth, is authorised and regulated by the Financial Conduct Authority. Phoenix Wealth Services Limited is registered in England and Wales No. 02238458 and has its registered office at: 10 Brindleyplace, Birmingham, B1 2JB.

FSTADVCHARGE | November 2025