

JUNIOR ISA PORTFOLIO

TERMS AND CONDITIONS

INTRODUCTION

Junior ISA Portfolio is a stocks and shares Junior ISA (JISA) provided through the Aviva Platform, an Online Service designed to hold investments in one place. Under the Regulations the JISA Portfolio is not a flexible ISA.

This product is aimed at clients with Advisers. If at any time You no longer have an Adviser, You will be responsible for notifying Us as soon as possible. Certain conditions and restrictions will apply if You become a Non-Advised Client, including during the Grace Period. Please refer to Schedule 1, entitled ‘Non-Advised Clients’ for more information.

JISA Portfolio is a long-term Investment plan that offers access to a wide range of Funds and Exchange Traded Instruments.

Subject to legal, tax and any trading restrictions You are able to transfer the investments to another provider at any time.

We will aim to provide a wide range of Investment choices at all times, but We reserve the right to withdraw or change any of the available Investment offerings at any time. If this affects the Account Holder, We will tell You at least 30 days in advance unless external factors mean that We cannot do so.

Information about the features of the JISA Portfolio is provided in the Key Features document.

Aviva Wrap UK Limited is authorised and regulated by the FCA. Other companies may be appointed to provide services in connection with the JISA Portfolio and Investments.

Aviva Life & Pensions UK Limited is authorised by the PRA and regulated by the FCA and the PRA.

Important information

This document details the Terms and Conditions of the JISA Portfolio. To help You understand some of the technical terms, We have provided a list of definitions on page 3. All defined terms in this document will begin with a capital letter.

It's important that You retain these Terms and Conditions of the JISA Portfolio as these along with the Key Features and the declarations You made when applying for the JISA Portfolio form a legal agreement between You and Aviva Wrap UK Limited. These Terms and Conditions should be read alongside the JISA Portfolio Key Features document. In the event of any inconsistency between these Terms and Conditions and the Key Features, these Terms and Conditions will prevail.

Provided Your Adviser remains authorised by the FCA, Your Adviser will continue to have authority from You to act on Your behalf until You notify Aviva that this authority has ended.

You will need to immediately notify Us if You or the Account Holder move outside the UK and the main residency is in another territory. Laws in the territory You or the Account Holder becomes resident in may affect Your ability to manage the JISA Portfolio and continue to make subscriptions or the Account Holder's ability to qualify for an ISA Portfolio once they reach 18. We may need to change, reduce or remove any of the JISA Portfolio terms. We'll give You details once You have told Us. You should speak to Your Adviser to consider the options before You or the Account Holder move to another territory.

Payments will only be collected whilst You are a UK resident. Once this status is no longer applicable all Payments must cease.

Regardless of what is set out elsewhere in these terms We will not be obliged to exercise any of Our rights and/or comply with any of Our obligations under this plan, if to do so would cause, or be reasonably likely to cause, Us to breach any law or regulation in any territory.

While resident in the Republic of Ireland or USA the Account Holder can only invest in cash. Investments in Exchange Traded Instruments (ETIs), OEICs and Unit Trusts will not be permitted investments and must be sold down. If You do not arrange for any ETIs, OEICs and Unit Trusts to be sold down within 30 days of Your notification to Us that You and/or the Account Holder have moved to Republic of Ireland or USA, We will sell down those investments and place them in the Cash Account. If You subsequently buy any investment types that are not permitted investments, We will sell these down to the Cash Account.

Please see **section 37 Customer verification requirements** for the consequences for You and the Account Holder if it has not been possible to verify Your, the Account Holder's or any third party's identity or bank details.

Where appropriate, words in the masculine include the feminine and words in the singular include the plural and vice versa.

Section headings and sub-headings have been inserted for convenience only and do not form part of the Terms and Conditions.

These Terms and Conditions do not give any rights to any person other than You, the Account Holder and Us. You and We may amend or cancel this agreement without reference to, or the consent of, any other person.

For details about how to make a complaint, please see the Key Features document.

DEFINITIONS

Account Holder means the child in whose name the JISA Portfolio is opened and Investments held.

Active ISA Portfolio is a JISA Portfolio that has automatically converted to an ISA Portfolio and where the Account Holder has returned a signed Product Portfolio Client Declaration (LF01069) and accepted the ISA Portfolio Terms and Conditions (LF01063).

Adviser means the authorised financial Adviser appointed by You to provide You with financial advice and instruct Aviva in respect of the JISA Portfolio.

AML means Anti Money Laundering

Available Fund means, for a transfer, a fund in which Units are available for investment in through both the Transferring Platform and the Receiving Platform.

Aviva Platform means the Online Service, provided by Aviva, designed to hold Your investments in one place, including the provision of transaction and administration facilities for the JISA Portfolio.

Aviva/Us/We/Our means any of the companies in the Aviva Group that may provide services (excluding any advisory services) to the JISA Portfolio including:

- Aviva Wrap UK Limited, registered in England, Company No. 4470008. Registered address, Wellington Row, York YO90 1WR
 - Aviva Life & Pensions UK Limited, registered in England Company No. 3253947. Registered address, Wellington Row, York, YO90 1WR
- or any third party appointed by any one of them to supply services under these Terms and Conditions.

We reserve the right to assign contractual obligations to another company within the same group of companies as Aviva Wrap UK Limited. This is subject to providing You with 60 days' notice and on the basis that it is reasonably understood that it would not reduce the security of the benefits.

Aviva Wrap UK Limited registered in England Company No. 4470008, registered address, Wellington Row, York YO90 1WR.

Business Day means any day on which the London Stock Exchange is open for business.

Cash Account means the cash facility within the JISA Portfolio where cash is held. The cash will be held in a client money account in accordance with the FCA client money rules. The money will be held with the account providers of Our choice with the aim of minimising the risk of any one or more of those providers becoming insolvent.

Cash Management is an option that can be enabled on your Junior ISA Portfolio for payment of Adviser, Aviva, and Aviva DIM Charges. When there is insufficient cash in Your Cash Account to pay charges due, we will disinvest six times the value of these charges, subject to a minimum amount of £60. This aims to provide sufficient cash to meet future charges, reducing the frequency of additional disinvestments.

Client is the Account Holder.

Corporate Actions are either voluntary or mandatory events that may directly affect your investments held through the Aviva Platform. These may include events such as takeovers, suspensions and mergers. We will contact You or Your Adviser with the details of any corporate actions.

Custodian means Aviva Wrap UK Limited or another company appointed by Us to safeguard and administer Investments.

Dilution Levy means the adjustment which may be imposed by a Fund manager to share out the costs incurred when a need to deal in underlying assets is triggered by investor purchases or redemptions of Fund units/shares. This is to prevent these costs diluting the value of units/shares held by continuing investors.

DIM means Discretionary Investment Manager.

Discounted Unit Class means a Unit class in an Available Fund in respect of which the Fund manager is paid a lower level of charges than would otherwise apply to an investment in Units in the Available Fund.

Discretionary Investment Model Charge means the charge made by Your DIM, if any, and may also be known as Managed Portfolio Service charge.

Equalisation means the amount of any undistributed income already included in the price of the units/shares at the time of Investment.

Equities mean an interest in a company in the form of shares.

Exchange Traded Fund (ETF) means a market security that tracks an underlying index.

Exchange Traded Instruments (ETIs) means any Investment traded through our nominated stockbroker. This includes, but is not limited to, Exchange Traded Funds (ETFs), Investment Trusts and Equities.

Execution Venue means where the exchange of monies is undertaken. Our nominated stockbroker represents the Execution Venue in the trading of Equities. In the trading of Funds, the Execution Venue will be represented by Aviva or the Fund provider (or their agent).

Family Member is a person related to the Account Holder by blood, marriage or adoption.

FCA means the Financial Conduct Authority.

Fund means an FCA authorised or recognised unit trust or Open Ended Investment Company (OEIC) or other collective investment scheme in which units or shares can be purchased.

Grace Period means 90 days from the day You cease to have an Adviser. These 90 days are to enable You to appoint another Adviser.

HMRC means His Majesty's Revenue & Customs.

Inactive ISA Portfolio is a JISA Portfolio that automatically converted to an ISA Portfolio on the Account Holder's 18th birthday and where the Account Holder is

- a non-UK resident and therefore does not qualify for an ISA Portfolio, or
- has not signed and returned the Product Portfolio Client Declaration (LF01069) and accepted the ISA Portfolio Terms and Conditions (LF01063).

Investment refers to the assets held within the JISA Portfolio such as Exchange Traded Instruments, units/shares in Funds and cash.

Investment Trust means a form of closed ended Fund that is constituted as a public listed company.

ISA Portfolio is Aviva's Individual Savings Account.

JISA Portfolio is Aviva's Junior Individual Savings Account.

Limit Order means the dealing instructions issued to Us to execute buy orders below a specified price and sell orders above a specified price.

LSE means London Stock Exchange.

Model Portfolio means a list of specific Funds/cash/assets with set percentage allocation at commencement. Subject to permissions, Your Adviser can manage the Account Holder's Model Portfolio. Alternatively, Your Adviser may outsource the management of the Account Holder's Model Portfolio to a Discretionary Investment Manager.

MyAviva is an Online Service which allows You to view and manage Your Aviva Platform products. This includes any JISA Portfolio(s) you manage on behalf of a child.

Nominee Company means a company in whose name some of the Investments purchased for the Account Holder will be registered.

Non-Advised Client means any time during the term of the JISA Portfolio when You no longer have an appointed financial Adviser acting on Your behalf in respect of the JISA Portfolio.

OEIC stands for Open Ended Investment Company. They are professionally managed collective investment schemes that pool your money with other investors.

Online Service means MyAviva, the service which enables You to view the JISA Portfolio.

Order Execution Policy (OEP) means Our documented policy which outlines the steps We take, in accordance with applicable regulations, to ensure that We achieve the best possible results for the Account Holder when carrying out trades on their behalf.

Parental Responsibility

- The Account Holder's natural parent.
- A person who has legally adopted the Account Holder.
- A person who has been granted Parental Responsibility by the courts.
- A local authority that has Parental Responsibility for an Account Holder in its care.
- The Share Foundation.

Payments means the amount paid into the JISA Portfolio and includes, as appropriate, single lump sum Payments, regular Payments and transfer Payments (including Unit Transfers) from other product providers made into the JISA Portfolio. All Payments must be made in Sterling. For a Payment to be made within a particular Tax Year, the funds must be received within that Tax Year, otherwise it will be made in the following Tax Year.

PRA means Prudential Regulation Authority.

PTM means Panel on Takeovers and Mergers.

Receiving Platform means the investment platform that receives Investments from a Transferring Platform in the event of a transfer.

Registered Contact means the applicant named on the JISA Portfolio application form, or a subsequently dated Change of Registered Contact Form, as having Parental Responsibility for the Account Holder.

Regulations means any rule or Regulation issued by any authority, body or person having responsibility for the supervision or regulation of any of the activities carried out by Us.

Regulator means any authority, body or person, who has had responsibility for the supervision or regulation of any regulated activities or other financial services, whether in the UK or overseas.

SDRT means Stamp Duty Reserve Tax.

Settlement Date means the date by which We get paid or We pay the Account Holder for any investment transactions of their account.

Sterling is the UK currency. Your investments will be denominated in sterling.

Tax Year means the Tax Year 6th April to 5th April.

Trading Cap means a limit above which We won't trade. For example only, if the cap is £10 million We will not take any more trades if the net trading in a day exceeds that limit.

Transferring Platform means the investment platform that transfers Investments to a Receiving Platform in the event of a transfer.

Unit means a unit representing a right to or interest in Investments.

Unit Transfer means the transfer of an Investment other than cash from one investment product to a similar investment product with another provider. This is also known as an 'in specie' or 're-registration' transfer.

You/Your means the person who manages the JISA Portfolio account and investments for the beneficial ownership of the Account Holder.

1. Eligibility

The Registered Contact can be any person

- over the age of 18
- who is a UK resident, and
- has Parental Responsibility for any eligible child.

The Registered Contact will manage the account on behalf of the child who will be the Account Holder.

The JISA Portfolio must have a Registered Contact at all times to allow money to be paid in.

This is an advised product and only available through a registered Adviser.

A child is eligible for a JISA Portfolio if:

- they're under 17 years of age
- they don't have a Child Trust Fund (CTF) account, and
- they're a resident in the UK at the time of application or a UK Crown servant or a dependant of a Crown servant.

2. Fairness of terms

When making decisions and exercising discretions given to Us under these Terms and Conditions, We will act reasonably and with proper regard to the need to treat the Account Holder and Our other customers fairly.

These Terms and Conditions will only apply to the JISA Portfolio provided they are not held by a relevant court or viewed by the FCA or by Us to be unfair contract terms. If a term is unfair it will, as far as possible, still apply but without any part of it which causes it to be unfair.

3. Ownership of investments, voting and documentation

Investments held in the JISA Portfolio are generally held in the name of a Nominee Company. ETIs are held in the name of the Nominee Company of Our nominated stockbroker. All other investments are held in the name of Aviva Client Nominees UK Limited. However, the Account Holder remains the beneficial owner of the Investments.

Aviva Client Nominees UK Limited is not an authorised company under the Financial Services and Markets Act 2000 but Aviva Wrap UK Limited accepts full responsibility for the acts and omissions of the Nominee.

In the unlikely event of default by any Custodian, any shortfall in Investments may be shared pro rata amongst investors.

Where any of the Investments are held with a sub-Custodian, Nominee, depository or settlement system, You agree that such third party (or any person to whom We have delegated the holding of the Investments) may have a security interest, lien (a legal claim to secure the payment of debt owed), right of set off, or similar rights over the Investments under the standard terms of such third party (or other Person) where such rights are routinely needed by such third party (or other person) to cover exposures incurred due to the services it provides. This is only to the extent permitted by FCA rules (except where rights are on different terms because the law of another country applies where the Assets are held by such third party or person).

You may not transfer any interest in the Investments or use them as security for a loan or create any legal charge over them. Any certificates or other documents evidencing title will not be lent to third parties or used as security for borrowing. They will be held by Us or to Our order in safe custody.

As Investments will be registered collectively in the same name, they may not be identifiable by separate certificates or other physical documents of title. In the event of Our default, any shortfall in Investments may be shared pro rata amongst investors.

No voting right will be exercised on the Account Holder's behalf for any of their Investments. This means that where an Investment is subject to a vote, You will be bound by the decision taken by other eligible shareholders. If You wish to attend or vote at any general meetings which are called relating to the investments then You should write to Us.

We will contact Your Adviser to inform them of any Corporate Actions and if You are a Non-Advised Client We will contact You to inform You of any Corporate Actions.

In the event of a holding being subject to an elective Corporate Action We will endeavour to process the event in accordance with Your wishes, subject to there being sufficient cleared funds within the Cash Account. In such instances We will contact You or Your Adviser with the details of the Corporate Action. Where no such instruction is received within the specified time limits We will allow any accumulated rights to lapse and will not be held liable for any losses, direct or indirect, which may subsequently arise.

We will claim for the Account Holder any dividends, to which they are entitled, from the counterparty (that is, the person selling the ETI) to the transaction. We will always apply the cash sums to the Cash Account of the JISA Portfolio. These Payments will be listed in Your regular statements.

From time to time You may be advised of changes applicable to ETIs or Funds that are held within the JISA Portfolio. For example, rights issues and Fund name changes. While We will endeavour to provide You with sufficient time to consider and respond, the time within which You have to communicate Your response may be limited and is out of Our control. In extreme circumstances this may mean that You are unable to respond within the timescales provided. We will not be held liable for any losses, direct or indirect, which may subsequently arise.

4. Opening a Junior ISA Portfolio

The account will be in the Account Holder's name. To apply for the JISA Portfolio, Your Adviser will complete and submit to Us an online application on Your behalf. This is known as a straight through online application. Aviva's acceptance of the application is

subject to Our discretion. In addition to the online application Your Adviser confirms to Us that You have signed the Aviva Declaration. The JISA Portfolio shall commence when We are in receipt of both the online application and the Payment. However, for Unit Transfers the JISA Portfolio commences upon receipt of such Unit Transfer.

We will invest the money on receipt of cleared funds and the online application from Your Adviser. For a Payment to be applied within the relevant Tax Year, funds must be received before the end of that Tax Year, otherwise the Payment will be applied in the following Tax Year. You may be required to sign a declaration which may be forwarded to Us by Your Adviser but receipt of this by Us shall not delay the Investment.

We allow third party Payments to be made into the JISA Portfolio subject to our discretion.

Transfers of existing JISAs will be arranged with the existing plan manager. Once the JISA has been transferred, the JISA Portfolio will be subject to these Terms and Conditions.

Details of the minimum and maximum Payments can be found in the **Junior ISA Portfolio Client Guide** (LF10285). This Guide is for information purposes only and does not form part of this agreement.

We will provide You with an acknowledgement once the JISA Portfolio is open.

In opening the JISA Portfolio You agree to Us making information regarding the JISA Portfolio available online to You, Your Adviser and Aviva.

In order to view this information online You will be required to register for Our Online Service.

We may accept Your application subject to these Terms and Conditions although We reserve the right to reject an application, including where You or Your Adviser have provided inaccurate information to Us. If at the time We reject Your application Your money has cleared, this agreement will be void from the outset and We will return You to Your pre-agreement position less any Adviser charge paid or any reduction in value due to market movement.

5. Subsequent JISAs

An Account Holder can only hold one of each type of JISA, one cash JISA and one stocks and shares JISA. However, a Registered Contact can be a Registered Contact for multiple JISAs, with Aviva and externally.

6. Security

When the JISA Portfolio is opened, You will be able to view the JISA Portfolio through Our Online Service. You will be able to choose a password to access Our Online Service. You should keep Your password secret and not disclose it to any other person. You should take all reasonable steps to prevent disclosure of Your password. We cannot be responsible for any losses incurred if You have not kept Your password secret.

You must tell Us as soon as possible if You become aware that someone else knows Your password or if an unauthorised person is trying to access the JISA Portfolio.

You must not permit any other person to access the JISA Portfolio using Your password.

When the Account Holder reaches 18, as the Registered Contact, Your access to the JISA Portfolio through Our Online Service will be removed automatically. Once registered, the former JISA Portfolio Account Holder will then be able to access their account through Our Online Service.

7. Cash

The JISA Portfolio has a Cash Account.

(i) Cash Account – general

Cash within the JISA Portfolio will be held in one or more client money bank account(s) with external account providers of Our choice. This cash will be held in accordance with the FCA client money rules, as amended from time to time. The interest rate is variable and can be zero, negative or positive. A negative interest rate means that there is a cost of depositing money with the banks. To the extent permitted by the FCA rules, We may hold a proportion of the cash on a fixed term deposit or in a notice account of up to 95 days. We do this so We are able to obtain better interest rates. Placing cash on a fixed term deposit or in a notice account means that the funds cannot be withdrawn until the expiry of the relevant fixed term or notice period. We manage the cash in order to ensure that there are sufficient funds available to satisfy customer demand, so this should not affect Your ability to withdraw money. However, there is a risk that Your access to cash is delayed in the event of a significant increase in demand. In the event of Our failure, there may be a delay in distributing the client money We hold as this process would need to take account of any notice period. If any of the notice account providers fail and the notice period isn't waived, You may have to wait up to 95 days to get that part of Your money back. We won't be responsible for the default or failure of a bank. You can find the Cash Account's current interest rate and details of the external account providers online at [aviva.co.uk/bank-interest-rates](https://www.aviva.co.uk/bank-interest-rates)

Interest will be credited to or deducted from (if the rate is negative) the Cash Account monthly on or around the 1st of each month. We calculate interest based on the Cash Account balance. If the amount We actually receive from whichever bank provides the account is less than We've calculated, the Account Holder will keep the difference. However, if the amount We receive from the bank is higher than We've calculated, We will keep the excess and it will not be paid to the Cash Account and will not be the Account Holder's money.

Interest on monies held in the Cash Account within the JISA Portfolio is paid gross.

The Cash Account should not be seen as a long-term Investment and Clients should not look to hold uninvested monies in the Cash Account on a regular basis or for any prolonged time period. If the Account Holder is invested in assets, such as ETIs, these types of assets can't be easily liquidated for the purposes of ensuring the Cash Account has sufficient funds to pay any charge(s).

Although very unlikely, it's possible We could make an administrative error to the Account. We will take all reasonable steps to rectify this. We will rectify this by making a correction to the Account. We reserve the right not to make a correction where the value of the error is less than £10. We will incur administrative costs through making the correction.

(ii) Cash Account – balances

All cleared Payments will be initially credited to the Cash Account. Cash may also be credited to this account by Us, for example by way of distribution Payments or interest Payments, income, or if investments are sold without making further purchases.

The balance of the Cash Account(s) will be shown on the account statements and on Our Online Service.

(iii) Cash Account - payment of charges

We will take all Our charges from the Cash Account. Details about the operation of these are set out in **section 24 Charges**.

(iv) Unidentified cash

If We receive a Payment and We are not provided with sufficient information to identify that this is intended to be for the Account Holder's benefit then this may be returned to the source.

8. Payments

Either You or a third party Family Member acting on Your behalf (subject to our agreement) can make Payments into the JISA Portfolio.

Single Payments, additional single Payments and transfer Payments may be paid at any time.

We collect regular Payments by direct debit on the date stated on Your online application submitted by Your Adviser. Payments can be made monthly, quarterly, half yearly or yearly and will be collected on the agreed date each time. It should be noted that it will take Us up to 10 Business Days to set up the direct debit following receipt of Your online application. For Direct Debit and Immediate electronic Payments funds will clear within three Business Days of the crediting of monies to the Cash Account to be invested.

Cheques shall be banked within one Business Day following receipt by Us of the cheque and it will take four Business Days for cheques to clear.

Acceptance of all Payments is subject to Our requirements relating to minimum size of Payment, the type of Payment (single, regular etc), and means of Payment.

Once a Payment is made to a JISA Portfolio, the cash, and any Investment bought with the cash, are owned by the Account Holder. Once a Payment is made it can't be refunded as it's considered as a gift to the Account Holder, unless the JISA is cancelled during the cancellation period. Please see **section 30 Cancellation** for more information.

9. Transfers in

It should be noted that whilst there is a large range of Investments available there may be occasions when a particular Investment cannot be accepted by way of a Unit Transfer.

As it's only possible for a child to have one of each kind of JISA (a cash and/or stocks and shares JISA), transfers in from a cash JISA would be possible at any time, but a transfer in from an existing stocks and shares JISA would only be possible at the time of setting up a new JISA Portfolio.

If You ask Us to transfer any of the Account Holder's Investments to the Aviva Platform from a Transferring Platform, You may choose for the transfer to be carried out by way of a Unit Transfer. You can do this provided:

- the Aviva Platform has the same Investments and
- that there are no circumstances outside of Our control which would prevent a Unit Transfer.

Where We receive an instruction from You, or given on Your behalf, to carry out a Unit Transfer of any Investments held with a Transferring Platform to the Aviva Platform (as Receiving Platform), We are entitled to treat that instruction as providing Us with Your express authority to instruct the Transferring Platform:

- to request the Fund manager of each such Investment (to the extent the Transferring Platform is entitled to do so) to carry out any conversion to a Unit class that is available on the Aviva Platform and

- to take any other reasonable steps to bring about that conversion, in each case, as required to enable a Unit Transfer of any such Investments.

Where We receive an instruction given by You, or on Your behalf, to convert Units in the Investments into Units of a Discounted Unit Class as part of a Unit Transfer of any Investments held with a Transferring Platform to the Aviva Platform (as Receiving Platform), We are entitled to treat that instruction as providing Us with Your express authority:

- to request the Fund manager of each such Investment (to the extent We are entitled to do so) to carry out the conversion to that Discounted Unit Class; and
- to take any other reasonable steps to bring about that conversion.

An instruction will be treated as given on Your behalf where it's provided:

- by Your Adviser;
- where the Aviva Platform is the Receiving Platform, by the Transferring Platform;

unless, in any of these cases, We reasonably believe that person or entity does not have authority to provide the instruction on Your behalf.

During a Unit Transfer, there may be a period between the point of transfer and completion of the Unit conversion process, where the Account Holder may incur a more expensive charge from the Fund manager. There may also be a period of time where the Units being converted are not available to trade. Certain Fund managers may charge a fee for re-registering assets and such fees will be deducted from the JISA Portfolio.

Where transfers between different portfolios on the Aviva Platform are permitted, We reserve the right to enforce a minimum transfer amount. For details of the current minimum transfer amounts, please refer to the **Junior ISA Portfolio Client Guide** (LF10285). This Guide is for information purposes only and does not form part of this agreement.

Your Adviser may transfer the JISA to Us either in cash or by way of Unit Transfer, subject to these Terms and Conditions and the transferring manager's approval. Please note We will accept only full transfers of Payments made previously. Partial transfers are not permitted.

For JISA cash transfers, once the JISA Portfolio is open We will buy the Investments Your Adviser has instructed Us to buy in Your online application.

Any residual payments received from the Account Holder's old plan manager after the JISA Portfolio has been opened, such as distributions, will be held temporarily in cash in the Cash Account until We receive instructions from Your Adviser.

10. Model portfolios and portfolio rebalancing

When You invest in the JISA Portfolio via Your Adviser they may invest the JISA Portfolio into one or more Model Portfolio(s). The Account Holder's Model Portfolio(s) record(s) the Investments Your Adviser has selected in their set proportions. Subsequent Payments into the JISA Portfolio(s) are invested in accordance with the Model Portfolio(s) unless You or Your Adviser informs Us otherwise.

Over time, as a result of varying Investment performance, the proportions of Investments in the JISA Portfolio will change in relation to the Account Holder's Model Portfolio(s). Your Adviser may at any time rebalance Investments in line with the Account Holder's Model Portfolio(s). This will involve switching. Your Adviser may also instruct Us to automatically rebalance the JISA Portfolio at a frequency or set levels Your Adviser specifies.

It's not possible to hold direct UK government bonds or corporate bonds in a Model Portfolio.

11. Discretionary investment managers

The Investments can be managed through Your Adviser or through a DIM or a combination of both.

Where You wish to invest via a DIM Model Portfolio, You are required to appoint a DIM from the Aviva approved panel and to enter into a DIM agreement and agree the DIM charges which shall apply. You will need to arrange this through Your Adviser. You authorise Your DIM to act on Your behalf and instruct Aviva in respect of the portion of the JISA Portfolio holding invested with that DIM.

We may accept Your application subject to these Terms and Conditions although We reserve the right to reject an application. Aviva will accept instructions from Your Adviser and/or Your DIM on this basis.

If at any time Your Adviser changes Your DIM, You are required to sign a replacement DIM agreement with that new DIM and agree the replacement DIM's charges. Aviva will allow DIMs to access the Aviva Platform to load and manage their Model Portfolios. Aviva will manage who has access, and enter into a legal agreement with each DIM. Where such agreement isn't entered into the DIM won't have access to the platform and won't be able to manage the JISA Portfolio.

Where agreed, the DIM will then be able to create any number of models, and manage these models accordingly.

The DIM is responsible for allowing their Model Portfolios to be accessed by Your Adviser. The Adviser will be granted permission by the DIM. Once access is granted the Adviser will be able to select the appropriate Model Portfolio(s) for the Account Holder.

DIMs may charge You for using their Model Portfolios. Where a charge does apply, this is deducted monthly from the Cash Account. Each DIM sets the charge for their Model Portfolios. If a DIM changes their charges, they will tell Your Adviser and You may be required to sign a replacement DIM Agreement.

Your DIM is responsible for managing those assets within the JISA Portfolio that Your Adviser allocates to them. By appointing a DIM, via Your Adviser, You give the DIM authority to place orders with Us on Your behalf. We will act as if this is a direct instruction from You without Us assessing the suitability of the order given. Your DIM is responsible for checking the suitability of an order they submit and the accuracy of its execution. If an error is made by Your DIM, Your DIM is responsible for ensuring that it is corrected. Aviva is not responsible for any loss incurred to the JISA Portfolio as a result of any errors by Your DIM.

Your DIM will continue to have authority to act on Your behalf until:

- Your Adviser, acting on Your instruction, ends the authority; or
- We end the authority of a DIM to manage Investment for any Client on the JISA Portfolio; or

- Your DIM ends their relationship with You or Us; or
- You end the DIM authority; or
- Your death; or
- the Account Holder's 18th birthday.

12. Trading

When dealing in Investments for the Account Holder, We must be in receipt of a valid instruction from You, Your Adviser or DIM, as appropriate.

As the JISA Portfolio is aimed at clients with Advisers, We may only accept instructions direct from You in exceptional circumstances where You are unable to place an instruction through Your Adviser. However, We cannot accept an instruction to buy or switch into ETIs or Model Portfolios directly from You; the instruction must be placed by Your Adviser.

Where an instruction has been received direct from You, We will not permit the purchase of any financial instrument which is deemed to be complex under FCA rules.

For lump sum investments, We will purchase Your chosen Investments for the JISA Portfolio only when Payment(s) can be treated as cleared funds. For cheques generally this will be four Business Days after receipt. For direct debits and immediate electronic Payments this will be within three Business Days of the crediting of monies to the Cash Account.

Where an electronic Payment fails any trade connected or associated with that Payment will also fail. If You wish any such trade to continue You, Your Adviser or DIM must submit a new instruction for that trade to take place once sufficient funds are in place.

Where the trade is reliant upon a regular Payment being made, this trade is placed on the first Business Day after the collection date of the Payment. If the means of Payment fails, then any Investment made with such a Payment will be cancelled and We reserve the right to deduct any shortfall from the JISA Portfolio.

We will not apply any discretion when dealing on Your behalf nor accept liability for any losses, direct or consequential, which the Account Holder may realise as a result of the Investment decisions made by You or in conjunction with Your Adviser or DIM.

The sale proceeds are held in cash in the JISA Portfolio Cash Account where You, Your Adviser or DIM have instructed Us to sell but have not provided instructions to reinvest, withdraw or close the JISA Portfolio.

Where We receive an instruction which is unclear or ambiguous in nature, We reserve the right to take no action until We have received clarification from You, Your Adviser or Your DIM.

Trading Funds

When trading for the Account Holder, deals may be aggregated with those of other investors because We reasonably believe that such aggregation will work to their advantage. You should be aware that on some occasions it is possible that such aggregation may work to the Account Holder's disadvantage.

Where aggregation results in a small amount of cash that cannot be reasonably allocated to individual investors, We will move the money to Our own bank account and pay it to Our chosen charity annually. If aggregation results in a small asset holding that cannot be reasonably allocated to individual investors We, as agent, will sell the asset and pay the proceeds to Our chosen charity annually.

Aggregation may result in a Dilution Levy being triggered. This is usually no greater than 1% of trade value.

Following receipt of cleared funds and a valid online sale or purchase order, trades may be aggregated with those of other investors. We will normally aggregate trades as appropriate on each Business Day and then pass these to the relevant Fund manager(s). These will then be executed in accordance with each Fund manager's execution policy. For some Funds the next available valuation point may be later than one Business Day following aggregation. For further details around Our Aggregation policies, please refer to the latest Order Execution Policy which you can obtain from Your Adviser or online at [aviva.co.uk/best-execution-policy](https://www.aviva.co.uk/best-execution-policy)

In exceptional circumstances where You are unable to instruct Your Adviser to execute Your instruction through the Aviva Platform, We may accept Your instruction direct from You. Execution of Your instruction will take longer and We may require additional information from You. This is because additional manual work is required by Aviva to check and execute the instruction. Further details can be found in the latest Order Execution Policy.

Some Funds may have a minimum trade value. If a trade is placed for less than this amount, the trade may be rejected or held as pending until We receive further trades that meet this minimum amount from You or other investors. If We experience any difficulty in trading for the Account Holder promptly, We will inform You, Your Adviser or DIM within five business days of identifying the issue. When investing in Funds We will purchase the share class that You select. If You select a net paying share class within the JISA Portfolio We will reclaim tax where appropriate for the Account Holder. However, in a number of cases gross paying share classes are available. Please discuss with Your Adviser the availability of these before investing.

For some Funds it may not be possible to buy or sell the Investment on every Business Day as they may have different trading frequencies and different settlement periods. This could mean any Payments made may not be invested straight away.

Exchange Traded Instruments (ETIs)

Investments can be made in Equities, Investment Trusts and ETFs. Access to other Exchange Traded Instruments may be available at Our discretion.

You can only buy or switch into ETIs where the instruction is made through Your Adviser.

All orders will be placed with Our nominated stockbroker. Further details of this are available on request.

A PTM levy may be payable for trades in securities of companies which are incorporated in the UK, the Channel Islands, or the Isle of Man. SDRT may also be payable on transfer of registered shares when effected through an electronic settlement system.

Both the PTM levy and SDRT will be payable at the prevailing rate at the time. Further details are available from Your Adviser.

All orders and valuations will be in Sterling only. If an ETI is inadvertently acquired which is not eligible to be held through the Aviva Platform, for example, acquiring a non-Sterling ETI as the result of a Corporate Action, this will be sold and the proceeds, in Sterling, will be paid into the Cash Account at the earliest reasonable opportunity. Settlement of transactions will be due for settlement in full on the Settlement Date, which will be in line with the market settlement terms of each asset.

We will allow Our nominated stockbroker to hold the Account Holder's client money in the course of settling purchases or sales You have instructed Us to carry out or in receiving income due to the Account Holder.

All exchange transactions will be subject to the rules, regulations, customs and market practice of the exchange on which the transaction is being carried out and all applicable regulations will be binding on You. There may be occasions where Your order is executed outside of a regulated market or multilateral trading facility to aim to achieve the best possible result in executing Your order.

There may be minimum trading amounts for trading in ETIs, so please check this with Your Adviser. In most cases only whole shares/units are available. Where trades are instructed resulting in residual cash, this amount will remain in cash until further instructions are received or future purchases are made.

In some circumstances, due to stockbroker aggregation, there may be residual units after disaggregation has taken place. In these cases We will sell the surplus units and return the proceeds to the impacted Clients on a pro rata basis.

In some cases, We may defer the purchase of ETIs, where We reasonably believe that level of trading will breach Our Trading Cap with Our nominated stockbroker.

Market Orders and Scheduled Market Orders

Market orders are placed online outside of a Model Portfolio and are immediately sent to Our nominated stockbroker to be executed.

All orders including regular orders made within a Model Portfolio, will be instructed as scheduled market orders.

Scheduled market orders are placed online and submitted to Our nominated stockbroker three times a day at 10am, 1pm and 3pm.

It may also be a policy of Our nominated stockbroker that orders will be aggregated. This means that the price of securities may rise or fall in the period between the receipt of Your order and the time it is actioned. Events which could result in a different price being secured include but are not limited to:

- trades instructed outside normal market size resulting in a price which is different from that which would have prevailed on a single deal; and/or
- a delay between orders being placed with Us and then being placed in the market whilst market movement takes place, resulting in price movements which could be either favourable or unfavourable; and/or
- PTM levies being triggered for trades over £10,000.

For Model Portfolios only, scheduled market orders in ETIs will be aggregated where multiple deals in the same ETI exist.

These deals will be sent to Our nominated stockbroker for completion. Once we receive the price from Our nominated stockbroker, We will disaggregate the shares/units purchased and allocate the Account Holder the maximum number of shares/units for their order.

Where excess shares/units exist due to aggregation these will be allocated to the JISA Portfolio based on the value of the order. A maximum of one additional share/unit will be allocated to investors with the highest value orders until all excess shares/units have been allocated. If the JISA Portfolio receives an additional share/unit the Account Holder will be charged for this additional share/unit based on the price received from Our nominated stockbroker.

Quote and Deal

Quote and Deal allows Your Adviser to trade on a real time basis for individual transactions. Your Adviser will be provided with a real time price at which they can place a trade on Your behalf. However, it may not be possible to buy or sell at that price at all times, due to external factors beyond Our control. Examples of such external factors may include:

- market liquidity; and/or
- trade size; and/or
- volatility of the stock

which mean a trade cannot be placed and may be deferred or cancelled.

We shall not be liable for any loss or loss of opportunity suffered by the Account Holder, whereby the value of Investments could have been increased, or for any decline in the value of Investments due to such deferment or cancellation of a trade.

Limit Orders

When dealing with ETIs, We may accept Limit Orders where You place limits on the price You are prepared to accept for a deal, provided that the order is above any minimum level We set from time to time. Any such order will be valid for a maximum of 30 days and defined by Your Adviser. We will aim to facilitate the earliest possible execution of Limit Orders. A Limit Order is not guaranteed to be completed. A Limit Order will usually only be completed if price reaches the specified limit price within the timescale specified by You. Note that even if this occurs a trading opportunity could be missed if price moves away from the limit price before it can be completed or there are not enough buyers or sellers at that particular price level. If We are unable to execute a Limit Order under prevailing market conditions We are required to make the Order public ahead of execution, except where You agree that We do not need to do this. We consider that it is in the Account Holder's best interests if the appointed stockbroker uses their discretion as to whether or not we make such Orders public, taking into account what We believe to be the Account Holder's best interests. You expressly give Us permission not to make the unexecuted order, or any part of it, public in these circumstances. Where We are unable to complete the Limit Order due to circumstances outside Our control, We reserve the right to cancel it.

We shall not be liable for any loss or loss of opportunity suffered by the Account Holder as a result of Us cancelling a Limit Order.

13. Switching

You may instruct Us to sell Investment(s) and reinvest the proceeds in another Investment(s). On receipt of Your instructions, Your Adviser will instigate the online sale of the specified Investments followed by the purchase of the specified new Investments.

In exceptional circumstances where You are unable to instruct Your Adviser to execute Your instruction through the Aviva Platform, We may accept Your instruction direct from You, with the exception of requests to switch into ETIs. Execution of Your instruction will take longer if You have instructed Us directly and We may require additional information from You. This is because additional manual work is required by Aviva to check and execute the instruction. Further details can be found in the latest Order Execution Policy.

Please note that where applicable, purchase orders will be placed once all sale prices have been confirmed on the account. There may therefore be incidences where the Account Holder is disinvested for a period and subject to potentially adverse market movements. We will not be liable for any losses arising during this period.

There are no additional Aviva charges levied for switching. There may be transactional costs where applicable. Details of these costs can be found in the **Junior ISA Portfolio Client Guide** (LF10285). This Guide is for information purposes only and does not form part of this agreement.

We may defer the purchase of units in a Fund or the purchase of ETIs pending receipt of the proceeds of the related sell instruction, where We reasonably believe that the level of the assets, which We are required to hold in respect of Our customers, may adversely affect Our liquidity.

14. Best execution

When dealing with Your order to buy or sell Investments, We will use all reasonable endeavours to achieve the best possible result for the Account Holder under the circumstances.

In respect of orders relating to Funds, the only method available for dealing with most of these in practice is to transmit them to the Provider of Your chosen Fund. Therefore the Fund provider (or their agent) is the only Execution Venue that will be used.

Regulations require Us to consider various execution factors in deciding how best to execute Your order. These include price, cost, speed, likelihood of execution and settlement, size, nature and other relevant matters. Normally We would consider price to be the most important factor. However, for Investments in Funds, there will only be one Execution Venue that We can use in practice to deal with Your order and there will only ever be one price; the price of the underlying assets. We also take the above factors into account when appointing a nominated stockbroker.

We will monitor the effectiveness of Our Order Execution Policy and arrangements to ensure that We continue to obtain the best possible result for the Account Holder. We will notify You of any material changes to Our policy and arrangements where they are relevant to the Account Holder.

Please note that Our Order Execution Policy does not apply when a specific instruction is given by You, Your Adviser or DIM as to how orders should be dealt with. This may prevent Us from taking steps designed to obtain the best possible result for You.

If you would like a copy of our Order Execution Policy, please contact Your Adviser.

15. Transfers out

You may instruct Us at any time to transfer out all of the JISA Portfolio to another plan manager, subject to the agreement of that plan manager. On Your instructions, the JISA Portfolio will be transferred to the new JISA manager. We will aim to complete the transfer request within 28 days of receiving everything we need to process the transfer. We, or the new plan manager, may require any transfers out to be in cash. All transfers will be processed in accordance with the JISA Regulations applying to transfers.

Partial transfers are not permitted.

If You ask Us to transfer any of the Investments from the Aviva Platform to a Receiving Platform, You may choose for the transfer to be carried out by way of a Unit Transfer, provided the Receiving Platform has the same Investments and that there are no circumstances outside of Our control which would prevent a Unit Transfer.

Where We receive an instruction from You, or given on Your behalf, to carry out a Unit Transfer of any Investments held with Us on the Aviva Platform (as Transferring Platform) to a Receiving Platform, We are entitled to treat that instruction as providing Us with Your express authority:

- to request the Fund manager of each such Investment (to the extent We are entitled to do so) to carry out any conversion to a Unit class that is available on the Receiving Platform; and
- to take any other reasonable steps to bring about that conversion.

An instruction will be treated as given on Your behalf where it is provided:

- by Your Adviser;
- where the Aviva Platform is the Transferring Platform, by the Receiving Platform;

unless, in any of these cases, We reasonably believe that the person or entity does not have authority to provide the instruction on Your behalf.

During a Unit Transfer, there may be a period between the point of Unit conversion and completion of the transfer process, where the Account Holder may incur a more expensive charge from the Fund manager. If You have questions, Your Adviser will be able to give You details. There may also be a period of time where the Units being converted are not available to trade.

16. Withdrawals

Under the Regulations We are not able to pay income payments, regular withdrawals or single withdrawals from the account except:

- on or after the Account Holder's 18th birthday
- on closure of the JISA Portfolio
- to meet certain provider management charges and other specific expenses
- where a terminal illness claim made on behalf of the Account Holder has been agreed with HMRC.

17. JISA Portfolio maturity process 6 months prior to the Account Holder's 18th birthday

You and the Account Holder will receive a JISA Portfolio maturity letter for the Account Holder which will include important information and steps required for the Account Holder to manage their ISA Portfolio upon conversion.

Your Adviser will also be notified of the upcoming ISA conversion.

A new Adviser agreement will need to be in place between the Account Holder and the Adviser on file before any Adviser fees and DIM fees can be paid from the ISA Portfolio.

18. The Account Holder's 18th birthday

When the Account Holder reaches their 18th birthday the account will cease to be a JISA Portfolio.

As the Registered Contact, Your access to the JISA Portfolio through Our Online Service will be automatically removed and You will no longer be able to view or manage the ISA. You will, however, still be able to view any products You have with Aviva.

The JISA Portfolio will automatically convert into an Inactive ISA Portfolio. Any investments held on that date remain in the tax-free ISA wrapper until the account is closed.

The former JISA Portfolio Account Holder will be subject to any AML or verification checks in order to make a withdrawal or qualify for an ISA Portfolio.

If the ISA Portfolio remains Inactive the Account Holder will only be permitted to make a full withdrawal of the cash.

Active ISA Portfolio Account Holders will need to register with Our Online Service to be able to view the policy.

The ISA Portfolio is an advised product. The financial Adviser on file will continue to be the servicing Adviser on the ISA Portfolio unless We are otherwise instructed. Any Adviser fee and DIM fee will be cancelled and would need to be re-agreed between the Account Holder and the Adviser on file before any further fees can be paid from the ISA Portfolio.

Please refer to Schedule 1 in the **ISA Portfolio Terms and Conditions** (LF01063) for details on Non-Advised Clients.

19. Non-UK resident Account Holder on their 18th birthday

To open a new JISA Portfolio the Account Holder and the Registered Contact must be UK residents. However, if the Account Holder moves abroad during the term of the JISA, it will remain open and can continue to receive contributions from a UK bank account.

On the Account Holder's 18th birthday, when the JISA Portfolio converts to an ISA Portfolio the Account Holder must be a UK resident to qualify for an Active ISA Portfolio. If the Account Holder does not qualify for an Active ISA Portfolio, they will only be permitted to make a full cash withdrawal to a UK bank account. The account will then be closed.

20. Fund and ETI information

If You request, where such information is published and available, We shall arrange for You to receive copies of the long or short form annual and half-yearly managers' report, the prospectus and any other information issued or available to investors.

21. Terminal illness

The Registered Contact of the Account Holder who is terminally ill may make a claim to HMRC to be allowed access to the funds in the Account Holder's JISA Portfolio. If the claim is agreed, HMRC will issue a letter to the Registered Contact informing them that the funds in the JISA Portfolio can be withdrawn.

The Registered Contact or parent must provide Aviva with a copy of the letter as proof of agreement. The Registered Contact may only withdraw money from the JISA Portfolio on behalf of the Account Holder. The withdrawal will be in cash as Aviva doesn't allow the Investments in the account to be transferred to the Registered Contact directly.

Please speak to your Adviser for further information.

22. Death of Account Holder

Upon notification of the Account Holder's death, investments will be sold down into cash. A cheque will be sent to the Account Holder's parents or the estate beneficiary who inherits the Account Holder's estate. Any Payments made after the date of death will not be valid Payments to the JISA Portfolio. HMRC does not need to be informed of the death however the Registered Contact should inform Us so we can close the account.

We and/or the Adviser will require a copy of the original death certificate upon which all instructions pending and received after

will be cancelled and We will not accept any new instructions from You.

Where We have paid any tax reclaims to the account after the date of the Account Holder's death, We will deduct the amount of such tax reclaims from the proceeds of the sale of the units held in the account prior to payment.

Upon notification of death of the Account Holder, We will tell the Account Holder's legal personal representative what Our requirements are to allow the account to be closed and the proceeds in cash to be paid to the legal personal representative.

The JISA Portfolio tax-efficient status will end on the death of the Account Holder and any dividends and interest received after that may be subject to income tax and any gains may give rise to capital gains. You can find the full details from Your Adviser.

23. Death of Registered Contact

The JISA Portfolio is an advised product and needs a Registered Contact to manage the account.

If a Registered Contact dies a new one must be appointed. No money can be paid into the JISA Portfolio until a new Registered Contact is appointed. Please speak to Your Adviser or contact Aviva for more information.

24. Charges

The following section details the charges that may apply to the JISA Portfolio. Any charges taken by Us may be taken by Aviva Wrap UK Limited or any of the companies included within the "Aviva/Us/We/Our" definition of these Terms and Conditions on the authorisation of Aviva Wrap UK Limited.

We may vary the charges for the following reasons:

- to reflect, in a proportionate manner, changes in costs relating to taxation, the law or decisions or recommendations of an ombudsman, Regulator or similar person; or
- to respond, in a proportionate manner, to changes in the costs which We reasonably incur in carrying out the administration of the JISA Portfolio.

We will notify You at least 30 days before any change to the Aviva charge has any effect on the Account Holder.

Any applicable Adviser or DIM charges will cease when We receive notification of Your or the Account Holder's death. Any Fund manager charges, however, will continue to apply in the period between Your or the Account Holder's death and disinvestment.

(i) Aviva charge

If an Aviva charge is applicable to the JISA Portfolio, this is deducted on a monthly basis and is calculated on a daily basis as a percentage of the average JISA Portfolio value on each day including any new money allocated but not yet cleared in the Cash Account (We reserve the right to vary this).

The charge, if applicable, is calculated based on the value of all the assets in the JISA Portfolio. For further information, please see the illustration for the charge rate applicable and the transaction history for the actual charge, or talk to your financial adviser.

(ii) Transfers

There are no Aviva charges for transfers to or from other product providers. However, where there are additional third party charges, We reserve the right to pass these onto the Account Holder.

(iii) Adviser Charges

Ongoing Adviser Charge – We will deduct any ongoing Adviser Charge You have agreed with Your Adviser from the JISA Portfolio and will pay it to Your Adviser. If the amount You have agreed is a percentage of the JISA Portfolio then this will be calculated based on the daily value of the JISA Portfolio and deducted at the frequency You agreed with Your Adviser.

Where You've instructed Us to pay an Adviser Charge, then as soon as We take the money from the Cash Account to pay Your Adviser, this is no longer the Account Holder's money and it becomes due and payable by Us to Your Adviser. We will only facilitate payment of these charges once there is sufficient cleared cash in the Cash Account.

The JISA Portfolio does not facilitate an initial Adviser charge.

(iv) Discretionary Investment Model charge

You may have agreed with Your Adviser to use a DIM to manage the investments. There may be an additional charge for this. Any charge will be documented on the illustration and shown on the transaction history as a 'Portfolio Manager Fee'. We will deduct any DIM charge from the JISA Portfolio and pay it to Your DIM. Any DIM charge will apply only to the assets held within a DIM Model Portfolio. The charge will be agreed between You and Your Adviser/DIM.

Where You've instructed Us to pay a DIM Charge, then as soon as We take the money from the Cash Account to pay Your DIM, this is no longer the Account Holder's money and it becomes due and payable by Us to Your DIM. We will only facilitate payment of these charges once there is sufficient cleared cash in the Cash Account.

(v) Fund Manager Charges

These charges will be taken from the Fund by the Fund manager and may be expressed as the ongoing charge figure (OCF) or total expense ratio (TER), simply the annual Fund charge. These cover the charge made by the Fund manager for managing the investment as well as expenses incurred by the Fund. Please note these charges are reflected in the Fund price and are variable and may change over time.

In accordance with Regulations, You will receive further cost and charge information on the funds, before they're invested and on an ongoing basis once invested.

For details of the Fund managers' standard charges, as well as any discounts available through Us, please speak to Your Adviser or refer to the illustration.

There are also other expenses which Fund managers deduct from their Funds such as registrars' charges, trustee/depository charges, audit charges and SDRT. SDRT is applied to surrenders of units/shares. It is technically a liability of the trustee/depository of each Fund but in practice it will be covered by a charge to the Fund.

In addition, Fund managers may impose a Dilution Levy to share out the costs incurred when a need to deal in underlying assets is triggered by investor purchases or redemptions of Fund units/shares. This is to prevent these costs diluting the value of units/shares held by continuing investors. Any charge arising from a Dilution Levy being applied will either be reflected in the offer price of the units or be applied as a levy to the amount invested or disinvested.

Any Dilution Levies imposed will be shared across all investors constituting that particular transaction. The dealing price given to Our Nominee Company account by a Fund manager will be used to calculate the sale proceeds or purchase cost. Please note this price may be higher or lower than the published price.

(vi) ETIs Charges

For trading in ETIs We charge a fee for each trade (for each asset), taken from the Cash Account. This rate will depend on whether it is an individual trade or whether the trade is within a Model Portfolio. We may also charge a flat fee for each stock transfer. All orders will be placed with Our nominated stockbroker. In addition, any SDRT and LSE charges are passed on to You, as are charges levied by the PTM. For further information on these charges, please contact Your Adviser or HMRC. You can also find details in the **Junior ISA Portfolio Client Guide** (LF10285).

(vii) Collection of charges

We will take all Aviva, Adviser and DIM charges (as defined in this section) from the Cash Account.

We will always take these charges from the Cash Account. This doesn't include any Fund manager charges which may be payable in addition. It is Your responsibility to ensure there is sufficient cash in Your Cash Account to pay charges due. When there is insufficient cash, We will disinvest sufficient Funds to enable these charges to be paid:

- If Cash Management is enabled on Your Junior ISA Portfolio, We will disinvest six times the value of the charges due, subject to a minimum amount of £60.
- If Cash Management has not been enabled on Your Junior ISA Portfolio, any disinvestment will include an additional amount which is the greater of £10 or 10% of the disinvestment. This aims to cover any market movements between the disinvestment date and the charge date.

In certain circumstances, these Funds may be sold after the charge has been taken.

We will automatically disinvest the required amount in line with the Fund Investment proportions.

Funds known to be in deferment or suspension are not included within the automatic disinvestment process.

We won't automatically disinvest if the Account Holder is only invested in Funds which are in deferment or suspension and ETIs. In this event, it's Your Adviser's responsibility to ensure there's sufficient cash in the Cash Account to cover any charges. If the JISA Portfolio is only partially invested in Funds which are in deferment or suspension, and ETIs then We will disinvest from any other Investments held.

Any outstanding charges due will be deducted:

- when the Investments are sold; or
- when the deferment or suspension of the Fund has been lifted and We have sold down the Fund; or
- when any other income goes into the Cash Account.

If the JISA Portfolio is holding any monies in the Cash Account that have been ring-fenced for investing in any transactions, these monies will not be used to pay any charges.

Adviser and DIM charges will need to be re-agreed upon a change of Registered Contact.

The Account Holder will be liable for Adviser and DIM fees for any instructions given and acted upon by the Adviser before the JISA converts to an ISA.

25. Taxation

This information on taxation is for information only and does not form part of the Terms and Conditions. It is based on Our understanding of current legislation and is subject to change.

We have included some general taxation information below. If You are in any doubt as to Your or the Account Holder's tax position, You should seek professional advice.

You must inform us if You or the Account Holder cease to be UK resident for tax purposes. You must inform us if You cease to be a Crown Servant serving overseas while the Account Holder depends on You for care.

(i) Income Tax and Capital Gains Tax

All income and capital growth produced is free of any UK income and capital gains tax. Some investment returns may be received by the Fund Manager with tax credits, or after tax deductions, which cannot be reclaimed. Neither income nor capital gains need to be declared on Your tax return. We will notify You if, due to any failure to satisfy the provisions of the JISA Regulations, the Account Holder's JISA Portfolio is, or will no longer be exempt from tax. Income produced by a JISA doesn't count towards the parent's income for income tax purposes.

(ii) Interest on cash balances

Interest on monies held in the Cash Account within the JISA Portfolio is paid gross.

(iii) VAT

All charges paid to Us, or which We collect from Your Adviser, will include any VAT that may be applicable. Please note this is based on Our understanding of current legislation and is subject to change.

(iv) Equalisation

After an Investment has been made in a Fund, the first distribution of income includes an element of Equalisation. This is treated as a return of capital for tax purposes, is not subject to income tax and so does not carry a tax credit or deduction of income tax.

26. Administration of the JISA Portfolio

You authorise Your Adviser to pass to Us Your instructions about the JISA Portfolio. You authorise Us to accept and act upon Your instructions, via Your Adviser, on this basis as if they were made by You direct. We won't make any further enquiries. Aviva shall treat as fully authorised, accurate and binding on You any instructions which Your Adviser has passed to Us.

(i) Confirmations of transactions

We will provide You with details of transactions on the JISA Portfolio.

We will provide You with online confirmations for the initial purchase of Investments, sale of investments and reinvestments once the transaction has been completed.

We won't provide confirmations for every sale and purchase where automatic disinvestments are made to meet charges. A summary of such transactions in the JISA Portfolio will be reflected in the Account Holder's statement. Detailed transaction information can be viewed via Our Online Service.

(ii) Periodic Statements

Statements will be issued quarterly. These will set out the value of the JISA Portfolio, including valuations of each Investment and a summary of transactions since the last statement date. Detailed transaction information is available via Our Online Service.

(iii) Valuations

We will value Funds at the end of each Business Day using the most recent price available from the Fund manager. You should be aware

that if You want to buy or sell holdings in a Fund, these prices will not necessarily be the dealing prices as most Funds are priced on a forward basis.

This means that the price for a sale or purchase transaction is that calculated at the valuation point after the transaction has been placed with the Fund manager.

You should be aware that if a transaction instruction is given in cash terms the actual amount received may be more or less than that stipulated.

For ETIs, prices will be sourced from a data vendor and updated every 15 minutes on Business Days.

(iv) Fund Information

Copies of a Fund's interim and annual Reports and Accounts, Prospectus or other similar material are available from Us, Your Adviser or the Fund provider.

(v) Statements and Confirmations

Statements and online confirmations will be provided to You and Your Adviser.

(vi) Income

We will collect income in respect of Investments in Funds held in the JISA Portfolio and credit the same to the Cash Account within the JISA Portfolio. Income may include distributions from Funds, dividends from Equities and reclaims of UK income tax where appropriate.

(vii) Power of Attorney

A Registered Contact cannot transfer their powers using Power of Attorney. If a new Registered Contact needs to be appointed a Change of Registered Contact Form must be completed.

(viii) Pricing Errors

In rare cases, errors may arise in the valuation of, or transactions within, the JISA Portfolio. These errors may occur as a result of Our actions, or those of a third party such as a Fund manager or Our nominated stockbroker.

If We are responsible for the error, We will place the JISA Portfolio back in the position it would have been in had the error not occurred in accordance with applicable Regulations.

Where, due to circumstances beyond Our control, We are unable to do this, We will make suitable arrangements to compensate, which may be by way of a one off ex-gratia payment into the Cash Account. If the error has occurred due to the actions of a third party, although We do not accept responsibility for such errors, We will take reasonable steps to seek payment of compensation from the third party concerned on Your behalf.

(ix) Fund Closure

In the event that a Fund closes, or We are unable to continue administering Investments in a Fund and this affects the Account Holder, We will, where possible, notify Your Adviser or You and request reinvestment instructions 30 days in advance. We will do this unless external factors beyond Our control mean that only a shorter notice period is possible.

We reserve the right to move all assets held within the affected Fund to cash pending reinvestment instructions from Your Adviser or You. We will not be held liable for any losses the Account Holder may incur as a result of Our action or whilst We are awaiting reinvestment instructions.

(x) Fund suspension/deferment

In the event that a Fund manager suspends or defers dealing in a Fund and this affects the Account Holder, We may redirect purchases intended for the suspended Fund to cash, and await Your or Your Adviser's instructions on how You wish to proceed. If the suspended Fund is held within a Model Portfolio, the amount that was due to go into the suspended Fund will instead be applied proportionally across the other assets in the Model Portfolio. We may also delay or cancel any withdrawal or other transaction requests for that Fund and await Your or Your Adviser's instructions on how you wish to proceed.

(xi) Counterparty default

Capital is at risk if the underlying financial institution fails or becomes insolvent.

(xii) Change of existing Registered Contact

The Registered Contact can't be changed unless:

- the existing Registered Contact gives consent to another person taking over the role; or
- on the death or incapacity of the existing Registered Contact the existing Registered Contact lacks capacity; or
- the existing Registered Contact can't be contacted - if there's been no contact within 12 months or post has been returned unopened; or
- a court order brings to an end the existing Registered Contact being a person with Parental Responsibility for the Account Holder; or
- a court has appointed a guardian or a special guardian of the Account Holder who holds the JISA; or
- a court orders that the person who's the existing Registered Contact cease to be, so the new Registered Contact has adopted the Account Holder under an adoption order.

In the case of death, incapacity, or replacement by court order of the current Registered Contact, suitable documentation or other evidence must be supplied.

The information, declarations, Registered Contact application and authorisations required for the opening of a JISA Portfolio will need to be renewed in the case of an application for a new Registered Contact for the account.

On receipt of acceptable instructions, the change will be processed and instructions from the previous Registered Contact will no longer be valid.

27. Communication

We may communicate with You about the JISA Portfolio product by post, by email or by telephone. You will have the option, through Our Online Service, to choose how We normally communicate with You, however We will still send certain communications in writing if We deem it appropriate to do so. Certain regulatory information must be provided by Us in writing. Where We are unable to contact You through Your preferred method of communication, We may try to communicate with You by another means of contact, depending on the information You or Your Adviser have given Us.

If Your chosen method of communication is email, You may receive notifications from Us via email that there is an important document or message to read within the JISA Portfolio library. It is Your responsibility to then read this document or message.

You may change Your address, email, other personal details and the Account Holder's address, either by contacting Us or through Our Online Service or via Your Adviser.

It's Your responsibility to ensure that Your and the Account Holder's contact details are up to date (including any of Your name, address, email address or telephone number(s)). If they change You must inform Us either by contacting Us or through Our Online Service or via Your Adviser. If You do not do so, then We may be unable to contact You to fulfil Our regulatory requirements.

All other changes must be communicated to Us via Your Adviser unless You no longer have an Adviser. Please refer to **Schedule 1 Non-Advised Clients** for more information.

Your Adviser is responsible for checking the accuracy of all information, online application and instructions they pass to Us. If an error is made by Your Adviser, Your Adviser is responsible for ensuring it is corrected. Your Adviser is responsible for any loss incurred to the JISA Portfolio and/or Aviva as a result of the Adviser's error.

For Your, the Account Holder's and Our joint protection, regulatory purposes and also for Our own training purposes, telephone calls will be recorded/monitored and stored for a minimum of five years. You must give Us any information We reasonably request to be able to provide the services for the JISA Portfolio.

28. Aviva Platform

You will normally be able to view the Investments 24 hours a day via Our Online Service. There may be occasions, however, when this isn't possible. For example, if We suspend services for repair, maintenance blackout/outage for migration, or for reasons beyond Our control.

In the event that You are unable to access Our Online Service You can contact Us by telephone on any Business Day on **0800 068 2170**.

Investment data is supplied to Us by third parties. All figures are in Sterling unless otherwise stated and are based on the information supplied to Us and accepted in good faith.

29. Changes to Terms and Conditions

We may change these Terms and Conditions for any of the following reasons:

- to respond, in a proportionate manner, to changes in the way We administer investments/products of this type; and/or
- to respond, in a proportionate manner, to changes in technology or general practice in the Life, Pensions and Investments industry; and/or
- to respond, in a proportionate manner, to changes in taxation, the law or interpretation of the law, decisions or recommendations of an Ombudsman, Regulator, or similar person, or any code of practice with which We intend to comply; and/or
- to correct errors, if it's reasonable to do so.

We will tell You about any change We consider is to the Account Holder's disadvantage (other than any change necessary to meet regulatory requirements) at least 60 days before the change becomes effective, unless it is not possible for Us to do this, in which case We will give You as much notice as We can.

Although You may elect to receive communications via Our Online Service, We reserve the right to inform You of any changes to these Terms and Conditions by post. If You elect to receive communications by post, We will always inform You of any changes to these Terms and Conditions by post.

30. Cancellation

You can change Your mind within 14 days of Us receiving the first Payment. For regular Payments, this will normally be on the first direct debit payment date You have given Us. For single Payments, the cancellation period will start when We receive the Payment and You have received a confirmation schedule from Us. For transfers, We'll notify You when We have received the transfer money and the cancellation period will start from that date. You must notify Us by telephone, email or in writing if You wish to cancel.

If You decide to cancel the JISA Portfolio application, any regular Payments will be refunded in full. However, if You decide to cancel any single Payments, and the Investment value has fallen, We will return the Payment less any fall in the Investment's market value. Any Payments made by You during the cancellation period will be returned to Your bank account. Any contributions given as gifts during the cancellation period will be returned back to the gifter. Any payments received after the cancellation period will be returned to the bank account of the Account Holder.

If after the expiry of the cancellation period, We receive any Payments which accrued from the Investment during the cancellation period, We shall pay this into the bank account of the Account Holder, only up to the value of the original single Payment. Payments may be made some time after the expiry of the cancellation period. We will pay this into the bank account of the Account Holder. If We cannot find the Account Holder or do not hold a bank account for them, the Payment shall be applied to the Cash Account and held there.

If after six years the Cash Account has had no activity, We will take all reasonable steps to trace the Account Holder. If after a period of time We cannot trace the Account Holder, then the Payment (plus any interest accrued on that Payment whilst held in the Cash Account) will be paid into the Aviva Corporate Account and then paid to a charity of Our choice. However, after this period a record of the balances and communications We attempted to make will be held and will be available to You upon request in the future. If the Account Holder wished to claim this balance We will pay a sum equal to the balance paid away to charity.

Any Adviser charges We have deducted from the JISA Portfolio in relation to the event You are cancelling shall be paid to Your Adviser and will not be returned to You. The Account Holder may still be liable to pay the Adviser for the advice or services You have received from them. Payment of any outstanding Adviser charges will need to be settled by You with Your Adviser direct.

If You don't exercise Your right to cancel within the specified timescales, the JISA Portfolio will continue.

In the event of a cancellation notice being exercised in respect of a JISA transfer, You will have one of the two following options, subject to agreement by the relevant parties:

- transfer the assets back to the original ceding plan manager. The ceding plan manager is not obliged to accept the assets back, should they decline Your tax privilege status could be lost; or
- transfer the assets to a new plan manager.

31. Account Closure

A JISA Portfolio must remain open and run until the Account Holder's 18th birthday except in the following circumstances:

- an Account Holder dies before their 18th birthday. In this event the JISA Portfolio will close and the Investments will become part of the Account Holder's estate;

- direct instructions from HMRC that the JISA is void;
- a terminal illness claim has been accepted and the Registered Contact has fully withdrawn the funds held in the JISA Portfolio;
- where a £nil balance arises because a JISA Portfolio has been opened and a small initial Investment has been made, but contributions then stop and agreed charges bring the balance down to £nil;
- if the account is transferred to another provider.

A residual balance may exist on the JISA Portfolio after closure. We will hold this in the Portfolio, however if after six years the JISA Portfolio has had no activity, We will take all reasonable steps to trace You and the Account Holder to return this balance. If We cannot trace either, then residual payments, where such sums are less than £5 per residual transaction (plus any interest accrued on that Payment whilst held in the Cash Account), will be paid into the Aviva Corporate Account and then paid into a charity of Our choice. A record of the balances, and communications We attempted to make, will be retained and will be available to You or the Account Holder upon request in the future. If the Account Holder wishes to claim this balance, We will pay a sum equal to the balance paid away to charity.

Note that the Aviva charge and any applicable Adviser or DIM charges will cease on the closure of the JISA Portfolio.

(i) Termination

We may terminate the JISA Portfolio on giving You written notice if:

- it becomes impossible to administer in accordance with any relevant Regulations; and/or
- You or the Account Holder are in breach of the Regulations or legislation; and/or
- We reasonably determine You and/or the Account Holder have failed to satisfy Our customer due diligence requirements and that We are no longer able to continue to administer the JISA Portfolio.

We may close the JISA Portfolio, on giving You 60 days' notification, if We cease to act as a plan manager for any reason or if, in Our opinion, it becomes unfeasible to continue to administer the JISA Portfolio. If the JISA Portfolio is or becomes invalid under the JISA Regulations, including where this is due to circumstances in which You or Your Adviser have provided inaccurate information to Us, it can, in certain circumstances, continue as a JISA after being corrected, which is known as a 'repair.' If an invalid account is unable to be repaired, it will be voided under the JISA Regulations. The JISA Portfolio will terminate automatically and with immediate effect if it becomes void. If the JISA Portfolio becomes void, We will require HMRC to contact Us to confirm this. We are unable to take any action without confirmation from HMRC that the JISA Portfolio is void. HMRC will tell Us what We need to do as a result of the JISA Portfolio becoming void or needing repair. We will write to You to tell You about any action We have taken as a result of instructions We have received from HMRC regarding the voided JISA. Please refer to Your Adviser for further information on JISA eligibility requirements. If the JISA Portfolio is voided We will sell the assets held within the JISA Portfolio and pay the cash proceeds to the Account Holder. If income received is net and a claim has been made to HMRC, the tax must be paid back to HMRC. Aviva will inform You of net income and any amounts paid back to HMRC. If the income was received gross, Aviva will inform You of any gross income.

Investment income received by an Account Holder on money given by You may need to be reported on Your self-assessment tax return. Monies received from Family Members may count towards inheritance tax annual exemption. We recommend You take professional advice on the tax position for any monies received from a voided JISA.

(ii) Business in Hand

Closing the JISA Portfolio does not affect any transaction initiated before the closure began. These terms continue to apply until We complete all outstanding transactions or meet all liabilities.

32. Liability

We will exercise due care and diligence in the management of the JISA Portfolio.

Aviva or its associated companies will not be responsible for any loss of opportunity whereby the value of Investments could have been increased, or for any decline in the value of Investments or any taxation charges, unless such decline or loss or charge is the direct result of Our fraud, wilful default or negligence.

We shall not be liable or have any responsibility for any loss or damage incurred or suffered as a result of any event or circumstance not reasonably within Our control including:

- failure, interruption or delay in the performance of Our obligations resulting from the breakdown failure or malfunction of any telecommunications or computer services; and/or
- industrial disputes; and/or
- failure of third parties to carry out their obligations; and/or
- acts of governmental or other similar authorities; and/or
- terrorist acts.

Any news, prices, opinions and other information which We may provide to You is provided solely to enable You to make Investment decisions and does not constitute personal Investment recommendations or advice. We will only accept responsibility for losses where We are directly at fault.

Aviva or its associated companies will not be responsible for any or all losses, costs, actions, proceedings, claims and demands which may be incurred arising directly or indirectly from Aviva or its associated companies having acted in good faith pursuant to any instructions provided by You, Your Adviser or Your DIM.

33. Conflicts of interest

Occasions can arise where Aviva Wrap UK Ltd, other Aviva plc group companies, or their appointed officers, will have some form of interest in business which is being transacted. If this happens, or the Aviva Group becomes aware that its interests, or those of its officers, conflict with any interests, We will take all appropriate steps to manage that conflict of interest. This will be done in a way which ensures all customers are treated fairly and in accordance with proper standards of business.

Further details of Our conflicts of interest policy are available on request.

Where, despite all efforts to manage a conflict of interest, the conflict of interest cannot be prevented, We will disclose it to Your financial Adviser and they will provide You with a copy of it before taking out this product or taking any investment action in relation to it. If You are a Non-Advised Client then We will disclose it to You. This is an important document and You should read it before making any investment decision.

34. Delegation

We may appoint any person to advise on or perform any of Our functions or responsibilities. We will satisfy Ourselves that any person to whom We delegate any such functions or responsibilities is competent to carry out those functions or responsibilities.

35. HMRC

We will provide HMRC with all relevant particulars of the JISA Portfolio and its Investments which HMRC may reasonably request at any time.

36. Governing law

Aviva and You have a free choice about the law that can apply to these Terms and Conditions. Aviva proposes to choose the law of England, and, by entering into these Terms and Conditions You agree that the law of England applies. We will always write and speak to You in English.

37. Customer verification requirements

Whether You are opening the JISA Portfolio or subsequently changing a bank account, Your Adviser is responsible for verifying Your and the Account Holder's identity, any third party payee and/or bank account.

Aviva will carry out automated verification checks on the information Your Adviser has submitted and, in the event of any issue, We will contact Your Adviser to resolve this.

If Your Adviser has not been able to verify Your or the Account Holder's identity, any third party payee and/or bank account to enable us to comply with Our obligations under Regulations (including UK anti-money laundering legislation) within a reasonable time, We will suspend the JISA Portfolio. We reserve the right to terminate if Your Adviser is unable to satisfy Our verification requirements for either You (as the Registered Contact) or the Account Holder. This means trading and direct debit payments will cease immediately and no interest or charges will be applied to the account.

Where there is a period of suspension as a result of verification purposes, then once We have successfully completed Our verification checks, to comply with Our obligations under Regulations, charges and interest that would have applied during the suspension period will be retrospectively applied.

During the period the JISA Portfolio is suspended We will not be able to act upon Your, Your Adviser's or Your DIM's instructions until We have successfully verified Your, the Account Holder's and/or any third party identity and bank account.

If You have any questions or concerns regarding these requirements You should speak with Your Adviser.

SCHEDULE 1

Non-Advised Clients

The Aviva JISA Portfolio is aimed at clients with Advisers, as the Aviva Platform is an advised platform. If You don't have an Adviser, You can find one at unbiased.co.uk. An adviser may charge for their services.

If for any reason You are no longer being advised by Your Adviser, the following restrictions and conditions shall apply until such time as You appoint another Adviser to act for You in respect of the JISA Portfolio.

Example reasons why You are no longer being advised by Your Adviser:

- Your Adviser is no longer authorised by the FCA or no longer has the necessary permissions to conduct Investment business; or
- Your Adviser has retired, is bankrupt or has died; or
- Your Adviser ceased to act for You; or
- You chose to terminate the services of Your Adviser and are no longer their client.

The above list is not an exhaustive list.

You must inform Us as soon as You are able that You are no longer being advised by Your Adviser.

Adviser and DIM charges

Once You have notified Us that You have become a Non-Advised Client, We will stop deducting any Adviser or DIM charges.

We will stop the facilitation of any Adviser and DIM charges within 30 days of Us being notified by either You or Your Adviser. Any Adviser and DIM charges We facilitated prior to Us becoming aware that You are no longer advised and the date You no longer had an Adviser or DIM shall be returned to the JISA Portfolio account, provided they haven't already been passed to Your Adviser or DIM. If they have already been passed to Your Adviser or DIM, it's Your responsibility to contact Your previous Adviser and DIM to seek return of these charges.

Please note that if You had agreed with Your Adviser to pay their charges over a period of time and during that time You become a Non-Advised Client, it's still Your responsibility to pay any element of those outstanding charges to Your Adviser Yourself.

The Aviva charge

If You become a Non-Advised Client, then once the Grace Period has expired, it may take Us up to 30 days to complete the necessary administration for You to become a Non-Advised Client. Once this is completed, the JISA Portfolio will be subject to the Aviva charges for Non-Advised Clients which are in place at that time. These may be higher than the charges that were being paid as an advised Client. We will tell You what the Charges will be prior to them taking effect. These Charges will only apply if You become a Non-Advised Client after You have received these Terms and Conditions.

How managing Your Investments and Trading will change

During the Grace Period (and as long as You remain a Non-Advised Client), the way Your Investments are managed will change. We will contact You to let You know about this once We become aware that You no longer have an Adviser.

You will need to register for Our Online Service to 'self-serve'. Self serve means You can manage and make changes to Your plan and Your Investments Yourself.

There are however some restrictions and conditions, that are set out below:

- Model Portfolios – The DIM will be removed and the individual Investments previously making up the model will continue to be held as loose assets. Any regular Payments You were making into a Model Portfolio will be diverted into the Cash Account.
- Funds which do not require advice to invest in will be fully tradeable.
- Unit transfers - You will no longer be able to transfer any of the share investments within an existing investment to the Aviva Platform by way of a Unit Transfer. This option will only be available for Funds transfers.
- If You have invested in Investments We deem to be complex in accordance with FCA rules, these can be retained and You can continue to invest regular Payments which You have already set up. You will not be able to increase Your regular Payments or invest single amounts outside of this. You may sell these Investments.
- If the Account Holder is invested in Exchange Traded Instruments, these can be retained but You will no longer be able to make regular payments into them. Any existing regular Payments into these investments will be diverted into the Cash Account.
You will only be able to buy new Exchange Traded Instruments from the range of these investments available through Our Online Service. If the JISA Portfolio already holds Exchange Traded Instruments which are not available through our Online Service, You will only be able to retain or sell these investments.
- Market Orders and Scheduled Market Orders for the sale or purchase of Exchanged Traded Instruments will no longer be available to the Account Holder as these are not offered through Our Online Service. However if a real time price is not available You will be given the option to place Your order 'at best', which aims to buy or sell at the best price available in the market at the time. We will be unable to confirm the price before the order is placed. As prices can change at any time You should not proceed on this basis if it is important to You to see an indicative price before You trade. Dividend reinvestments will be sent as a market order.

- Switching - You will no longer be able to instigate the online sale of the investment in ETI(s) followed by the purchase of the new ETI(s) without placing your trades using Quote and Deal. You will however still be able to use switching to sell and reinvest the investments between Fund(s).

Subject to the conditions and restrictions set out above, You are able to contribute/top-up/change contributions and obtain valuations on the investments.

These conditions and restrictions will continue until You confirm to Us that You have appointed another Adviser and DIM (where appropriate) to act for You in respect of the JISA Portfolio.

It's important to understand that Aviva will not provide You with financial advice during the Grace Period or while You are a Non-Advised Client.

Please refer to the Non-Advised Client letter for more information on Non-Advised Clients.

Collection of charges

If the JISA Portfolio is only invested in Funds which are in deferment or suspension, and ETIs, We will not automatically disinvest to pay charges. If the Aviva charge isn't taken from the JISA Portfolio any outstanding charges due will be deducted:

- when any Investments are sold; or
- when the deferment or suspension of the Fund has been lifted; or
- when any other income goes into the Cash Account.

Need this in a different format?

Please get in touch if you would prefer these Terms and Conditions (**LF01153**), in large print, braille or as audio.

How to contact us

 **0800 068 2170**

 **advisedplatform@aviva.com**

 **MyAviva.co.uk**

Calls may be monitored and will be recorded.

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