

# JUNIOR ISA PORTFOLIO

## KEY FEATURES

# KEY FEATURES OF THE JUNIOR ISA PORTFOLIO

**The Financial Conduct Authority is a financial services regulator. It requires us, Aviva, to give you this important information to help you to decide whether our Junior ISA (JISA) Portfolio is right for you. The JISA Portfolio is a long-term, stocks and shares investment for a child, until their 18th birthday. You should read this document carefully so that you understand what you're buying, and then keep it safe for future reference.**

**This document explains the key features of the JISA Portfolio and is aimed to provide information for the registered contact. The registered contact makes a JISA Portfolio application on behalf of the child and manages that account until the child's 18th birthday. The JISA Portfolio account and any money or investments held within it belong to the child only. You should read this with the Junior ISA Portfolio Terms and Conditions (LF01153). JISA Portfolio is administered through the Aviva Platform, an online portfolio management service.**

**When we say 'you' we mean the registered contact.**

**If you have any questions, we recommend that you discuss them with your financial adviser.**

## Its aims

- To produce growth for the child through investing in funds and other assets.
- To enable the child to benefit from a tax-efficient investment within a flexible stocks and shares Junior Individual Savings Account (JISA).
- To allow you, with the help of your adviser to:
  - invest up to the current HM Revenue & Customs (HMRC) limits in each tax year (the JISA allowance)
  - invest in a wide range of investments
  - have the flexibility to control how and where the money is invested.

## Who is eligible for a JISA Portfolio?

A JISA Portfolio application can only be made by a parent or a guardian with parental responsibility for a person who:

- is under the age of 17
- is a UK resident
- does not hold a Child Trust Fund (CTF)
- either does not already have a stocks and shares JISA, or, is opening this JISA Portfolio to transfer their existing stocks and shares JISA from another provider.

If the child lives outside of the UK an application can only be accepted if the registered contact is a Crown servant (for example, in the UK's armed forces, diplomatic service or overseas civil service) and the child depends on the registered contact for care.

## Who is eligible to be a registered contact?

- The registered contact must be a UK resident, over the age of 18 and either a parent or someone with parental responsibility for the child.
- There can only be one registered contact at a time.
- The registered contact is the only person who can give instructions to Aviva or the adviser on the management of the investments in the JISA Portfolio.
- You can apply to be a registered contact during the application process of opening a new JISA Portfolio.

## Your commitment

- To manage the JISA Portfolio and the investments within the JISA Portfolio for the beneficial interest of the child.
- To ensure that you retain the services of a financial adviser as you'll need a financial adviser if you want to make certain changes to the JISA Portfolio. For example, changing the investment choices. If for any reason you're no longer being advised by your adviser, there are some restrictions and conditions you'll need to be aware of. Please see the Junior ISA Portfolio Terms and Conditions for more information, including details of changes you can make to the investments in these circumstances.
- To make payments of at least £25 a month or a single payment of at least £100 into the JISA Portfolio. You can make regular payments monthly, quarterly, half-yearly or annually for all investments. There's no penalty for stopping or reducing your payments.
- To expect to invest long-term within the JISA Portfolio until the child's 18th birthday.
- To regularly review the investments and the amount of any payments made. Your financial adviser can help you with this.
- To not exceed the JISA allowance. The maximum amount that can be invested in the JISA Portfolio in this current tax year is £9,000.
- To let us know about any change which might affect the administration of the JISA Portfolio (for example, change of address, change of email address).
- To let us know if you move outside of the UK. This will affect your ability to continue to make investments as we'll only accept contributions from UK bank accounts.
- If you or the child move to the USA or to the Republic of Ireland, investments in exchange-traded instruments (ETIs), open-ended investment companies (OEICs) and unit trusts must be sold down to cash. If this isn't completed within 30 days we'll sell down those investments and place them in the cash account.
- To not hold more than one stocks and shares JISA for each individual child until their 18th birthday.
- Only parents or a guardian with parental responsibility can open a JISA Portfolio for under 17s, but any family member can pay into this child's JISA Portfolio. A family member is a person related to the child by blood, marriage or adoption.

- You must ensure a minimum amount is kept in the JISA Portfolio to keep it open. There may also be minimum limits on amounts remaining in individual funds. You can find this information in the **Junior ISA Portfolio Client Guide** (LF10285).

## Risks

- The value of the investments in the JISA Portfolio may go down as well as up and may be worth less than the amount invested. If investments grow less quickly than the rate of inflation, the buying power of the money will reduce.
- We can't guarantee the investment in the JISA Portfolio will grow. This will depend on the performance of the chosen investments. It will also depend on the length of time the money is invested and the impact of charges.
- If you cancel the investment within the cancellation period, and your payment was a single payment, you may not get back all of your original payment. Please see the 'Can I change my mind?' section on page 5 and 6 for details of your cancellation rights.
- It's your responsibility to ensure there's sufficient cash in the cash account to pay any charges. If there's insufficient cash, we'll automatically sell enough investments to pay any charges. For further information please see 'What are the charges for the JISA Portfolio?' on page 5.
- The price of some investments includes initial and yearly costs that will have an effect on the value of the investments. Initial costs will have an immediate effect on the value of those investments.
- How funds take their charges has an impact on the investment growth or income that is paid as cash back into the product. If charges are taken from the investment, its growth may be constrained. If charges are taken from your income, then that will be eroded.
- From time to time, we may contact you and ask you to make decisions about the investments. If you don't get back to us within the timescales we give you, or there's insufficient cash in the cash account, we may be unable to act upon your instructions.
- Depending on what you invest in, the investments may be subject to certain risks for example:
  - investments in emerging or developing markets tend to carry higher risks as they can be subject to considerable fluctuations in value
  - investments in smaller companies may take longer to sell than those in larger companies, so the price fluctuations may be greater
  - the value of any overseas investments will be influenced by the rate of exchange used to convert to sterling. This means that if sterling strengthens against the currency in which the underlying investments of the fund are made, the value of the investment will reduce (or the other way round)
  - if the underlying investments include property, it may take some time before we can sell the investment. In addition, the value of such investments will be a matter of the valuer's opinion at the time.
- As a result of trading practices, there's a possibility that the price of investments may rise or fall between us receiving your instructions and the time of the transaction.
- You may not be able to sell or switch between funds if the fund manager concerned has deferred or suspended dealing in the fund at that time. This is more likely to occur during times of poor market conditions or when we can't easily convert the assets to cash, such as where the fund invests directly or indirectly in land or buildings.
- It's possible that the current favourable tax treatment of Junior Individual Savings Accounts may change in the future.

## Questions and answers

### What is the Aviva Platform?

- The Aviva Platform is an online service which allows you to hold investments in one place in a range of underlying products; an Investment Portfolio, an ISA Portfolio, a JISA Portfolio and a Pension Portfolio.
- By consolidating the investments, you can easily review and plan your strategy to match your selected goals.
- Once registered for MyAviva ([aviva.co.uk/register](https://www.aviva.co.uk/register)), you can view the JISA Portfolio account.

### What is a JISA?

A JISA is an Individual Savings Account where you or family members can put money away in a tax-efficient manner for your child, that they can access once they reach 18. As the registered contact, you must ensure the contribution limit of £9,000 for each tax year is not exceeded.

### What is the JISA Portfolio?

- The JISA Portfolio is a stocks and shares JISA.
- It allows you to invest in a broader range of investments than a cash JISA. You can make your own investment decisions, together with your financial adviser, who will tell us how you want the money to be invested.
- It includes a cash account where cash can be kept to pay for any charges or corporate actions, for example, if you're given the opportunity to buy shares at a discounted rate. Cash may be held in one or more client money bank account(s) with external account providers of our choice. The interest rate payable is variable. The interest rate and account providers can change at any time. Interest is paid monthly. Interest rates can be zero, positive or negative. You can find out the cash account's current interest rate and details of the account providers at [aviva.co.uk/bank-interest-rates](https://www.aviva.co.uk/bank-interest-rates)

### How flexible is the JISA Portfolio?

- The JISA Portfolio is a stocks and shares JISA and lets the registered contact, with the help of your adviser:
  - invest single and regular payments
  - hold any payments as cash while you consider the investment decision
  - stop paying into the account at any time (as long as a minimum balance is left)
  - change the investment choice at any time.
- Only the registered contact can set up direct debit payments. However, family members can make lump sum payments at any time.
- Contributions can only be up to the JISA allowance of £9,000 in any one tax year.

For more information about limits please ask your financial adviser. You can also find this information in the **Junior ISA Portfolio Client Guide** (LF10285).

### How to contribute to the JISA Portfolio

- Once opened, as the registered contact, you can either set up a direct debit or make single payments into the JISA Portfolio. Family members can also contribute but they can only make single payments.
- We'll take regular payments by direct debit. Lump sum payments by cheque, direct credit or immediate electronic payments can be made. For lump sum payments and re-registration of the

child's assets from another company, we'll give you details of the number of units/shares we transfer or buy and the price we pay for each unit/share.

- You can transfer an existing stocks and shares JISA, subject to details set out in the relevant terms and conditions. There's no guarantee it will be in the child's best interests to transfer. If you transfer a stocks and shares JISA, you can either:
  - a) re-register the underlying investments without selling them as long as the transferring plan manager agrees and we have the same investments on the Aviva Platform. It may not be possible to re-register all the existing funds, but if re-registering any funds, we'll let you know when we've completed the process; or
  - b) ask the existing JISA manager to convert the investment to cash then invest it with us. If you choose to do this, the money won't be invested for a period of time. This may mean that it won't be affected by any changes in market conditions.

You can also transfer a cash JISA into the JISA Portfolio. Remember, as the JISA Portfolio is a stocks and shares JISA, the money is invested and the value can go down as well as up, and may be worth less than has been invested.

We don't make a charge for transfers, although other providers may. We reserve the right to pass on any third party charge.

- We don't currently accept Child Trust Fund transfers.
- You can only contribute up to HMRC's current limit of £9,000 in any one tax year. For more information about limits please ask your financial adviser. You can also find this information in the **Junior ISA Portfolio Client Guide** (LF10285).

### What can I invest in?

- The JISA Portfolio lets you invest in an extensive range of investments, including:
  - unit trusts
  - open-ended investment companies (OEICs)
  - investment trusts
  - exchange-traded instruments
  - equities.

Your financial adviser will be able to give you more information.

- Along with your financial adviser, you can choose the investments in which you want to invest. Model portfolios allow you to specify where payments are invested. The risk profile of the JISA Portfolio will depend upon your choice of investments. You should make sure you agree a suitable model portfolio or portfolios with your financial adviser. We invest any future payments in line with your chosen model portfolio(s). Your adviser can change your model portfolio(s) at any time.

### How do I change the investments?

- You'll need the services of a financial adviser if you want to make certain changes to the JISA Portfolio, for example, changing the investment choices.
- Your financial adviser can submit online buy and sell instructions. They can also create a range of buy and sell instructions by rebalancing the portfolio to your model portfolio(s). During rebalancing, the money won't be invested for a period of time and therefore won't be affected by any changes in market conditions.
- Unless you instruct us otherwise, we'll invest any additional or regular payments in line with the model portfolio(s) within the JISA Portfolio. If there is/are no model portfolio(s) attached to the portfolio, we'll hold the payments in cash until instructed otherwise.

- We'll hold cash upon receipt in a client money bank account in line with the Financial Conduct Authority's client money rules.

### How do I know how much the portfolio is worth?

- Once the JISA Portfolio is opened and you've registered for MyAviva, you'll have access to your MyAviva account 24 hours a day. MyAviva is our online portal that allows you to see exactly how the investments are performing. You'll also be able to see detailed transaction information on MyAviva. You'll be sent details about MyAviva when you open the JISA account.
- We'll send you a statement four times a year showing the performance of the investments, together with any other product portfolio you hold on the Aviva Platform.

### What happens six months prior to the child's 18th birthday?

You and the child will receive a letter six months before the child's 18th birthday containing important information and instructions for you and the child to complete.

### What happens to the JISA Portfolio on the child's 18th birthday?

- On the child's 18th birthday the JISA Portfolio will automatically convert to an inactive ISA Portfolio. This ISA will be subject to the ISA Portfolio Terms and Conditions.
- The registered contact will no longer have access or be able to manage the account.
- If the child qualifies for an active ISA Portfolio they can continue to invest by managing and making contributions to their ISA Portfolio. Withdrawals are also permitted.
- If they do not qualify they are only entitled to make a full withdrawal to a UK bank account.
- The ISA Portfolio will retain the adviser on file as the servicing adviser. A new adviser agreement will need to be signed after the child's 18th birthday.

### When can the money in the JISA Portfolio be accessed?

- The money in the JISA account can only be accessed by the child on or after their 18th birthday. No income payments or withdrawals can be made from the account until then.
- On their 18th birthday the JISA Portfolio will automatically convert to an ISA Portfolio account. If the child qualifies for an active ISA Portfolio (which means they are a UK resident and have completed the ISA process) they can start managing their own ISA and make contributions and withdrawals. This ISA will be subject to the ISA Portfolio terms and conditions.
- The only circumstance under which money can be withdrawn from the JISA before the child's 18th birthday is if the child has been diagnosed with a terminal illness. Please read the section titled 'What if the child is terminally ill?' on page 6, for more information.
- Please refer to 'What happens if the child dies?' on page 6, to see how the money can be accessed upon the child's death.

### What happens if the child moves abroad?

- Money can still be paid into the JISA even if the child is no longer a UK resident as long as it's from a UK bank account.
- If the child is a non-UK resident on their 18th birthday they can only make a full cash withdrawal.
- Some investment options may be limited subject to the child or registered contact not being UK residents.

## How much will the advice cost?

- You'll agree the cost of the advice you receive with your financial adviser. We can deduct this amount on your behalf and pass it on to your financial adviser. You can see these costs in the illustration. Any ongoing adviser charges will need to be re-agreed when the JISA converts to an ISA.
- If a new registered contact is appointed charges will need to be re-agreed by the new registered contact and a new adviser charge agreement signed.

## What is cash management?

Cash management is an option that can be enabled on your JISA Portfolio for paying adviser, Aviva and Discretionary Investment Model charges. When there is insufficient cash in your cash account to pay charges due, we'll disinvest funds to create the additional cash needed to pay these charges. Any disinvestment for Aviva and adviser charges will include an additional amount which is 10% of the charge due. This aims to cover any market movements between the disinvestment date and the charge date. When cash management is enabled on your account, we'll disinvest six times the value calculated, subject to a minimum amount of £60. This aims to provide sufficient cash to meet future charges, reducing the frequency of additional disinvestments. Your adviser will be able to look at whether this option suits your needs.

## What are the charges for the JISA Portfolio?

The charges for the JISA Portfolio are designed to be totally transparent, so you can be clear at all times exactly what the costs are. The illustration shows the charges to be paid. If you have any further questions about charges, talk to your financial adviser.

It is your responsibility to ensure there is sufficient cash in your cash account to pay charges due. When there is insufficient cash, we'll disinvest funds to create the additional cash needed to pay these charges. Any disinvestment for Aviva and adviser charges will include an additional amount which is 10% of the charge due. This aims to cover any market movements between the disinvestment date and the charge date. If cash management is not enabled on your JISA Portfolio, a £10 minimum disinvestment amount will apply. If cash management is enabled on your JISA Portfolio, we'll disinvest six times the value calculated, subject to a minimum amount of £60. This aims to provide sufficient cash to meet future charges, reducing the frequency of additional disinvestments.

We won't automatically disinvest if you are only invested in funds which are in deferment or suspension, or exchange-traded instruments. If you're only partially invested in funds which are in deferment or suspension or exchange-traded instruments, we'll disinvest from any other investments you hold.

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

### Aviva charge

- The charges for the JISA Portfolio are designed to be totally transparent, so you can be clear at all times exactly what the costs are. The illustration shows the charges to be paid. If you have any further questions about charges, talk to your financial adviser.
- If applicable, we'll take an annual management charge (the Aviva charge) based on the value of the investments held in the JISA Portfolio.
- We'll deduct the Aviva charge from any cash balance in the JISA portfolio, should a charge be applicable.
- If applicable, we'll deduct the Aviva charge in monthly instalments.

## Fund management charges

In addition to our charge, fund managers may also take a charge from the fund. You should ask your adviser for details of any fund management charges.

## Equity dealing charges

For trading in exchange-traded instruments, we charge a fee per trade (per asset), taken from the cash account. In addition, we'll pass on any Stamp Duty Reserve Tax and London Stock Exchange charges to the JISA and any charges imposed by the Panel on Takeovers and Mergers. For further information on our equity dealing charges, please contact your financial adviser.

## Discretionary Investment Model Charge

If the JISA Portfolio is invested in a model portfolio managed by a Discretionary Investment Manager, then the Discretionary Investment Model Charge will apply. You'll agree this charge with your Discretionary Investment Manager up front. This charge only applies to assets held within a Discretionary Investment Manager Model Portfolio and is shown on the illustration and transaction history.

## What are the tax benefits and/or implications?

- Capital growth and income for the JISA Portfolio are free from UK capital gains and income taxes.
- Some investment returns may be received by the fund manager with tax credits, or after tax deductions, which cannot be reclaimed.
- We'll pay any interest distributions into the JISA Portfolio cash account gross of tax.
- Equalisation refers to accrued income included in the price of any units/shares fund managers buy during a distribution period. We treat this as a return on the investment.
- The precise tax benefits of any investments will depend on your and the child's personal circumstances and tax laws. If you're in any doubt as to the tax position, we recommend that you talk to your financial adviser or a professional tax adviser. Information on taxation is based on our understanding of current UK legislation and practice. However, tax rules may change in the future.
- Income generated from parental contributions doesn't count towards the parent's income for tax purposes.

## How can I change the registered contact?

- As there can only be one registered contact at a time you will need the consent of the existing registered contact and submit a **Change of Registered Contact Form** (LF01155) and signed declaration.
- The consent of the existing registered contact will not be needed:
  - on the death of the existing registered contact
  - where the existing registered contact lacks capacity
  - where the existing registered contact cannot be contacted
  - with a Court Order
  - where the new registered contact has adopted the child under an adoption order.
- Please refer to the **Junior ISA Portfolio Terms and Conditions** (LF01153) or contact your adviser for full details.

## What happens if I want to change to another financial adviser?

- We'll follow your instructions if you decide to change to another financial adviser. As an advised client you'll need a financial adviser to manage the JISA Portfolio.
- You can find information about financial advisers in your area through the independent website, **unbiased.co.uk**. An adviser may charge for their services.

## What if I no longer have a financial adviser?

The JISA Portfolio is designed for customers who have an adviser, as it's an advised platform. If for any reason you're no longer being advised by your adviser, there are some restrictions and conditions you'll need to be aware of. Please see the **Junior ISA Portfolio Terms and Conditions** (LF01153) for details.

## Can I change my mind?

- 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've given us. For single payments, your cancellation period will start when we receive the payment and you've received a confirmation schedule from us. For transfers, we'll let you know when we've received the transfer money and your cancellation period will start from that date.
- You must tell us by phone, email or in writing if you want to cancel. Find our contact details in the 'How to contact Aviva' section, on page 6.
- If you cancel the investment, we'll refund your initial lump sum payment, less any amount by which the investments might have fallen in value due to market movements. If you decide to cancel and we receive any dividends from the investment during the cancellation period, we'll pay these to you, but only up to the value of your original lump sum payment. Dividends are the income paid by companies to shareholders and therefore investors in the business. If you've made any regular payments by the time we cancel your policy, we'll return these to you in full. We won't return any adviser charge that has been taken.
- The investment will continue if you don't cancel within 14 days.
- If any payments are received as a gift within the cancellation period, these will be returned to the sender. Any payments received after the cancellation period will be considered as a gift for inheritance tax purposes and will be returned to the child's bank account.
- If you want to cancel, you can contact us using the details in the 'How to contact Aviva' section, on this page.
- Please read the **Junior ISA Portfolio Terms and Conditions** (LF01153) for full details on portfolio cancellations.

## Can I transfer a JISA Portfolio to another JISA provider?

You can transfer the full value of the JISA Portfolio to another provider, subject to their consent and the details set out in the relevant terms and conditions. You may have to transfer the value as cash. Otherwise, you may be able to choose a unit transfer if we have the same investments on the Aviva Platform. During the cash transfer, the money won't be invested for a period of time and therefore won't be affected by any changes in market conditions. We won't make a charge for transferring, although if there are any third party charges, we'll pass these on.

## What happens if the child dies?

- The personal representative must inform us of the death. This can be done by phone, email or in writing.
- We will need to see a copy of the death certificate.
- The JISA tax-efficient status will end on the child's death. Any dividends and interest received after that may be subject to income tax and any gains may give rise to capital gains tax.
- The money from the JISA account will be paid to whoever inherits the estate, this will usually be the child's parents, and the account will be closed.

## What happens if the registered contact dies?

- 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. Please speak to your adviser or contact Aviva for more information. You can contact Aviva using the contact details in the 'How to contact Aviva' section, on this page.
- Until a new registered contact is appointed no money will be allowed to be paid into the JISA Portfolio.
- We can't carry out any transactions on the JISA Portfolio until we have received authorised instructions from a registered contact. As money will remain invested, the value can go down as well as up, and may be worth less than has been invested.

## What if the child is terminally ill?

- Money can only be withdrawn from the JISA Portfolio before the child's 18th birthday if the child has been diagnosed with a terminal illness.
- The definition of 'terminal illness' means the child has a disease or illness that will worsen and cause death within six months.
- HMRC must be notified if the child is terminally ill and you wish to take money out of their JISA. If accepted by HMRC you will receive a letter confirming the money can be withdrawn. You will need to provide Aviva with a copy of that letter.
- Only full withdrawals will be permitted, the account will then be closed.

## How to contact Aviva

If you'd like further information or have any questions, you can write, phone or email:

Aviva Client Services  
PO Box 26957  
Glasgow  
G2 9DS

Phone: **0800 068 2170**

Email: **advisedplatform@aviva.com**

Calls to Aviva may be monitored and will be recorded and saved for at least five years.

## Other information

### How to complain

If you've taken a product out with Aviva and are unhappy with the product or the service you received, you can contact us using the details in the 'How to contact Aviva' section.

We aim to resolve your complaint quickly. If we can resolve your complaint within three working days following the day we receive it, we will write and confirm this to you, along with your rights to refer your complaint to the Financial Ombudsman Service (FOS).

If your complaint is not resolved within three working days of receiving your complaint:

- Your complaint will be acknowledged promptly.
- A dedicated complaint expert will be assigned to review your complaint.
- A thorough and impartial investigation will be carried out.
- You will be kept updated of the progress.
- Everything will be done to resolve things as quickly as possible.
- A written response will be sent to you within eight weeks of receiving your complaint, this will inform you of the results of the investigation or explain why this isn't possible.

Where we cannot resolve your concerns, or have been unable to resolve them within eight weeks, you may be able to ask the FOS to carry out an independent review. Whilst firms are bound by their decision, you are not. Contacting the FOS will not affect your legal rights. You can contact them on **0800 023 4567** or visit their website at **financial-ombudsman.org.uk**, where you will find further information.

## Terms and conditions

This key features document gives a summary of the JISA Portfolio. You should also see the full **Junior ISA Portfolio Terms and Conditions** (LF01153). You may already have a copy, but if not you can get one from your financial adviser or contact us directly.

## Compensation

The Financial Services Compensation Scheme (FSCS) has been set up to provide protection to consumers if authorised financial services firms (like Aviva Wrap UK Limited) are unable to meet claims against them. Whether the child qualifies for any compensation under the FSCS will depend on the type of investments they hold and different limits of compensation apply to different types of investment. In some circumstances the child might not receive any compensation under the FSCS.

The availability of compensation depends on:

- the type and structure of the investments you choose within the product;
- which party is unable to meet its claims; and
- whether the child was a UK resident at the time you took out the product.

Where compensation is available in relation to any of the investments Aviva Wrap UK Limited (or its Nominee) will make a claim under the FSCS on your behalf.

## JISA Portfolio provider

If the child suffers financial loss as a result of the portfolio provider, Aviva Wrap UK Limited, becoming unable or unlikely to be able to meet its claims, they will normally be able to claim under the investment section of the FSCS up to a maximum amount of £85,000 per person.

## Collective investments

Collective investments are held in an Aviva Nominee account under the name of an Aviva company that doesn't undertake any other trading activity. Should the individual fund manager become unable

or unlikely to be able to meet its claims, Aviva Wrap UK Limited or its Nominee will be eligible to claim compensation under the FSCS although this will be restricted to 100% of the first £85,000 held per person per fund management firm.

## Equities, investment trusts and exchange-traded funds

We use a stockbroking partner to trade and hold equities, investment trusts and exchange-traded funds held within Aviva portfolios. Our nominated stockbroker uses a nominee account to hold the assets. Aviva Wrap UK Limited should be able to make a claim under the FSCS should the stockbroker be unable to return the assets for any reason. The protection provided would be 100% of the first £85,000 per person per stockbroking firm.

## Cash account

For the cash account (a UK deposit account), the money is held within a client money account. Cash will be held in one or more interest bearing client money trust account(s) with external account providers of our choice. These account providers can change at any time. This means Aviva Wrap UK Limited is normally entitled to claim up to £85,000 on behalf of each client for each of these account providers. This limit will also take into consideration any other accounts you hold with these account providers. We'll hold the cash upon receipt in a client money bank account in line with the Financial Conduct Authority client money rules. Go to **aviva.co.uk/bank-interest-rates** if you want current details about these account providers.

To find more information about the FSCS, including how to contact them by email and webchat:

Website: **fscs.org.uk**

Phone: **0800 678 1100** or **0207 741 4100**

## Solvency Financial Condition Report

Every year we publish a Solvency and Financial Condition report which provides information about our performance, governance, risk profile, solvency and capital management. This report is available for you to read online at **aviva.com/investors/regulatory-returns**

## Law

The law of England will apply in legal disputes and your contract will be written in English. We'll always write and speak to you in English. We're regulated by the Financial Conduct Authority:

The Financial Conduct Authority  
12 Endeavour Square  
London  
E20 1JN

## Potential conflicts of interest

There may be times when Aviva plc group companies or our appointed officers have some form of interest in the business being transacted.

If this happens or we become aware that our interests, or those of our officers, conflict with your or the child's interests, we'll take all appropriate steps to manage that conflict of interest. We'll do this in a way that treats all customers fairly and in line with proper standards of business.

You can get a copy of our conflicts of interest policy from your adviser.

If there's a conflict of interest that, despite all efforts to manage it, can't be prevented, we'll tell your financial adviser about this. Your adviser will give you a copy of this disclosure before you commit to taking out this product or take any investment action in relation to it. This is an important document and you should read it before making any investment decision.

### **Client classification**

The Financial Conduct Authority has defined three categories of customer. The child has been treated as a retail client, which means that they will receive the highest level of protection offered by the Financial Conduct Authority rules and guidance.

### **Suitability of product**

You'll have received advice from a financial adviser when you bought this product. This means that the child benefits from the protection provided by the Financial Conduct Authority's rules financial advisers must follow when giving financial advice.

### **Supporting firms and advisers**

We provide products and services to advisers and other firms designed to enhance the quality of the service they provide to their customer. This includes access to generic market commentary, training and guides to our products and service, insight and information including pricing and product matching tools and hospitality whilst attending meetings and training events.

For further details of the services we've provided to your financial adviser or if you have any questions, you can contact us using the details in the 'How to contact Aviva' section, on the previous page.



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## How to contact us

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