

Aviva Platform

Application form (for SIPP and group SSAS holders investing in the Investment Portfolio)



Please note:

WE DO NOT ACCEPT SINGLE-MEMBER SSAS BUSINESS

We accept investments related to UK based schemes only, i.e. schemes which are registered in the UK. Trustees must also be UK based. However, there may be exceptions to the rule on trustee residency. Please contact us for more information.

How to fill in this form

You should complete this form as part of your financial adviser's application to open a new Investment Portfolio on your behalf.

There's a checklist of the documents we require at the end of this form. In some circumstances, we may need to come back to you for further documents. Please complete all relevant sections. If you don't, it may delay your application.

The Investment Portfolio Terms and Conditions along with the Adviser charge agreement (within this form) are important and you should take the time to read them. Please contact your adviser for a copy of the Terms and Conditions or if you have questions about the Adviser charge agreement or how to complete it.

What are our requirements?

Please provide the following documents:

- your adviser should provide the corporate Confirmation of Verification of Identity form (GN01780), plus copies of the documentation used to verify a company (if applicable)
- certified copies of documentation used to verify an individual beneficial owner
- certified copies of documentation used to verify a trustee
- Authorised signatory list
- Certified copy of the Trust Deed

Please note: SIPP must be FCA registered

What is a group SSAS?

Group SSASs are primarily set up by private and family run limited companies for the benefit of the owner directors and senior employees. They would not be for single individuals.

Note: The minimum initial contribution or transfer for corporations is £50,000 and the minimum regular contribution is £500.

Section 1: SIPP provider details

Portfolio name	<input type="text"/>
Name of SIPP provider	<input type="text"/>
SIPP provider address	<input type="text"/>
Town/city	<input type="text"/>
Post code	<input type="text"/>
Please state FCA registration number	<input type="text"/>

Details of the beneficial owner

If there are more than two beneficial owners, please provide details on additional sheet(s).

	Person one	Person two
Name (including title)	<input type="text"/>	<input type="text"/>
Address	<input type="text"/>	<input type="text"/>
Town/city	<input type="text"/>	<input type="text"/>
Post code	<input type="text"/>	<input type="text"/>
Date of birth	<input type="text"/>	<input type="text"/>
National insurance number	<input type="text"/>	<input type="text"/>
Email address	<input type="text"/>	<input type="text"/>
Telephone number	<input type="text"/>	<input type="text"/>

Please go to Section 3

Section 2: SSAS provider details

Portfolio name	<input type="text"/>
Name of SSAS provider	<input type="text"/>
SSAS provider address	<input type="text"/> <input type="text"/>
Town/city	<input type="text"/>
Post code	<input type="text"/>
Is SSAS provider in FCA register?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Please provide number if so	<input type="text"/>

Details of company

Name	<input type="text"/>
Address of company	<input type="text"/> <input type="text"/>
Town/city	<input type="text"/>
Post code	<input type="text"/>
Corporation's reference number (eg Companies House number etc.)	<input type="text"/>
Company's email address	<input type="text"/>
Company's telephone number	<input type="text"/>

Details of any ultimate controller or beneficial owner with pooled assets – these should be any person with a 25% or more stake in the business

If there are more than two beneficial owners/controlling persons, please provide details on additional sheet(s).

	Person one	Person two
Name (including title)	<input type="text"/>	<input type="text"/>
Address	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>
Town/city	<input type="text"/>	<input type="text"/>
Post code	<input type="text"/>	<input type="text"/>
Date of birth	<input type="text"/>	<input type="text"/>
National insurance number	<input type="text"/>	<input type="text"/>
Email address	<input type="text"/>	<input type="text"/>
Telephone number	<input type="text"/>	<input type="text"/>

Please go to Section 3

Section 3: Other Information

Please confirm the capture of mandated signatories or those authorised to give instructions for the movement of funds or assets and who have authority to operate an account or to give Platform instructions concerning the use or transfer of assets is attached.

Mandated signatories list attached Yes No

We can give online read only access to the Investment Portfolio for the scheme. If they wish, please supply the details below of two authorised signatories to receive this access.

Authorised signatory 1

Authorised signatory 2

First name

Surname

Email address

Trustee details

Where you are not supplying a list of mandated signatories, please tell us the trustees' details below.

Trustee one

Trustee two

Title (Mr/Mrs/Miss/Ms/Mx/Dr/
Other - please state)

Forename(s)

Surname

Home address

Town/city

Post code

National insurance number

Date of birth

Trustee's email address

Telephone number

Read only access to the Investment Portfolio required? Email address must be provided above. Yes No

Yes No

Trustee three

Trustee four

Title (Mr/Mrs/Miss/Ms/Mx/Dr/
Other - please state)

Forename(s)

Surname

Home address

Town/city

Post code

National insurance number

Date of birth

Trustee's email address

Telephone number

Read only access to the Investment Portfolio required Yes No

Yes No

Section 4: Payment details

Single payment

IMPORTANT - DO NOT SEND PAYMENTS until we have set up the Investment Portfolio and given you the account number. This is because we must complete detailed due diligence and, under regulations, there may be issues with returning payments if your application is rejected. So in the meantime just tell us how you want to make the payment. You'll find more information in the 'What happens next' section at the end of this form.

Amount

£

Note: The minimum single payment is £50,000

How will you send us the payment when we're ready?

Cheque

Direct credit

Source of wealth

Please indicate how you acquired the money you are investing:
Profits from company or shares/gift/property sale/inheritance/
lottery or betting win/salary/savings/other (please specify)

Regular payment

Please also complete the direct debit mandate at the end of this form.

Amount

£

Note: The minimum regular payment is £500

Frequency:

monthly

quarterly

half-yearly

Frequency:

1st

7th

14th

21st

28th

If there is insufficient notice to process your application, your first payment will commence the following month.

Source of wealth

Please indicate how you acquired the money you are investing:
salary/savings/dividends/other (please specify)

Transfer in (cash)

Please also complete an LF01071 transfer form.

Amount

£

Ceding scheme name

Ceding scheme account number

Asset selection

Please select either model portfolio(s) or individual assets, or a selection of both. Please fully complete all requested details so we can identify the relevant assets.

Asset/Model portfolio (full name)	ISIN/Sedol	Single Investments £/%	Regular Investments £/%

Please continue on a separate sheet if required.

Section 4: Payment details *continued***Transfer in (assets)**

Please also complete an LF01071 transfer form.

Ceding scheme name

Ceding scheme account number

Asset name (in full)	ISIN/Sedol	No. of units (may differ at transfer)

Please continue on a separate sheet if required.

Target Assets

Complete this table if any of the assets being transferred to Aviva are to be converted to a different share class.

If you want your client to be invested in the cheapest available share class for a particular asset, you should select the cheapest available share class as your target asset. Please note the cheapest share class may not be the common one. You can find details of the available share classes on our Investment Centre.

Asset name (in full)	ISIN/Sedol	No. of units (may differ at transfer)

Please continue on a separate sheet if required.

Section 5: Regular withdrawals and natural income

Regular withdrawals

Withdrawal amount per payment.

£

Frequency of withdrawals
(tick one)

monthly

quarterly

half-yearly

yearly

Please state the first withdrawal date required.

Please tick one of the following dates of
the month:

1st

7th

14th

21st

28th

Bank account details for regular withdrawals to be paid into:

Account holder's name

Sort code

Bank account number

Withdrawal option

Pro-rata

Asset-specific

If 'Asset specific' has been chosen, please indicate your asset choice below:

Asset name (in full)	ISIN/Sedol	Withdrawal amount £/%

Natural income

Please tick as appropriate, whether you would like to:

Take natural income

Leave in the account as cash

Reinvest

Section 6: Tax residency of any Individual Trustees

Please complete this section for any individual trustees of a SSAS. This section should not be completed for SIPPs.

Please confirm all the trustees on this application are resident for TAX PURPOSES in the United Kingdom.

(Note that UK is England, Northern Ireland, Scotland and Wales) We will not normally accept trustees resident outside of the UK.

If a trustee is a US citizen or holds a US passport or green card, they will also be considered tax resident in the US even if they live outside the US.

All trustees are resident for tax purposes in the UK only One or more trustees are resident elsewhere for tax purposes

If you answered one or more trustees are resident elsewhere above, please list the countries in which these trustees are resident for tax purposes, together with any tax reference number(s)/Tax Identification Numbers (TINs), if relevant. Where you do not have a reference number, please explain why.

Trustee	Country/Countries of tax residence	Tax identification/registration number or reason for not providing

The UK Government has been and will be agreeing a number of inter-governmental agreements to share tax information, where applicable with the tax authorities of other jurisdictions. The requirement to collect certain information about each customer's tax arrangements is part of UK legislation and as a financial services company we are legally obliged to collect it. Please be aware that UK law also obliges us to provide certain information to the tax authorities regarding this application in the event that this section is not completed.

We are asking for your tax residency and tax ID numbers (where applicable) and will record this on our records now, but will only disclose this information to the relevant tax authorities if and when we are required to do so under UK law, and this may be exchanged with other tax authorities as required.

As stated above, tax regulations require us to collect certain information about each policyholder's tax status. In certain circumstances, we will be obliged to share this information with HM revenue & Customs (HMRC). The information is as follows:

- your name, address, jurisdiction of tax residence, Tax Identification Number (TIN) and date of birth
- your account/policy number and that the account/policy is with Aviva the balance or value of your account/policy at the end of the year or at the date it was closed
- the gross amount of interest, dividends, proceeds from sale or redemption or other amounts paid or credited to you or your account/policy during the year.

In accordance with those agreements, the UK Government will also begin to receive information from Governments of other territories about non-UK.

If you have any questions about your tax residency status please talk to your financial adviser.

Section 7: Tax Residency (of any Corporate Entities)

Please complete this section for any corporate entities acting as trustees of the SIPP. This section should not be completed for a SSAS.

In relation to taking out this policy, is the entity:

A financial institution (including professionally managed trust)

GIIN number

A registered United Kingdom (UK) pension scheme or similar arrangement¹

A Court Deputy

If you ticked any of the above you do not need to complete any further questions in this section.

An actively trading non-financial organisation (ie most of your assets are trading assets and most of your gross income is trading income)

A non-trading investment body² (ie most of your assets are held for investment purposes and most of your gross income is investment income)

Other (please specify

Is the entity resident for tax purposes anywhere other than the UK³? Yes

No

If you answered yes above then please list the countries in which the entity is resident for tax purposes, together with any tax reference number(s)/Tax Identification Numbers (TINs), if relevant. Where you do not have a reference number, please explain why. **We may not accept business where trustees' tax residence is outside the UK**

Country/Countries of tax residence	Tax identification/registration number or reason for not providing

If the entity is a non-trading investment body, such as a non-professionally managed trust or a private investment company, are any of the CONTROLLING PERSONS⁴ of the entity resident for tax purposes anywhere other than the UK?

If the controlling person is a US Citizen or holds a US passport or green card, they will also be considered tax resident in the US even if they live outside the US.

Yes

No

If any controlling person⁵ identified as part of your anti-money laundering checks is resident for tax purposes anywhere other than the UK, please list their details and the country or countries in which they are tax resident, together with any tax reference number(s)/Tax Identification Number(s) (TINs) that may be relevant.

Section 7: Tax Residency (of any Corporate Entities) *continued*

By signing below each controlling person agrees:

- the information they have provided is correct
- they will notify Aviva immediately if any of this information changes in the future, including any changes to the controlling persons

If there are more than two controlling persons⁴, please provide details on additional sheet(s).

	Controlling person 1	Controlling person 2
Full name (including title)	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
Date of birth	<input type="text"/>	<input type="text"/>
Full Address	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
Town/city	<input type="text"/>	<input type="text"/>
Postcode	<input type="text"/>	<input type="text"/>
Country	<input type="text"/>	<input type="text"/>
What makes them a controlling person: (beneficiary/class of beneficiary/protector/senior manager/settlor/shareholder/owner/trustee)	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
Country/Countries of tax residency	<input type="text"/>	<input type="text"/>
Tax Identification/reference/ National insurance number(s)	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
Signature of person	<input type="text"/>	<input type="text"/>

Section 7: Tax residency *continued*

The UK Government has and will be entering into a number of inter-governmental agreements to share tax information, where applicable, with the tax authorities in other territories. The requirement to collect information about each customer's tax residence is part of UK legislation and as a financial services company we are legally obliged to collect it. We are asking for your tax residency and tax identification numbers (where applicable) and will record this on our records.

If you have any questions on how to complete this form we recommend that you speak to your tax or legal adviser. Under UK legislation there is no need for UK registered pension funds to disclose tax residency.

1. If the scheme's trustees (or directors in the case of a company) are tax resident only in the UK, and are not tax resident in any other jurisdiction (including cases of multiple tax residency), you do not have to complete any further information. However, if your scheme is not a UK scheme, or the controlling persons (e.g., directors or trustees) are tax resident in a country other than the UK (including multiple tax residency) the remainder of this form must be completed.
2. Includes a non-professionally managed trust eg individual policies put into trust.
3. The UK consists of England, Northern Ireland, Scotland and Wales. Tax residency rules for entities vary from country to country, and can be quite complicated. For instance, companies will often be tax resident in the country where they are incorporated and may also be resident in any other countries in which they conduct business, while trusts may need to consider where their trustees are resident. If there is doubt about where an entity is tax resident, professional advice may be required.
4. A controlling person is a natural person. For a trust, this includes settlor, trustee, protector (if any) beneficiary or class of beneficiaries or any natural person exercising ultimate control over the trust. For any other entity, it includes a shareholder and any other natural person exercising ultimate control over the investment.

A beneficiary's details only need to be included if they own or are entitled to at least 25% of the trust property.

A shareholder's or senior manager's details only needs to be included if they own or control more than 25% of the shares or voting rights - or otherwise exercise control of the management of the entity eg They own less than 25% but their percentage of ownership is significantly higher than any other shareholders.

Where no natural person is seen as exercising control of an entity, the controlling person(s) of the entity will be the natural person(s) who holds the position of senior managing official.

5. If the entity or a controlling person is tax resident in a territory other than the UK then we will report the relevant information listed below to Her Majesty's Revenue & Customs (HMRC) and they may transfer that information to the government of that territory in accordance with the relevant agreement.
 - Name, address, jurisdiction of tax residence, Tax Identification Number (TIN) and date of birth.
 - Account/policy number and that the account/policy is with Aviva.
 - The balance or value of the account/policy at the end of the year or at the date it was closed.
 - The gross amount of interest, dividends, proceeds from sale or redemption or other amounts paid or credited to the controlling person or account/policy during the year.

In accordance with those agreements, UK Government will also begin to receive information from Governments of other territories about non-UK accounts held by UK tax residents.

Section 8: Adviser charge agreement

1. Payment of adviser charges

- 1.1 We will pay to your financial adviser the adviser charge in accordance with this agreement or as otherwise directed by you and your financial adviser.
- 1.2 The adviser charge that you have agreed to pay your financial adviser is a matter between you and your financial adviser. When we pay an adviser charge to your financial adviser, this is a payment we are making because you have asked us to do so and on your behalf. We do not assess the suitability or amount of the adviser charge you have agreed to pay.
- 1.3 If you have any queries about your adviser charge, including whether you are entitled to a refund, you should ask your financial adviser.
- 1.4 If, subject to the terms of this agreement, if an adviser charge is stopped, not paid or is re-credited to your Investment Portfolio, you may remain liable to reimburse your financial adviser. You should check the terms of your arrangement with your financial adviser.
- 1.5 The payment of an adviser charge is separate to any charges that you may be required to pay Aviva in respect of your Investment Portfolio.
- 1.6 We will only pay an adviser charge to your financial adviser's firm account or as otherwise directed by your financial adviser.
- 1.7 Once we have received your instruction to pay an adviser charge, we will not be able to stop the payment if you subsequently ask us to do so.
- 1.8 We will tell your financial adviser if you instruct us to alter or stop the payment of any adviser charges.
- 1.9 Where there is an insufficient cash to cover the payment of either an ongoing charge or spread initial adviser charge, we reserve the right to sell investments to cover these charges. You can find further information about this in your Investment Portfolio Terms and Conditions.

2. Calculation of your adviser charge

- 2.1 Initial adviser charge – we will deduct the amount which you have agreed with your financial adviser to cover the cost of any initial advice from your payment(s) before we invest them.
- 2.2 The spread initial adviser charge on regular contributions is taken for a set period of time. It is taken either monthly, quarterly, half-yearly or annually, as agreed by you with your adviser.
- 2.3 Ongoing adviser charge – we will deduct the amount which you have agreed with your financial adviser to cover the cost of any ongoing advice from your Investment Portfolio. If the amount you have agreed is a percentage of your Investment Portfolio then this will be calculated based on the daily value of your Investment Portfolio on the date the calculation is carried out, this means the amount of ongoing adviser charge deducted, will vary.

3. Cancelling the Investment Portfolio

- 3.1 If you decide to cancel any of your Investment Portfolio within the cancellation period we will still pay the initial adviser charge to your adviser.

4. Change in financial adviser

- 4.1 You should let us know as soon as possible if you change your financial adviser. If you change your financial adviser, we will stop paying further adviser charges to that adviser. If you change your financial adviser and you wish to pay adviser charges to a new financial adviser, you will need to complete a new adviser charge agreement.
- 4.2 If your financial adviser tells us that it has transferred its business to another authorised firm which will take responsibility for providing you with ongoing service, we will transfer all future adviser charges to the new firm.
- 4.3 On a change of financial adviser, we may provide details of the adviser charges paid under this agreement to your new financial adviser to the extent required to enable your new financial adviser to provide you with advice and services in connection with your Investment Portfolio and entering into this agreement is your consent to allow us to do so.

5. Termination of this agreement

- 5.1 You can terminate this agreement at any time by giving us 30 days' notice. We will then cancel the adviser charge agreement at the next available opportunity. You do not have to give us any reason why you are terminating the agreement and we will not charge you for doing so.

6. Keeping you informed

- 6.1 We will provide you with written confirmation when we set up the arrangements to pay the adviser charges you have instructed us to pay to your financial adviser. We will ask you to check the information that we provide to you. You will need to contact your adviser if you believe there are any errors.
- 6.2 We will also provide you with a statement every three months which will set out all of the adviser charges paid over this period.

7. Miscellaneous

- 7.1 This agreement does not give any rights to any person other than you and us. No other person shall have any rights under the Contracts (Rights of Third Parties) Act 1999 to rely on any terms under this agreement.
- 7.2 This agreement is to be governed by and interpreted in accordance the laws of England. The Courts of England and Wales shall have non-exclusive jurisdiction over any claim, dispute or difference which may arise out of, or in connection with, this contract.

Section 8: Adviser charge agreement *continued*

Initial adviser charge

Complete this section if you have agreed a charge for advice with your adviser from your lump sum payments. This charge will only be deducted once.

Contribution type	Contribution amount £	Deduction amount £ or %
Single payment	£	£ or %
Transfer in cash	£	£ or %

Spread initial adviser charge

You should complete this section when setting up or amending an initial adviser charge on regular contributions.

Amount per deduction £	Deduction frequency	Number of deductions	Total charge
£			

Ongoing adviser charge

Complete this section if you have agreed to pay your adviser for ongoing advice.

Deduction amount £ or %	Deduction frequency	Number of deductions
£ or %		

Section 9: Financial crime

To verify your identity and prevent financial crime, your information may be used by any company within the Aviva group and may be shared with third parties who provide services to us, as well as other organisations where required to by law and regulatory requirements.

A record may be kept of any searches carried out and any suspicions of financial crime and related details may be retained and used to assist other companies for verification and identification purposes. The search is not a credit check and your credit rating should not be affected.

Section 10: Client declaration (trust)

- We confirm that as trustees we have satisfied ourselves that investments in the Investment Portfolio and the making of any fund switches or the taking of withdrawals are in accordance with the terms of the trust and do not breach any of the trusts powers.
- We declare and confirm that our powers under the above named Trust are sufficiently wide to allow Trust monies to be used in this manner.
- We declare the information in this application form is true and complete to the best of our knowledge.
- We will advise Aviva immediately of any material changes to the Trust (eg change of trustee).
- We will notify Aviva immediately if any information relating to this application changes in the future.
- We instruct Aviva to set up and pay initial adviser charges and/or ongoing adviser charges as we have agreed with our financial adviser, in accordance with the terms and conditions of this agreement.
- We have been provided with Aviva's fair processing notice (document reference GN01514) which sets out how Aviva will collect, process and may share personal information relating to me and beneficiaries under the trust. We further confirm that we have provided this information to the beneficiaries.
- We authorise Aviva to carry out an asset conversion for any assets where we are transferring by unit transfer and we have applied for a discounted share class of the same asset. This is in line with the Investment Portfolio Terms and Conditions.

Please note – Aviva recommends that the trustees take independent legal advice if in doubt about their powers or the terms of the trust. Aviva can't be held responsible in such circumstances.

Section 10: Client declaration (trust) *continued*

For **individual trustees**, all trustees must sign and date this declaration.

We confirm we have read and agreed to the above Client Declaration and have authority to act on behalf of this trust.

	First trustee/authorised signatory	Second trustee/authorised signatory
Print name	<input type="text"/>	<input type="text"/>
Signature	<input type="text"/>	<input type="text"/>
Date	<input type="text"/>	<input type="text"/>
	Third trustee/authorised signatory	Fourth trustee/authorised signatory
Print name	<input type="text"/>	<input type="text"/>
Signature	<input type="text"/>	<input type="text"/>
Date	<input type="text"/>	<input type="text"/>

Section 11: Adviser declaration

For adviser use only - your adviser should complete this section

Adviser name	<input type="text"/>
Adviser reference number	<input type="text"/>
Firm name	<input type="text"/>
Firm reference number	<input type="text"/>

I confirm that:

I am submitting this application for an Investment Portfolio for my client on behalf of the above named firm

My client(s) has/have been provided with:

- (a) a keyfacts illustration for the Investment Portfolio, which includes the product and fund charges and demonstrates the effect of these charges on their investment
- (b) a Key Features document for the Investment Portfolio
- (c) Terms and Conditions for the Investment Portfolio
- (d) Key Investor Information/Key Information document for each fund selected where applicable.
- (e) the Aviva Platform Fair Processing Notice for ISA Portfolio and Investment Portfolio GN01514 (available in the literature library on our adviser website).

My client(s) has/have received advice and have authorised the above named firm to deal in investments and issue instructions to Aviva on their behalf.

My client(s) understand(s) the charges of the Investment Portfolio chosen, and also the nature of any risks inherent to the Investment Portfolio.

What happens next?

When we've processed the application, we'll send any trustees or authorised signatories who've requested, their login details and a link so they can access information online.

As the adviser, you'll be able to send us a single payment at this point. When you do, you should quote the new Investment Portfolio account number.

Once we receive and process the payment we'll also write to the Trust with:

- a confirmation schedule
- a charges schedule
- an illustration of the Investment Portfolio
- the right to cancel.

Remember to include the following if applicable:

- Individual direct debit instruction at the end of this form for regular contributions.
- Aviva Platform Transfer in or Re-registration form – non-Origo transfers only (LF01071).
- Certified copy of the Trust Deed.
- Corporate Confirmation of Verification of Identity form (GN01780), plus copies of the documentation used to verify a company (if applicable).
- Authorised signatory list.

Where do you need to send this declaration?

Please check you have all corresponding documentation and email it, along with this declaration, to advisedplatform@aviva.com



Aviva Wrap UK Limited.
Wellington Row
York, YO90 1WR.

Instruction to your bank or building society to pay by Direct Debit



Contributions to Trust Account

Please fill in the whole form using a ball point pen and email it to advisedplatform@aviva.com

Name and full postal address of your bank or building society

To: The Manager	Bank/building society
Address	
Post code	

Service User Number

298269

Reference (Policy number)

Instruction to your bank or building society

Please pay Aviva Wrap UK Limited Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Aviva Wrap UK Limited and, if so, details will be passed electronically to my bank/building society.

Name(s) of Account Holder(s)

Signature(s)

Bank/building society account number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Branch sort code

--	--	--	--	--	--	--

Date

Banks and building societies may not accept Direct Debit instructions for some type of account.

The guarantee should be detached and retained by the payer

The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Aviva Wrap UK Limited will notify you 8 working days in advance of your account being debited or as otherwise agreed. If you request Aviva Wrap UK Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit, by Aviva Wrap UK Limited or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
– If you receive a refund you are not entitled to, you must pay it back when Aviva Wrap UK Limited asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

