



INTELLIGENTMONEY

THE MANAGED DIRECT ISA  
KEY FEATURES / TERMS & CONDITIONS

## KEY FEATURES OF THE MANAGED DIRECT ISA

The Financial Conduct Authority is the independent financial services regulator. It requires us, Intelligent Money Limited, to give you this important information to help you to decide whether The Managed Direct ISA is right for you. You should read this document carefully so that you understand what you are buying, and then keep it safe for future reference.

### Managed Direct ISA aims:

The Managed Direct ISA is an investment vehicle designed to enable you to hold investments in a tax efficient way.

You can trade in our range of Portfolio(s) subject to the additional requirement that the investment can be held in a Stocks and Shares ISA under the ISA Regulations.

You can make one-off or regular payments, or subscriptions, into the ISA to take advantage of the tax privileges available.

### Your commitment

You must ensure that you understand the features, benefits and risks of our Managed Direct ISA, so that you can be sure it will meet your needs and expectations.

You must agree to be bound by The Managed Direct ISA terms and conditions and pay the charges set out in those terms and conditions.

You must ensure that any regular or single subscriptions paid do not exceed ISA subscription limits.

You should view this as a medium to long term investment and should aim to keep it for at least five years.

### Risks

The value of investments can fall as well as rise and is not guaranteed. You may get back less than the amount you invested.

Exercising your cancellation rights may result in you getting back less than you paid in.

Past performance must not be viewed as an indication of future performance.

You will be able to buy and sell between Portfolio(s) within The Managed Direct ISA, each of which carries a different level of risk.

The favourable tax treatment of ISAs may not be maintained in the future if UK tax law and HM Revenue & Customs practice change.

We do not provide investment advice. We do provide information about investments, but this is provided solely to enable you to make your own investment decisions and must not be treated as a recommendation. If you need advice to determine whether an investment is suitable, you must consult a suitably qualified Regulated Firm.

If the value of your ISA is small and/or you deal frequently in small amounts, dealing costs may be disproportionately high and the value of your ISA may be eroded.

You should note that the rules relating to the taxation of ISAs and of capital gains and income from investments held within them are subject to change.

### Questions and answers

#### Who can invest?

To open an Managed Direct ISA you must:

- be aged 18 or over, and
- be resident in the UK for tax purposes (subject to some exceptions relating to UK Crown servants working overseas and their spouses or civil partners), and
- not have paid into another stocks and shares ISA in the current tax year (unless you have transferred the current tax year's subscription from that ISA to us), and
- not have exceeded the overall ISA subscription limit taking into account any payments you have made to a cash ISA. You can find out the current limit from your adviser or by calling us.

#### Is the account right for me?

The account may be right for you if you:

- are looking for potentially higher investment returns than a typical bank or building society account,
- are looking for a tax-efficient way of investing
- want to invest in the types of assets available in the ISA account and are aware of and accept the risks associated with these assets
- can invest for at least five years

#### How can I invest?

You can make an application by completing an online application through our website.

There is no minimum payment and, because The Managed Direct ISA is a flexible ISA, any cash you withdraw from it may be paid back in during the same tax year. Payments in will first be treated as a repayment of a previous withdrawal in the tax year, before they start to count towards your ISA allowance.

#### You can:

- make regular payments monthly by direct debit
- make one-off payments by direct debit

#### What investments can I invest in?

The Managed Direct ISA enables you to invest in our IM Optimum Portfolios. Please refer to *Investing in the IM Optimum Portfolios* below.

#### How do I transfer my existing ISA to The Managed Direct ISA?

Just complete the Transfer ISA form which can be found online as part of your application.

Once we receive your completed form we will liaise with your current ISA manager to complete the transfer.

#### Can I transfer my ISA to another ISA manager?

Yes – you can arrange to transfer the value of your Managed Direct ISA to another ISA manager at any time.

You can do this either as a cash transfer, or where possible, by re-registering assets if the receiving provider can accept the re-registration of your assets. If you choose a cash transfer, you will not benefit from any growth during the transfer period.

#### What are the charges?

The Managed Direct ISA has an initial, one off, transaction fee of 1.5% on any contributions made and a total annual charge of 0.87%. This annual charge includes all costs in providing the Managed Direct ISA, including underlying investments, dealing costs, portfolio management and annual ISA management expenses. This figure is usually referred to as the Total Expense Ratio (TER) or Ongoing Charges Figure (OCF).

This 0.87% total annual charge figure does not include your Regulated Firm's service charge (as set out below).

#### What does my Regulated Firm receive?

- Your regulated firm charges an annual service fee for providing you with access to Managed Direct and all support, information and guidance you may require as part of this. This fee (which is capped at a maximum of 0.5%), when added to the 0.87% Intelligent Money fee (above) results in maximum total annual charges of 1.37%.

If you require any financial advice your Regulated Firm will agree advice fees separately with you.

#### Can I take money out of my ISA?

Yes – you can make one-off withdrawals and start or stop regular withdrawals at any time. We will not apply any penalties for taking money out of your account. Any cash you withdraw from your ISA may be paid back in during the same tax year and will not count towards your annual ISA allowance.

#### Can I cancel my application or close my ISA in the future?

Yes on both counts.

When we issue your account documents, we'll send you a cancellation notice and information on how to cancel your account. You can cancel your account within 14 days of receiving the cancellation notice by completing and returning the cancellation notice to us.

If you exercise your right to cancel you may not get a full refund of your original investment if the value of your Portfolio(s) being cancelled has fallen by the day we receive the completed written cancellation notice.

If you do not cancel within the 14-day cancellation period, thereafter you can terminate your contract and close your Managed Direct ISA at any time by writing to us.

#### Once my Managed Direct ISA is open, what information will I receive from you?

Once we have set up your account we will send you confirmation that your account is open. We will send you half yearly statements and a contract note for each one-off transaction you undertake.

#### What happens to my account if I die?

If you die, the tax benefits of your ISA will end immediately. We will transfer the assets held in the ISA to your Investment Optimum Portfolio. When your personal representatives provide further instructions and the appropriate documentation to establish proof of death and proof of entitlement, we will sell any assets and pay the cash proceeds, less any unpaid charges, as set out in your Managed Direct ISA Agreement.

Your spouse or civil partner may be eligible to a one-off additional ISA allowance equivalent to the value of your ISA at the time of death. Please see the Agreement for more information.

## The Managed Direct ISA Key Features

### Investing in the IM Optimum Portfolios

#### • What are the IM Optimum Portfolios?

The IM Optimum Portfolios are investment strategies offered by Intelligent Money with the underlying investment management provided on Intelligent Money's behalf by Quilter Cheviot.

We offer two target dated managed portfolios where asset allocation and underlying investments change on an ongoing basis as they move towards their dedicated target date(s) and five risk rated model portfolios.

#### • The target dated managed Portfolios

IM Optimum Growth is designed for people wanting to make a lump sum withdrawal at their selected target date as it manages down risk in the final years as you approach this date in order to protect your accumulated funds from any sudden volatility or market movements.

IM Optimum Growth & Income is designed for people wanting to take an ongoing income from their accumulated funds at their selected target date (although cash withdrawals are always available) as this strategy manages into an income portfolio in the final years as you approach this date.

#### • What are the advantages of target dated Portfolios?

Instead of you having to switch through a series of risk rated funds as you approach a specific target date (such as retirement), our target date portfolios automatically do this for you internally in one investment. The risk management, asset allocation and underlying investments have objectives and risk profiles that change with time as your portfolio gets closer to its target date.

The target dated portfolios offered by Intelligent Money work in three year ranges and with different end asset allocations depending on whether you wish to make a cash withdrawal at your target date (where the portfolio becomes very cautious as the target date approaches) or take an income from your funds (or reinvest the income for further growth) where the portfolio will have an asset allocation which should provide a growing income level thereafter.

The target dated portfolios will start with a growth objective and gradually move through a balanced objective to either cautious (IM Optimum Growth) or income (IM Optimum Growth & Income) objective at the target date.

Asset allocation changes are made by the investment manager based on the time horizon to target date and the final objective of the investor. In addition tactical or short term decisions will be made based on economic and market conditions.

#### • What is the right target date Portfolio for an investor?

This is based on your expected date of requiring access to the funds and whether capital or income will be required.

For example if (at your target date) you are likely to want to buy an annuity or take a cash withdrawal for any other purpose then this would fit with the design of IM Optimum Growth.

Equally, if (at your target date) you are likely to want to take an income or reinvest this income for further capital growth this would fit with the design of IM Optimum Growth & Income.

If your objectives change you are always free to switch out of one portfolio into another. You can also change your target date(s) whenever you wish.

#### • The risk rated model Portfolios

These portfolios do not run to a target date but instead aim to achieve the optimum level of return through both natural income and capital growth at a constantly defined level of risk/reward in line with market conditions at any given time.

Our model portfolios vary in terms of risk/reward from Defensive, Cautious, Balanced, Dynamic to Adventurous, and rebalance back to their original mandates.

#### • What are the advantages of the risk rated model Portfolios?

The risk rated model portfolios consistently rebalance themselves into the same risk/reward mandate at all times. This is designed for people looking to achieve a constant level of risk/reward until manually amended (unlike the target date portfolios where risk is managed down different glide paths).

#### • What are the risks of the IM Optimum Portfolios?

The IM Optimum Portfolios are not cash deposit accounts and therefore, like all investments, carry risks. You would not get all your money back if you decide to withdraw when prices are lower than the purchase prices and the level of income you select to withdraw may cause capital loss if the income drawn is greater than the overall investment return.

Because the IM Optimum portfolios are actively managed the investment manager can make tactical decisions based on economic and market conditions therefore there is the ability to mitigate losses.

Risk is further managed by the portfolios being diversified across a large number of asset classes and underlying investments.

The value of investments and the income from them can fall as well as rise and you may not get back what you invested.

#### • Where do the IM Optimum Portfolios invest?

The portfolios are multi asset to ensure diversification and will typically include fixed interest, UK and international equities, and alternative asset such as commercial property. The asset allocation is implemented using passively managed funds.

#### • Who provides the Discretionary Investment Management for the IM Optimum Portfolios?

Quilter Cheviot is the investment manager appointed by Intelligent Money to manage the IM Optimum Portfolios and your money is held in custody by Quilter Cheviot.

Quilter Cheviot is one of the UK's largest discretionary investment management firms and can trace its heritage to 1771. It currently manages over £15 billion in assets for over 40,000 clients.

Quilter Cheviot's parent company is Old Mutual, a FTSE 100 listed company with more than 16 million customers and nearly £300 billion of assets under management.

All dealing and investment transactions are undertaken by Quilter Cheviot in line with the investment strategy designed by Intelligent Money in consultation with Quilter Cheviot.

#### • Do I become a client of Quilter Cheviot?

No. You become a client of Intelligent Money and Intelligent Money utilises the services of Quilter Cheviot in the provision of the IM Optimum Portfolios.

### Generic Illustrations

| IM Optimum ISA | Growth                 |                                  |                             |
|----------------|------------------------|----------------------------------|-----------------------------|
| At end of year | Investment to date (£) | Effect of deductions to date (£) | What you might get back (£) |
| 1              | 1,000                  | 20                               | 1,030                       |
| 3              |                        | 50                               | 1,110                       |
| 5              |                        | 80                               | 1,200                       |
| 10             |                        | 160                              | 1,470                       |

The last line of the table shows that over 10 years the effect of the total charges and expenses could amount to £160.

Putting it another way, if the growth rate were 5%, which is in no way guaranteed, this would have the effect of reducing it to 3.9% a year.

| IM Optimum ISA | With 4% income         |                                  |                          |                             |
|----------------|------------------------|----------------------------------|--------------------------|-----------------------------|
| At end of year | Investment to date (£) | Effect of deductions to date (£) | Income taken to date (£) | What you might get back (£) |
| 1              | 1,000                  | 35                               | 40                       | 985                         |
| 3              |                        | 54                               | 120                      | 986                         |
| 5              |                        | 73                               | 200                      | 987                         |
| 10             |                        | 142                              | 400                      | 991                         |

The last line of the table shows that over 10 years the effect of the total charges and expenses could amount to £142.

Putting it another way, if the growth rate were 5%, which is in no way guaranteed, this would have the effect of reducing it to 3.9% a year.

The projections above do not factor in any servicing fee agreed between you and the regulated firm offering and proving you with managed direct.

### Other information

We classify you as a retail client under Financial Conduct Authority (FCA) rules. This means you will receive protection for complaints and compensation.

### Contact information

This document is a brief guide to the Key Features of The Managed Direct ISA. Please refer to The Managed Direct ISA Terms & Conditions within this document for further details.

If you require further information or have any queries, please contact the us in writing at:

Intelligent Money, The Shire Hall, High Pavement, Nottingham, NG1 1HN

### Complaints

If you are not happy with the service you have received from us, please contact us in writing at the address provided above. Your complaint will be dealt with in accordance with our internal complaint handling procedures which are available on request. We will do everything we can to resolve your complaint. However, if you are not satisfied with our response you can refer the matter to the Financial Ombudsman Service (FOS). The FOS is an independent statutory body that investigates and adjudicates on certain types of complaints and disputes relating to financial services.

#### The FOS can be contacted at:

The Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London E14 9SR

Tel: 020 7964 1000.

complaint.info@financial-ombudsman.org.uk

### Compensation

If we, the bank in which any cash is held, or the fund manager with whom your assets are invested are unable to meet any financial obligations to you in full, you may be entitled to help from the Financial Services Compensation Scheme (FSCS). The compensation you may be entitled to receive will be based on the FSCS rules, and whether or not you are eligible to make a claim may depend on where you are resident.



### **DATA PROTECTION ACT 1998**

#### **USE OF YOUR PERSONAL INFORMATION**

Please read the following information before you complete the application form and sign the declaration.

The UK is one of the most highly regulated financial centres in the world. This is to safeguard the interests of consumers and other persons purchasing and being advised about investments, insurance and other financial products and in use of their personal data. Against this backdrop, we are required to make certain regulatory and statutory declarations to you.

All the information provided by you or a third party acting on your behalf in connection with your application for an Intelligent Pension will be held by Intelligent Money.

We may make checks with credit rating agencies to authenticate and verify your identity. These checks are to help us with our obligations at law. The scope and extent of the gathering of information from third parties depends on what type of service you are taking from us.

#### **How is your information used?**

Primarily, we use your data and data about you to complete transactions on your behalf. We may analyse and assess your data to maintain and develop our relationships with you.

We will retain your data according to the statutory requirements for regulatory products. If you want details of the statutory retention periods for various product types please contact us and we will obtain the latest legal position on your behalf.

Your data is held in our offices in computer-based and paper-based filing systems. Information about you will be kept after your plan is closed.

Your right to a copy of your personal data Under the Data Protection Act you have a right, upon payment of a fee, currently £10, to obtain a copy of the personal information that we hold about you. If you believe that any information held is incorrect or incomplete, you should contact us at our usual address. Any information that is found to be incorrect or incomplete will be amended promptly.

# TERMS & CONDITIONS OF THE MANAGED DIRECT ISA

These terms and conditions set out the contract between You (the Customer) and Us (Intelligent Money Limited) and should be read in conjunction with the Key Features of The Managed Direct ISA. All queries and correspondence must be sent in writing to Intelligent Money, The Shire Hall, High Pavement, Nottingham, NG1 1HN

## 1. Definitions

**“Account”** means your investment with us as covered by these Conditions. Your investment may be in either an ISA/APS. If you choose to have an ISA/APS with us under these Conditions, you will have one account number under which your ISA/APS will be held.

**“Agreement”** means the application form completed by you and accepted by us, together with these terms and conditions, as amended from time to time.

**“APS”** means an Additional Personal Subscription which can be used on top of the annual ISA subscription limit available to the surviving spouse or registered civil partner of a deceased ISA holder, provided that deceased and the surviving spouse must have been living together at the date of death [and which is described further in our understanding the Additional Permitted Subscription (APS) allowance.

**“Client Money”** money received from you or a third party for your benefit, which includes your money held pending investment, as well as the proceeds and income from selling such securities before the money is distributed to you or reinvested. Your client money is held by us and is segregated from our own funds in accordance with the FCA's client money rules and guidance. Client money may be held in 'pooled accounts' which means your money may be held in the same accounts as that of other clients investing in The Managed Direct ISA. Client money is deposited with an approved bank or credit institution in instant access or term accounts opened in the name of IM in accordance with FCA rules. The banks or credit institutions we use are independent of us and we do not accept liability for any default or delay in the distribution of funds on their failure.

**“Custodian”** means a specialised financial institution that is responsible for safeguarding assets, including holdings in the Portfolios

**“Depositary”** means Quilter Cheviot Limited

**“Direct Debit Transaction Day”** means the business day on which we request a direct debit Payment from your Nominated Bank Account.

**“Discretionary Investment Manager”** means the underlying discretionary investment manager appointed by Intelligent Money, currently Quilter Cheviot.

**“FCA”** means the Financial Conduct Authority or any other authority that may succeed it from time to time.

**“FCA Rules”** means the FCA Handbook of Rules and Guidance as amended from time to time.

**“Force Majeure Event”** means any cause preventing us from performing any or all of their material obligations under this Agreement which arise from or are attributable to acts, events, omissions or accidents beyond our reasonable control including without limitation, acts of God, war or national emergency, acts of terrorism, riot, civil or governmental order, fire, explosion, flood, storm or epidemic (including any interruption by such events to electronic or other automated systems used in connection with the services provided under this Agreement.

**“HMRC”** means Her Majesty's Revenue & Customs

**“Individual Savings Account”** or **“ISA”** means an Individual Savings Account as governed by the ISA Regulations. Please note, we do not manage cash ISAs nor offer innovative finance ISAs and so references in this Agreement to your ISA means a stocks and shares ISA.

**“ISA Regulations”** means the Individual Savings Account Regulations 1998 as amended or replaced from time to time.

**“ISA Transfer”** means the transfer of all or part of an ISA you held with another ISA manager to us in accordance with Clause 3.7 to 3.11.

**“Key Features Document”** means the document prepared in accordance with the FCA Rules on preparing product information.

**“Nominated Bank Account”** means the bank account you detailed in your application for the payment of any income or withdrawal monies from your Account. The Nominated Bank Account must be a UK bank or building society account (held with a UK branch) held in your name alone or jointly with someone else. If you fail to provide us with a Nominated Bank Account we may use the bank details of your initial investment as your Nominated Bank Account.

**“Nominee”** means a company controlled by the Custodian whose business is looking after the ownership of investments on behalf of the Custodian, or carrying out tasks related to that.

**“One-off Payment(s)”** means a one-off payment paid into your Account in accordance with your application or your subsequent instructions to us

**“Order Execution Policy”** means the policy which summarises the general basis on which we will provide 'best execution' when required by the FCA Rules

**“Payment(s)”** means any One-off Payment or Regular Payment paid in to your Account. For an ISA Transfer, this includes the Transfer Value.

**“Portfolio(s)”** means one or more of the Optimum Portfolios, as applicable, managed by the Discretionary Fund Manager which you may invest in via your Account.

**“Regular Payment(s)”** means a monthly Payment into your Account made by direct debit in accordance with your application or your subsequent instructions to us.

**“Regulated Firm”** means a company authorised by the FCA to conduct investment business, including acting as a Regulated Firm, that has offered Managed Direct to you on a direct offer (non-advised) basis.

**“Transfer Value”** means the value of an ISA you held with another ISA manager which has been transferred to us in accordance with Clause 3.7 to 3.11.

**“US Person”** means any natural person resident in the United States; any partnership or corporation organised or incorporated under the laws of the United States; any estate of which any executor or administrator is a US Person; any trust of which any trustee is a US Person; any agency or branch of a foreign entity located in the United States; any non-discretionary account or similar account (other than an estate or trust) held by a dealer or other fiduciary for the benefit or account of a US Person; any discretionary account or similar account (other than an estate or trust) held by a dealer or other fiduciary organised, incorporated, or (if an individual) resident in the United States; and any partnership or corporation if: organised or incorporated under the laws of any foreign jurisdiction; and formed by a US Person principally for the purpose of investing in securities not registered under the US Securities Act 1933, unless it is organised or incorporated, and owned, by accredited investors who are not natural persons, estates or trusts.

**“Valuation Point”** means the point in time on each business day at which the [relevant] Fund is valued and priced.

**“we” or “us” or “our”** means Intelligent Money Limited, the account manager of your Account.

**“you” or “your”** means the person making the application to open an Managed Direct ISA under this Agreement.

## 2. Opening an Managed Direct ISA Account

2.1. You can open an Account with us by submitting via our online system a completed application form along with the relevant Payment details.

2.2. You can also open an Account by transferring an ISA from another ISA manager to us in accordance with Clauses 3.7 to 3.11. In addition, you can open a new account to utilise your APS allowance with us as well as transfer your APS from another ISA manager in accordance with Clauses 3.7 to 3.11.

2.3. You must ensure that the information provided in your application is accurate. We may ask you for additional information in order to verify your identity. You also authorise us to carry out electronic checks to assist in the verification of your identity and we may check the source of money added to your Managed Direct ISA.

2.4. If, after a reasonable period of time, we have not received the information requested, we may close your Account. If we close the Account, the investments held in your Portfolio(s) will be sold and you'll receive the market value of the investments. To the extent permitted by law and the FCA Rules, we will not be liable for any losses you may incur as a result of you failing to provide the information we have requested or if the information you have provided is inaccurate.

2.5. Other than for ISA Transfers, proceeds from the sale of your investments will be returned to the original source of the payment unless exceptional circumstances mean this is not possible. For ISA Transfers, we'll return the money directly to you unless you decide to transfer to a new ISA manager.

2.6. If you are applying to open an Managed Direct ISA, we may reject your application if the information you have provided does not include your:

- 2.6.1. National Insurance number;
- 2.6.2. date of birth;
- 2.6.3. full name; and
- 2.6.4. address (including postcode).

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2.7. If you originally told us you do not have a National Insurance number, and then tell us after 30 calendar days from the date we send you a declaration that you do, then we'll make this ISA Account void and open a new ISA Account from the date of the revised declaration.

2.8. If you are applying to open an APS, we reserve the right to reject your application for an APS if the information you have provided does not include:

- 2.8.1. the full name of the deceased;
  - 2.8.2. the permanent residential address of the deceased at the date of death;
  - 2.8.3. the date of birth and date of death of the deceased;
  - 2.8.4. the deceased's National Insurance Number; and
  - 2.8.5. the date the marriage or civil partnership with the deceased took place.
- 2.9. You must notify us if you cease to be a resident of the United Kingdom or if you have ceased to perform duties as a Crown employee serving overseas, or have ceased to be married to, or in a civil partnership with, such a person. In such an event, your existing Managed Direct ISA need not be closed, but no further subscriptions to the ISA can be made, otherwise than by way of APSs or flexible ISA replacement subscriptions, as described in clause 8.3.

2.10. We will check your information with fraud prevention agencies before we accept the application and periodically during the term of your Managed Direct ISA including for example if you re-invest each year. If false or inaccurate information is provided and fraud is identified details will be passed to fraud prevention agencies.

2.11. Please note that Managed Direct ISA is not available to US Persons.

### 3. Subscriptions and transfers

3.1. You can invest in your Managed Direct ISA by way of a One-off Payment, a Regular Payment or by making an ISA transfer into your Account. For an APS you can only make One-off Payments.

3.2. Regular Payments are only collected by direct debit. After we have accepted your application and provided we have received sufficient information to verify your identity, the first Regular Payment will be collected. This means no collection will take place until all outstanding identification requirements are met. A new direct debit Instruction will be required if the first Regular Payment will be collected more than 90 calendar days after the application was accepted.

3.3. If you wish to cancel or change your direct debit, you must inform us in writing at least five business days before the Direct Debit Transaction Day in order to cancel the Regular Payment or to make the change in time for your next Regular Payment.

3.4. Subject to other provisions of this clause 3, any increase in Regular Payments will be collected on the same Direct Debit Transaction Day as the existing direct debit.

3.5. It is your responsibility not to exceed the overall ISA subscription limit prescribed by HMRC. We will return to you, without interest, any part of a payment received for an ISA that is in excess of the limits allowed by the ISA Regulations if we identify an over-subscription and/or advise you that HMRC may be in contact with you.

3.6. With regard to an APS, we will return to you, without interest, any part of a payment received for an APS that is in excess of the limit allowed by the Regulations if we identify an over-subscription and/or advise you that HMRC may be in contact with you. Once you make an APS Payment into the ISA, the full APS limit must be used with the same ISA manager. Any unused allowance of this APS cannot be used with another ISA manager. That does not preclude you from utilising elsewhere the other personal subscriptions you might be entitled to with the other ISA managers.

#### Transfers out

3.12. You may, at any time, request us to transfer all or part of your Managed Direct ISA to another ISA manager in accordance with the ISA Regulations relating to transfers. Your new ISA manager will contact us to arrange the transfer. We will agree with the new ISA manager the timing of the transfer, subject to a reasonable business period (which will be not less than 10 days and not more than 30 days) required by us to implement the transfer. Please note that it is not possible to transfer only some of the Payments you have made to your ISA in the current tax year, any current tax year Payments must be transferred in full. However, you can transfer all or some of the Payments you have made in previous tax years.

3.13. You may only transfer your Managed Direct ISA in cash to your new ISA Manager. Re-registration of investments held in your Managed Direct ISA is not permissible. If you wish to transfer your Managed Direct ISA in cash to a new ISA manager, we will sell enough investments to meet the requested transfer value. When we have received all the information we reasonably require to finalise the transfer, the investment will be sold at the next Valuation Point (unless we are told otherwise). If the transfer means that the remaining value of your ISA would be less than £5000, we reserve the right to sell all of your holdings and transfer the whole of the ISA value to your new ISA manager.

3.14. For any ISA transfer, we will deduct from the value transferring to the new ISA manager any outstanding charges, or any payments that are owed to HMRC in accordance with the Regulations. However, we will not charge for making an ISA transfer.

### 4. Ownership of investments and administration of the Account

4.1. The legal title (i.e. the document or record which indicates ownership which will be held by us or the Nominee) of the Portfolio(s) in your Account will be registered in the name of Intelligent Money Nominee's or any Nominee we may appoint.

4.2. Intelligent Money Nominees will attend meetings of the Discretionary Fund manager, and exercise any voting rights at such meetings on your behalf.

4.3. We appoint a Nominee to hold the legal title of holdings in an ISA for the following reasons:

4.3.1. to enable us to meet the Regulations or the FCA Rules to ensure that your investment is adequately protected;

4.3.2. we believe it will provide better security of your investment;

4.3.3. we believe that the appointment of a Nominee would enable us to manage your investment with greater efficiency; and

4.3.4. we do not offer any custody services.

4.4. Before we invest in the Portfolio(s) on your behalf, you must confirm that you have seen the current Key Features Document(s) relating to the Portfolio(s) you are investing in and there could be delay to your instruction if you have not confirmed that you have seen the latest Key Features Document or the status of any advice you may have received is unclear.

4.5. If your Payment instruction to us is unclear or incomplete we will contact you or your Regulated Firm, if you have one, by telephone if possible. If we do not have telephone contact details for you or your Regulated Firm, or we are unable to reach you or your Regulated Firm, we'll not be able to complete the instruction and we'll return the instruction to your postal address.

4.6. We do not provide advice in relation to our Portfolios and do not accept any responsibility for the suitability or performance of the portfolios. Suitability is determined by your Regulated Firm or yourself (if you are a Managed Direct client).

4.7. Your instructions to us to buy or sell on your behalf will be transacted directly with the Discretionary Investment Manager in accordance with our Order Execution Policy and you agree that the terms of our Order Execution Policy will apply when we are executing instructions on your behalf.

4.8. Where we receive a One-off Payment, the Payment less any charges described in Clause 6 will be invested in accordance with your chosen Portfolio(s).

4.9. Where we receive a Regular Payment instruction, such receipts will be made at the next available Valuation Point, provided you have sufficient cleared cash in your Managed Direct ISA and after deduction of any charges described in Clause 6.

4.10. Regular Payments (including any instruction to increase the value of Regular Payments) will be invested in accordance with your chosen Portfolio(s).

4.11 You acknowledge and agree that Intelligent Money has sole discretion as to the Discretionary Investment Manager(s) it appoints and can change the Discretionary Investment Manager of the IM Optimum Portfolios without notice or your consent.

### 5. Income and dividends derived from your Managed Direct ISA

5.1. Dividends, income distributions and interest on bank deposits will be collected and retained within The Managed Direct ISA on your behalf and will be reinvested by us unless you direct otherwise.

5.2. All dividends will be taken in cash. Taxation that can be reclaimed is governed by the ISA Regulations as amended from time to time.

### 6. Charges payable on The Managed Direct ISA

6.1. For information on all of the charges, please see the Key Features Document.

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6.2 Where we do not charge VAT on services that we understand to be VAT exempt, we reserve the right to collect VAT retrospectively should HMRC deem that VAT should have been payable on any such services.

### 7. Client money and insolvency

7.1. Any money recorded to Managed Direct ISA will be held as Client Money. You will not be entitled to any interest earned on Client Money unless we tell you otherwise.

7.2. If the bank where your money is held becomes insolvent, we may or will be treated as an unsecured creditor by the bank and, subject to the insolvency laws of the UK and any other relevant jurisdiction, we should have a claim on behalf of our clients. If however the bank cannot repay all of its creditors, any shortfall may have to be shared pro rata between them. You may also be entitled as an individual to claim from the Financial Services Compensation Scheme up to £75,000 in respect of the total cash you hold directly and indirectly within the failed bank.

7.3. The Discretionary Investment Manager is responsible for looking after the assets of the Portfolio(s) into which your ISA account is invested and appoints a Custodian to do this for them. Most of these assets are held in the name of a Nominee or Nominees on account for the relevant Portfolio. The Nominee(s) ensure(s) that none of the assets of the Fund can be transferred into the name of the Discretionary Investment Manager. If the Custodian becomes insolvent, the Discretionary Investment Manager would appoint a new Custodian and the custody of the assets would change accordingly. If the Discretionary Investment Manager becomes insolvent, we would arrange for the appointment of a replacement authorised investment manager.

### 8. Making Withdrawals from your Account

8.1. You may make full or partial withdrawals from your Account by sending written instructions to the address in Clause 13 or instructions by any other method as agreed with us. Partial withdrawals can be made provided that the value remaining in your Account after a withdrawal is at least £1000. If the value remaining in your Account falls below £1000 as a result of the withdrawal instruction, we reserve the right to close the Account in accordance with Clause 9 and make a full cash withdrawal of your Account. Where you request a full withdrawal from an Account with Regular Payments, we will also, unless otherwise instructed, stop taking the Regular Payments.

8.2. We may delay the processing of an instruction to make withdrawals from your account while we check your instruction to ensure that the instruction has come from you. Once your instruction has been received, it cannot subsequently be changed or cancelled.

8.3. The Managed Direct ISA is a flexible ISA. This means that you can replace, in whole or in part, cash you withdraw, without the replacement counting towards your annual subscription limit. This flexibility is offered only in respect of any cash held in The Managed Direct ISA. Any withdrawals made will be deemed to be firstly of current year subscriptions, and secondly of previous year funds. Replacements will be deemed to be firstly of previous year funds, and secondly of current year subscriptions.

8.4. We will process your withdrawal instructions on the next Valuation Point unless you tell us to sell your investments in your Portfolio(s) at a later date, however this must take place within 30 days of us receiving your withdrawal instructions.

8.5. The sale proceeds of your withdrawal instruction will be transferred to a Client Money account when we have received these from the trustee or Depositary. The money will be retained in the Client Money account until we are able to release the payment to you.

### 9. Cancelling and closing your Managed Direct ISA

9.1. You have the right to change your mind about your investment and can cancel your application or ISA/APS Transfer in accordance with this Clause 9 by returning a completed written cancellation notice (which we will provide to you following receipt of your application) to us at the address given in Clause 13.

9.2. For applications to open an Managed Direct ISA or to make ISA/APS Transfers, you have 14 calendar days from the day you receive the cancellation notice to return the completed written cancellation notice to us at the address in Clause 13.

9.3. If you exercise your right to cancel you may not get a full refund of your original investment if the value of investment being cancelled has fallen by the day we receive the completed written cancellation notice.

9.4. If you exercise the right to cancel an ISA Transfer, you will permanently lose your ISA allowance relating to that ISA Transfer, unless you request in the cancellation notice that the proceeds are transferred to your previous ISA manager (provided that the previous ISA manager is willing to accept them) or you request a transfer to another ISA manager in accordance with Clause 3.12 to 3.15. If you do not tell us in the cancellation notice which of these options you want to choose then your ISA will be closed and the proceeds

of your ISA will be returned to you.

9.5. You may close your Account at any time. We do not charge for closing an account but you may get back less than you invested. If you choose to close your account, you will make a full withdrawal as described in clause 8.

9.6. If any of the circumstances set out in clause 9.7 exist, we may need to close your Account. If we do need to close your Account we will give you at least 30 days' written notice of the closure.

9.7. The circumstance in which we may need to close your Account are:

9.7.1. if you materially or continually fail to meet the terms of these Conditions or, if applicable, the Regulations;

9.7.2. where two successive Regular Payments fail to be collected because of a fault on your part and the total value of your Account at that time is less than £500;

9.7.3. if a Force Majeure Event occurs;

9.7.4. if there changes to any laws or regulations (which are applicable to the management of your Account) which mean that it is no longer feasible to continue to operate your Account; and

9.7.5. if we are in breach of any laws or regulations (which are applicable to the management of your Account) and this breach cannot be rectified.

9.8. We'll notify you if, by reason of any failure to satisfy the provisions of the ISA Regulations your ISA/APS has or will become void. If your ISA/APS is identified as void (which means it is no longer exempt from tax) under the Regulations, unless HMRC allows the ISA/APS to be repaired your investments will be moved into an Investment Optimum Portfolio and the tax efficient status will be removed. The terms and conditions of the relevant Investment Optimum Portfolio will apply to you.

### 10. Information on your Account

10.1. We will send you a contract note or other confirmation after each One-off Payment is invested. The contract note will show the dealing date, the execution venue, the amount and the value of the investment of the transaction. Information about each purchase made by Regular Payments will be shown on either your annual statement or within a consolidated contract note sent that will be six months after your annual statement.

10.2. We will send you a statement once a year showing all the transactions in your Account since the last statement. This will include a valuation of your Account. This statement will not include any performance information on the Fund(s). Details of the exact statement dates are available on the statement or from us on request. You can request a client money statement and/or a client asset statement at any time. Please see Clause 13 for details and how to contact us.

### 11. Procedure following bankruptcy or death

11.1. On notification of your bankruptcy, your Managed Direct ISA and its tax efficient status will cease in accordance with the ISA Regulations and no further subscriptions will be accepted. Investments will be put into the beneficial ownership of the appointed trustee or official receiver. Any tax reclaimed on income received after the date on which the appointed trustee or official receiver was appointed with be returned to HMRC.

11.2. The tax efficient status of your Managed Direct ISA will cease on your death in accordance with the ISA Regulations and no further subscriptions will be accepted. The tax benefits of an ISA will not apply to any interest or gains due following the date of death but there is no effect on the tax benefits received on your ISA before the date of death. However, the money in your Account will remain invested in the investments within your Portfolio(s) until your personal representatives provide further instructions and the appropriate documentation to establish proof of death and proof of entitlement.

11.3. If any tax credits were added to your Portfolio(s) after the date of your death, a sum equal to these credits will be deducted from the Account and paid to HMRC. Your personal representatives will receive the cash value of your Portfolio(s) subject to that deduction.

11.4. This Agreement will be binding on your personal representatives until we are able to release the payments due on your Account to them. Any payments to be made to your personal representatives will be made under the terms of this Agreement.

### 12. Payments made following a transfer, withdrawal or closure

12.1. When you make a cash withdrawal from your Account, you make a cash transfer to another ISA manager, your Account is closed or your Account is closed following bankruptcy or death, for your protection the withdrawal payments will be paid in Sterling from a Client Money Account to your Nominated Bank Account, your new ISA manager, the appointed trustee / official receiver or your personal representatives as appropriate. Payment to your Nominated Bank Account, your new ISA manager, the appointed trustee / official receiver or your personal representatives, as appropriate, will mean that we are no longer liable in relation to the payment.

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12.2. Payments will usually be sent within 10 business days of the later of:

12.2.1. the date the assets were sold; or

12.2.2. receiving all required information to verify your identity, validity of instruction and/or account details.

12.3. Where we have not been provided with sufficient payment details, we will make reasonable efforts to contact the person to whom payment is to be made in order to confirm the payment details before any payment is made. Whilst we are waiting for any such query to be resolved, the money will be held in a Client Money Account and no interest will be paid.

12.4. No interest will be earned between the date assets are sold and the date any payment clears into your Nominated Bank Account or is received by the New ISA manager or such other person to whom payment is to be made. We may deduct any outstanding fees, charges and expenses from the amount that is withdrawn.

### 13. About us and communicating with us

13.1. We are authorised and regulated by the Financial Conduct Authority. Our FCA registration number is 219473.

13.2. Any written notices and instructions given under the terms of this Agreement should be sent to us in writing at Intelligent Money, The Shire Hall, High Pavement, Nottingham, NG1 1HN. You agree to receive communications and statements from us via email.

13.3. You will notify us about any changes to your name, bank account, residency or tax status or if you become aware that the security of any methods of communication that you use to communicate with us has or may have been compromised.

13.4. Where we believe that your residency for tax purposes is affected by any change to your circumstances, we'll write to you to clarify your circumstances. You may be required to indicate all countries in which you are resident for tax purposes.

13.5. Where we have identified that your circumstances have changed, we may take reasonable steps to make enquiries to re-establish contact with you. In order to make these enquiries, we may need to share your details with trusted external parties.

13.6. We will not be liable for acting upon any communication that it reasonably believes to be from you or from a person authorised by you.

13.7. We will use all reasonable efforts to ensure that our web site is available at all times. However, the web site may not necessarily contain content for use by you and the content from time to time may be solely for the use of our agents. We reserve the right to withdraw the web site to make any necessary improvements or amendments to its features.

13.8. We will use appropriate equipment and systems to minimise any errors or viruses occurring on the web site, but it does not represent or warrant that the web site is and will be error free, free of viruses or other impairing or harmful components.

### 14. Data Protection and treating customers fairly

14.1. We will hold and process information obtained about you as a result of your Application, whether or not it proceeds, either by computer or otherwise. We will provide information to any other person you permit in writing. These requests will only be answered on an individual basis.

14.2. We fully endorse the FCA's principals of Treating Customers Fairly (TCF). Should a conflict of interest arise between us and you or between you and other clients of ours, we will apply our conflict of interest policy, a full statement on which is available on request.

14.3. Neither our 'Managed Direct ISA Key Features', this Agreement or any other documentation or verbal communications with you should be construed as providing investment or financial advice as defined by the Financial Services and Markets Act 2000 (Regulated Activities) Order 2001 as amended from time to time or re-enacted. We will not provide with any advice as to the suitability of determining for example, but not exclusively, transferring an existing ISA into The Managed Direct ISA, what Portfolio(s) to buy or sell or the amount of any Payments to make. You may wish to seek advice from a professional Regulated Firm before making an application to open an Managed Direct ISA.

### 15. Complaints

15.1. Should you wish to register a complaint in relation to the services provided under this Agreement then such a complaint can be made in writing to Intelligent Money, The Shire Hall, High Pavement, Nottingham, NG1 1HN. We will then forward to you a copy of our 'Complaints handling procedures' leaflet. Any complaint will be dealt with promptly. We will always endeavour to deal with a complaint in a fair and honest way, however, if you are unhappy or unsatisfied with our conduct of a complaint you can complain directly to the Financial Ombudsman Service.

### 16. Our liability to you

16.1. We will treat you as a retail client for the purposes of the FCA Rules. This means you will receive the greatest level of regulatory protection available under those rules.

16.2. Except as otherwise provided in this Agreement, we will only be responsible to you for any loss, injury or damage suffered by you that is due to our negligence, default, or fraud; any material breach by us of this Agreement; or any failure, delay (that was within our control) or error by us, or the Nominee in carrying out your instructions.

16.3. We will not be liable to you for indirect or unforeseeable losses such as loss of business, loss of goodwill, loss of opportunity or loss of profit. We will also not be liable for our failure to comply with this Agreement because we are complying with our obligations under applicable laws or due to a Force Majeure Event.

16.4. You will be responsible for any losses suffered by you and us if you act fraudulently or if you allow another person to use your security details for your Account. You'll also be responsible for any reasonable losses suffered by you and us as a result of your material breach of this Agreement or if you provide inaccurate or untrue information to us.

### 17. Variation of this Agreement

17.1. We have the right to make any amendment to these provisions in order to comply with a change of applicable law or regulation, by giving you 30 days' notice. If the change is to your advantage, then notice can be given within 30 days of the change.

17.2. We may increase our charges described in clause 6 after giving you notice of a variety of reasons including:

17.2.1. taking account of any changes in our practice;

17.2.2. changes in law or a code of practice;

17.2.3. taking account of any regulation or recommendations of the FCA or any other regulatory body or decisions or guidance of any relevant ombudsman;

17.2.4. to take account of any changes or unexpected change in the service we provide;

17.2.5. to take account of any new or improved service or facilities which we may provide; to take account of any ruling by a court or similar body;

17.2.6. to correct any errors which might be discovered; and

17.2.7. to enable us to maintain our financial strength in the collective interests of all our customers.

17.3. This Agreement as varied, if appropriate, shall continue until your Managed Direct ISA has been closed or transferred under the terms of this Agreement.

### 18. Miscellaneous

18.1. This Agreement shall be constructed in accordance with the laws of England and the parties submit to the exclusive jurisdiction of the English courts.

18.2. If at any time any part of this Agreement is found by a court, tribunal or administrative or regulatory body of competent jurisdiction to be in part illegal, invalid or unenforceable in any respect that will not affect any other provisions of this Agreement which will remain in full force and effect.