

# Individual savings accounts (ISA) Customer Agreement Terms and Conditions

The Aegon Asset Management UK Plc Individual savings accounts (ISA) Customer Agreement Terms and Conditions

(referred to in the summary table below as “**the Terms and Conditions**”) will be updated and changed as follows with effect from the 31 July 2023 (“**Effective Date**”).

\*Terms appearing in plain bold text have the meaning set out in the **Terms and Conditions**.

\*\*Terms appearing in plain bold text have the meaning set out in the **Terms and Conditions** and include any updates to those terms being made, or new terms being added, with effect from the **Effective Date** as explained in the summary table below.

Term / Matter Impacted	Section	Current wording*	Description of Change**
Retail Client Categorisation	Section 1.4	<b>We</b> treat <b>you</b> as a "retail client" for the purposes of the <b>Law</b> , including the <b>FCA's</b> Handbook.	<p><b>We</b> will add additional language to explain what the categorisation as a “retail client” means, in particular that:</p> <ul style="list-style-type: none"> <li>▪ retail clients generally have the highest degree of protection;</li> <li>▪ <b>You</b> may ask <b>us</b> to change <b>your</b> categorisation to professional client or eligible counterparty; and</li> <li>▪ Any agreed change to <b>your</b> categorisation will limit the protections to which <b>you</b> are entitled as a retail client.</li> </ul>
Definitions – New	<b>Section 2.1</b>	<b>N/A</b>	<p>We will add a definition of “<b>Portal</b>” to define the digital web-based portal, a link for which will be available on <b>our</b> web-site (<a href="http://www.aegonam.com">www.aegonam.com</a>), through which <b>you</b> can access information and reports relating to, and manage <b>your</b> investment in, <b>your ISA</b>.</p> <p>We will also add new definitions of “<b>Data Protection Legislation</b>” and “<b>UK GDPR</b>” to define applicable data protection and associated laws and add a definition of “<b>Personal Data</b>” to define what this term means. These terms will be used in updated section 24 (Data Protection) of the <b>Terms and conditions</b>.</p>

Definitions - Updates	Section 2.1 and Section 3.4	<p>The definitions of <b>Application Form</b>, <b>Cancellation Form</b> and <b>Cancellation Period</b> contemplate that the <b>Application Form</b> completed by <b>you</b> and the <b>Cancellation Form</b> issued by <b>us</b> as part of the <b>ISA</b> application process is sent by post.</p> <p>The definition of <b>in writing</b> contemplates that notifications or requests from <b>you</b> to <b>us</b> will be sent by post.</p>	<p><b>We</b> will update these definitions as follows to reflect that documentation should be submitted/sent, and communication should be made, via the <b>Portal</b> (unless <b>we</b> have agreed another method with <b>you</b>):</p> <ul style="list-style-type: none"> <li>a) <b>“Application Form”</b> –definition will be updated to reflect that any new <b>Application Form</b> to be completed <b>you</b> should be submitted via the <b>Portal</b> (or by such other method as <b>we</b> have agreed separately with <b>you</b>);</li> <li>b) <b>“Cancellation Form”</b> – definition will be changed to “Cancellation Form/Method”) and both this definition and Section 3.4 will be updated to reflect that <b>your</b> right to cancel <b>your ISA</b> when <b>you</b> open <b>your ISA</b> should be actioned via the <b>Portal</b> (or by such other method as <b>we</b> have agreed separately with <b>you</b>).</li> <li>c) <b>“Cancellation Period”</b> – definition will be updated to reflect that the 14 day cancellation period during which <b>you</b> may cancel <b>your ISA</b> commences from when you receive or receive confirmation of the <b>Cancellation Form/Method</b>.</li> <li>d) <b>‘in writing’</b> - definition will be updated to reflect that written notifications or requests <b>you</b> send to <b>us</b> should be sent via the <b>Portal</b> (or by such other method as <b>we</b> have agreed separately with <b>you</b>).</li> </ul> <p>Note in certain circumstances <b>we</b> may send notifications to <b>you</b> by e-mail – see <i>“Notifications from Us”</i> section below.</p>
Eligible ISA Applicants	<b>Section 3.1</b>	Individuals who meet certain eligibility restrictions are able to open an <b>ISA</b> .	We will cease accepting new applications for <b>ISAs</b> directly from investors except from existing <b>ISA</b> investors and from investors who are already a <b>Fund</b> unitholder.
Payment method – refunds	Sections 3.3, 3.4, 3.5,	If <b>we</b> don’t accept <b>your Application Form</b> or if <b>you</b> cancel <b>your ISA</b> refunds are made to <b>you</b> by cheque.	Refunds will no longer be paid to <b>you</b> by cheque. Refunds will be made to <b>you</b> by bank transfer only.
Paying into your ISA	Sections 4.1, 4.2 & 4.3	Initial and lump sum payments into <b>your ISA</b> can be made by cheque	Initial and lump sum payments can no longer be made by cheque. Initial and lump sum payments should be made by bank transfer.

Direct Debits – Regular Monthly Contributions	Section 4.3	<p>Direct Debit Forms for regular monthly contributions are to be sent to <b>us</b> by post and received by <b>us</b> by the 15th day of the month <b>you</b> want the Direct Debit to begin</p> <p>Direct Debit payments are collected on the 25th of each month or the next <b>Business Day</b> where the 25th day of the month is not a <b>Business Day</b>.</p>	<p>New Direct Debit instructions for regular monthly contributions should be set up via the <b>Portal</b> (or via such other method as we have agreed with you.) We must receive a completed Direct Debit instruction by the 18th day of the month you want the Direct Debit to begin.</p> <p>The day on which Direct Debit payment are collected will remain unchanged but we will clarify that that the full amount of any Direct Debit payment which would result in payments into your ISA exceeding the limits laid down by Law will not be collected.</p>
<b>Funds</b> and <b>Classes</b> in which <b>you</b> can invest through <b>your ISA</b>	Sections 5.1 and 5.5	The up-to-date list of <b>Funds</b> or <b>Classes</b> in which <b>you</b> can invest through <b>your ISA</b> is located at <a href="http://www.Aegonam.com/applicationforms.aspx">www.Aegonam.com/applicationforms.aspx</a>	The up-to-date list of <b>Funds</b> or <b>Classes</b> in which <b>you</b> can invest through <b>your ISA</b> will be located on the <b>Portal</b> or may be requested using the contact details set out in Section 22 of the <b>Terms and Conditions</b> .
Buying, selling, converting and switching <b>units</b>	Section 5.1	Instructions to buy, sell, <b>Convert</b> or <b>Switch units</b> must be made in writing by post <b>except</b> instructions to sell <b>units</b> which can also be made by phone.	Instructions to buy, sell, <b>Convert</b> or <b>Switch units</b> must be made in writing via the <b>Portal</b> (or via such other method <b>we</b> have agreed with <b>you</b> ).
Contract Notes	Sections 5.8 & 7.6	Contract notes detailing the value of any <b>units</b> bought or sold are sent by post.	Contract notes detailing the value of any <b>units</b> bought or sold will be made available on the <b>Portal</b> (unless <b>we</b> have agreed to send these to <b>you</b> by post)
Notifications from <b>Us</b>	Sections 5.9, 11.2.5 & 21.1	We will notify <b>you</b> by post: (a) about <b>your</b> options where <b>we</b> close existing <b>Funds</b> or <b>Classes</b> in which you can invest through <b>your ISA</b> (section 5.9); (b) where <b>we</b> are required to close <b>your ISA</b> without prior notice for a valid reason (section 11.2.5); and (c) before making any significant changes to	We will notify you of these matters via the <b>Portal</b> or by e-mail (or via such other method <b>we</b> have agreed with <b>you</b> ).
Income	Section 6	Income arising from <b>Income Units</b> is automatically used to buy more of the same <b>Income Units</b> where <b>you</b> have not provided a nominated bank or building society account into which income is to be paid.	For any new <b>ISA</b> application income arising from <b>Income Units</b> will no longer be automatically used to buy more of the same <b>Income Units</b> where <b>you</b> have not provided a nominated bank or building society account into which income is to be paid unless <b>we</b> have agreed otherwise with you.
Payment method – withdrawals	Section 7.5	Withdrawal proceeds are paid to <b>you</b> by cheque or transferred to <b>your</b> nominated bank or building society account	Withdrawal proceeds will no longer be paid to <b>you</b> by cheque. Withdrawal proceeds will be transferred to <b>your</b> nominated bank or building society account.

Payment method – closure	Section 11.3.1	When closing <b>your ISA</b> you can instruct <b>us</b> to pay the net cash sale proceeds from the sale of the <b>units</b> to <b>you</b> by cheque	Net cash sale proceeds will no longer be paid to <b>you</b> by cheque. Net cash sale proceeds will be paid to <b>you</b> by bank transfer.
Transferring <b>your units</b> on closure of <b>your ISA</b>	Section 11.3.2	Where <b>you</b> have instructed <b>us</b> to close <b>your ISA</b> you can instruct <b>us</b> to transfer all of <b>your</b> units into <b>your</b> name or into the name(s) of someone else selected by <b>you</b> .	Where <b>you</b> have instructed <b>us</b> to close <b>your ISA</b> you can instruct <b>us</b> to transfer all of <b>your</b> units into <b>your</b> name or into the name(s) of someone else selected by <b>you</b> provided they are already a <b>Fund</b> unitholder.
Amounts credited to <b>your ISA</b> after closure	Section 11.5	Any cash amounts representing dividends, income or tax reclaims credited to <b>your ISA</b> after closure will be sent to <b>you</b> by cheque. If the cheque (or any replacement <b>we</b> may issue) is not cashed within 6 years from the date of the original cheque <b>we</b> may stop treating those cash amounts as being owed to <b>you</b> and retain those cash amounts.	Any cash amounts representing dividends or income credited to <b>your ISA</b> after closure will be sent to <b>you</b> by bank transfer. If <b>we</b> are unable to do so <b>we</b> will notify you via the <b>Portal</b> or via such other method <b>we</b> have agreed with <b>you</b> . Any dividend or income payment which remains unclaimed after a period of 6 years from the date of payment will be forfeited and will be transferred back to and become part of the capital of the relevant <b>Fund(s)</b> . Please note that because all income is now paid gross of tax, tax reclaims are not typically credited to <b>your ISA</b> .
What happens on death	Section 12.1	The tax advantages of <b>your ISA</b> will stop on <b>your</b> death.	<b>We</b> are removing this wording. As a result of changes in applicable law ISAs can maintain their tax efficient status following death in certain circumstances.
Charges	Section 14	A fee of £3 may apply for any withdrawals of money from <b>your ISA</b> which are to be transferred into <b>your</b> nominated bank or building society account in accordance with section 7.5 ( <i>Take Money Out of Your ISA</i> ) of the <b>Terms and Conditions</b> .	This £3 fee will no longer apply. <b>We</b> will remove the references to this charge from the <b>Terms and Conditions</b> .
Transaction reporting and Unitholder information	Section 18.1	Statements dated 31 March and 30 September for the preceding 6 month period in each year are sent to <b>you</b> by post.	These statements will be available via the <b>Portal</b> and will no longer be sent to <b>you</b> by post (unless we have agreed otherwise with <b>you</b> ).

Contact Details	Section 22	<b>Our</b> address and telephone number is detailed for the purposes of receiving notices and other correspondence regarding <b>your ISA</b> .	<p>All notices and other correspondence regarding <b>your ISA</b> should be sent to <b>us</b> via the <b>Portal</b> (unless <b>we</b> have agreed other contact arrangements with <b>you</b>). If <b>you</b> do not have access to the <b>Portal</b> (and <b>we</b> have not agreed other contact arrangements with <b>you</b>) <b>you</b> may contact <b>our</b> online messaging site for further guidance.</p> <p>If you wish to transfer <b>your ISA</b> to a new provider (under section 9 of the <b>Terms and Conditions</b> (<i>Transfer of your ISA to another provider</i>)) <b>your</b> new ISA manager should send the request instructions to the postal address stated in section 22 the <b>Terms and Conditions</b>.</p>
Complaints	Section 23	<b>Our</b> address and telephone number is detailed for the purposes of receiving complaints.	Complaints should be sent to <b>us</b> via the <b>Portal</b> (or by such other method as <b>we</b> have agreed with <b>you</b> ). Complaints may also be sent by post using the contact details located on <b>our</b> web-site at <a href="http://www.aegonam.com">www.aegonam.com</a> .
Data Protection	Sections 2.1 & 24	A description of what <b>we</b> do with <b>your</b> personal data is set out in Section 24.	<p><b>We</b> will update this section to provide more information regarding what <b>we</b> do with <b>your Personal Data</b> which will include an explanation of: (a) the types of <b>Personal Data</b> we hold; (b) the purposes for which, and legal bases on which, <b>we</b> use and process <b>your Personal Data</b>; (c) the third parties <b>we</b> may disclose <b>your Personal Data</b> to; and (d) certain rights <b>you</b> have in relation <b>Personal Data</b> <b>we</b> hold about <b>you</b>. Any new defined terms (terms in bold text) used in this section will be added to Section 2.1 of the <b>Terms and Conditions</b> (<i>Defined terms used in this agreement</i>).</p> <p>Further detailed privacy statement information can be found on <b>our</b> web-site at: <a href="http://www.aegonam.com/privacy-statement">www.aegonam.com/privacy-statement</a></p>

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