

# Full and partial cash-in form

## How to fill out this form

You can type in the boxes of the form and send it to us online. When you've completed the application, the simplest and quickest way to send it is by registering or logging in at [pru.co.uk/online](https://pru.co.uk/online) and submitting it through our online service. If you can't do this online, you can write in the boxes and post the form to us. Please use black ink and CAPITAL LETTERS or tick  as appropriate. Any corrections must be initialled; do not use correction fluid. When the application is complete, return it by post to: Prudential, Lancing BN15 8GB.

## Some information before you start

**Customers** – If you've already spoken to us and we've advised you to complete this form, please proceed.

If not, please call us – we might be able to process your request over the phone. Call 0345 640 1000 or +44 178 644 8844 if calling from abroad. Our lines are open Monday to Friday between 8am and 6pm. We might record your call for training and quality purposes.

If you've registered for the online service, you may be able to do this withdrawal securely online. Register and login to the online service at [pru.co.uk/onlineservice](https://pru.co.uk/onlineservice)

This form must be completed by the legal owner(s) of the bond or plan. If the present owner is not the original owner and we have not previously been informed of the change in ownership, please send the deeds or other documents that prove ownership e.g. deed of assignment.

Protecting yourself from investment scams – fraudsters are always out there and constantly changing their tactics. So if you're thinking of reinvesting the money from your plan, take a minute to find out how to stay ahead of the scammers at [pru.co.uk/scam-hub](https://pru.co.uk/scam-hub)

We recommend that you speak to your financial adviser before withdrawing funds from your policy. You may be charged for any advice you receive.

**Financial advisers** – You may be able to complete this withdrawal securely through the online services at [pruadviser.co.uk](https://pruadviser.co.uk)

## Completing this form

Please read **Section 5 – Important information** before starting

**Choose one of the following four options:**

**Option 1:** Partial cash-in equally across all policies within the bond/plan

**Option 2:** Fully cash-in individual policies and partial cash-in of the remainder

**Option 3:** Fully cash-in individual policies within the bond/plan

**Option 4:** Fully cash-in all policies within the bond/plan

**Note:** For PruFund Investment Plan MK1 withdrawals, use cash-in form INVF6670

## How to return this form

Upload a scanned copy (PDF) or photo (JPG) of your form and other documents we've requested at [pru.co.uk/documentupload](https://pru.co.uk/documentupload)

Your financial adviser can send it to us by secure message at [pruadviser.co.uk](https://pruadviser.co.uk)

Alternatively, post it to: **Prudential, PruBond Claims and Servicing, Lancing BN15 8GB**

## Trustees – Trust Registration Service (TRS) requirements

By completing this form it means that you must comply with the requirements under the Trust Registration Service (TRS). Before you start to complete the process, we recommend that you read this guide which will help you understand what is required: [mandg.com/pru/adviser/trs](https://mandg.com/pru/adviser/trs)

- **IMPORTANT: We will only be able to action your request when we have a complete and accurate Proof of Registration of the trust or the exemption reason, otherwise we will not be able to proceed further with your request and may face a delay in issuing your funds.**
- A copy of the Proof of Registration document dated within the last 30 days will need to be sent to us along with this form unless there is an exemption or there has been no change to the trust since you last provided a valid proof of registration document.
- All details of the trust on the TRS (such as trustees, beneficiary classes and named beneficiaries) must match what's held on the trust document.
- If the action you are taking will mean closure of the Trust record, please ensure you print or save a copy of the Proof of Registration document before closing the TRS record.

If you need more general information, further details can be found at [gov.uk/guidance/register-a-trust-as-a-trustee](https://gov.uk/guidance/register-a-trust-as-a-trustee)

## Section 1 – Personal details

Policy number(s)

Policy owner(s)

Your (policy owner) mobile number/daytime number including the standard dialling code

(This is required in case we need to contact you regarding this request).

Policy owners email address

  

Adviser name (where available)

Adviser mobile number/daytime number including the standard dialling code

Adviser email address

  

### Contact preference

Who we should contact:

Policy Owner  Adviser  Policy owner & Adviser

How we should contact:

Email  Text Message (ensure mobile number is provided)

## Section 2 – Withdrawal options

Please select one of the following four options.

Note: once we have carried out your request we are unable to reverse it.

### Option 1: Partial cash-in equally across all policies within the bond/plan

Take a partial cash-in sum of £  withdrawn equally across all policies within the bond or plan.

Please note, where units are held in more than one fund, units will be cancelled in proportion to the value of each fund unless you state otherwise using the boxes below.

If units are not to be cancelled proportionately from all funds held enter the name of the fund(s) and the percentage **or value** of the withdrawal you would like to take from the fund(s). Where 'value' (£) is selected, the amount taken from the fund may differ slightly from the amount requested due to rounding.

(This is required in case we need to contact your adviser regarding this request, which may be because the withdrawal method selected results in a higher chargeable event gain than an alternative method.

Please see note 1 "Taxation" in Section 5 – "Important information". If the level of gain has already been considered and the intention is to create a 'larger' gain for tax planning purposes, please let us know to avoid any delays.)

We will confirm receipt of the form and let you know how long the claim will take.

You must only complete ONE option

For any partial cash-in from a plan invested in a PruFund Fund please see note 5 in Section 5 – Important information.

## Section 2 – Withdrawal options – continued

Fund	either/or	
	£	%
	£	%
	£	%
	£	%

OR

### Option 2: Fully cash-in individual policies (segments) and partial cash-in of the remainder

Fully cash-in individual policies (segments) within a bond or plan and partial cash-in taken equally from the remaining policies to achieve a cash-in amount of:

£

OR

### Option 3: Fully cash-in individual policies (segments) within the bond/plan

Fully cash-in this number of individual policies (segments): Number of policies

OR

### Option 4: Fully cash-in all policies within the bond/plan

Fully cash-in the above mentioned bond/plan  Please tick

#### With reference to options 2 and 3

This investment will usually be issued as a number of separate identical policies (individual segments) within a bond/plan. For Option 2, Prudential will automatically fully cash-in the maximum number of policies (individual segments).

This information must be provided before payment can be made.

If more than one payee, the address, including postcode, of each payee is required.

Direct credit is the recommended method of payment as it's safer and faster.

A written statement will be issued to you immediately following the transaction to confirm the exact value paid.

Our regulator requires us to verify your identity each time you make a claim. Please go to Section 3 – Identification requirements for more details.

## Section 3 – Bank or building society payment details

Please note payments cannot be made to third parties (except financial adviser client accounts and recognised financial institutions).

### Payee details

Full name of payee(s) (please provide name of company if applicable)

Full address of payee(s) including postcode

Postcode

Please be careful when providing your bank details. If you enter the wrong details your payment might be delayed, or credited to the wrong account, and may result in a financial loss.

### Payment options

**Direct credit** – for payments to your originating account or your bank or building society account, please complete the details below.

Name of bank or building society

Sort code

–   –

Address of bank or building society

Postcode

Account number

Roll number (if applicable)

Name(s) of account holder(s)

If we're unable to verify the bank details provided or details are missing, to avoid delays, we may issue a cheque to the address we have on record.

OR

## Section 3 – Bank or building society payment details – continued

**Cheque payment** – payable to the policyholder(s), solicitor client money account, financial adviser or recognised financial institutions:

Name cheque payable to

and sent to (address)

Postcode

### Identification requirements

We must check the identity of customers to comply with our regulatory requirements. These regulations help to prevent criminals using financial products and services to launder money. They also protect you from criminals who might try to use your identity. By us carrying out checks and you giving us proof of identification we're helping to stop them.

We are required to verify your identity each time you make a claim. Sometimes we need identification documents as evidence. If evidence is required for this claim, new documents will need to be provided as we're unable to reuse documents you've previously submitted.

We may not require evidence of your identity if you provide the account details the original investment was made from, or an account we have made payments into previously.

If we're not familiar with the account details you provide, we may issue a cheque payment, or contact you to verify the details, or ask you to provide identity documentation.

If you're unsure if evidence of your identity is needed you can send us identification documents with this claim form to speed up the process.

We need one item from Group A and one item from Group B below for each owner.

If you are unable to provide any of these documents please telephone us to discuss alternatives.

<b>Group A</b> – evidence of full name and either address or date of birth.	<b>Group B</b> – evidence of full name and current home address. The document needs to have been posted directly to the address we're verifying and dated within the last three months.
<p>Please send us a clear copy of <b>one</b> of these documents:</p> <ul style="list-style-type: none"><li>• Passport: must be valid and signed</li><li>• UK photo driving licence: full or provisional, must be valid</li><li>• UK paper driving licence: must be full and valid</li><li>• Identity card issued by the Electoral Office for Northern Ireland</li><li>• Firearms certificate or shotgun licence</li><li>• Evidence of entitlement to state or local authority funded benefit, tax credit, pension, educational or other grant</li></ul>	<p>Please send us a clear copy of <b>one</b> of these documents:</p> <ul style="list-style-type: none"><li>• Utility bill</li><li>• Bank or building society statement or letter: showing the plan holder's name, address and account number</li><li>• Credit card statement</li><li>• Solicitor letter</li><li>• Mortgage statement from a recognised lender</li><li>• HM Revenue &amp; Customs (HMRC): a letter, tax coding notice, assessment or statement</li><li>• Department for Work and Pensions (DWP) letter</li><li>• Council tax statement or bill: from the current tax year</li></ul>

If you can't provide any of these documents, please give us a call to talk about alternatives.

If you aren't using your UK photo driving licence as proof of identity, you can use this as proof of address. This is the only time you can use two forms of ID from the same list.

We can't accept your mobile phone bill or TV licence as evidence and we can't use any ID sent to us by email.

Any documents which aren't in English must be translated into English and certified that the translation is accurate by an attorney, a notary or an embassy consulate authority. We can't accept responsibility for any costs incurred.

## Section 4 – Payment declaration

If we receive all the relevant completed paperwork by mid-day on a working day, we'll normally process it at the price determined later that day; if we receive it after mid-day, we'll normally process it at the price determined on the next working day. A working day is any day the London Stock Exchange is open for dealings, and, at our discretion, any day on which it would normally be open but for a temporary closure. Please refer to note 5 in Section 5 – Important information. Additional units may be cashed to meet any charges. Please refer to note 2 in Section 5 – Important information.

Please complete this form in full to avoid any delays in processing this request.

### Declaration

- I/we confirm that I/we have read and understood Section 5 Important Information.
- I/we understand how charges may apply to the requested withdrawal.
- I/we understand that I/we may be liable to a tax charge if I/we pay income tax above the basic rate, or if the gain results in me/us paying income tax above the basic rate
- I/we authorise Prudential to make payment as shown in Sections 2 and 3 of this form.

This request must be signed by all the policy owners. If the policy is in trust all trustees must sign also.

It is a criminal offence to knowingly provide false, misleading information and/or forged documents and signatures for the purpose/intention of committing fraud and this will result in prosecution.

### In addition, if this policy is part of a Discounted Gift Trust arrangement:

- We (the trustees) confirm we have read and understood the trust provisions – section 2.4 (for discretionary and absolute trusts) and section 2.5 (for discretionary trust only).

Also where appropriate we have taken relevant advice and wish to continue with the claim. Please tick to confirm.

The owner(s) must sign here. If a bond or plan is subject to trust, all trustees must also sign.

If further signatures are required, please provide them on a separate sheet of paper and attach it to this form.

Name

Signature

Date

D	D	M	M	Y	Y	Y	Y
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Address

<input type="text"/>
<input type="text"/>
Postcode

Name

Signature

Date

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

Address

<input type="text"/>
<input type="text"/>
Postcode

Name

Signature

Date

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

Address

<input type="text"/>
<input type="text"/>
Postcode

Name

Signature

Date

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

Address

<input type="text"/>
<input type="text"/>
Postcode

Please send this form to Prudential, PruBond Claims and Servicing, Lancing BN15 8GB.

## Section 5 – Important information

### 1. Taxation

Any cash-in/withdrawal from this Bond/Plan (in full or in part), may produce a chargeable event gain, which may result in a liability to income tax above the basic rate and/or affect entitlement to personal allowance and tax credit.

Where a partial cash-in, together with any earlier cash-ins (including regular withdrawals and any ongoing adviser charges) exceeds the annual tax deferred allowance (5% each year {cumulative} of the total amount invested), there will be a chargeable event gain, in which case **it may be advantageous to fully cash-in some of the individual policies (segments), if by doing so, the chargeable event gain will be reduced.**

Once processed, except for extreme circumstances where HM Revenue and Customs (HMRC) may consider a chargeable event gain to be 'wholly disproportionate' (which would require you to apply direct to HMRC in writing for approval), HMRC regulations do not allow for a withdrawal to be reversed, or recalculated on a more favourable basis for income tax purposes. **It is therefore important for the most suitable method of withdrawal to be selected at the outset.**

This information is based on our understanding of current taxation, legislation and HMRC practice, all of which are liable to change without notice. The impact of taxation (and any tax relief(s)) depends on individual circumstances.

Further information is available in our 'Guide to tax on your investment' leaflet, which you can request by calling **0345 640 1000** or visiting **pru.co.uk** ([pru.co.uk/pdf/INVS0002.pdf](http://pru.co.uk/pdf/INVS0002.pdf))

### 2. Charges

Cash-in charges may be imposed on partial or full cash-ins, in accordance with the Policy provisions and as explained in the product literature when the policy was taken out.

For partial cash-ins the monetary amount of the payment will be as requested but additional units will be cancelled to meet any charges due.

**Please note:** Cash in charges do not apply to regular withdrawals. If you require more information regarding your withdrawal options and how cash-in charges are applied, please refer to your key features document.

### 3. Plans/Bonds invested in a With-Profits Fund

A market value reduction (MVR) may be applied to reduce the value of a full withdrawal. Where a partial withdrawal is required, the MVR if applicable, would increase the number of units cancelled to provide the requested withdrawal payment.

Whether a MVR will apply on the day the withdrawal is processed cannot be predicted and we are unable to hold a request for a withdrawal which is conditional on whether a MVR applies or not.

For an explanation of the MVR, please refer to the key features document provided with your policy documents. Alternatively, you can view it using the following link: [pru.co.uk/prus6165.pdf](http://pru.co.uk/prus6165.pdf)

### 4. Reduction in Benefits

Where applicable to your plan/bond, a partial cash-in may affect the following benefits:

- Annual growth reward
- Guaranteed minimum death benefit
- Guaranteed minimum fund value
- If you withdraw money out of a PruFund Protected Fund, the value of your Guarantee will be reduced

Please refer to your key features document.

### 5. Possible delays in cancelling units PruFund Funds

For any partial or full encashment involving a PruFund Fund, in exceptional circumstances we may delay cancelling units for a period of 28 days. Please refer to your key features for details. Where a 28 day notice period applies, we'll contact you. If your encashment instructions include other funds – when we contact you, we'll ask how you want the other funds (not subject to 28 days notice) to be processed.

Once a partial or full encashment instruction involving a PruFund Fund is received by us, and the 28 day notice applies, this instruction can not be cancelled or replaced with revised instructions.

### Other funds

In exceptional circumstances we may delay cancelling units in any fund by up to one month (6 months in the case of the Property Fund or any funds that invest in buildings or land) from the date we receive your instruction.

### 6. The effect of withdrawals on your bond

Any part withdrawals taken will reduce the value of your bond/plan. If the withdrawals, including any ongoing and ad hoc adviser charges, are more than any overall growth achieved, the value of your plan will reduce below the level of capital invested.

You should carefully plan how much you can afford to withdraw from your plan and when. If you withdraw too much too soon you could run out of money.

**Full terms and conditions of Prudential's bonds and plans are available from: Prudential, Prubond Claims and Servicing, Lancing BN15 8GB.**