

Regular withdrawal instruction 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 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 necessary.

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

Please read **Section 5 – Important information** before starting to complete this form. Please ensure all the legal owners of the policy sign and date the request.

We recommend you speak to your financial adviser before making any changes to your investment.

Protect yourself from investment scams

Fraudsters are always out there and constantly changing their tactics. If you're planning to reinvest money from your plan, take a minute to find out about staying ahead of investment scammers at pru.co.uk/scam-hub

Questions about this form?

Please speak with your financial adviser in the first instance.

You can call our customer service team on 0345 640 1000 – lines are open Monday to Friday between 8.00am and 6.00pm. We might record your call for training and quality purposes.

When you've finished filling in this form

You can send us a scanned copy (PDF) or photo (JPG) with any other documents we've asked for, using our document upload tool. You'll find this on our website at pru.co.uk/documentupload

Or, your financial adviser can send your application by secure message at pruadviser.co.uk

Alternatively post it to us at **Freepost, Prudential, 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

- **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

Section 1 – Personal details

Policy number(s)

Name(s) of the life/lives assured

Name(s) of policy owners(s)

Policy owner's telephone number

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

Section 2 – Taking a regular withdrawal

How much do you want to withdraw?

- Minimum payment £50 per frequency (except under the Regular Bonus as income or Natural Income option).
- If your investment is in both With-Profits Funds, the Regular (Annual) Bonus as income option will be taken from both Funds unless you specify otherwise in the box below.
- Payments will be made by direct debit to the bank or building society account details you provide in Section 3.

I/We wish to receive:

£ each year

or % each year of my/our amount invested

or % each year of the value of my/our plan. (Not applicable to Distribution Bond.)

or The Full Distribution (Distribution Bond only)

or The Regular (Annual) Bonus as income option (With-Profits only)

or Natural Income (Distribution Income Funds, available through the Prudential Investment Plan and the Flexible Investment Plan only)

or Natural Income capped at 5% of total investment (Distribution Income Funds, available through the Prudential Investment Plan and the Flexible Investment Plan only). If ongoing adviser charge is present on the plan then this will be cancelled automatically if this option is selected.

Please tick the appropriate box

The frequency I/we would like to receive payments is every:

1 month

3 months

4 months*

6 months

12 months*

Please tick one option only.

The date you want to start taking regular withdrawals (this must be at least 10 working days after sending this form to enable us to set up the regular withdrawal)**

D	D	M	M	Y	Y	Y	Y
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* Not applicable to Prudence Distribution Bond or Distribution Income Funds investors taking Natural Income.

** For a Distribution Bond when "Full Distribution" is requested, no date needs to be entered as the first payment will be made after the distribution that follows receipt of this request, on the same day of the month as the bond commenced, and at the frequency requested.

Regular withdrawal amounts will be deducted proportionately from all your chosen funds unless otherwise specified. If you wish the amount to be taken from selected funds please specify the name of the funds. This option is not available for those investors with Prudence Distribution Bonds or for those invested in Distribution Income Funds available through the Prudential Investment Plan and the Flexible Investment Plan.

For policies where there is an automatic rebalancing instruction in operation please refer to your financial adviser before specifying selected funds.

The earliest payment under the Regular (Annual) Bonus as income option (With-Profits only) will be based on the frequency selected. For example, if you choose every 3 months, then the first payment will be 3 months after the acceptance of this request.

Only complete this table if you want the regular withdrawals taken from specific funds.

Enter the names of the funds you would like to withdraw from.

Fund name:

Fund name:

Fund name:

Fund name:

Section 2 – Taking a regular withdrawal – continued

Identification requirements

Our regulator, the Financial Conduct Authority (FCA) requires us to verify the identity of our customers before a withdrawal can be made. We may use approved credit reference agencies, tracing companies, financial crime prevention agencies, or publicly available information, to help us to check your identity, as well as to prevent fraud and money laundering; this may include checks on your current or previous addresses. These results may be recorded for future reference. These checks may also be carried out for a joint policy holder or person(s) that you provide personal information on. Should we ever lose contact with you, we may use these agencies to verify your address to help us get back in touch. Any transfer of your personal information will always be done securely.

For a copy of our latest Data Protection Notice, please visit pru.co.uk/mydata. This details how and why we use your personal information (including any sensitive personal information), who we may share it with

and your rights around your personal information. Alternatively, you can request a copy to be sent to you by writing to The Data Protection Officer, Customer Service Centre, Lancing BN15 8GB.

Please note we collect personal information from you that is necessary for us to provide you with the product or service you've requested or to comply with statutory or contractual requirements.

We may be unable to provide our products and services to you if you don't provide all the information we require.

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

You may want to send us identity documents with this withdrawal instruction to speed up the process.

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

Group A – evidence of full name and either address or date of birth	Group B – evidence of full name and current home address. The document needs to be dated within the last three months.
<p>Please send us a clear copy of one of these documents for each plan holder:</p> <ul style="list-style-type: none"> • Passport: must be valid and signed • UK photo driving licence: full or provisional, must be valid • UK paper driving licence: must be full and valid • Identity card issued by the Electoral Office for Northern Ireland • Firearms certificate or shotgun licence • Evidence of entitlement to state or local authority funded benefit, tax credit, pension, educational or other grant 	<p>Please send us a clear copy of one of these documents for each plan holder:</p> <ul style="list-style-type: none"> • A bank statement (digital copy/paper-style copy) showing your full name, full postal address, sort code and account number. • A credit/debit card statement (digital copy/paper-style copy) issued in UK. • A recent utility bill either in digital format or paper-style copy (electricity, gas, dual fuel, water). • Most recent mortgage statement issued by a recognised lender. • Current council tax demand, letter or statement – dated within the current tax year. • Solicitor letter. • A letter from HM Revenue & Customs (HMRC), tax coding notice, assessment or statement. • Department for Work and Pensions (DWP) letter. • An instrument of court appointment (liquidator or grant of probate).

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

You can use a copy of your driving licence as proof of address, with a copy of your UK passport as proof of ID. 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 5 – Important information

1. For Prudential Investment Plans, Flexible Investment Plans, Prudence Prospects Bonds, Prudence Bonds, Prudence Managed Investment Bonds, Prudence Managed Bonds and Prudence Distribution Bonds (comprising of a number of separate policies) only the first number should be quoted as the withdrawals will be taken equally from ALL policies in the Bond or Plan.

For pre-April 1991 policies, please quote each policy number from which withdrawals are to be taken (or complete a separate request form for each policy).

2. Some policies have restrictions on the amount that may be taken by regular withdrawals. You should refer to the Key Features provided at the time of original investment, alternatively contact our Customer Service Centre on: 0345 640 1000 for details. Calls may be monitored or recorded for quality and security purposes.

For Prudential Investment Plans originally taken out on or after 2 January 2013 which allowed you to ask for Adviser Charges to be deducted from your plan, the maximum regular withdrawal level is 7.5% per year, this will include any adviser charges being paid.

3. Withdrawals are taken by the cancellation of units to the value required.

The only exception is for the Distribution Bond when units will always be taken first from the Distribution Cash fund.

If additional investments have been made the requested regular withdrawals will be provided in proportion from the units relating to the original investment and each additional investment.

4. In certain circumstances we may impose a Market Value Reduction (MVR) to reflect the effect of market conditions on the underlying investments in a With-Profits Fund.

If a Market Value Reduction is applicable the monetary amount of the payment will be as requested but additional units will be cancelled to meet the amount of any applicable MVR. 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

5. Withdrawals (including any ongoing and ad hoc adviser charges) which exceed the annual tax deferred allowance (5% each year {cumulative} of the total amount invested), will create a chargeable event gain which may produce a liability to income tax above the basic rate and/or affect personal allowance entitlements.

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

Please contact your financial adviser for details.

6. Policies effected after 1 January 2002 may attract an annual growth reward, (not applicable to Prudential Investment Plans). Regular withdrawals may affect your future annual growth reward – please refer to the relevant Key Features.
7. For Prudential Investment Plans and Flexible Investment Plans where the return of premium death benefit option (guaranteed minimum death benefit option for Flexible Investment Plans) is operative, regular withdrawals will reduce this benefit – please refer to your Key Features.
8. For Prudential Investment Plans and Flexible Investment Plans invested in either the PruFund Protected Cautious Fund or the PruFund Protected Growth Fund, the guaranteed minimum fund value will be reduced proportionately for any withdrawals.
9. Terms and conditions are available by writing to: Prudential, PruBond Claims and Servicing, Lancing BN15 8GB.

pru.co.uk

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