



LIC

भारतीय जीवन बीमा निगम
LIFE INSURANCE CORPORATION OF INDIA

IMPORTANT INFORMATION STOCKS AND SHARES ISA

Important
Information
Guide

1. All about us

There are many things our regulators and the law require us to tell you about ourselves – so here we go:

1.1 About Life Insurance Corporation of India UK

Life Insurance Corporation of India (UK) is authorised and regulated by the Insurance Regulatory and Development Authority of India. Authorised by the Prudential Regulation Authority and subject to Regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us upon request.

You can find out more about us by looking at our entry on the Financial Service Register at <https://register.fca.org.uk/> where our registration number is 110379.

LICI UK is a trading name of Life Insurance Corporation of India which is registered in England and Wales, as a Branch, company number FC005008.

We are part of the Life Insurance Corporation of India whose Head Office is at “Yogakshema”, Jeevan Bima Marg, Nariman Point, Mumbai 400021, India..

For the purposes of the Insurance Distribution in the UK we are classified as an insurance undertaking and the provision of long-term insurance policies is our main business activity.

Our UK Head Office address is:

LICI UK
1st Floor, Victoria House,
49 Clarendon Road,
Watford,
WD17 1HP

1.2 How to contact us

Our telephone number is:

Within UK: [08000 685 712 \(free\)](tel:08000685712), Monday to Friday - 9 AM to 5 PM

Outside UK: [+44 20 3372 6900](tel:+442033726900)

Our email address is:

New Customers: enquiry@liciuk.com

Existing Customers: customer.service@liciuk.com

Our postal address is the UK Head Office address shown above.

You may communicate with us in any way which is best for you, both to obtain information and to enter into insurance policies with us.

1.3 About our service

We have classified you as a retail customer.

The products Life Insurance Corporation of India (UK) provide are our own products.

We provide you with all the information you need about our products and the service that comes with them. We do that through this brochure, the conversations we have with you, by providing marketing literature about our products and providing the Key Information Document. It is important that you read these documents and ask us if there is anything you need to understand more about, so we can inform you fully.

We are not a financial advice company and we do not make personal recommendations about the suitability of our products for you. We will ask questions to establish what your needs are and, provided we are satisfied that the product meets your demands and needs, and helps you to meet your financial objectives, the information we then give enables you to take your own informed decision to proceed with the purchase.

Our staff, when they speak with you, ensure that you have all the information you need and are there to answer your questions openly and honestly.

Life (UK) does not charge you a fee or any other kind of charge or tax payment for providing our product. You will only pay us the premium charged for the policy which is the total price and which you will have before you decide to proceed. The Key Information Document provided to you gives further information about what charges may exist within the premium payable for the product.

Currently Insurance Premium Tax does not apply to our products, nor do charges from any other third party. It is possible that in the future, Government could change the current taxation regime applicable. There are no costs associated with buying our products using distance marketing techniques.

Our investment-based insurance products are designed to pay you a lump sum when the policy reaches its end. The investment amount achieved will be affected by our profitability, and fluctuations in the investment markets. Performance of the investment products in the past is not a guide to future performance.

At least once a year we will issue you with a document in connection to the services provided and which explains the financial value of your policy, including any bonuses added, and any ongoing management costs charged.

Payment of premiums is by Direct Debit.

We strive always to put your best interests before ours and as part of that the Board has established a Conflicts of Interest Policy to ensure we continuously try to identify any conflicts that may arise between us, our staff and representatives, you the customer and

our other business connections. We establish internal processes and procedures to manage possible conflicts and to ensure you will not suffer any detriment or disadvantage should a conflict of interest ever materialise. The full Policy can be found here [https://liciuk.com/pdf/COI/LICCOlv5.0 .pdf](https://liciuk.com/pdf/COI/LICCOlv5.0.pdf) or you can ask us to post it to you. If a conflict ever arises which we cannot prevent or manage we will advise you of it.

1.4 About the insurance contract

The insurance contract will last for the term agreed at the outset with you. We will issue you with a policy document giving you information specific to your policy.

You are able to end the insurance policy at any time by telling us that is your wish. If you do cancel before the end date or event then you may incur penalties, which are described in the Product Information Guide.

From the commencement date of your policy you then have 30 days to cancel the policy, free of all costs or penalties, and any premium paid will also be returned. After the 30 days you may still cancel the policy but will lose the premiums paid. You will be issued with a cancellation notice enabling you to do this when the policy is due to start which you would need to return to us if you have changed your mind.

The law applicable to the insurance contract is the law of England and Wales, and the language we will communicate in will be English.

1.5 How we remunerate our people

We take great care to ensure our people are remunerated in ways which do not create any conflicts of interest for them or you, and we structure their pay so that there is no inducement for poor sales practices.

We do this by paying our people by salaries with a bonus element for successfully doing their job. Bonuses are not linked only achieving sales targets.

If you wish to know if a staff remuneration bonus has been paid related to the specific product you decide to buy, just ask and we will confirm to you if such a bonus has been paid.

1.6 How we remunerate our Introducers

When we receive your application for a product which has been referred to us by a third party, we may pay them a fee. If we pay such a fee the amount will be advised to you before we process your application.

1.7 Your financial protection

The products we sell fall within the Financial Services Compensation Scheme and you are covered for 100% of the amount you invest with us should our business suffer a complete financial failure. This compensation scheme is administered by the Financial Services Compensation Scheme (FSCS) who you can write to at PO Box 300, Mitcheldean, GL17 1DY. Telephone 0800 678 1100. Further information is available on their website - www.fscs.org.uk

1.8 Your Data protection

We are registered with the Information Commissioners Office and our registration number is **Z1171907**.

We are totally committed to keeping your data safe and secure and we will only use it for the purposes you agreed to when you gave it to us. Our aim is to always put your interests first and we do that by adhering to the requirements of the UK General Data Protection Regulation.

Our full Privacy Statement can be found here <https://www.liciuk.com/privacy-policy/> or we will supply a paper version if you ask us to.

1.9 If you need to complain

In the event of you wishing to complain you should contact The Chief Manager, LICl (UK), Victoria House (1st Floor), 49 Clarendon Rd, Watford, WD17 1HP, telephone number 02033726901, e mail chief.manager@liciuk.com

We will respond to any complaint within the framework laid down by the Financial Conduct Authority.

- a) A copy of our complaints handling procedure is available here <https://www.liciuk.com/contact-us/how-to-make-a-complaint/> or is available by post upon request.

If you remain dissatisfied after we have given you our final response, you may refer the matter to the Financial Ombudsman Service whose address is The Financial Ombudsman

Service, Exchange Tower, London, E14 9SR and telephone number 0800 0234 567 or 0300 123 9123.

2. Product Information Guide – The Steady Growth ISA

2.1 What is it?

It's a Stock and Share ISA, also known as an Investment ISA.

An ISA is a tax efficient savings plan, designed by the government, that exempts any tax on the income or capital gains earned within our product. A Stocks and Shares ISA or Investment ISA facilitates investments in company equity shares, government and corporate bonds, and other assets, offering better potential investment returns as compared to returns on a bank or building society savings account.

You should note that all investments carry an element of risk and you may get back less than the amount invested. Investment into a Stocks and Shares ISA should be seen as a medium to long-term investment and you should be prepared to commit for a period of at least 5 years.

2.2 Eligibility

You must be at least 18 years old and a UK resident for tax purposes to be eligible to invest. We will require your National Insurance number in the application process.

How much can you invest

For the financial year 2022-23 the maximum that you can invest is £20,000. HMRC sets the maximum limit from year to year. The tax year for this purpose starts on 6th April and ends on the 5th April of the following year. It is important to note the deadline of 5th April to maximize the permissible investment in a year.

You have the option to invest in regular monthly instalments by Direct Debit with a minimum of £100 a month or by a minimum lump sum payment of £4,000.

2.3 How we invest

Your contributions will go into the 'With Profit' fund of LICU UK. It is managed by a professional fund manager, within guidelines set by us. We assess performance of the fund

based on 50% of your investment being in equity shares and 50% in government and corporate bonds.

2.4 How may your investment grow?

A 'With Profit' fund offers more predictable returns by smoothing out the ups and downs of the market. In years when investment returns are better, some of them are retained to be passed on during bad years. The aim is to give steady returns over the medium to long term.

Each year we consider the performance of the fund, and take into account advice from our Actuary. We then decide if an annual bonus can be awarded to your investment. This should occur in most years but it is not guaranteed that it will.

For example, there could be years when investment markets perform so badly that an annual bonus is not awarded. For customers who choose to withdraw their investment in such circumstances it is also possible that a reduction may be made to the value of their investment. This is known as a Market Value Adjustment and is there to protect those remaining invested in the fund.

When an MVR is applied you may get back less than the amount you had paid in.

The good news is that our Steady Growth ISA provides for MVR free dates on the tenth anniversary of the policy and the subsequent 5th anniversaries. This means your investment with the added annual bonuses is protected in value on those specified dates.

2.5 Risks you should consider

You should note that these investments carry an investment risk, and you may get back less than the amount invested. It should be seen as a medium to long term investment and you should be prepared to commit at least for a period of five years. In summary the risks are -

- Past performance cannot be taken as a guarantee of future returns.
- Annual Bonus rates may vary depending on the performance of our investments and, in some years, we may not pay a bonus at all.
- HMRC may change the tax status of stocks and shares ISAs in the future.
- If you have invested through periods of poor investment performance, and you leave the fund, you may get back less than the current value of your plan due to a Market Value Reduction (MVR).
- If you withdraw from your investment early, particularly in the first 5 years, you may get back less than you expected.
- Inflation and making regular withdrawals may affect the purchasing value of your investment in the future.

- It is possible that you could get back less than you paid in.

2.6 What are the charges?

There is an implicit yearly charge of 1.5% of the policy value, taken into account while declaring bonuses. Additionally, early surrender charges on the following scale also apply if there is any money taken out, partly or wholly, in the first three years of starting the policy.

Within one year since the start of the policy - 5% of the amount taken out

Between one and two years since the start of the policy – 3% of the amount taken out

Between two to three years since the start of the policy - 1% of the amount taken out

2.7 Frequently asked questions

What does UK resident mean?

You will be resident if you have spent a minimum of 183 days in the UK in each of the last 3 calendar years immediately prior to the date of signing the ISA application form. Other residency criteria may apply if you are a “Crown employee” (or partner of a Crown employees working overseas – if so please ask us).

How many ISAs can I have?

You can have one Stocks and Shares ISA, one Cash Isa, one Innovative Finance ISA and one Lifetime ISA in each tax year as long as you remain within the total allowance for that year.

Can I transfer other ISAs to you?

Yes. To transfer an existing ISA to us from another company you must complete a transfer form. We will then contact the existing company and write to you when we have received the money. The transfer may take up to 30 days

Warning - You should not withdraw the money yourself as the transfer must be performed by an ISA registered company in order to maintain the tax benefit.

What happens if I die?

Should you die whilst your Stocks and Shares ISA is still invested then a death benefit will be paid to your estate. The amount payable will be 100% of your initial investment plus all bonuses which have been added and any final bonus which may be paid, subject to a minimum payment of 101% of your initial investment. The amount of any withdrawals you have taken will be deducted from this total.

If married or in a civil partnership a Stocks and Shares ISA can be transferred to your spouse or civil partner. This allowance is the value of a Stocks and Shares

ISA at the date of your death and is in addition to your spouse or civil partner's own Stocks and Shares ISA allowance.

[How will I be kept informed about my ISA?](#)

Each year you will receive a bonus statement from us showing the amount and value of any bonus payments, withdrawals and the total value of your Stocks and Shares ISA.

[How do I cash in or withdraw money from my ISA?](#)

You have access to your Stocks and Shares ISA at any time. The minimum amount you can withdraw at any one time is £500. If the remaining value after withdrawal is less than £500, then the plan will be cancelled, and the balance paid to you. Please remember that there are penalties for withdrawals in the first three years of the ISA. Please note that if you withdraw some money from the Stocks and Shares ISA invested in the current tax year, you will still only be allowed to invest up to the maximum limit regardless of the amount withdrawn.

[How will I be fully aware of the ISA Rules?](#)

We will issue you with an ISA Plan policy document that is specific to your ISA and sets out information about the arrangement you have entered into with us. This document will also contain a statement of the general ISA terms and Conditions that HMRC require ISA providers like us to issue to ISA plan Holders.

3. Client Agreement

Below you will find the terms and conditions of our Client Agreement with you regarding your Stocks and Shares ISA.

3.1 Our responsibilities to you:

- a) We agree to act in your best interests in the provision and subsequent administration of your ISA.
- b) We agree to identify and manage any conflicts of interest which may arise and to mitigate them so that they do not have a detrimental effect on you.
- c) If we believe a conflict of interest has arisen and we cannot, with certainty, prevent it from having a detrimental effect on you, we will advise you of it so you can decide whether to use our services or not.
- d) To ensure you fully understand the product before you buy it we will provide you with the following information –
 - A Key Information Document.
 - Supported by this Important Information brochure which contains:
 - Information about our business and the service we provide.
 - Additional product information about the Steady Growth ISA.
 - The Client Agreement
- e) This information will be provided in a clear and understandable way, and you have the choice of receiving it in paper form or electronically to your email address.
- f) In providing the product we will not be making a personal recommendation that it is suitable for you and therefore we are not giving you financial advice. We are providing you with all the information and assistance you need to arrive at your own informed decision to take based on your own understanding.
- g) If you decide to purchase a policy with no personal input and no personalised prompting from us, then that would be classed as an “execution only purchase at your own initiative”. In this event you may lose some of your consumer protection benefits and we may not be liable for claims against us.
- h) When we have accepted your application for the product we will provide you with the following information:
 - The Steady Growth ISA Plan Policy Document and ISA Terms and Conditions
 - A confirmation that the Plan meets your Demands and Needs
 - A cooling-off period Cancellation Notice
 - Confirmation concerning how premiums will be collected.

- A copy of your signed Client Agreement
- i) If your product is an Insurance Based Investment Product we will provide an annual Plan statement on its value.
- j) You will always have the right to complain should you be dissatisfied, and we will handle any complaint in line with the requirements and standards set by the Financial Conduct Authority. We will publish our complaints procedure on our website or supply a written version upon request. If you remain dissatisfied after our final response, you have the right to refer the matter to the Financial Ombudsman Service for an independent review.
- k) We will hold and manage this data in accordance with the requirements and standards set by the UK General Data Protection Regulation (UK GDPR) and any other Data Protection Regulation, which may apply in the future. Your data will be held securely and will only be processed for the reasons allowed by the UK GDPR. We will at all times publish our data protection privacy notice on our website (www.liciuuk.co.uk) or supply a written version upon request. You will keep us up to date with information about how to contact you. Please always notify us of any change to your address and preferably also your telephone number and email address.

3.2 Your Commitment to us.

- a) When you provide information to us in connection with the application for a policy it must be accurate and truthful in all respects. There is a risk that providing inaccurate or false information could cause the policy to be invalid and you may suffer loss as a result.
- b) In the event of a surrender, or withdrawal, you must supply us with all information we may request at that time to enable us to assist us in making payment to you. All information provided must be accurate and truthful.
- c) You agree that you will read and retain the Key Information Document and this Important Information Brochure. If you then require further clarification you agree to read any additional information available from us or contact us to discuss anything you do not understand. It is important that you fully understand what you are buying based on all the information that we provide to you.
- d) We have legal obligations to verify a Plan holder's identity during their relationship with us. We will advise you how we do this at the time it is being done and you agree to co-operate with us, if, or when, we have to do this.

- e) You understand and accept that we do not have a financial advice relationship with you. We are able to provide you with information and guidance, but we are not making a personal recommendation that a Policy is suitable for you. Decisions to buy a Policy are taken by you on an informed basis using information we provide.