

The **co-operative** investments

Supplementary Information Document

Contents

Section 1

Our services and costs explained

Page 3

Section 2

Customer service and protection of your personal information

Page 5

Section 3

Terms and Conditions

Page 10

Section 1

Our services and costs explained

Our services and costs explained

RLUM (CIS) Limited
(previously CIS Unit Managers Limited)

Miller Street, Manchester M60 0AL

1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. This document is designed by the FCA to be given to consumers considering buying certain financial products. You need to read this important document as it explains the service you are being offered and how you will pay for it.

2. Whose products do we offer?

We only offer our own products.

3. What service will we provide you with?

No advice – you will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

4. What will you have to pay us for our services?

We will tell you how we get paid, and the amount, before we carry out any business for you.

5. Who regulates us?

RLUM (CIS) Limited (previously CIS Unit Managers Limited) is authorised and regulated by the Financial Conduct Authority and is a subsidiary of The Royal London Mutual Insurance Society Limited. Registered in England and Wales number 2369965. Our Financial Services Register number is 144032.

The Royal London Mutual Insurance Society Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, provides life assurance and pensions and is a member of the Association of British Insurers and the Association of Financial Mutuals. Registered in England and Wales number 99064.

The registered office for RLUM (CIS) Limited and The Royal London Mutual Insurance Society Limited is 55 Gracechurch Street, London EC3V 0RL, United Kingdom.

You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk/firms/systems-reporting/register or by contacting the FCA on **0800 111 6768**.

6. What to do if you have a complaint

If you wish to register a complaint, please contact us:

in writing: **Customer Relations, Life and Savings**
Royal London,
6th Floor
Miller Street,
Manchester M60 0AL.

By phone: **0161 274 8890** between 8am and 5pm Monday to Friday, except Bank Holidays.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

7. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Most types of investment business are covered up to a maximum limit of £50,000.

Further information about compensation scheme arrangements is available from the FSCS.

Section 2

Customer service and protection
of your personal information

This section explains your rights as a customer of The Co-operative Investments and the basis upon which we do business with you. The terms set out in this section are revised periodically. We will give you a copy of our current terms each time you transact business.

The products and services we provide

We only offer a range of the products available from our marketing group and a limited number of other companies.

These products include:

- Individual Savings Accounts (ISAs)
- Pensions
- unit trusts

If you have any queries about our products or services you can call our Customer Contact Centre on **08457 46 46 46**. Calls may be monitored or recorded for security and training purposes.

Charges for our products and services

Where we are obliged to disclose full details of charges and the cost of any advice we will provide these to you. This information can also be provided on request. The charges for our own products include a wide range of general expenses.

Information about your Co-operative Investments ISA

The ISA Manager of Unit Trust investments held within The Co-operative Investments ISA is RLUM (CIS) Limited (previously CIS Unit Managers Limited). We will have custody of (i.e. hold) ISA Investments on your behalf. Since we do not issue documents of title, our own records act as proof of your ownership.

These Investments will be registered in the name of the ISA Manager or its nominee company (as appropriate) and will be identifiable as yours by being designated with your name. In respect of such investments, our ISA Manager accepts the same level of responsibility for its nominee's activities as for its own. None of these investments can be used as security for any loan and we will buy, sell or otherwise deal with them only upon your instructions.

We will claim and receive dividends, interest and any other entitlements accruing for you. Further details of how we deal with income can be found in the Terms and Conditions of The Co-operative Investments Stocks & Shares Individual Savings Account (ISA) within section 3 of this document.

We will send you ISA statements twice yearly detailing your investments with us and any income reinvested. Information will also be sent to you twice yearly about any custody assets we (or our nominee company) hold for you. Custody assets shown on such a statement are valued on a trade date basis. An ISA can be transferred to another ISA manager, subject to our ISA Terms and Conditions and those of the other ISA manager. If you request a transfer you may be required to pay an administration charge.

Information about your Co-operative Investments Unit Trusts

The authorised fund manager for The Co-operative Investments Unit Trusts is RLUM (CIS) Limited (previously CIS Unit Managers Limited). Any investments held in Unit Trusts will be registered in your name. We do not issue documents of title, therefore our own records act as proof of your ownership.

We will claim and receive dividends, interest and any other entitlements accruing for you. Further details of how we deal with income can be found in the Terms and Conditions of The Co-operative Investments Unit Trusts within section 3 of this document.

We will send you Unit Trust statements twice yearly detailing your investments with us and any income reinvested.

Our client money arrangements for ISA and unit trust investors

RLUM (CIS) Limited (previously CIS Unit Managers Limited) maintain separate client money accounts with third party banks outside of The Royal London Group. If you are an ISA or unit trust investor your money may be held temporarily in one of these accounts whilst we process your instructions. Funds in such client money accounts are held on trust and segregated from our own funds. Interest is not paid on any money held in this way. If your money is held in a client money account for over six years and we have been unable to get instructions from you for its disposal, we may cease to treat that money as client money.

Service standards and complaints

At The Co-operative Investments our aim is to provide all our customers with the highest level of service. If on any occasion you think we fall short of this aim, we promise that we will act fairly and promptly in putting things right.

If you have any issues or queries, the best course of action is to contact the office or person you have been dealing with.

Where possible, we will resolve the matter immediately. However, if this is not possible, we will explain to you what will happen next.

- The Co-operative Investments has well-established complaints handling procedures to ensure that all causes of concern are dealt with fairly and promptly. If you would like us to send you a leaflet describing these procedures, or if you need to complain to us, please contact:
Customer Relations, Life and Savings,
Royal London,
6th Floor, Miller Street,
Manchester M60 0AL
Tel: 0161 274 8890
- If your complaint is not dealt with to your satisfaction, you can then complain to:
Financial Ombudsman Service,
South Quay Plaza,
183 Marsh Wall,
London E14 9SR
Tel: 0845 080 1800
- Making a complaint will not affect your legal rights.

Data Protection – How we use your personal information

The RLUM (CIS) Limited (previously CIS Unit Manager Limited) part of the Royal London Group (“We”, “Us”, “Our”) may obtain personal information from you directly or, with your consent from your intermediary or from other sources such as your doctor or an identity authentication agency.

We will use your personal information (including sensitive personal information) for the following purposes:

- Providing and developing our products and services
- Improving our customer care
- Verifying your identity and preventing fraud
- Research and analysis
- Marketing
- Legal and regulatory reasons
- Administering your plan

We will keep your personal information for a reasonable time and we may also share information about you with other companies within the Royal London Group, your approved intermediary, our service providers and agents, and with third parties such as auditors, underwriters, reinsurers, medical agencies, identity authentication and fraud prevention agencies, other financial institutions and legal and regulatory bodies.

We may process your personal data in countries outside the European Economic Area. This processing will be carried out by experienced and reputable organisations and only on terms which safeguard the security of your data and comply with the requirements of the Data Protection Act 1998.

We may carry out an authentication check to verify your identity. This involves checking the details you supply to us against those held on any database that may be accessed by a reputable third party company which carries out our checks. This includes information from the Electoral Register and fraud prevention agencies. We will use scoring methods to verify your identity. A record of this search will be kept and used to help other companies verify your identity.

We may also pass information about you to financial and other organisations involved in money laundering and fraud prevention to protect ourselves and Our customers from theft and fraud. If you give Us false or inaccurate information and We suspect fraud, We will record this and share this information with other organisations.

We may monitor and record phone calls and retain these for the purposes of training and quality assurance and to ensure that We have an accurate record of your instructions.

You may ask at any time (for a small fee) to see the information held by Royal London relating to you. If any of this information is inaccurate you may ask us to correct it. You may also choose not to receive information about the financial products or the other products and services of the Royal London Group. Write to The Co-operative Investments, PO Box 105, Miller Street, Manchester, M60 0AL.

Law governing the relationship

The Law of England will apply to the business relationship between us and any products or services we provide. Any terms and conditions of your policy will be supplied in English and we will communicate with you in English, using any mutually acceptable method, which may include in person, telephone, email and through the post.

Cancellation

Details of any cancellation rights are included within the product documentation. Where cancellation rights are provided you will receive a cancellation notice with your policy document which, if you wish to cancel, you should sign and return following the instructions given. If you are increasing your investment to an existing contract, or making an investment to a new choice of unit trust, returning the cancellation form will cancel the increase or new unit trust investment only, not the whole product.

Cancellation relating to ISA investments

Any cancellation notice that you receive will relate to the particular ISA investments that you have just made. If these are the only investments you have agreed to make in this tax year, cancelling all of them will have the effect of cancelling your ISA for this tax year.

If you do not cancel all of them, or you have made other investments in an ISA this tax year, your existing ISA arrangements will continue in respect of the remaining investments.

If you are varying an existing ISA arrangement and choose to cancel the change, your investment will continue to be made through the same type of ISA as you had previously.

Your right to change your mind

You will have the right to change your mind. This should put you back into the position you were in before you bought our product, or instructed us to carry out your transfer if applicable.

- However, if you invest a lump sum and the unit price of your chosen trust(s) falls between the time you buy and the time you tell us you have changed your mind, you will not get back the full amount of your investment as it will be adjusted for that fall in value.

How long will I have to change my mind?

- The documentation you receive as confirmation of your purchase/instruction will include a Cancellation Notice; you will then have 30 days in which to inform us of your wish to change your mind.
- The 30-day cancellation period is more than the 14-day period required by our regulator, the Financial Conduct Authority. This gives customers more time to consider the investment they have made with us. However, you should be aware that the extended cancellation period increases the risk that the value of your investment could fall should you choose to cancel a lump sum investment.

What do I have to do then?

Write to us at:
Collections and Accounting
Life and Savings
The Co-operative Investments
PO Box 105
Miller Street
Manchester
M60 0AL

Providing:
Your name and address.
Your investor ID.
The date you took out the investment.

And if I don't change my mind?

- After 30 days you will be bound by the terms and conditions applicable to this product.

Compensation in the event of insolvency

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the FSCS if we cannot meet our obligations. This depends upon the type of business and the circumstances of the claim.

Investments

The maximum level of compensation you can receive from the FSCS for an investment business claim is 100% of the first £50,000 per person.

Proof of Identity

We reserve the right to return your payment and cancel the arrangement if our proof of identity requirements are not satisfied.

Client categorisation

Unless we tell you otherwise, we will categorise you as a retail client. This gives you the highest level of protection under the rules of our regulator, the Financial Conduct Authority. However, if you are not a retail client as defined in the rules (large firms, for example are outside the definition), consumer protection bodies, such as the Financial Ombudsman Service or the Financial Services Compensation Scheme, may not have jurisdiction to deal with your claim.

Appropriateness

We are not required to assess the suitability of the investment or service provided or offered to you. Consequently you will not benefit from the protection of the FCA rules on assessing suitability. As a result, we will not assess whether:

- the investment or service meets your investment objectives
- you are able financially to bear the risk of any loss that the investment or service may cause
- you have the necessary knowledge and experience to understand the risks involved.

Conflicts of Interest policy

We have a group-wide Conflicts of Interest policy. Under this policy, each of our businesses is required to have robust policies and procedures in place to identify and effectively manage any conflicts of interest that arise. A summary of our Conflicts of Interest policy is available on request.

Section 3

Terms and Conditions

Stocks & Shares ISA Terms and Conditions

Page 11

Unit Trust Terms and Conditions

Page 16

Glossary

Page 19

Terms and Conditions of The Co-operative Investments Stocks & Shares Individual Savings Account (ISA)

1. General

- 1.1 In this document, certain words or expressions appear in italics and have a specific meaning which is explained in the Glossary.
- 1.2 The terms and conditions in this document should be kept in a safe place for future reference and apply to each investment in unit trusts described as CIS Corporate Bond Income Trust, CIS Sustainable Leaders Trust, CIS European Growth Trust, CIS UK Growth Trust, CIS UK Income with Growth Trust, CIS US Growth Trust, CIS Sustainable World Trust, CIS Sustainable Diversified Trust, CIS Sustainable Managed Income Trust and CIS Sustainable Managed Growth Trust.
- 1.3 The Co-operative Investments unit trusts in this Individual Savings Account (ISA) are provided and managed by us, RLUM (CIS) Limited (previously CIS Unit Managers Limited), in accordance with the relevant trust deed and prospectus and the requirements of the Financial Conduct Authority. Copies of the prospectus can be obtained, upon request, free of charge and in English from us at our office, The Co-operative Investments, PO Box 105, Miller Street, Manchester M60 0AL.
A copy of the relevant trust deed may be inspected at this address on request.
We are approved as an Individual Savings Account Manager under the Individual Savings Account Regulations 1998, as amended (the *Regulations*). In that capacity, we must ensure that this ISA is managed in accordance with the requirements of the *Regulations*, to qualify for the tax benefits available under the *Regulations*. The principal requirements of the *Regulations* are set out in clause 5 below.
- 1.4 All communications must be made with us. Day to day enquiries and communications may be made by telephone – the current telephone number is 08457 46 46 46.
Calls are charged at local rate. Your Investor ID should be quoted in all communications.
Telephone calls may be monitored or recorded for security and training purposes.
- We may require certain communications, including all notices in respect of this ISA, to be made in writing and to be delivered or sent by post to us at The Co-operative Investments, PO Box 105, Miller Street, Manchester M60 0AL, or such other address as we may notify you from time to time.
We will deliver or send written communications to you at your last address shown in our records. You shall notify us in writing of any change of name or address as soon as reasonably possible.
- 1.5 This document, which includes the Terms of Business of the marketing group, together with the Key Investor Information Document and your completed application form, form the contract between you and us. A person who is not a party to the contract has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the contract. This means that only you have the right to enforce the contract (such as making a payment in respect of this ISA) against us.
- 1.6 A separate ISA is established for each tax year in which subscriptions are made and each subscription is allocated to the ISA for the tax year to which it relates.
- 1.7 The terms and conditions of the ISA reflect current legislation and regulation but if the law or regulatory requirements change it may, as a result, be amended. We may vary any of the terms of the contract, provided that no variation shall affect the status of this ISA under the *Regulations*. Investors will be informed, where necessary, of any changes which affect them during the tax year covered by this ISA by 90 days' notice in writing, subject to any shorter period being required for a legal or regulatory reason in respect of an individual investment in a unit trust listed in clause 1.2. The contract cannot otherwise be altered during a tax year unless we have agreed this in writing.
- 1.8 The contract shall be governed by and interpreted in accordance with English law. Any dispute which arises in relation to the contract shall be dealt with by any court in the United Kingdom which is able to hear the case. All money payable by us will be paid in the currency of the United Kingdom from time to time by cheque or by such other method as may be agreed.

1.9 Certificates or other documents evidencing title to investments in the unit trusts listed in clause 1.2 are not issued. If requested, we will arrange for you to receive copies of the annual and half-yearly report and accounts in respect of each unit trust in which you hold units and can, in addition, make arrangements for you to attend and vote at meetings of unitholders and to receive any further information issued to unitholders.

2. Making subscriptions

2.1 Subscriptions to this ISA may be made by means of regular monthly payments or a lump sum. All subscriptions will be applied in accordance with your instructions set out on the application form. We may decline to accept any or any further subscriptions if, in our reasonable opinion, we consider this appropriate, for example if we suspect fraud or that you have exceeded the *ISA Limits*.

2.2 Lump sum subscriptions may be made by cheque or such other method as may be agreed. The minimum initial lump sum subscription to this ISA is £1,000, with a minimum of £100 to any unit trust listed in clause 1.2. Subsequent lump sum subscriptions to this ISA must be at least £500.

2.3 Monthly subscriptions must be paid by Direct Debit. With our agreement, the amount of the subscriptions may be varied at any time. Monthly subscriptions to this ISA must at all times be of a sum in whole pounds of not less than £50. With our agreement, the amount of the monthly subscriptions may, at any time, be increased by not less than £25 (subject to a minimum of £5 per unit trust listed in clause 1.2) or decreased, provided that the minimum subscription is maintained.

2.4 We reserve the right to vary the limits in clauses 2.2 and 2.3 where such changes are necessary to respond proportionately to changes in regulations or market conditions. We will give you at least 90 days' prior notice of any changes, unless changes in regulations do not allow for this amount of time to be given.

2.5 Subscriptions to this ISA will be used to buy units in one or more of the unit trusts listed in clause 1.2, in accordance with your instructions on the application form and subject to clause 2.8.

2.6 You may discontinue monthly subscriptions at any time. Alternatively, a temporary suspension of subscriptions, for not more than two months in any 12-month period, is allowed. In either case at least 14 days' notice will be required. If a Direct Debit demand is not met, collection will not normally be re-attempted in the same month. If two successive demands are not met where no temporary suspension has been notified and, in any event, if three demands are not met in any 12-month period, no further Direct Debit demands will be made and no further monthly subscriptions can be paid without our agreement. It is your responsibility to cancel any Direct Debit with your bank as well as with us.

Subject to the terms of the contract, in the event that no further subscriptions are paid, the benefits provided by the subscriptions already paid will be unaffected.

2.7 We will send out regular statements to you which give details of subscriptions made and benefits provided.

2.8 Subscriptions which would result in the *ISA Limits* being exceeded will not be accepted. It is your responsibility to ensure that they do not breach the *ISA Limits*.

2.9 If at any time when monthly subscriptions are not being paid, the value of units held in a unit trust is less than, or would as a result of your instructions to repurchase units, fall below £500, we may repurchase the whole unit holding and we will pay the proceeds to you.

3. Payment of Income

For ISAs held in the CIS European Growth Trust, CIS UK Growth Trust, CIS UK Income with Growth Trust, CIS US Growth Trust, CIS Corporate Bond Income Trust and all Class A units, the income earned on units may, at your choice and subject to any minimum level of the Trust, be paid over to you or reinvested to buy additional units. If we receive no instructions, income will be reinvested. Income earned on units held in this ISA which is reinvested will be used to purchase further units within this ISA.

For ISAs held in all Class B and Class C units, income earned on accumulation units will automatically be reinvested to buy additional units. Income earned on income units will be paid over to you. Individuals requiring an income from their ISA should hold income units. If your circumstances alter and you need to change from income to accumulation units (and vice versa), please refer to section 4, switches, conversions & conversions (exchanges).

4. Switches, Conversions & Conversion (Exchanges)

Requests for Switches, Conversions & Conversion (Exchanges) can be undertaken by contacting our Customer Contact Centre on **08457 46 46 46** or in writing to

The Co-operative Investments
PO Box 105, Miller Street
Manchester M60 0AL

4.1 Switches

A switch is the sale of existing units and purchase of new units on the same dealing day. The term switch is specifically referring to the sale of units within one scheme to allow the purchase of units in a different scheme. Note;

No right to cancel the purchase of units will be given to unitholders who switch their units in another class or scheme.

Switches between units within classes of a Scheme for units of a different class within a scheme are not allowed

Switches are not liable to Capital Gains Tax.

4.2 Conversions

A Conversion is replacement of an income unit with an accumulation unit (or vice versa) within the same unit class of the scheme. Note;

No right to cancel the purchase of units will be given to unitholders who switch their units in another class or scheme.

Conversions are not liable to Capital Gains Tax

Requests for Conversions can only be processed on the Ex Dividend date

Conversions are not available to the CIS European Growth Trust, CIS UK Growth Trust, CIS UK Income with Growth Trust, CIS US Growth Trust and CIS Corporate Bond Income Trust funds as these are single unit type.

4.3 Conversions (Exchanges)

A Conversion (Exchange) is the replacement of a unit class within a Scheme for a different unit class within the same scheme. Note;

No right to cancel the purchase of units will be given to unitholders who switch their units in another class or scheme.

Conversions are not liable to Capital Gains Tax

Conversions (Exchanges) are not available to the CIS European Growth Trust, CIS UK Growth Trust, CIS UK Income with Growth Trust, CIS US Growth Trust and CIS Corporate Bond Income Trust funds as these are single class.

5. Charges

5.1 Other than the administration charge referred to in clause 7.8, there is currently no charge applied by us for managing your ISA. We may decide to introduce reasonable initial and periodic charges in the future. These charges will only apply for any new tax year and we will give you at least 90 days' prior notice of our intention to levy such charges. If you do not wish to pay such charges in respect of future tax years, you may choose to invest in a stocks & shares ISA with another provider.

5.2 The charges made in respect of the different types of unit trusts listed in clause 1.2 are referred to in the full prospectus, which is available in English on request by writing to us at The Co-operative Investments, PO Box 105, Miller Street, Manchester M60 0AL. These charges are paid by the relevant unit trust and not by you.

6. Selling Units

6.1 Instructions for the sale of units must be made either by writing to us or by telephoning us (see contact details under point 4, Switches, Conversions & Conversions (Exchanges) on this page.). Instructions in writing should include your name, address, Investor ID and signature. Instructions received via electronic communications, such as email, will not be accepted. Where instructions to sell units are given over the telephone, we will look to authenticate your identity before your instructions are carried out. Please note the minimum withdrawal is £250 per transaction.

6.2 Normally payments will be issued by the end of the fourth business day after the day on which we receive your instruction.

7. Additional ISA Conditions

7.1 Investments in this ISA shall be and shall remain in your beneficial ownership and must not be used as security for a loan.

7.2 The title to this ISA shall be vested in us or, at our discretion, in our nominee.

- 7.3 If we delegate to any person any of our functions or our responsibilities under the contract, we shall satisfy ourselves that the person is suitable and competent to carry them out.
- 7.4 This ISA is available to any individual to whom all of the declarations shown on page 15 of this booklet apply.
- 7.5 An investor who satisfies the conditions referred to in clause 7.4 can make subscriptions to this ISA up to the *ISA Limits*, which are subject to change in respect of future tax years, less any amount invested in a cash ISA in the current tax year (subject to clause 7.11).
- 7.6 An investor cannot subscribe to more than one stocks & shares ISA in the same tax year.
- 7.7 You may transfer all or part of this ISA to another ISA manager at any time, in accordance with the *Regulations*, subject to clauses 7.8 and 7.10, on your instructions and within the time specified by you, which shall not be less than a period of 30 days. In addition, on your instructions and within the time stipulated by you, which shall not be less than a period of 30 days, all or part of any investments held in this ISA and proceeds arising from those investments will be transferred or paid to you. We will undertake to perform transfers or withdrawals promptly at your request, subject to regulatory requirements being satisfied.
- 7.8 We will normally convert the appropriate investments into cash prior to any such transfer. You may be required to pay an administration charge which reflects the reasonable costs we incur if we are called upon to effect a transfer. We will always tell you in advance what any administration charge will be.
- 7.9 Subject to clause 7.10, transfers into this ISA from another ISA manager in accordance with the *Regulations* may be permitted, subject to our agreement. Transfers may be made from a cash ISA or a stocks & shares ISA. Transfers of subscriptions made in previous tax years will not count towards the current tax year's *ISA Limits*.
- Transfers of current year subscriptions, whether from a cash ISA or a stocks & shares ISA, will be treated as current year subscriptions to a stocks & shares ISA.
- 7.10 Transfers of current tax year subscriptions can only be made in full. Transfer of prior tax years' subscriptions can be made in part or in full.
- 7.11 We or you may close this ISA or any investment at any time in accordance with the *Regulations*, subject to clause 7.1. Notice to close this ISA must be in writing and may not subsequently be withdrawn.
- 7.12 We will notify you if, by reason of any failure to satisfy the provisions of the *Regulations*, your ISA has or will become void.

Statements to be made by the investor

Declarations

I apply to invest with and through RLUM (CIS) Limited (previously CIS Unit Managers Limited) (the Manager) in accordance with this application.

I authorise the Manager:

- where appropriate, to collect the Direct Debit subscriptions, details of which are set out on the application form
- to hold my cash subscriptions, Co-operative Investments ISA investments, interest, dividends and any other rights or proceeds in respect of those investments and any other cash
- to make on my behalf any claims to relief from tax in respect of The Co-operative Investments ISA investments.

I declare that:

- all subscriptions made, and to be made, to The Co-operative Investments ISA belong to me
- I am 18 years of age or over
- I am resident in the United Kingdom for tax purposes or, if not so resident, perform duties which, by virtue of Section 28 of the Income Tax (Earnings and Pensions) Act 2003 (Crown employees serving overseas), are treated as being performed in the United Kingdom, or I am married to or in a civil partnership with a person who performs such duties. I will inform the Manager if I cease to be so resident or to perform such duties or be married to or in a civil partnership with a person who performs such duties
- I have not subscribed and will not subscribe more than the overall subscription limit in total to a cash ISA and a stocks and shares ISA in the same tax year
- I have not subscribed and will not subscribe to another stocks and shares ISA in the same year that I subscribe to this stocks and shares ISA
- the information contained in this application form is correct to the best of my knowledge and belief and I will inform the Manager of any change affecting the information I have given
- I am aware that RLUM (CIS) Limited (previously CIS Unit Managers Limited), maintains client money bank accounts with third party UK banks outside of The Royal London Group. I consent to my money being held temporarily as client money in the accounts whilst my instructions are processed
- I have read the Key Investor Information for the fund(s) that I am investing in together with the Supplementary Information Document which includes ISA terms and conditions.

Terms and Conditions of The Co-operative Investments Unit Trusts

1. General

- 1.1 In this document, certain words or expressions appear in italics and have a specific meaning which is explained in the Glossary.
- 1.2 The terms and conditions in this document should be kept in a safe place for future reference and apply to each investment in the unit trusts described: as CIS Corporate Bond Income Trust, CIS Sustainable Leaders Trust, CIS European Growth Trust, CIS UK Growth Trust, CIS UK Income with Growth Trust, CIS US Growth Trust, CIS Sustainable World Trust, CIS Sustainable Diversified Trust, CIS Sustainable Managed Growth Trust and CIS Sustainable Managed Income Trust.
- 1.3 The unit trusts listed in clause 1.2 are provided and managed by us, RLUM (CIS) Limited (previously CIS Unit Managers Limited), in accordance with the relevant trust deed and prospectus and the rules and regulations of the Financial Conduct Authority.
- Copies of the prospectus for each unit trust can be obtained, upon request in English, free of charge from us at our office, The Co-operative Investments, PO Box 105, Miller Street, Manchester M60 0AL or via our website www.co-operativeinvestments.co.uk
- A copy of the relevant trust deed may be inspected at this address on request.
- 1.4 All communications must be made with us. Day to day enquiries and communications may be made by telephone – the current telephone number is 08457 46 46 46. Calls are charged at local rate. Your Investor ID must be quoted in all communications. Telephone calls may be monitored or recorded for security and training purposes.
- We may require certain communications, including all notices in respect of this *Unit Trust*, to be made in writing and to be delivered or sent by post to us at The Co-operative Investments, PO Box 105, Miller Street, Manchester M60 0AL, or such other address as we may notify you from time to time. We will deliver or send written communications to you at your last address shown in our records. You shall notify us in writing of any change of name or address as soon as reasonably possible.
- 1.5 This document, which includes the Terms of Business, together with the Key Investor Information Document and your completed application form including the Declarations, form the contract between you and us. A person who is not a party to the contract has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the contract.

This means that only you have the right to enforce the contract (such as asking for any units to be sold) against us.

- 1.6 We may vary the terms and conditions of this *Unit Trust* at any time for any of the following reasons:
- 1.6.1 to take account of any changes to, or improvements, we make to the services which we already provide to our customers, including to accommodate technological changes
- 1.6.2 to take account, in a proportionate matter, of any changes in the law or the interpretation of the law, codes of practice, regulations or to take account of any decision, requirement or recommendation by a court, ombudsman or regulator with which we intend to comply
- 1.6.3 to correct errors if it is reasonable to do so
- 1.6.4 if the change is to your advantage
- 1.6.5 by agreement with you, or
- 1.6.6 to make them easier to understand or fairer.
- We will tell you of any change at least 30 days before the change becomes effective unless it is not possible for us to do this, for example, where urgent changes are necessary to meet regulatory requirements, in which case we will give you as much notice as we can. Where we make a change under this clause 1.6, we will do so in a reasonable and proportionate manner.
- 1.7 The contract shall be governed by and interpreted in accordance with English law. Any dispute which arises in relation to the contract shall be dealt with by any court in the United Kingdom which is able to hear the case. All money payable by us will be paid in the currency of the United Kingdom from time to time by cheque or by such other method as may be agreed.
- 1.8 Certificates or other documents evidencing title to investments in the unit trusts listed in clause 1.2 are not issued. If requested, we will arrange for you to receive copies of the annual and half-yearly report and accounts in respect of each unit trust in which you hold units and can, in addition, make arrangements for you to attend and vote at meetings of unitholders and to receive any further information issued to unitholders.

2. Making subscriptions

- 2.1 Subscriptions to any of the unit trusts listed in clause 1.2 may be made by means of regular monthly payments or a lump sum. All subscriptions will be applied in accordance with your instructions set out on the application form. We may decline to accept any or any further subscriptions if, in our reasonable opinion, we consider this appropriate, for example if we suspect fraud.
- 2.2 Lump sum subscriptions may be made by cheque or such other method as may be agreed. The minimum initial lump sum subscription is £1,000, with a minimum of £100 to any particular unit trust listed in clause 1.2. Subsequent lump sum investments must be at least £500, with a minimum increase of £100 to any individual unit trust.
- 2.3 Monthly subscriptions must be paid by Direct Debit. With our agreement, the amount of the subscriptions may be varied at any time. Monthly subscriptions must at all times be of a sum in whole pounds of not less than £50. With our agreement, the amount of the monthly subscriptions may, at any time, be increased by not less than £25 (subject to a minimum of £5 per unit trust listed in clause 1.2) or decreased, provided that the minimum subscription is maintained.
- 2.4 Subscriptions to this Unit Trust will be used to buy units in one or more of the unit trusts listed in clause 1.2, in accordance with your instructions on the application form.
- 2.5 You may discontinue monthly subscriptions at any time. Alternatively, a temporary suspension of subscriptions, for not more than two months in any 12-month period, is allowed. In either case at least 14 days' notice will be required from you. If a Direct Debit demand is not met, collection will not normally be reattempted in the same month. If two successive demands are not met where no temporary suspension has been notified and, in any event, if three demands are not met in any 12-month period, no further Direct Debit demands will be made and no further monthly subscriptions can be paid without our agreement. It is your responsibility to cancel any Direct Debit with your bank as well as with us.
- Subject to the terms of the contract, in the event that no further subscriptions are paid, the benefits provided by the subscriptions already paid will be unaffected.
- 2.6 We will send out regular statements to you which give details of subscriptions made and benefits provided.

- 2.7 If at any time when monthly subscriptions are not being paid, the value of units held in a unit trust is less than, or would as a result of your instructions to repurchase units, fall below £500, we may repurchase the whole unit holding and we will pay the proceeds to you.

3. Payment of Income

For Unit Trusts held in the CIS European Growth Trust, CIS UK Growth Trust, CIS UK Income with Growth Trust, CIS US Growth Trust, CIS Corporate Bond Income Trust and all Class A units, the income earned on units may, at your choice and subject to any minimum level of the Trust, be paid over to you or reinvested to buy additional units. If we receive no instructions, income will be reinvested. Income earned on units held in this Unit Trust which is reinvested will be used to purchase further units within this Unit Trust.

For Unit Trusts held in all Class B, C & D units, income earned on accumulation units will automatically be reinvested to buy additional units. Income earned on income units will be paid over to you. Individuals requiring an income from their Unit Trust should hold income units. If your circumstances alter and you need to change from income to accumulation units (and vice versa), please refer to section 4, switches, conversions & conversions (exchanges).

4. Switches, Conversions & Conversion (Exchanges)

Requests for Switches, Conversions & Conversion (Exchanges) can be undertaken by contacting our Customer Contact Centre on **08457 46 46 46** or in writing to

The Co-operative Investments
PO Box 105
Miller Street
Manchester
M60 0AL

4.1 Switches

A switch is the sale of existing units and purchase of new units on the same dealing day. The term switch is specifically referring to the sale of units within one Scheme to allow the purchase of units in a different Scheme. Note;

No right to cancel the purchase of units will be given to unitholders who switch their units in another class or scheme.

Switches between units within classes of a scheme for units of a different class within a scheme are not allowed

Switches between different schemes is treated as disposal for the purposes of Capital Gains Tax and unitholders may be subject to UK tax.

4.2 Conversions

A Conversion is replacement of an income unit with an accumulation unit (or vice versa) within the same unit class of the scheme. Note;

No right to cancel the purchase of units will be given to unitholders who switch their units in another class or scheme.

Conversions are not liable to Capital Gains Tax

Requests for Conversions can only be processed on the Ex Dividend date

Conversions are not available to the CIS European Growth Trust, CIS UK Growth Trust, CIS UK Income with Growth Trust, CIS US Growth Trust and CIS Corporate Bond Income Trust funds as these are single unit type.

4.3 Conversions (Exchanges)

A Conversion (Exchange) is the replacement of a unit class within a scheme for a different unit class within the same scheme. Note;

No right to cancel the purchase of units will be given to unitholders who switch their units in another class or scheme.

Conversions are not liable to Capital Gains Tax

Conversions are not available to the CIS European Growth Trust, CIS UK Growth Trust, CIS UK Income with Growth Trust, CIS US Growth Trust and CIS Corporate Bond Income Trust funds as these are single class.

5. Charges

- 5.1 The charges made in respect of the different types of unit trusts listed in clause 1.2 are provided in the prospectus, which is available on request in English by writing to us at The Co-operative Investments, PO Box 105, Miller Street, Manchester M60 0AL or via our website www.co-operativeinvestments.co.uk These charges are paid by the relevant unit trust and not by you.

6. Selling Units

- 6.1 Instructions for the sale of units must be made either by writing to us or by telephoning us (see contact details under point 4, Switches, Conversions, Conversions (Exchanges) on page 17). Instructions in writing should include your name, address, Investor ID and signature. Instructions received via electronic communications, such as email, will not be accepted. Where instructions to sell units are given over the telephone, we will look to authenticate your identity before your instructions are carried out. Please note the minimum withdrawal is £250 per transaction.
- 6.2 Normally payments will be issued by the end of the fourth business day after the day on which we receive your instruction.

Glossary

We/us/our refers to RLUM (CIS) Limited (previously CIS Unit Managers Limited), Miller Street, Manchester, M60 0AL, trading as “The Co-operative Investments”.

You/your refers to the investor subscribing to this Unit Trust/ISA.

Unit Trust means the unit trusts (or any one of the units trusts) listed in clause 1.2 for which you have subscribed in the application form.

ISA Limits means the limits set by HM Government on subscriptions to a stocks & shares ISA for each tax year, as set out at www.hmrc.gov.uk

Switches A switch is the sale of existing units and purchase of new units on the same dealing day. The term switch is specifically referring to the sale of units within one Scheme to allow the purchase of units in a different Scheme.

Conversions A Conversion is replacement of an income unit with an accumulation unit (or vice versa) within the same unit class of the Scheme.

Conversions (Exchanges) A Conversion (Exchange) is the replacement of a unit class within a Scheme for a different unit class within the same Scheme

Classes CIS Sustainable World Trust, CIS Sustainable Leaders Trust, CIS Sustainable Leaders Trust exist as classes A, B, C & D. CIS Sustainable Managed Income Trust & CIS Sustainable Managed Growth Trust exist as Classes B, C & D. Different Classes represent different distribution channels.

Scheme Scheme refers to a Collective Investment Scheme. A unit Trust is a type of Collective Investment Scheme.

Unit Holder A Unit Holder is an individual or corporate body that holds units within a Scheme/Funds

Regulations means the Individual Savings Account Regulations 1998, as amended or substituted from time to time.

Please call 08457 46 46 46 if you would like to receive this information in an alternative format such as large print, audio or Braille.

The Co-operative Investments is a brand name used by RLUM (CIS) Limited (previously CIS Unit Managers Limited).

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The registered office for RLUM (CIS) Limited and The Royal London Mutual Insurance Society Limited is 55 Gracechurch Street, London EC3V 0RL, United Kingdom