

Using the editable fields?

To ensure the information is saved correctly, we recommend you save the form to your desktop before you start completing the required fields.

Switch/Redirection Request

- ISA, Junior ISA (JISA), Collective Investment Account (CIA),
Collective Investment Bond (CIB) and Collective Retirement Account (CRA)

For instructions given without using a financial adviser

Did you know? You can give switch and redirection instructions online - in which case we do not require a paper form. See 'Giving us your instructions' below. We always recommend consulting a financial adviser before making any investment decisions.

With this form you can:

- switch assets that you currently hold
 - redirect future regular investments into different assets
- on a 'self-serve' basis (ie without financial advice, this is sometimes referred to as 'execution only' business).

This form cannot be used for:

- **Our Managed Portfolio Service (MPS)** - this service is only available online through financial advisers to investors on Charge Basis 3. For investments in the MPS, please speak to a financial adviser.
- **CRA switches into Investment Pathways**, for which there is a separate form*.
- Moving savings held in the CashHub, for which there is a separate form*.

* Available by calling us on 0808 171 2626.

Completing this form

- It is important that you read the notes at the end of the form before completing it. The notes contain information about the assets available.
- Complete the form, as applicable, using BLOCK CAPITALS and blue or black ink. For dates, please use the format day/month/year.
- Missing or unclear information can result in delays. We are unable to correct errors or omissions retrospectively.
- **Applicable Sections**
These sections apply in all cases:
Section 1 - financial advice
Section 2 - your details
Section 6 - to authorise the instruction
- The following sections apply as required:
Section 3 - to switch from/to specific assets
Section 4 - to switch the whole account
Section 5 - to redirect future Direct Debit payments into different assets

Giving us your instructions:

- **Online** - in which case we do not need a form. To access our online Customer Centre visit our website [quilter.com](https://www.quilter.com)
 - **If you haven't yet registered:** click the 'Customer login' button, then click 'Register' and follow the instructions shown.
- **By email** - send your scanned copy to ask@quilter.com or via PROMPT, our tool for uploading documents direct to us:
Visit: [quilter.com/help-and-support/tools/promptcustomer/](https://www.quilter.com/help-and-support/tools/promptcustomer/)
- **By post** - Quilter, SUNDERLAND, SR43 4JP.

Timescales

- Provided we have received all the information we need, we will deal with your instruction by the end of the working day following receipt. We will then write to confirm the details of the assets you have chosen.
- If we receive redirection instructions less than 10 working days before the Direct Debit collection date, we cannot guarantee that the instruction will take effect from that date.



Charge Basis information

The Charge Basis for your account will determine the assets you can invest in. More information about each Charge Basis is below, as well as in the product Terms & Conditions.

Charge Basis 3

- This applies to:
 - all ISAs, JISAs and CIAs
 - CRAs and CIBs opened on or after 18 December 2012
 - CRAs opened before 18 December 2012 which have been converted to Charge Basis 3 by request.
- They are subject to the Product/Service Charge and Adviser Charging, where financial advisers are paid by fees (if required).

Charge Basis 2

- This applies to CRAs and CIBs that have been converted from Charge Basis 1.
- They are subject to the Investor Charge and Adviser Charging, where financial advisers are paid by fees (if required).

Charge Basis 1

- This applies to CRAs and CIBs opened before 18 December 2012, which have not been converted to Charge Basis 2.
- They are subject to the Investor Charge.

**The Terms and Conditions outline which transactions convert accounts.*

Important documents you need to have read before changing your assets

- **Asset list** - this includes information about rebates for each fund.
 - The assets available to you will differ depending on the Charge Basis for your account, the type of account you have and will be restricted to those available for 'self-serve' instructions.
 - The column entitled 'Execution Only' shows the restricted range of assets available to self-serve investors.
 - There are separate funds lists for our different charge bases; it's important that you refer to the correct one. The notes above explain more about our charge bases.
 - Other assets may be available to you on a self-serve basis if you switch online and answer some additional questions required by our regulators.
- **Key Investor Information Documents (KIIDs) or Key Information Documents (KIDs)** in respect of your asset choice; these are produced by the asset managers.
- If your request includes any Exchange Traded Instruments (ETIs), you need to have read a **Charges Information Document** (which includes a Costs and Charges Statement). ► *Switch instructions involving ETIs must be given online, because of the additional questions you will need to answer - the Charges Information Document can then be generated during the online switch process.*
- These documents are available online, see page 1 for details about how to register.
- **In section 6 of this form, the declaration you sign will include your confirmation that you have read these documents.**

1. Financial advice

We always recommend that you speak to a financial adviser before making any decisions regarding your investment.

Please tick to indicate which of the following applies to this instruction:

Have you received financial advice in respect of this instruction? Yes No

2. Your details

Full name of investor

Telephone number

Email

Full name of joint investor

► *If applicable*

Account details

If your instructions relate to more than one account, please complete a separate form for each one.

Account type

ISA

JISA

CIA

CIB

CRA

Account number

Customer Reference										Account		
A	C											

3. Switch specific assets

Use this section to switch specific assets within your account (including switches into a different share class or unit type (income/accumulation) of the same fund).

► Provide the same information for additional switches if required by using a signed copy of this page.

Tick here if you wish us to switch into the 'bundled' version of funds selected (if available)

► Note (g) at the end of this form has more information about 'bundled' and 'unbundled' funds

a) Asset/Portfolio to switch out	Inc/Acc	Percentage to switch out			OR	Amount to switch out
						£

Asset(s) to switch in	Inc/Acc	Percentage to switch in			
Total		1	0	0	%

b) Asset/Portfolio to switch out	Inc/Acc	Percentage to switch out			OR	Amount to switch out
						£

Asset(s) to switch in	Inc/Acc	Percentage to switch in			
Use the same asset selection as for a)					
OR					
List asset(s) below					
Total		1	0	0	%

c) Asset/Portfolio to switch out	Inc/Acc	Percentage to switch out			OR	Amount to switch out
						£

Asset(s) to switch in	Inc/Acc	Percentage to switch in			
Use the same asset selection as for a)					
OR					
List asset(s) below					
Total		1	0	0	%

d) Asset/Portfolio to switch out	Inc/Acc	Percentage to switch out			OR	Amount to switch out
						£

Asset(s) to switch in	Inc/Acc	Percentage to switch in			
Use the same asset selection as for a)					
OR					
List asset(s) below					
TOTAL		1	0	0	%



4. Switch whole account ▶ sometimes known as a 'realignment'

Complete this section to change all of the assets in your account. We will replace your current assets (including any available cash) with those you list below.

Tick here if you wish us to switch into the 'bundled' version of assets selected (if available)

▶ Note (g) at the end of this form has more information about 'bundled' and 'unbundled' funds

New asset selection	Inc/Acc	%		
Total		1	0	0 %

5. Redirection instruction ▶ new asset selection for future Direct Debit payments

NOTE: If more than one Direct Debit is being paid into the account, the revised asset choice in this form will be applied to all of them.

Asset selection

Use the same asset selection as given in section 4

OR

List the asset selection below.

Tick here if you wish us to switch into the 'bundled' version of assets selected (if available)

▶ Note (g) at the end of this form has more information about 'bundled' and 'unbundled' funds

New asset selection	Inc/Acc	%		
TOTAL		1	0	0 %



6. Authorisation

This declaration is made by each account/bond holder/authorised signatory, or the appointed Lead Account Holder where applicable.

- I have been given the opportunity to read and keep the following, and to have any questions concerning them answered to my satisfaction:
 - a Costs and Charges Statement (if applicable),
 - all available Key Investor Information Documents or Key Information Documents in respect of my investment and asset choice, and
 - information about rebates, in respect of my new asset choice.
- I declare that:
 - I am the legal owner or joint legal owner of the account detailed in section 2, or
 - I am an authorised signatory for the account detailed in section 2 and I have authority to request the instruction given in this form.
- I authorise Quilter to carry out the instructions in this form in accordance with the Terms & Conditions of my account.
- I confirm that Quilter has brought to my attention the importance of reading the notes at the end of this form.

Signatures of investors/authorised signatories, (or Lead Account Holder, where applicable).

1. Signature	<input type="text"/>	Date	<input type="text"/>
Print full name		Capacity*	
2. Signature	<input type="text"/>	Date	<input type="text"/>
Print full name		Capacity*	
3. Signature	<input type="text"/>	Date	<input type="text"/>
Print full name		Capacity*	
4. Signature	<input type="text"/>	Date	<input type="text"/>
Print full name		Capacity*	

* eg investor, trustee, signatory



[quilter.com](https://www.quilter.com)

Please be aware that calls and electronic communications may be recorded for monitoring, regulatory and training purposes and records are available for at least five years. Quilter is the trading name of Quilter Investment Platform Limited which provides an Individual Savings Account (ISA), Junior ISA (JISA) and Collective Investment Account (CIA) and Quilter Life & Pensions Limited which provides a Collective Retirement Account (CRA) and Collective Investment Bond (CIB).

Quilter Investment Platform Limited and Quilter Life & Pensions Limited are registered in England and Wales under numbers 1680071 and 4163431 respectively.

Registered Office at Senator House, 85 Queen Victoria Street, London, EC4V 4AB, United Kingdom. Quilter Investment Platform Limited is authorised and regulated by the Financial Conduct Authority. Quilter Life & Pensions Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Their Financial Services register numbers are 165359 and 207977 respectively. VAT number 386 1301 59.

Switch/redirection

– Important notes

Assets

- a) **Asset names** – your instructions must include full asset names, including the name of the management company. Unclear or invalid names will delay your instruction.
- b) **Important documents** – there are several important documents you need to have received and read relating to your new asset choice, before you make your decision and send us your instruction. They are listed on page 2 of this form.
- c) **Maximum switch value** – unless you are switching entirely out of an asset, the maximum you can switch out is 95% of its value.
- d) **Cash**
 - for ISA/JISA/CIA/CRA you can switch out of or into cash, and/or redirect regular investments into cash
 - for CIB you can switch out of (but not into) ‘transactional cash’.Please enter ‘CASH’ as the asset name.

If you switch online, any available cash balance will be displayed on the screen.
- e) **Inc/Acc (income/accumulation)** – if you do not state the unit type required, accumulation units (where available) will automatically be applied. Where accumulation units have been selected and they are not available, income units will automatically be applied. For more information about income and accumulation units/shares, refer to our funds lists, or speak to a financial adviser.
- f) **Switching share class or unit type** – you can use section 3 to switch into a different share class or unit type (income/accumulation) of the same asset.
- g) **Bundled/Unbundled funds**
 - ‘Bundled’ funds are those with full Annual Management Charge (AMC) and rebates.
 - ‘Unbundled’ funds are those which typically have a lower AMC and reduced rebates.

Charge Basis 3: If both ‘bundled’ and ‘unbundled’ assets are available, we will automatically default to the unbundled versions, even if you currently already hold the bundled version in your account. However, each section in the form allows you to tick if you wish us to use the bundled version instead (if available).

Charge Basis 2: If you choose an unbundled fund, which is not available for your Charge Basis, we will use the bundled version instead.
- h) **Redirecting:** If we receive your instruction less than 10 working days before the Direct Debit collection date, we cannot guarantee that it will take effect from that date.
- i) **Exchange Traded Instruments (ETIs):** Switch instructions involving ETIs must be given online. A Dealing Charge will be applied to each ETI sale or buy transaction; stamp duty and other costs might also apply. During the online process you will be asked to answer additional questions and generate a Charges Information Document, before submitting an instruction to switch into an ETI.

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