

# Prudential Onshore Portfolio Bond – OWC Operational Support Guide for Financial Advisers

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# Introduction

## **New Business**

This guide contains an overview and a detailed step by step description of the end to end new business process. You will find screen by screen instructions to help you navigate through the Prudential online illustration and application processes.

You will also find guidance around additional forms required for online application submission and for completion of applications for trust business.

## **Servicing**

It explains how the Cash Account within the bond works and details the processes followed when we encounter liquidity problems i.e. when there is insufficient cash available in the cash account to fund charges, withdrawals etc. It also details some key servicing processes.

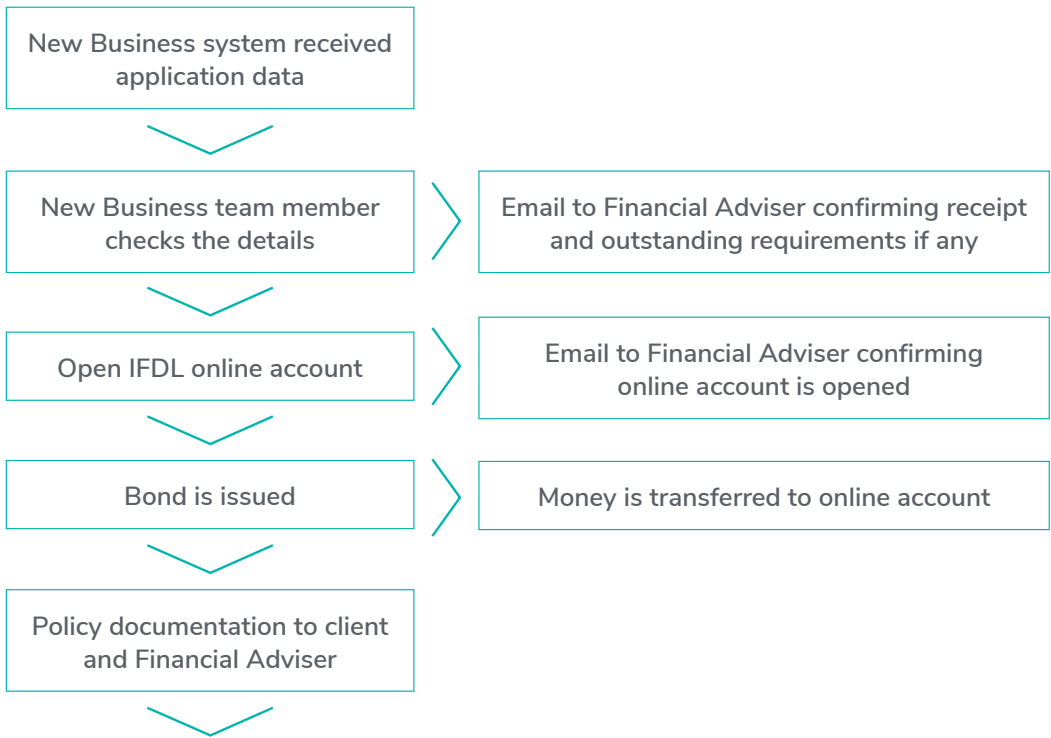
The purpose of this document is to guide you through the illustration, application and key post issue processes associated with the Prudential Onshore Portfolio Bond – OWC.

It is split into 2 parts namely:

- New Business
- Servicing

# New Business Process

The following flowchart outlines the process followed once the Prudential International new business team receive your online application.



- 1) The details you have submitted via the online application process prepopulate our new business data entry system via straight through processing (STP). The benefits of STP are
  - a. The application arrives in Prudential immediately
  - b. There is no risk of the form being subject to postal delays or being lost in the post
  - c. There is less human intervention required (data keying) which reduces the risk of keying errors
- 2) Once this is received one of our new business team will review the application.
- 3) We will email you confirmation of receipt and include details of outstanding requirements. This email will include the Prudential Bond reference number. If there are outstanding requirements we will also contact you by phone. (We will remind you of outstanding requirements on a weekly basis until all requirements are received).
- 4) An IFDL online account will be opened for each application by the Prudential New Business team.
- 5) You will receive a confirmation email from our new business team which will confirm the IFDL on-line account reference number.
- 6) Once all of the requirements are received and the money is matched to the application we will issue the bond.
- 7) Once we issue the bond the money is transferred to the online account overnight and will be available for trading the following day.
- 8) The original policy documentation will be sent to the customer and a copy will be sent to you.

**If you have any queries regarding the status of an application you can contact your RSU or the New Business team directly on 0808 234 2200.**

## **IFDL**

### **Online Facility**

Once the bond is issued you can use the IFDL online facility to commence trading. The facility can also be used for obtaining the most up to date bond valuations.

# Access to product page and online services

We have created a product page for exclusive use with the Prudential Onshore Portfolio Bond – OWC version. This page contains useful information, sales aids and customer documentation as well as giving you access to the online services. Its key that you use this product page at all times for the Prudential Onshore Portfolio bond – OWC. The link to this page is as follows and we recommend that you save this link to your favourites menu.

<https://www.pruadviser.co.uk/prudential-onshore-portfolio-bond-owc/#>

**Pru**  
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Tools Contact Search

Products Funds Online Services Knowledge and literature

**i** PruAdviser on-line services will be unavailable from 16:00 on Saturday 11 December until 12:30 on Sunday 12 December for website maintenance. **x**

**i** Currently we are not able to show some detailed information for Retirement Account performance for clients. This will be restored on 13 December 2021. We're sorry for any inconvenience this causes. **x**

## Prudential Onshore Portfolio Bond - OWC

The Prudential Onshore Portfolio Bond - OWC combines the advantages of a wide choice of assets with the taxation and trust benefits of an onshore bond.

- ✓ Comprehensive investment choice
- ✓ Inheritance Tax planning options
- ✓ Tax benefits of a bond

Access to use PruAdviser for illustrations and new business submission is via Unipass, Assureweb or Iress Exchange log-ins.

## Unipass

If you already have a Unipass Identity you can use this to sign in without the need to do anything further.

If you haven't got a Unipass Identity and want to access PruAdviser this way you must first register for a Unipass Identity.

Unipass is the industry standard security solution for the life and pension industry, giving you access to online services from many providers:

- Easy to apply for and use
- Free to all financial advisers
- Secure and encrypted
- A unique online identity
- Ready for use with mobiles and tablets

Register now for a Unipass Identity by clicking the following link:

<http://www.unipass.co.uk/Pages/Home.aspx>

## Assureweb and IRESS Exchange

If you have an account with Assureweb or IRESS Exchange, you can sign in to PruAdviser using your account details.

If you're having problems logging in or have forgotten your account details, you can contact the relevant service providers using the details below:

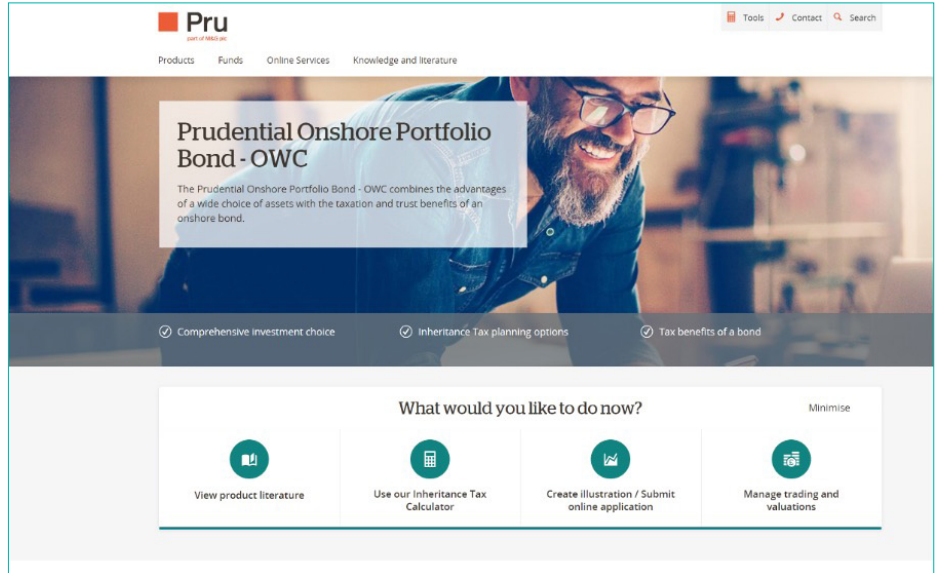
- Unipass 0871 22 12345 or <http://www.unipass.co.uk/Pages/Home.aspx>
- Assureweb 0845 408 4022
- IRESS Exchange 08450 53 1111 In the top right hand corner of the
- Prudential Onshore Portfolio Bond – OWC
- page under "Online Services" you have the
- following 4 options relating to illustrations
- and applications to choose from namely.
- Illustration
- Retrieve Illustration
- Application
- Retrieve an application.

# Producing an Illustration

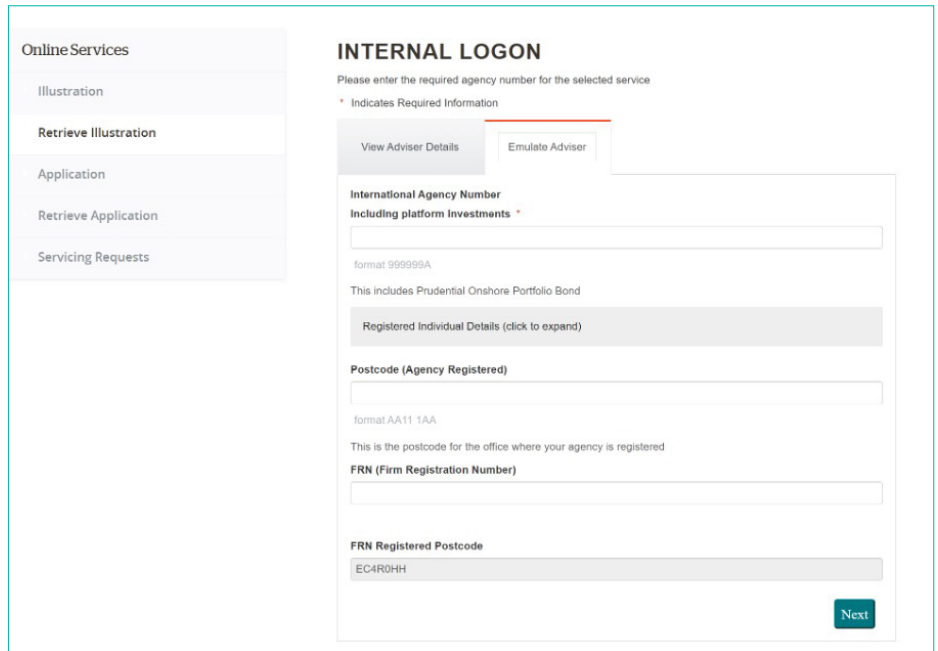
In the top right hand corner of the Prudential Onshore Portfolio Bond – OWC page under “Online Services” you have the following 4 options relating to illustrations and applications to choose from namely.

- Illustration
- Retrieve Illustration
- Application
- Retrieve an application.

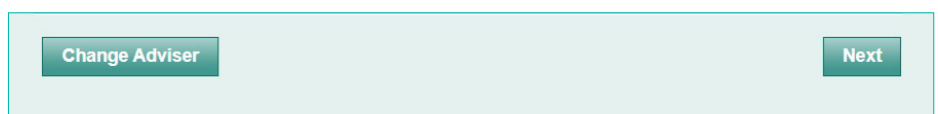
The following is a screen by screen guide to producing an illustration.



Once you have selected “Illustration” and you have signed in you will be presented with a log-in screen where you enter your 7 character Prudential Agency number (in the format 123456X) under the International including platform investments heading. This agency number will be provided to you as part of the on-boarding process. If you don’t have your agency number please contact your RSU team.



If you are a Paraplanner or Administrator and you need to change from one Agency number to another please use the <Change Adviser> button which will allow you to input a different Agency number.





## Navigation and help

Before we start looking at how to illustrate and do a new business application it's important to point out some overall features of the PruAdviser online facility. On each screen you have the following navigation and supports.

- 1) Shaded area at the top of each page with key information.
- 2) Help button with more detailed information.
- 3) List of each screen on right hand side which shows you how many screens you have completed and how many are left to complete.
- 4) View Input summary which allows you to view on a page by page basis a summary of the information you have entered.
- 5) Back key if you need to go back to previous pages(s)

As you fully complete screens and hit <next> the information you have captured is automatically saved. On certain screens you will be asked to hit <save> and then <next> before you can move on.

**NB** If you try to move from a screen and you have not input all of the required information a warning will appear on top of the screen in red pointing out the information which is incomplete. You will need to complete this before moving on.

Likewise if you enter information which breaks product rules this too will be pointed out via a warning message at the top of the page and you will need to correct before moving on.

This screen captures the application basis, term to project and the life assured basis.

If you are a FA who already has access to the Prudential Onshore Portfolio bond via a Wrap Platform you will need to answer an additional question as follows:

If you answer “yes” the illustration produced will be based on the On – Platform version of the bond. If “no” it will be based on the off-Platform version i.e. Prudential Onshore Portfolio Bond – OWC.

## Basis Details

**Help**

### Basis Details

Current agency number:  
\* Indicates required information

---

#### Registered Individual Details

Title \*

Forename \*

Surname \*

You can enter your own reference for this illustration if required

---

#### Basis details

Is the application being completed in conjunction with an Investment Platform? \*  Yes  No

Is this a Top Up?  Yes  No

Please indicate the type of business \*  Individual  
 Trust  
 Corporate investor

Term to project \*

---

#### Life basis

Basis of illustration \*

Number of lives assured \*

**Change Adviser** **Next**

If “Individual” is selected as type of business the following screen appears.

Enter applicant details.

### Applicant and life assured details

[Help](#)

## Applicant details

\* Indicates required information

---

**First applicant**

Title \*

Forename \*

Surname \*

Gender \*  Male  Female

Date of birth (dd-mm-yyyy) \*  -  -

[Back](#) [Next](#)

You will also be asked to confirm if applicant is a life assured as follows:

[Help](#)

## Lives Assured

\* Indicates required information

---

Is the applicant a life assured? \*  Yes  No

[Back](#) [Next](#)

If you select “yes” this screen will appear with the applicant’s details. If you select “no” it will appear blank and you will need to complete life assured details.

[Help](#)

## Lives Assured

\* Indicates required information

---

Is the applicant a life assured? \*  Yes  No

**Please enter details of the first life assured.**

---

Title \*

Forename \*

Surname \*

Gender \*  Male  Female

Date of birth (dd-mm-yyyy) \*  -  -

[Back](#) [Next](#)

If “Trust” or “Corporate” is selected as type of business the following applicant type screens will appear.

[Help](#)

## Applicant details

\* Indicates required information

---

**First applicant**

Company/Trust name \*

---

[Back](#) [Next](#)

Once you enter the Trust/ Company details you will be taken to the life assured screens as for individual applicant.

[Help](#)

## Lives Assured

\* Indicates required information

---

**Please enter details of the first life assured.**

---

Title \*

Forename \*

Surname \*

Gender \*  Male  Female

Date of birth (dd-mm-yyyy) \*  -  -

---

[Back](#) [Next](#)

Enter the client's payment on this screen.

The requirement for regular withdrawals should be captured here

[Help](#)

## Payment Details

- The minimum Investment amount is £15,000.00.

\* Indicates required information

---

**Payment details**

---

Amount of payment \* £

Are regular withdrawals required? \*  Yes  No

---

[Back](#) [Next](#)



Once you select the model you will need to confirm what % you want to allocate to cash.

### Fund Details

- Select a model portfolio, or enter individual funds to invest in.

\* Indicates required information

---

#### Fund Options

Do you wish to select a model portfolio? \*  Yes  No

---

**Model Portfolio Name**

7IM Adventurous Model Portfolio

% allocation to remain in Cash Account GBP ?

A summary of your chosen strategy will then appear as follows:

### Fund Details

- Select a model portfolio, or enter individual funds to invest in.

\* Indicates required information

---

#### Fund Options

Do you wish to select a model portfolio? \*  Yes  No

---

**Model Portfolio Name**

% allocation to remain in Cash Account GBP ?

Fund Name	Allocation %	Yearly Total %	Init Chg %
7IM Adventurous Model Portfolio	98 <input type="text"/>	0.40	0.00
Cash Account	2 <input type="text"/>	0.00	0.00

If you have chosen not to use a model portfolio you can select a fund manager from the drop-down facility.

When you have found the fund manager click the <Search> button and a list of the funds available via that fund manager will appear as follows:

### Fund Details

- To find funds using Fund Name, SEDOL, ISIN use the Search facility after you select a Fund Manager from the drop down box.
- You will be able to select one or more funds using the check boxes beside the listed funds. You can select up to 100 funds.

\* Indicates required information

**Fund Options**

Do you wish to select a model portfolio? \*  Yes  No

**Fund Selection**

Fund Manager \*

Fund Name

ISIN

SEDOL

Click on the green <+> button to add a fund and then allocate a % of the overall investment to that fund.

### Fund Details

- To find funds using Fund Name, SEDOL, ISIN use the Search facility after you select a Fund Manager from the drop down box.
- You will be able to select one or more funds using the check boxes beside the listed funds. You can select up to 100 funds.

\* Indicates required information

**Fund Options**

Do you wish to select a model portfolio? \*  Yes  No

**Fund Selection**

Fund Manager \*

Fund Name

ISIN

SEDOL

**Choose a fund** ✕

Fund Name	ISIN	SEDOL	Add
BREWING DLPH VOYAGER MAX 70% EQ A GBP ACC	GB00BLF9V059	BLF9V05	<input type="checkbox"/>
BREWING DLPH VOYAGER MAX 60% EQ A GBP ACC	GB00BLF9TW38	BLF9TW3	<input type="checkbox"/>
BREWING DLPH VOYAGER MAX 90% EQ A GBP INC	GB00BLF9V943	BLF9V94	<input type="checkbox"/>
BREWING DLPH VOYAGER MAX 40% EQ A GBP ACC	GB00BLF9RQ38	BLF9RQ3	<input type="checkbox"/>
BREWING DLPH VOYAGER MAX 40% EQ A GBP INC	GB00BLF9TN47	BLF9TN4	<input type="checkbox"/>
BREWING DLPH VOYAGER MAX 80% EQ A GBP ACC	GB00BLF9V497	BLF9V49	<input type="checkbox"/>



Continue selection of fund until allocation of 100% is used.

NB For your convenience the cash account is the first item on the dropdown list of Fund Managers. Select this and click <Search> and you will then be in a position to add the cash account to the list of funds and allocate the % amount accordingly. Alternatively you can enter ISIN "GB0000000000" or SEDOL "9999999" and select in this way.

### Fund Details

- To find funds using Fund Name, SEDOL, ISIN use the Search facility after you select a Fund Manager from the drop down box.
- You will be able to select one or more funds using the check boxes beside the listed funds. You can select up to 100 funds.

\* Indicates required information

**Fund Options**

Do you wish to select a model portfolio? \*  Yes  No

**Fund Selection**

Fund Manager \*

Fund Name

ISIN

SEDOL

Fund Name	Allocation %	Yearly Total %	Init Chg %	Delete
BREWIN DLPH VOYAGER MAX 70% EQ A GBP ACC	25 <input type="text" value=""/>	0.82	0.00	<input checked="" type="checkbox"/>
<b>Percentage still to be allocated</b>		75		



This screen allows for the capture of Set-up and Ongoing Adviser Charges. There is an option to have no adviser charges.

[Help](#)

## Adviser Charge Options

**Adviser Instructions.**

- The following Adviser Charges are deducted and paid to your Adviser. This illustration assumes the Ongoing adviser charges detailed below will be paid from your Bond to the Adviser
- Please note the "% of Amount Invested" for ongoing adviser charge is based on your payment minus any Set up Adviser charges.
- Any ongoing adviser charge detailed will be deducted by us and paid directly to your adviser.

\* Indicates required information

---

**Adviser charge options**

Select one of the following charge options \*

- Set up adviser charge
- Ongoing adviser charge
- Set up and ongoing adviser charge
- No adviser charge

[Back](#)
[Next](#)

For Set-up Adviser Charges you can select a % of payment or a fixed amount. For Ongoing Adviser charges you can select a fixed amount or a % of either initial investment or bond value. You can also select the frequency for the payment.

**Set up adviser charge**

Type \* % of Payment ▾

Percentage \*  %

---

**Ongoing adviser charge**

Type \* % of Bond Value ▾

Annual percentage \*  %

Frequency \*  ▾

[Back](#)
[Next](#)

If you intend to use Model Portfolios' via a DFM you must confirm here so that the DFM charges can be included in the illustration.

### Additional Charge options

[Help](#)

## Additional Charge Options

Additional charge instructions.

- Enter any additional charges you have agreed with the applicant.
- Please note these are not Prudential International Charges.

\* Indicates required information

---

### Additional Charge Options

Select which charges apply \*

Ongoing DFM charge  
 No charges

[Back](#)
[Next](#)

You can enter monetary amount or % based on initial investment or bond value.

NB. DFM fees are paid monthly by IFDL so you need to select monthly frequency from dropdown. For your convenience this is the first option on the dropdown menu.

[Help](#)

## Additional Charge Options

Additional charge instructions.

- Enter any additional charges you have agreed with the applicant.
- Please note these are not Prudential International Charges.

\* Indicates required information

---

### Additional Charge Options

Select which charges apply \*

Ongoing DFM charge  
 No charges

### Ongoing Discretionary Fund Manager Charges

Type \*

Annual percentage \*

Frequency \*

%

[Back](#)
[Next](#)

You will now be presented with an illustration summary screen.

Once you are happy that the information is correct you can select <calculate>.

The calculations will be carried out and you will be presented with the following summary. **Please note a unique illustration reference number will be allocated to each illustration.**

The following additional functions can be carried out from this screen.

- A copy of the illustration can be generated using the <View Illustration> button. This can be printed and saved.
- You can apply for the bond using online application by clicking the <Apply> button. Any relevant information captured in the illustration will pre-populate to the on-line application.
- You can go back to the Prudential Onshore Portfolio bond – OWC homepage by clicking <Literature> button. You will find a copy of the Client Declaration which you need to go through with the client in the Application Forms section in the Literature Library.

## Additional Charge options

Help

### Illustration Summary

- If you are happy with your inputs, press Calculate, or press Back to change any values.

---

**Illustration Summary**

Product	Prudential Onshore Portfolio Bond
Life Assured	Mr Tom Jones
Payment	£100,000.00
Top Up	No
Set up adviser charge	£1,000.00
Investment	£99,000.00
Total annual withdrawal amount	£1,200.00
Withdrawal frequency	every month

---

**Fund Selection**

Fund Name	Allocation %
7IM Balanced Model Portfolio	98
Cash Account	2

### Illustration Summary

Prudential illustration reference number	POPBQU9448
Product	Prudential Onshore Portfolio Bond
Life Assured	Mr Tom Jones
Payment	£100,000.00
Top Up	No
Set up adviser charge	£1,000.00
Investment	£99,000.00
Total annual withdrawal amount	£1,200.00
Withdrawal frequency	every month

---

**Fund Selection**

Fund Name	Allocation %
7IM Balanced Model Portfolio	98
Cash Account	2

---

**Projected Bond Value**

These figures are for illustration purposes only and are not guaranteed.

	0.42%	3.42%	6.42%
Projected Bond Term at end of Year 10	74,200	102,000	139,000

These values take into account the charges above and any other charges you entered on the previous screens.

You can amend any of the options on this illustration by returning to the previous screens, but each time you press Calculate a new illustration will be completed.

Once you have fully or partially completed an illustration you can retrieve it at a future date (they are stored for 6 months) if you would like to make changes or you would like to submit an online application based on the details as per the illustration. From the Prudential Onshore Portfolio Bond – OWC select <Retrieve Illustration> option under Online Facility menu in top right hand corner. Once you have completed your log-ins you will be presented with the following screen.

You can search using client name, illustration ref. no. or using a date range.

Once you have selected a particular saved illustration you can

- Go straight to apply online
- Retrieve the illustration and make amendments
- View the illustration actually produced

**NB If you make amendments a new illustration will be saved**

## Making changes to an illustration

[Help](#)

### Search for Illustration

• Note: Illustrations are retained for 6 months. Please enter as much information as you can.

Registered individual forename and	<input type="text"/>
Registered Individual surname and/or	<input type="text"/>
Illustration reference number	<input type="text"/> and/or
Applicant forename and	<input type="text"/>
Applicant surname	<input type="text"/>

---

You can narrow down your search by entering a search period based on the issue date of the illustration

From date	<input type="text"/>
To date	<input type="text"/>

[Change Adviser](#)
[Reset](#)
[Search](#)

[Help](#)

### Illustration search results

• Please select a record you wish to view and then select from the options below.

Search results					
Select	Reference number	Date	Applicant name	Registered individual	Payment
<input checked="" type="radio"/>	POPBQU9448	03/12/2021	Adobe Trust	Mr Des Judge	100000

[View Illustration](#)
[Apply](#)
[Retrieve](#)

[Change Adviser](#)
[New Search](#)

# Online New Business submission

When you click the <apply> button from either the illustration summary page or the illustrations search facility you will be presented with the following screen. This allows you to confirm the Registered Individual details, type of application and the life basis. Any information provided as part of the illustration will be prepopulated here. You will need to confirm if using Model Portfolio's via a DFM.

## Application basis

[Help](#)

### Application Basis

- This application form can be used for new investments into the Prudential Onshore Portfolio Bond.
- If this application is being completed in conjunction with an investment platform, you must provide us with the correct Platform Provider and Platform Client Number, as otherwise it will delay processing.

\* Indicates required information

---

#### Registered Individual Details

Title \*

Forename \*

Surname \*

You can enter your own reference for this application here if required

Please confirm your email address

---

#### Platform Details

Is the application being completed in conjunction with an Investment Platform? \*  Yes  No

---

#### Plan Details

Please indicate the type of application \*  Individual (including at Issue trusts)  
 Trust  
 Corporate Investor

Choose the life basis \*

[Change Adviser](#) [Next](#)

If "Individual" is selected as type of application the following screen will appear.

In the individual client summary there will be a pre-existing record for the applicant and life/lives assured as noted in the illustration. You can open each record by clicking the green <+> button under edit to complete the rest of the individual details.

## Individual Details

### Individual Details

- Enter details for all individuals associated with the Bond. Once the details are entered they can be saved to the table that appears at the top of the screen. The details for the individual can be subsequently edited.
- The minimum age at entry for life assured is 3 months attained.
- As the life basis is Single you can enter only one life assured.
- You can enter up to 10 applicants.
- All applicants must be 18 years or older.
- Insurable Interest must exist between the owner(s) and the life assured.
- The maximum age for ownership for life assured business is 89 attained.

**Information:**  
The maximum number of Lives Assured has been entered.

\* Indicates required information

---

#### Individual Client Summary

Name	Date of birth	Client role	Completed	Edit	Remove
Mr Des Judge	11/07/1970	Life Assured, Owner		<span style="color: green;">+</span>	<span style="color: red;">✖</span>

[Add Individual](#)

---

#### Individual Details

Please select roles for this Individual \*

Title \*

Forename \*

Surname \*

Gender \*  Male  Female

Date of birth (dd/mm/yyyy) \*  /  /

Applicant

Life Assured

Male  Female

/  /

[Save](#)



Once you have completed all of the required information you need to click the <update> button at the bottom of the screen. You can then select the next preexisting record and open and complete the rest of the details. You can also include a new applicant/life assured if you wish by filling out the Individual Details section. Please note that you must assign a role i.e. applicant, life assured or both to each individual.

NB For your convenience, when completing applications with more than one applicant or life assured you can select the option to re-use the address you entered for the first Individual by ticking the box beside “Use same address as first applicant entered?” in the Address Details section.

If either Trust or Corporate is selected as the basis the appropriate applicant type screens will appear.

### Individual Details

Please select roles for this Individual \*

Applicant  
 Life Assured

Title \*

Forename \*

Surname \*

Gender \*  Male  Female

Date of birth (dd/mm/yyyy) \*  /  /

Nationality \*

Daytime phone number

Email address

Nature of business \*

Occupation \*

Annual income \*

(if retired please state your income before tax in retirement)

Are you resident in, or do you complete tax returns, in any country other than the UK? \*  Yes  No

---

### Address Details

Use same address as 1st applicant entered?

Building number

Postcode

If "Trust" is selected as type of application type this pop-up will appear and you need to enter the Trust details.

## Trust

### Plan Details

Please indicate the type of application \*

Choose the life basis \*

Are you using Model Portfolios via a Discretionary Fund Manager? \*

Individual (including at Issue trusts)  
 Trust  
 Corporate Investor

Single

Yes  No

---

### Trust Details

Name of trust \*

Valuation of trust assets at date of application \*

Please indicate the type of trust \*

Change Adviser

Next

You will be asked to confirm if there is a Professional Trustee involved

Help

### Organisation Details

- A list of authorised signatories with specimen signatures must be submitted where the applicant is an entity.

\* Indicates required information

Is there a Professional Trustee applicant?  Yes  No

Back

Next



If you select “no” you will be brought to the following screen to enter the details of each individual trustee. You need to select “Trustee” as the role for each trustee and also “Life Assured” if applicable.

Once all individual trustees are complete you can now enter any additional life/lives assured again by selecting the life assured role on a new Individual Details screen.

### Individual Details

Please select roles for this Individual \*

Life Assured  
 Trustee

Title \*

Forename \*

Surname \*

Gender \*  Male  Female

Date of birth (dd/mm/yyyy) \*  /  /

Nationality \*

Daytime phone number

Email address

Nature of business \*

Occupation \*

---

### Address Details

Building number

Postcode

---

Address line 1 \*

Address line 2 \*

Address line 3

Address line 4

Address line 5

Postcode \*

If you select “yes” to Professional Trustee question you will be presented with the following screen to insert the details of the Professional Trustee.

Once you have entered the Professional Trustee information you will then also be asked to enter additional individual trustee applicant details, if applicable (see previous page) and life/lives assured (see previous page).

### Organisation Details

- A list of authorised signatories with specimen signatures must be submitted where the applicant is an entity.

\* Indicates required information

Is there a Professional Trustee applicant?  Yes  No

#### Organisation details

Company name *	<input type="text"/>
Company's registration no. *	<input type="text"/>
Relevant company registry or regulated market listing authority	<input type="text"/>
Nature of business *	<input type="text" value="v"/>
Daytime phone number	<input type="text"/>
Email address	<input type="text"/>
Name of person for correspondence	<input type="text"/>

#### Registered Address

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

[Get Address](#)

Address line 1 *	<input type="text"/>
Address line 2 *	<input type="text"/>
Address line 3	<input type="text"/>
Address line 4	<input type="text"/>
Address line 5	<input type="text"/>
Postcode *	<input type="text"/>

#### Correspondence Address

Is the correspondence address different to the registered address?  Yes  No

[Back](#) [Next](#)

If the application is for a corporate investor please select

## Corporate Investor

**Plan Details**

Please indicate the type of application \*  Individual (including at Issue trusts)  
 Trust  
 Corporate Investor

Choose the life basis \*

Are you using Model Portfolios via a Discretionary Fund Manager? \*  Yes  No

[Change Adviser](#) [Next](#)

You will be asked to capture the Corporate Investor's details

**Organisation Details**

- A list of authorised signatories with specimen signatures must be submitted where the applicant is an entity.

\* Indicates required information

Please select roles for this organisation \*  Applicant

**Organisation details**

Company name \*

Company's registration no. \*

Relevant company registry or regulated market listing authority

Nature of business \*

Daytime phone number

Email address

Name of person for correspondence

**Name of Authorised Signatories**

Title

Forename

Surname

[Add Signatory](#)

**Registered Address**

Building number

Postcode

[Get Address](#)

Address line 1 \*

Address line 2 \*

Address line 3

Address line 4

Once information is entered you will then be asked to enter life assured details by completing Individual Details screen and selecting “Life assured” as role.

### Individual Details

Please select roles for this Individual \*

Life Assured  
 Trustee

Title \*

Forename \*

Surname \*

Gender \*  Male  Female

Date of birth (dd/mm/yyyy) \*  /  /

Life Assured relationship to applicant(s) \*

On this screen you can add the following information

- Number of policies (you can input the number of policy segments you want or you can let the system automatically calculate the number. The system will calculate the number of policies as follows:
  - Payment (less and set-up adviser charge) divided by £500 and subject to the maximum number of policies being 1200)
- Method and amount of client payment

You can then add in adviser charging information.

For Set-up Adviser charges you can select from a fixed monetary amount or a % of the initial payment.

For ongoing you can select specified amount, % of amount invested or % of Bond value.

NB For “at – issue” trust business you will not be permitted to add in Ongoing Adviser charge instructions here.

A separate Adviser Charge Instruction form must be completed for such cases.

## Investment Instructions

### Investment Instructions

- Enter the payment details on this screen.
- The minimum investment amount is £15,000.
- The maximum number of policies is 1200 with a minimum value of £500 per policy at outset
- If you do not select a number of policies we will take the premium divided by £500 (rounded down) as the number of policies in the bond.
- This screen also allows you to inform us about Adviser Charges. If we are asked to pay a Set-up Adviser Charge we will deduct it from the payment and it will not be included in the amount invested.

\* Indicates required information

---

**Policies**

Do you wish for the number of policies to be automatically calculated?  Yes  No

Number of policies required

---

**Investment details**

Method of payment \*

Total payment (This is the amount your client wishes to send us.) \*

**Adviser charge options**

Select one of the following charge options \*

Set up adviser charge  
 Ongoing adviser charge  
 Set up and ongoing adviser charge  
 No adviser charge

---

**Set up adviser charge**

Type \*

Percentage \*  %

---

**Ongoing adviser charge**

Type \*

Annual percentage \*  %

Frequency \*

---

Amount to be Invested (the premium) £ 99500.00

## Source of Funds and Origin of Wealth

This screen allows you to enter the originating bank account details for the customer's payment. Once you enter the bank account name, sort code and account number you hit <Get Address> and it will find the bank address.

You also need to tell us the source of wealth by selecting from the list. More than one can be selected if required. If "other" is selected you will need to provide a brief explanation in the free text box which will open up.

### Source of Funds and Origin Of Wealth

**Source of Funds:**

- Please provide details of the account from which the payment is being drawn.
- Please make cheques payable to: Prudential International Assurance plc, UK Branch.
- We may require additional information (e.g. a certified copy of a bank statement) if payment is being made from an account other than that owned by the Applicant(s) or where we cannot verify the name on the account provided.

**Source of Wealth:**

- Please provide details of the source of the applicant's wealth. For trustee applications, this should show the source(s) of the Settlor's wealth and/or how the value of the assets of the Trust has been derived.

\* Indicates required information

---

#### Source of funds

Account held in name \*

Bank/Building Society account number \*

Sort code \*  -  -

IBAN

SWIFT/BIC

[Get Address](#)

---

Name of bank or building society \*

Address line 1 \*

Address line 2 \*

Address line 3

Address line 4

Address line 5

Post code \*

---

#### Source of wealth

Source \*  Savings from income

Sale of investments

Sale of house or land

Retirement fund

Inheritance or gift

Divorce settlement

Sale of business

Other (please give details)



## Corporate Investor

Information regarding regular withdrawals are input here. You can select from a fixed amount **annually** or a % of the original investment **annually**. You can then decide the frequency of payments of this **annual** amount. Please note that maximum withdrawal is 10% per annum and minimum amount per payment is £100. **NB. Please read carefully the information in the shaded area at the top of the screen around both the commencement and the timing of regular withdrawal payments.**

You will be asked if you want the regular withdrawal payments to go to the same account from which the initial payment was drawn from.

If “no” is selected you will be asked to input the account details you want the regular withdrawals to go to.

### Regular Withdrawals

- The minimum regular withdrawal payment is £100.
- Withdrawals are taken equally from all the policies in the plan.
- The first regular withdrawal must be at least 15 days after the start of the Bond.
- Payments will be made on the 15th day of each month (or the next working day where the 15th is not a working day) and will reach your bank account within 5 working days.
- If no date is provided, your withdrawals will start at the first available frequency indicated, e.g. if you select 'Every 3 months' then the withdrawals will begin 3 months after your Bond has issued.
- **Important Information:** If the combined total of regular withdrawals and adviser charges in any bond year exceeds the 5% tax deferred allowance (see the Key Features document for details), then you may be liable to an Income Tax Charge. It may also affect your entitlement to personal income tax allowances and/or certain tax credits
- We may require additional information (e.g. a certified copy of a bank statement) if payment is being made to an account where we cannot verify the details of the account provided.
- Note that all payments (including partial and full withdrawals) will be made to the account specified unless otherwise advised. We are required to pay all the legal owners (except in the case of a Bond held in Trust), so any specified account must be in the names of all the legal owners. For cases with multiple trustees, payments must be made to an account in the name of at least one of the trustees, as a legal owner, with the authority of the other trustees.

\* Indicates required information

Are regular withdrawals required? \*  Yes  No

#### Withdrawal details

Withdrawal type \*  Amount  Percent of original investment

Withdrawal frequency \*

Month and year regular withdrawals are to start. \*  Month  Year

Are payments to be made to the account from which the payment has been drawn? \*  Yes  No

[Back](#) [Next](#)

Are payments to be made to the account from which the payment has been drawn? \*  Yes  No

#### Withdrawal bank details

Account held in name \*

Bank/Building Society account number \*

Sort code \*  -  -

IBAN

SWIFT/BIC

[Get Address](#)

Name of bank or building society \*

Address line 1 \*

Address line 2 \*

Address line 3

Address line 4

Address line 5

Post code \*

[Back](#) [Next](#)

## Confirmation of Verification of identity

For each applicant you will be asked to complete appropriate CVI. In the client list box you need to go to the first entry and select "Enter Details".

[Help](#)

### Confirmation of Verification of Identity

- A separate confirmation must be completed for each customer.
- Select a client from the list below and click edit to complete the declaration.
- Verification is not required if the client falls into one of the following categories:
  - Those who are exempt from verification as being an existing client of the introducing firm prior to the introduction of the requirement for such verification;
  - Those whose identity has not been verified by virtue of the application of a permitted exemption under the Money Laundering Regulations; or
  - Those whose identity has been verified using the source of funds as evidence
- Where a third party is involved, e.g. a payer of contributions who is different from the customer, the identity of that person must also be verified, and a confirmation provided. Indicate in the "Third Parties" section of this screen if a third party has been involved with this application.

\* Indicates required information

---

#### Details of introducing firm

Full name of regulated firm (or sole trader) Dummy Account

Financial Conduct Authority reference number

---

#### Client List

Client name	Client type	Role	Completed	Select
Mr Des Judge	Private Individual	Life Assured, Trustee		<a href="#">Enter Details</a>

---

#### Third Parties

Is a third party involved?  Yes  No  
 (e.g. a payer of contributions who is different to the customer)

The following appears which must be completed.

Once you have completed this for first client select <save> and then select the next client from client list until you have completed CVI details for all clients.

#### Details of Private Individual

Name Mr Des Judge

Current Address THE PRUDENTIAL ASSURANCE CO LTD  
STIRLING

FK9 4UE

Has the individual changed address in the last three months? \*  Yes  No

#### Confirmation

I/We confirm that:

a) the evidence I/we have obtained to verify the identity of the client: \*

meets the standard evidence set out within the guidance for the UK Financial Sector issued by the joint Money Laundering Steering Group

exceeds the standard evidence

b) based on the knowledge I/we have gained of the client I/we have: \*

no reason to believe that the tax residency self-certification requires any follow up action

reason to believe that the tax residency self-certification requires follow up action

c) the information above was obtained by me/us in relation to the client \*

Please indicate why follow up action is required

I agree to the above.

---

#### Third Parties

Is a third party involved?  Yes  No  
 (e.g. a payer of contributions who is different to the customer)



The final screen for online application is declaration screen. On this screen you can open up the client declaration and print off. You must confirm that you have provided the client with a copy of the declaration and have explained it to them.

You can opt in/out of marketing and you can also select an additional recipient for valuations if required.

Once you are happy that all of the details are entered you can select <Submit> button and the information will be sent to our new business team via straight through processing.

## Declarations

[Help](#)

### Declarations

- Complete the mandatory declarations on this page before submitting the application.
- Click the Submit button when you are ready to submit.

\* Indicates required information

---

If all of the applicants and trustees would prefer not to be contacted to keep them updated with information on our products and services, please tick this box. This will apply to all applicants and trustees.

---

#### Adviser Declaration

Declaration [Click here to view the Client Declaration](#)

By ticking this box you confirm that:

- 1) the applicants have appointed me to act on their behalf in completing this application form and that they have given me all requisite authority, as their agent, to submit this application and enter into this contract on their behalf.
- 2) the Client Declaration (see above link) has been provided and explained to each applicant and I have received their confirmation that they agree to the statements made in the declaration.
- 3) the applicants have given their consent to the processing of their personal and sensitive data as described in the Client Declaration (see above link). \*

---

#### Valuation Recipient

Valuation recipient name	Mr Des Judge
Address Line 1 *	THE PRUDENTIAL ASSURANCE CO LTD
Address Line 2 *	STIRLING
Address Line 3	
Address Line 4	
Address Line 5	
Post Code *	FK9 4UE

---

Would you like a valuation to be sent to another recipient? \*  Yes  No

[Back](#)
[View Application](#)

Once you have submitted an online application you will be presented with a final screen:

This screen gives you a reference number for the application in case you need to reopen and review the details submitted at a later date. It also has a <View Application> button which allows you to view a PDF of the application form which you can print for your records.

It also contains a section called "What you need to do now." Based on the application details entered there are a number of actions you now need to take to complete the application. These range from sending the money in to completing and submitting any additional relevant documentation. **It is extremely important that you read this section carefully and complete the actions as failure to do so will delay the issuing of the bond and trading cannot commence until the bond is issued.**

## Reference Details and next Steps

The screenshot shows a web application interface with a light blue background. At the top left, there is a breadcrumb trail: [Home](#) > [Investments](#) > [Application](#). At the top right, there is a dark grey button labeled "Help". The main heading is "Reference Details & Next Steps" in a bold, dark blue font. Below the heading is a light green box containing two bullet points: "Thank you for submitting this application electronically." and "Please review the next steps below. Once these steps have been completed we will proceed with the issuance of the bond." Below this box, the "Reference number" is displayed as "POPB1000067". A section titled "In addition you may wish to use the following reference numbers for your records:" follows. Underneath, "Your own reference number" is blank, and "Registered Individual's name" is "Mr Des Judge". A second light green box titled "What you need to do now..." contains four bullet points: "You can view the pre-populated application form (if required) by clicking the button below.", "You have selected Telegraphic Transfer/BACS as your preferred method of payment for your premium. Please find our bank account details in the Fund Transfer Request form.", "Adviser Charges have been requested in relation to this application. A completed Online Submission Adviser Charge Instruction form is required.", and "As you are using Model Portfolios via a Discretionary Fund Manager a completed Discretionary Fund Manager Authorisation form is required." At the bottom of the screen, there are two buttons: a dark green "Back" button on the left and a dark green "View Application" button on the right.

## Making changes to an application

Once you have partially completed an application (pre-submission) you can retrieve it at a future date if you would like to make changes. You can also retrieve a submitted application for review purposes. From the Prudential Onshore Portfolio Bond – OWC select “Retrieve Application” option under Online Facility menu in top right hand corner. Once you have completed your log-ins you will be presented with the following screen.

You can search using client name, application ref. no. or using a date range.

[Help](#)

### Search for Application

- Please enter as much information as you can.

Registered individual forename and

Registered individual surname and/or

Application reference number  and/or

Applicant forename and

Applicant surname

You can narrow down your search by entering a search period based on the issue date of the application

From date

To date

[Change Adviser](#)
[Reset](#)
[Search](#)

Once you have found the record you want you can select, retrieve and continue where you left off, make amends or review the details.

[Help](#)

### Application search results

Current agency number: 019829T

- The following applications matched your search criteria. Please select a record you wish to view by clicking the corresponding circular button.

Search results

Select	Reference number	Applicant name	Status	Registered individual
<input checked="" type="radio"/>	POPB1000183	Mr Des Judge	Partial	Mr Des Judge

[Retrieve](#)

[Change Adviser](#)
[New Search](#)

# Additional forms/documents for online applications

When using online submission there are a number of additional documents which may be required depending on the application type basis and instructions given in relation to adviser charging and DFM selection. Any Prudential forms can be downloaded from the Literature Library on the Prudential Onshore Portfolio Bond – OWC homepage.

<https://www.pru.co.uk/investments/investment-products/prudential-onshore-portfolio-bond/>

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## Prudential Onshore Portfolio Bond - OWC

The Prudential Onshore Portfolio Bond - OWC combines the advantages of a wide choice of assets with the taxation and trust benefits of an onshore bond.

- ✓ Comprehensive investment choice
- ✓ Inheritance Tax planning options
- ✓ Tax benefits of a bond

### What would you like to do now?

Minimise

- View product literature
- Use our Inheritance Tax Calculator
- Create illustration / Submit online application
- Manage trading and valuations

Prudential Trust forms can be found under Trust Forms link and all other Prudential forms can be found under the Application Forms link.

The following page contains a table which lists the forms which may be required based on each application type. Where a form type is shaded in green a scanned copy is acceptable. If it's orange then the original is required.

Where a scanned copy is sufficient (green) you can email it to us at the following email address. Please quote the policy number if known.

[prudentialinternational@prudential.co.uk](mailto:prudentialinternational@prudential.co.uk)

Where originals are required (orange) please post to Prudential International Assurance, PO Box 13395, Chelmsford, CM99 2GH.

Applicant Type	Online submission Adviser Charge Instruction form	Adviser Charge Instruction form	DFM form	Tax Residency Declaration form	Trust Deed	Confirmation of Verification of Identity form – Individual	Confirmation of Verification of Identity form – Corporate	Authorized Signatory List	DOH Required	Other Documents Required
Single/Joint Individuals	Yes if set-up and/or ongoing adviser charges required	x	If DFM appointed Pru	Yes if applicant declares tax interest outside UK. Individual section	x	x	x	x	x	x
Single/Joint Individuals – at issue trust (new trust)	Yes if set-up adviser charges required	Yes if ongoing adviser charges required. Signed by trustees	If DFM appointed. Signed by trustees	Yes. Entity section and signed by trustees	✓	Yes – per trustee	x	x	Yes –for Discounted Gift Trust only	x
Power of Attorney (POA)	Yes if set-up and/or ongoing adviser charges required	x	If DFM appointed	Yes if applicant declares tax interest outside UK. Individual section	x	Yes – CVI for individual(s) holding POA	x	x	x	Certified copy of the POA
Court of Protection (COP)	Yes if set-up and/or ongoing adviser charges required	x	If DFM appointed	Yes if applicant declares tax interest outside UK. Individual section	x	CVI form(s) only required for lay non professional person(s) appointed by court	x	x	x	Certified copy of the POA
Existing trust with individual trustees	Yes if set-up and/or ongoing adviser charges required	x	If DFM appointed	Yes. Entity section and signed by trustees	✓	x	x	x	x	x
Existing trust with corporate trustee only	Yes if set-up and/or ongoing adviser charges required	x	If DFM appointed	Yes. Entity section and signed by authorized signatories	✓	x	x	✓	x	x
Existing trust with mixture of individual & corporate trustees	Yes if set-up and/or ongoing adviser charges required	x	If DFM appointed	Yes. Entity section and signed by trustees and authorized signatories	✓	x	x	Yes for corporate trustee	x	x
Prudential Loan Trust	Yes if set-up and/or ongoing adviser charges required	x	If DFM appointed	Yes for entity and signed by the trustees	✓	x	x	x	x	x
Corporate	Yes if set-up and/or ongoing adviser charges required	x	If DFM appointed	Yes. Entity section and signed by authorized signatories	x	x	x	✓	x	x

x = not required    ✓ = required    ■ = scanned copy acceptable    ■ = original document required

# Trust Business

We have put together some guidance in the form of support tools around how to complete both the application form and the trust forms for trust applications. There are two main types of trust business namely

## 1. Existing trust applications

- Existing trusts
- Prudential Loan Trust – Discretionary and Absolute

## 2. “At-issue” trust applications

- Gift Trust – Discretionary and Absolute
- Discounted Gift Trust – Discretionary and Absolute

### The key points to watch out for on trust business are

- How the application form is completed (who is the applicant?)
- Who authorises pre issue instruction/charges (Set up adviser charges)
- Who authorises post issue instructions/charges (Ongoing and Ad hoc adviser charges and DAM authorisation)
- Dating of trust forms. **NB For online applications the date of the application is the date it is submitted to Prudential online. It is important to note this when you are dating any of the Prudential Trust forms as incorrect dating will invalidate the trust form and will require a new one to be completed.**
- Where original trust forms are required

The following pages contain a number of matrices which provide support for both online application form completion and in trust form completion



## Online Application form support for “at-issue” Gift and Discounted Gift trusts

Application type	Single	Single	Single
Life Basis	Settlor on own life	Other	Settlor on own life and another's
Bond Owners/ Applicants	The settlor is the applicant. Enter the applicant's details in “Individual Details” screen. On issue the trust/trustees own the bond.	The settlor is the applicant. Enter the applicant's details in “Individual Details” screen. On issue the trust/trustees own the bond.	The settlor is the applicant. Enter the applicant's details in “Individual Details” screen. On issue the trust/trustees own the bond.
Lives Assured	Life assured is the applicant i.e. the settlor – confirm by ticking box on “Individual Details Screen”.	Complete life assured details in “Individual Details Screen” and select “life assured” role. Insurable interest must exist between applicant (i.e. settlor) and live(s) assured.	Life assured is the applicant i.e. the settlor – confirm by ticking box on “Individual Details Screen”. Complete additional life assured details in “Individual Details Screen” and select “life assured” role. Insurable interest must exist between applicant (i.e. settlor) and live(s) assured.
Other	Money Laundering and Customer Verification for applicant (i.e. the settlor) and additional trustee(s) required. Settlor CVI can be completed on application form. CVI for additional trustees(s) completed on separate forms (individual or entity as appropriate).	Money Laundering and Customer Verification for applicant (i.e. the settlor) and additional trustee(s) required. Settlor CVI can be completed on application form. CVI for additional trustees(s) completed on separate forms (individual or entity as appropriate).	Money Laundering and Customer Verification for applicant (i.e. the settlor) and additional trustee(s) required. Settlor CVI can be completed on application form. CVI for additional trustees(s) completed on separate forms (individual or entity as appropriate).
Adviser Charging	Any Set Up Adviser Charge for advice to the settlor can be included on the online application form and authorised via the Online Submission Adviser Charge Instruction form. Ongoing Adviser Charges must be authorised by all trustees on the Adviser Charge Instruction form.	Any Set Up Adviser Charge for advice to the settlor can be included on the online application form and authorised via the Online Submission Adviser Charge Instruction form. Ongoing Adviser Charges must be authorised by all trustees on the Adviser Charge Instruction form.	Any Set Up Adviser Charge for advice to the settlor can be included on the online application form and authorised via the Online Submission Adviser Charge Instruction form. Ongoing Adviser Charges must be authorised by all trustees on the Adviser Charge Instruction form.

Online Application form support for “at-issue” Gift and Discounted Gift trusts – continued

Application type	Joint	Joint	Joint
Life Basis	Settlor on own life	Other	Settlors on own lives and others
Bond Owners/ Applicants	The settlors are the applicants. Enter the applicant’s details in “Individual Details” screen. On issue the trust/trustees own the bond.	The settlors are the applicants. Enter the applicant’s details in “Individual Details” screen. On issue the trust/trustees own the bond	The settlors are the applicants. Enter the applicant’s details in “Individual Details” screen. On issue the trust/trustees own the bond.
Lives Assured	Lives assured are the applicants i.e. the settlors – confirm by ticking box on “Individual Details Screen”.	Complete life assured details in “Individual Details Screen” and select “life assured” role. Insurable interest must exist between applicant (i.e. settlor) and live(s) assured.	Lives assured are the applicants i.e. the settlors – confirm by ticking box on “Individual Details Screen”. Complete additional life assured details in “Individual Details Screen” and select “life assured” role. Insurable interest must exist between applicant (i.e. settlor) and live(s) assured.
Other	Money Laundering and Customer Verification for applicant (i.e. the settlor) and additional trustee(s) required. Settlor CVI can be completed on application form. CVI for additional trustees(s) completed on separate forms (individual or entity as appropriate).	Money Laundering and Customer Verification for applicant (i.e. the settlor) and additional trustee(s) required. Settlor CVI can be completed on application form. CVI for additional trustees(s) completed on separate forms (individual or entity as appropriate).	Money Laundering and Customer Verification for applicant (i.e. the settlor) and additional trustee(s) required. Settlor CVI can be completed on application form. CVI for additional trustees(s) completed on separate forms (individual or entity as appropriate).
Adviser Charging	Any Set Up Adviser Charge for advice to the settlors can be included on the online application form and authorised via the Online Submission Adviser Charge Instruction form. Ongoing Adviser Charges must be authorised by all trustees on the Adviser Charge Instruction form.	Any Set Up Adviser Charge for advice to the settlors can be included on the online application form and authorised via the Online Submission Adviser Charge Instruction form. Ongoing Adviser Charges must be authorised by all trustees on the Adviser Charge Instruction form.	Any Set Up Adviser Charge for advice to the settlors can be included on the online application form and authorised via the Online Submission Adviser Charge Instruction form. Ongoing Adviser Charges must be authorised by all trustees on the Adviser Charge Instruction form.



## Online Application form support for existing trusts including Prudential Loan trusts

Application type	Joint	Joint	Joint
Life Basis	Trustees on own life/lives	Another/Others	Trustees on own lives/life and another/others
Bond Owners/ Applicants	The trustees are the applicants. Enter each of the applicants details in "Individual Details" screen. Select "Trustee" as a role for each applicant.	The trustees are the applicants. Enter each of the applicants details in "Individual Details" screen. Select "Trustee" as a role for each applicant.	The trustees are the applicants. Enter each of the applicants details in "Individual Details" screen. Select "Trustee" as a role for each applicant.
Lives Assured	Life/lives assured are the applicant(s) i.e. the trustees. Confirm by selecting life assured role in "Individual Details " screen.	Complete life/lives assured details in "Individual Details" screen and select "life assured" role. Insurable interest must exist between applicant (i.e. trustee) and live(s) assured.	Life/lives assured are the applicants i.e. the trustees – confirm by ticking box on "Individual Details Screen". Complete additional life/lives assured details in "Individual Details" screen and select "life assured" role. Insurable interest must exist between applicant (i.e. trustee) and live(s) assured.
Other	Money Laundering and Customer Verification for applicants (i.e. the trustee(s)) can be completed on application form).	Money Laundering and Customer Verification for applicants (i.e. the trustee(s)) can be completed on application form).	Money Laundering and Customer Verification for applicants (i.e. the trustee(s)) can be completed on application form).
Adviser Charging	Both Set Up and Ongoing Adviser charges can be included on the online application form and authorised via the Online Submission Adviser Charge Instruction form.	Both Set Up and Ongoing Adviser charges can be included on the online application form and authorised via the Online Submission Adviser Charge Instruction form.	Both Set Up and Ongoing Adviser charges can be included on the online application form and authorised via the Online Submission Adviser Charge Instruction form.

## Guidance for completing Prudential Trust forms – Gift Trusts

Please note that all sections of the trust form must be completed. The following guide serves to highlight particular areas of the form where common errors occur which result in requests for revised paperwork and delays in bond issue.

Trust Type	Discretionary	Discretionary	Absolute	Absolute
Settlor(s)	Single	Joint	Single	Joint
Settlor(s)	Both settlor's details in section 3 part 1.	Both settlor's details in section 3 part 1.	Both settlor's details in section 3 part 1.	Both settlor's details in section 3 part 1.
Trustees	There must be at least 1 other Trustee for single settlor trusts. Enter details in section 3 part 2.	Additional Trustee(s) is optional. Enter any additional trustee detail in section 3 part 2.	There must be at least 1 other Trustee for single settlor trusts. Enter details in section 3 part 2.	Additional Trustee(s) is optional. Enter any additional trustee detail in section 3 part 2.
Beneficiaries	Additional discretionary beneficiaries are only needed in Second Schedule if not covered in Part 1, clause 4 of trust provisions.	Additional discretionary beneficiaries are only needed in Second Schedule if not covered in Part 1, clause 4 of trust provisions.	You must name at least one beneficiary in the Second Schedule of Section 2.	You must name at least one beneficiary in the Second Schedule of Section 2.
Dating the Deed	Normally the application date. It should not be before the application date in section 2 of the trust form.	Normally the application date. It should not be before the application date in section 2 of the trust form.	Normally the application date. It should not be before the application date in section 2 of the trust form.	Normally the application date. It should not be before the application date in section 2 of the trust form.
Other	All witnesses must be over the age of 18 and independent of the trust – not a settlor, additional Trustee or Beneficiary.	All witnesses must be over the age of 18 and independent of the trust – not a settlor, additional Trustee or Beneficiary.	All witnesses must be over the age of 18 and independent of the trust – not a settlor, additional Trustee or Beneficiary.	All witnesses must be over the age of 18 and independent of the trust – not a settlor, additional Trustee or Beneficiary.

## Guidance for completing Prudential Trust forms – Discounted Gift Trusts

Please note that all sections of the trust form must be completed. The following guide serves to highlight particular areas of the form where common errors occur which result in requests for revised paperwork and delays in bond issue.

Trust Type	Discretionary	Discretionary	Absolute	Absolute
Settlor(s)	Single	Joint	Single	Joint
Settlor(s)	Settlor's details in section 5 part 1.	Both settlor's details in section 5 part 1.	Donor's details in section 4 part 1.	Both donor's details in section 4 part 1.
Trustees	There must be at least 1 other Trustee for single settlor trusts. Enter details in section 5 part 2.	Additional Trustee(s) is optional. Enter any additional trustee detail in section 5 part 2.	There must be at least 1 other Trustee for single settlor trusts. Enter details in section 4 part 2.	Additional Trustee(s) is optional. Enter any additional trustee detail in section 4 part 2.
Beneficiaries	Additional discretionary beneficiaries are only needed in Section 4 part 2 if not covered in clause 2 of the trust provisions.	Additional discretionary beneficiaries are only needed in Section 4 part 2 if not covered in clause 2 of the trust provisions.	You must name at least one beneficiary in Section 3.	You must name at least one beneficiary in Section 3.
Dating the Deed	Normally the application date. It should not be before the application date in section 2 of the trust form.	Normally the application date. It should not be before the application date in section 2 of the trust form.	The deed is sent to Prudential undated. It will be returned to FA who will be advised of the appropriate date.	The deed is sent to Prudential undated. It will be returned to FA who will be advised of the appropriate date.
Other	All witnesses must be over the age of 18 and independent of the trust – not a settlor, additional Trustee or Beneficiary.	All witnesses must be over the age of 18 and independent of the trust – not a settlor, additional Trustee or Beneficiary.	All witnesses must be over the age of 18 and independent of the trust – not a settlor, additional Trustee or Beneficiary.	All witnesses must be over the age of 18 and independent of the trust – not a settlor, additional Trustee or Beneficiary.

## Guidance for completing Prudential Trust forms – Prudential Loan Trust

Please note that all sections of the trust form must be completed. The following guide serves to highlight particular areas of the form where common errors occur which result in requests for revised paperwork and delays in bond issue.

Trust Type	Discretionary	Discretionary	Absolute	Absolute
Settlor(s)	Single	Joint	Single	Joint
Settlor(s)	Settlor's details in section 5 part 1.	Settlor's details in section 5 part 1.	Settlor's details in section 5 part 1.	Settlor's details in section 5 part 1.
Trustees	There must be at least 1 other Trustee for single settlor trusts. Enter details in section 5 part 2.	Additional Trustee(s) is optional. Enter any additional trustee detail in section 5 part 2.	There must be at least 1 other Trustee for single settlor trusts. Enter details in section 5 part 2.	Additional Trustee(s) is optional. Enter any additional trustee detail in section 5 part 2.
Beneficiaries	Additional discretionary beneficiaries are only needed in Second Schedule if not covered in Part 1, clause 4 of trust provisions.	Additional discretionary beneficiaries are only needed in Second Schedule if not covered in Part 1, clause 4 of trust provisions.	You must name at least one beneficiary in the Second Schedule of Section 2.	You must name at least one beneficiary in the Second Schedule of Section 2.
Dating the Deed	On or before the application form date. It cannot be a date after the application date.	On or before the application form date. It cannot be a date after the application date.	On or before the application form date. It cannot be a date after the application date.	On or before the application form date. It cannot be a date after the application date.
Other	All witnesses must be over the age of 18 and independent of the trust – not a settlor, additional Trustee or Beneficiary.	All witnesses must be over the age of 18 and independent of the trust – not a settlor, additional Trustee or Beneficiary.	All witnesses must be over the age of 18 and independent of the trust – not a settlor, additional Trustee or Beneficiary.	All witnesses must be over the age of 18 and independent of the trust – not a settlor, additional Trustee or Beneficiary.

# Additional Investments

If the policyholder(s) wish to make an additional investment (top-up) into the bond you need to complete the **Prudential Onshore Portfolio Bond – OWC Additional Investment application form**. This form is available from the product page in the Literature Library in the Application Forms section.

# Servicing

## The Cash Account

Each bond must hold a minimum cash balance in order to fund Prudential charges, Adviser charges, DFM charges and other charges. You must manage the cash account to ensure that there is sufficient cash at all times to fund the various deductions. A minimum of 2% of the bond value should be held in cash (subject to a minimum of £100 and a maximum of £2000). Each month IFDL carry out a sweep of each bond and if the cash balance is less than 1% of the value, assets will be sold to restore the required levels of cash as per above. Notwithstanding this process there may still be occasions where we are unable to collect charges or withdrawal amounts and how Prudential manage such scenarios is dealt with below. **Insufficient cash in the clients account can lead to delays in payment of proceeds on Partial Cash-in request.**

## Monthly charges

- 1) At the end of each month Prudential calculate charges due. These charges include
  - Product charge
  - Expenses (including taxes, duties or levies)
  - Ongoing adviser charges
- 2) We apply for these charges via file feed to IFDL on 27th of each month
- 3) If we cannot collect the amount due because there is insufficient cash in the cash account we will send a letter to you (Financial Adviser) requesting a sell-down of assets to make sufficient cash available to allow us to collect the charges.
- 4) We will continue to try to collect the charges on a nightly basis.
- 5) After 14 calendar days of unsuccessful attempts to collect our charges Prudential will check the IFDL online facility to see if a sell-down of assets is in progress. If not we will sell assets to the combined total of
  - Outstanding charge amount
  - next 3 months of regular withdrawals
  - 2% of the value of the bond
- 6) We will continue to attempt to collect nightly until the funds are available

## Regular Withdrawals

- 1) On the 15th of each month we generate regular withdrawal payment (where applicable) and send to customer's bank account.
- 2) That night we will send an instruction (via file feed to IFDL) to collect the withdrawal amount from the cash account.

- 3) If we cannot collect the withdrawal amount because there is insufficient cash in the cash account we will send a letter to you (Financial Adviser) requesting a sell-down of assets so that we can collect the withdrawal amount.
- 4) We will continue to try to collect the withdrawal amount on a nightly basis.
- 5) After 14 calendar days of unsuccessful attempts to collect the withdrawal amount Prudential will check the IFDL online facility to see if a sell-down of assets is in progress. If not we will sell assets to the combined total of
  - Outstanding withdrawal amount
  - next 3 months of regular withdrawals
  - 2% of the value of the bond
- 6) We will continue to attempt to collect nightly until the funds are available

#### **Partial Cash-in**

- 1) Prudential receive a written request from the bond owners for a partial cash-in.
- 2) Once we process the request on our system we will then try to collect the partial cash-in amount via nightly file feed.
- 3) If there is sufficient cash available we will collect it and pay out to customer
- 4) If there is insufficient cash available we will continue to attempt to collect every night. After 4 unsuccessful collection attempts we will write to you (Financial Adviser) and ask that you take action to sell-down assets so that we can collect and pay the partial cash-in to the client.

**NB If you do not sell down the assets we will be unable to process the partial cash-in.**

#### **Full Cash-In**

- 1) Prudential receive a written request from the bond owners to fully cash-in the bond.
- 2) Prudential will check the IFDL online facility to see if a sell-down of assets is in progress. If not we will sell the assets.
- 3) As soon as we are notified via file feed that the bond is 100% in cash we will collect that cash from the cash account and send payment to the client.
- 4) After 12 weeks we will send a request to IFDL to collect any residual dividends/ income which may have come in after we sold the assets. If there is residual income we send this to the customer.

# Adviser Charging

- 1) Set-up Adviser Charges are paid by Prudential. The agreed charge is indicated on the **Prudential Onshore Portfolio Bond application Form** and deducted from the payment by Prudential and the bond is issued net of this charge. The fee is paid to you as with any other fee payments.
- 2) On-going Adviser Charges are paid by Prudential. The applicant(s) instruct the on-going charging arrangement via the application form. Prudential deducts the charge from the Cash Account when due and pays directly to you as with any other fee payments.
- 3) Ad-hoc Adviser Charges are paid by Prudential. The applicant(s) instruct the ad-hoc charge via the **Adviser Charge Instruction Form**. Prudential deducts the charge from the Cash Account and pays directly to you as with any other fee payments.

**NB: Please note that for “at-issue” trust cases the on-going and ad-hoc Adviser charges are authorised by all of the trustees and not just the applicant(s).**

## Discretionary Fund Manager DFM process

If you recommend a strategy which involves the use of a DFM the applicant(s) needs to authorise this via the **Discretionary Fund Manager Selection Form**. As part of this form the DFM fee is authorised. This fee is deducted from the Cash Account when due and paid directly to the DFM.

**NB: Please note that for “at-issue” trust cases the DFM charges are authorised by all of the trustees and not just the applicant(s).**

## Adding Funds and Model Portfolios

Only approved funds can be used with the Prudential Portfolio Onshore bond.

If a you want to add a fund to the approved fund list the following steps need to be followed:

If you would like us to add a fund which is not currently on the approved fund list please send your request to fund. [approval@prudential.co.uk](mailto:approval@prudential.co.uk) with the following details

- Fund name
- ISIN
- SEDOL



## Adding model portfolios

You can set up your own model portfolios for trading purposes using the IFDL online facility. However if you would like those models to also appear on the illustration system you will need to send the following details to **fund.approval@prudential.co.uk**

- Portfolio name
- Fund names
- ISIN
- SEDOL
- % weightings

**NB.** If you decide to make changes to the model at any stage in the future you need to send details of those changes to the mailbox above in addition to changes you make on the online facility.

# General Support

Query	Team/Person to contact	Contact details
<b>Pruadviser</b>		
I cant access online illustrations or applications	Pruadviser Helpdesk	Tel: 0808 234 5200 Email: pruadviser.helpdesk@prudential.co.uk
I don't have my agency login Unit	Regional Sales	Your usual Prudential contact
Response times are very slow (Pruadviser)	Pruadviser Helpdesk	Tel: 0808 234 5200 Email: pruadviser.helpdesk@prudential.co.uk
I don't know how or need help to do an illustration/online application	Regional Sales	Your usual Prudential contact
<b>IFDL System</b>		
I cannot access the IFDL system	IFDL	Tel 0345 600 5361 Email customerservices@ifdl-uk.co.uk
I have lost my log in details for IFDL system	IFDL	Tel 0345 600 5361 Email customerservices@ifdl-uk.co.uk
Response times are very slow (IFDL system)	IFDL	Tel 0345 600 5361 Email customerservices@ifdl-uk.co.uk
I have a query on a pending trade	IFDL	Tel 0345 600 5361 Email customerservices@ifdl-uk.co.uk
I cannot find a fund	IFDL	Tel 0345 600 5361 Email customerservices@ifdl-uk.co.uk
I cannot find a model portfolio	IFDL	Tel 0345 600 5361 Email customerservices@ifdl-uk.co.uk
I cannot allocate a DAM model to a client	IFDL	Tel 0345 600 5361 Email customerservices@ifdl-uk.co.uk
How do I set up a model portfolio	IFDL	Tel 0345 600 5361 Email customerservices@ifdl-uk.co.uk
How do I get a new fund approved	IFDL	Tel 0345 600 5361 Email customerservices@ifdl-uk.co.uk
How can I get a new DAM added	IFDL	Tel 0345 600 5361 Email customerservices@ifdl-uk.co.uk
<b>General support</b>		
Who can I call for guidance on Corporate cases	Regional Sales Unit	Your usual Prudential contact
Who can I call for guidance on trust cases	Regional Sales Unit	Your usual Prudential contact
Who can I call to check progress on an application	Adviser Centre	08082342200
Who can I call to query charges which Prudential have taken from clients bond	Adviser Centre	08082342200
Who can I call to check progress on a partial cash-in or full surrender	Adviser Centre	08082342200
Who can I call for a valuation	Obtained directly from clients IFDL online account	
Who do I call if I have an enquiry on an issued bond	Adviser Centre	08082342200
Who do I call if I have a general product query	Regional Sales Unit	Your usual Prudential contact
Who do I call if I want to request literature	Regional Sales Unit	Your usual Prudential contact
Who do I call for help in operating the Tax Calculator	Regional Sales Unit	Your usual Prudential contact
Who do I call for exception/concession requests	Regional Sales Unit	Your usual Prudential contact
Who can I call to confirm funds have been received	Regional Sales Unit	Your usual Prudential contact



[pruadviser.co.uk](https://pruadviser.co.uk)

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