

We want you to be comfortable that you understand how the product works. If you do not understand something in this document, please feel free to contact us. Before you decide to proceed, please read the Key Information Document for the With-Profit Bond available on our website.

### Overview

The With-Profit Bond is a lump sum investment, which has no fixed term and is invested in the Metfriendly With-Profits fund.

The minimum lump-sum investment is £2,000 with no upper limit.

To be eligible, investors must be 18 or over and resident in the UK.

To save or invest with Metfriendly, you must work or have worked in a UK police service or be the partner or close relative of such a person.

### Risks

The With-Profit Bond is classed as medium-low risk and returns are based on investment performance. Please note that if you cash in during the early years, you may get back less than you put in.

Normally the plan value will not be less than the money paid in plus all annual bonus (and higher with the possible addition of a final bonus after three years). However, we reserve the right to apply a Market Value Reduction (MVR) during a period of adverse investment experience so that the value when you cash in more fairly reflects our performance over the period of investment. On past experience this is only likely to affect withdrawals during the early years. Any MVR would not apply to death claims, only on voluntary cashing-in.

### Tax

Metfriendly pay tax on our investment income and capital gains.

Any gains you make would be treated by the Tax Authorities as “basic rate tax paid” but would not be refundable if you are a non-tax payer.

Higher-rate taxpayers need to declare any gain on cashing-in on their tax return and pay income tax at the difference (currently 20%) between basic and higher rate tax. This would also apply to a death claim payout.

There may be some alleviation due to the application of “top-slicing” relief. Alternatively, you may be able to defer cashing in to avoid this, for example, by leaving your plan invested until after you retire if you expect your tax status to change.

This information is correct to the best of Metfriendly’s knowledge at the time of printing; however, any aspect of tax treatment could be changed by the Government at any time. In case of doubt you are strongly encouraged to seek advice on tax matters.

### Bonuses

At the end of each calendar year, Metfriendly typically add an annual bonus to your investment. Please note that once added, annual bonuses cannot be taken away.

Bonuses are compounded, so that in subsequent years you earn bonuses on bonuses. After three years or more, a final bonus would typically be added to the value when you cash it in.

The With-Profit Bond has no set term so you can leave it invested for as long as you wish. You should however consider it a medium to long term investment of at least five years.

The Society aims to be fair to all its members and to uphold the promises made to them when they took out their plan. However, any payments made to customers by way of an annual or final bonus must reflect the way in which the value of the with-profits fund has performed throughout the period of investment.

### **Metfriendly With Profits Fund**

With-profits investments are a method of providing a saver with access to a fund which aims to provide consistent, stable returns on savings over the medium to long term.

### **How does the With-Profits Fund work?**

The premiums we collect from with-profits members are pooled together into Metfriendly's with-profits fund. We use three fund managers to manage most of the with-profit assets. These include bond funds, a cash fund, a multi asset fund and property funds. Approximately half of the fund's return-seeking assets are invested in a "multi-asset" fund with a broad spread of investment risk, approximately a third in corporate bonds with the remaining assets invested in three different commercial property funds and cash.

By spreading our investments this way, the Society is not solely dependent on one market. For instance, if the value of the stock market were to go down but other investments go up then one effect would counteract the other.

### **Smoothing**

We aim to avoid large changes in the amounts paid on comparable plans from year to year. This is known as "smoothing" and is designed to protect members from some of the sudden movements in the stock-market. In practice, smoothing means that we hold back some of the high investment returns from the good years and use them to boost with-profits payments in years when returns are lower.

### **Withdrawing**

You can invest for as long as you want as there is no fixed term or maximum age limit.

You can only cash in a Bond in its entirety, however we will split large investments into individual Bonds of £5,000 to give you greater flexibility. We can split Bonds down to £2,000 if required.

You can contact us at any time to cash in your plan, however, please note that penalties will apply when cashing in within one year of investing.

To withdraw funds, please call us on 01689 891454. Alternatively, you can e-mail us at [info@metfriendly.org.uk](mailto:info@metfriendly.org.uk) from your police e-mail address detailing your request and providing bank or building society account details (in your name) where the funds can be paid.

Requests received by midday Friday are normally credited to your account the following Wednesday. Where there is an intervening public holiday, different arrangements may apply. Please contact us for more details.

### **Penalties**

A 3% charge will apply when cashing in within one year of investing. However, during times of adverse market conditions, Metfriendly reserve the right to also apply a Market Value Reduction (MVR) so that the value when you cash in more fairly reflects our performance over the period of investment.

### Insurance Benefits

Upon death the current value of your plan will be paid to your estate. If this occurs during the first year of the plan, the 3% penalty will not apply. Also, the death benefit would not be reduced by any applicable MVR.

### Contact Details

Address - Metfriendly, Central Court, Knoll Rise, Orpington, Kent, BR6 0JA

Phone - 01689 891 454

e-mail - [info@metfriendly.org.uk](mailto:info@metfriendly.org.uk)

Website - [www.metfriendly.org.uk](http://www.metfriendly.org.uk)

### How to complain

If you have a complaint about any aspect of the service you have received, in the first instance please contact us. A summary of our complaints handling procedure is available upon request.

If you feel your complaint is not dealt with to your satisfaction, you can then contact the Financial Ombudsman Service, Exchange Tower, London, E14 9SR or visit their website [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk). Complaining to the Ombudsman will not affect your legal rights.

In the event of any complaint, we would treat you as a normal retail customer and not make any assumptions of specialist investment knowledge on your part.

### Compensation

Information on compensation arrangements is available from us.

We are a member of the Financial Services Compensation Scheme.

Metfriendly is an insurance provider.

### Law

In legal disputes the law of England and Wales will apply.

Full details of the plan are contained in the Society's Tables and Rules - which evidence the legally binding contract between you and Metfriendly.

On taking out any plan, you will be issued with a certificate showing your benefits. As you are then a member of the Society you are subject to our Rules, which are available on the website or on request from us.