

To start any Sheffield Mutual plan please follow the application checklist below or call **01226 7410 00** during office hours to apply over the phone.

You can also apply or ask a question online at **www.sheffieldmutual.com**



Documents you'll need to complete and return

- ✓ Complete, sign, date and return the **client agreement** and **non-advised sale letter**
- ✓ Answer all the questions on the **'is this product right for me?'** form which is enclosed with your application pack
- ✓ Complete, sign, date and return all **application forms**
- ✓ Send a copy of a birth certificate, passport or child benefit letter if the policy is for a child under the age of 18 (excluding the Junior ISA)*

When we receive your application:

- ✓ We'll confirm by email or post that your application has been accepted
- ✓ We'll attempt to verify your identity electronically, however, if this is unsuccessful we may request further documentation such as a passport or driving licence and utility bill to confirm your identity*
- ✓ We will send you copies of your **'client agreement', 'non-advised sale letter'** and **'is this product right for me'** questionnaire to keep for your records

* Photocopies of these documents are accepted, providing they are certified as a true copy of the original by an independent professional person or official. ID for a child would only need to be certified if the policy you are applying for exceeds £50 p.m. or is a single premium investment over £2,000. The professional person or official should sign the document/s and then print their name, address, position and telephone number.

Payment

If paying by cheque

- ✓ Enclose a signed cheque payable to "Sheffield Mutual"

You can also include the Policyholder in the payee section to safeguard against fraud e.g. "Sheffield Mutual re John Smith"

If you don't have a cheque book, you can call us and we can take your first premium or lump sum investment from your debit card. If you do not wish to start your plan by debit card your policy will commence on the date of your first Direct Debit payment

If paying by Direct Debit

- ✓ Enclose a completed and signed Direct Debit Mandate (if applicable)

Other ways to pay

- ✓ You can call during office hours on 01226 741 000 to make a payment by debit card over the phone
- ✓ Send a bank payment to NatWest Bank: Sheffield Mutual Friendly Society: Sort Code: 53-61-04 Account Number: 60523948 quoting your name as a reference



www.sheffieldmutual.com



enquiries@sheffieldmutual.com



Call our team on 01226 741 000

Calls may be monitored and recorded for your protection

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Income Bond

A lump sum investment



Sheffield
Mutual Est.
1892

Invest a lump sum with the option to take income withdrawals

Making your money work harder

- ✓ Invest from £5,000 up to £150,000
- ✓ Medium to long-term investment
- ✓ A capital guarantee after five years
- ✓ Option to receive a regular income between 1% and 5% (subject to terms)
- ✓ Quick and easy application process

Income Bond

A warm welcome to Sheffield Mutual. We've been helping our members make the most of their money since 1892. We'd love to do the same for you and your family.

As a mutual society with no shareholders, our members are the people we care about the most. Any surplus profit is distributed to provide you with the best possible returns combined with the highest standards of personal service. Building on the experience of our heritage while always looking to the future, we've developed a selection of straightforward trusted savings, investment and protection plans - with a particular emphasis on tax-efficient savings and investment policies.

Risks you should be aware of:

- If you surrender in the first five years a surrender penalty will apply, meaning you may get back less than you invested.
- Tax treatment depends on individual circumstances and may be subject to change in the future.



Boost your income with a Sheffield Mutual Income Bond

What is the Income Bond?

The bond is a single premium life policy designed for a minimum investment period of five years, which will allow you to take a regular income from your capital - perhaps during your retirement. There is also the potential for capital growth as your lump sum (the initial investment) is invested in our with-profits fund from which, depending on investment performance, we aim to pay bonuses each year. On encashment and subject to the conditions outlined below, you will receive the capital balance (the initial investment less income and partial withdrawals) plus bonuses added during the life of the policy.

For additional peace of mind the bond also has a valuable capital guarantee after five years.

If you surrender your bond within the first five years then a surrender penalty will apply and you may get back less than you invested.

How much can I invest in an Income Bond?

The minimum investment is £5,000 with a maximum in any one calendar year (January to December) of £150,000 per individual, if held solely, or in the case of joint life applications.

Who can invest in an Income Bond?

Anyone over the age of 18.

Can I invest in joint names?

Yes, the bond can be held in joint names.

Why should I invest with Sheffield Mutual?

As a mutual friendly society we have no shareholders to satisfy therefore all our surplus profits are shared with our members. We specialise in offering with-profits policies, which offer greater potential returns by investing in a range of different assets – without exposing your capital directly to the stock market.

Where will my money be invested?

The Society invests in a range of different assets with the aim of providing a higher return in the medium to longer term (five - ten years+) than that achievable in a bank or building society account. We will look to achieve this by maintaining a spread of investment assets that offer a low to medium risk bond making it an option for individuals with a more cautious approach to investing their money.

Types of assets we invest in are:

- ✓ **Shares of companies** although mainly UK based, we have exposure to overseas companies to provide diversification. These provide income from dividends with the possibility of capital growth.
- ✓ **Fixed interest investments** such as government gilts and corporate bonds.
- ✓ **Property** the Society owns a portfolio of properties which provide rental income and potential capital growth.
- ✓ **Cash**

The proportion held in each of these can vary depending upon market conditions but you can obtain a guide of the spread by contacting the Society's office.

We seek to adopt an ethical approach to investing and it is our policy not to invest knowingly or directly in industries relating to armaments, tobacco, gambling or pornography.

How are bonuses calculated and paid?

We invest our funds in a mixture of diversified assets and receive a return on those investments which can vary from year to year. At the end of March we review the returns achieved during the previous calendar year and declare a bonus rate for each policy type for that period. The rate varies depending upon overall investment returns and, therefore, bonuses are not guaranteed to be paid at the same rate, or at all, in future years.

Bonuses are calculated at the appropriate rate based on the capital balance (the initial investment less income and partial withdrawals) plus any bonuses added in previous years.

On encashment after five years and providing there is no market value reduction (see below) you will receive the capital balance plus bonuses added during the life of the policy.

The Society also tries to 'smooth' returns over the life of the policy by retaining some of the investment return in good years to maintain bonus rates in less positive years. However, to ensure you receive a fair share of returns on your policy over its lifetime there may be an additional terminal bonus paid on maturity.

Payment of this type of bonus depends entirely on investment performance and the rate at which annual bonuses have been added and is not guaranteed.

Are there any guarantees?

In the event of adverse investment conditions the Society reserves the right to apply a market value reduction (MVR) to the capital balance and any bonus already added. However, the Society guarantees that the application of an MVR after five years will not reduce the proceeds below the capital balance (the initial investment less income and partial withdrawals).

How long does the money have to remain invested?

The bond has no fixed term but the recommended minimum investment period is five years. It is possible to surrender your bond within the first five years by giving one month's notice, but doing so will incur a surrender penalty. Should you need to withdraw some of your capital at a future date we can invest your lump sum in up to three separate policies, with a minimum of £5,000 per policy, which will enable you to withdraw part of your investment without having to surrender (cash in) your entire investment. However, if you surrender a policy within the first five years a surrender penalty will be incurred and you may receive back less than you invested. Any withdrawals of this nature will also affect the level of income provided from your capital.

In cases where withdrawal or surrender occurs the Society reserves the right to apply a market value reduction (MVR) in times of adverse investment conditions to ensure you receive your fair share and other members are not disadvantaged. An MVR will not be applied in the event of the policy becoming a claim as a result of the death of the single policyholder, or the death of the second policyholder for joint life policies.

How is income paid from the bond?

You can take income withdrawals of up to 5% of the initial capital investment each year, without any immediate tax implications (see below), until the total you have withdrawn equals the initial investment amount. Once you have made withdrawals equal to your initial investment this allowance stops. Any of this annual allowance that is unused can be carried forward to future years so, for example, if you have not made an income withdrawal from your bond in the first five full years since issue, you could take up to 25% as a partial withdrawal without any immediate tax implications.

You can choose the amount you would like as annual income of between 1% and 5% and this will be paid directly to your bank account either monthly, quarterly, half yearly or annually on or around the 20th of the month. Please note that the minimum investment for taking monthly income withdrawals is £10,000, and the minimum investment for taking a withdrawal of under 2% is £30,000. Taking a lower amount as income will allow greater opportunity for capital growth over the years as there is always the risk that your chosen amount of income withdrawal could reduce the value of your bond to an amount less than you originally invested. For example, if you choose to withdraw 5% per annum and the bonuses added are less than 5% per annum, your initial investment would fall.

What happens if I die?

The amount payable on the death of a single policyholder, or the death of the second policyholder for joint life policies, is 101% of the capital balance (the initial investment less income and partial withdrawals) or the value of the policy (the capital balance plus added bonuses), whichever is greater.

Is there any tax liability?

The money you save is invested in a fund on which the Society pays tax and tax at the basic rate may be treated as paid on any taxable gain, which means there is likely to be no further tax to pay unless you are taxable at the higher rate. However, a gain on which tax is treated as paid may have an effect on your tax liability if you qualify for age-related allowances or reliefs, or you are receiving tax credits.

There are no immediate tax implications for income withdrawals as long as no more than 5% of the initial investment is withdrawn annually. This is because current taxation rules allow for the withdrawal of the full initial amount invested spread over a 20 year period from the issue of the bond. Any potential income tax liability is deferred until the bond comes to an end, at which point a final calculation is made to see if there is any taxable gain. Currently there are no further tax implications for basic rate taxpayers.

If you die the people who inherit your bond may have to pay inheritance tax and income tax.

All references to taxation are based on the Society's understanding of current tax legislation and practice, which may change in the future.

Tax treatment depends on individual circumstances and may be subject to change in the future.

Are there any charges?

The Society makes a charge of 5% of the initial premium in year one to cover the costs of setting up the policy and subsequently 0.6% of the fund each year for ongoing management. The charges are deducted from the overall fund and taken into account when we calculate the level of bonuses we are able to pay.

What about membership?

When you open a policy with us, you will automatically become a member of the Society (adult policyholders only). As well as being able to have your say on how the Society is run each year, you will also have access to various discretionary benefits, such as optical and dental grants, as well as exclusive access to a range of discounts and offers.

Where can I get further help or information?

Our team would be more than happy to provide you with factual information about our products and services, so you can make your own decision about how to proceed. However, we are unable to give any advice or recommendations on the suitability of our products. If you are unsure, you should seek advice from a qualified financial adviser, which may incur a fee.

Do I need to provide any additional information?

To comply with regulations, the Society will require confirmation of your identification and address. We'll aim to do this using an electronic verification system, but reserve the right to ask for appropriate documentation from you, if this is not possible.



How do I start my bond?

Simply decide how much you would like to invest and for how long and what level of income you'd like to take. You should then read the 'All about us' section in this booklet, the 'With-profits information' sheet and the Key Information Document and, providing you do not need any advice, complete and return: the application form, which includes the 'is this product right for me?' questionnaire and client agreement / non-advised sale letter to the address on the back of this leaflet along with a cheque made payable to "Sheffield Mutual" for the initial premium if applicable. If you prefer, you can make your first payment by debit card over the phone, or you can make a payment directly into our bank account (please see our website for account details). You can also apply online via our website www.sheffieldmutual.com.

Please ask for details of our other products, which include:

- ✓ Tax Exempt Savings Plan
- ✓ Tax Exempt Savings Plan with Life Insurance
- ✓ Regular Savings Plan
- ✓ Investment ISA
- ✓ Investment Junior ISA
- ✓ Investment Bond
- ✓ Capital Plan
- ✓ Sheffield Protect - Whole of Life Plan

All about us...

Sheffield Mutual Friendly Society Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

You can find out more about us by looking at our entry on the Financial Service Register at <https://register.fca.org.uk/> where our registration number is 139855.

We are an incorporated Friendly Society registered under the 1992 Friendly Societies Act and our number is 810F. For the purposes of the Insurance Distribution Directive we are classified as an insurance undertaking. For FSCS purposes our products are classed as a long-term insurance.

Our registered address is 3 Maple Park, Maple Court, Wentworth Business Park, Tankersley, Barnsley, S75 3DP

How to contact us

Our telephone number is 01226 741000 and our email address is enquiries@sheffieldmutual.com

Our postal address is **Sheffield Mutual Friendly Society, 3 Maple Park, Tankersley, Barnsley. S75 3DP**

You may contact us in any way which is best for you, whether it is just to get more information or to apply for new policies with us.

About our service

We will always provide you with all the information you need about our products and services. We do that through this brochure, the conversations we have with you and by providing the Key Information Document for the product which you must read. The products Sheffield Mutual Friendly Society provide are the Society's own products.

We are not a financial advice company and we do not make personal recommendations about the suitability of the product for you. Provided we are satisfied that the product meets your demands and needs, and it is not inappropriate for you to buy it, the information we give enables you to take your own informed decision to proceed with the purchase.

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

Once a year we will issue you with a bonus statement and covering letter which will explain the financial value of your policy with us, how bonuses have been added and any ongoing management costs charged.

Every year we publish our Solvency and Financial Condition report on our website, the report can be found under the Corporate and Governance section.

We strive to always put your best interests first and as part of that the Board has established a Conflicts of Interest Policy to ensure we continuously try to identify between us, our directors, our employees and representatives, you the customer and our other business connections.



We establish internal processes and procedures to manage possible conflicts and to ensure you will not suffer any detriment or disadvantage should a conflict of interest ever materialise. The full Policy can be sent to you by post on request.

How we remunerate our team

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

We do this by paying our employees salaries with a bonus element for successfully achieving business wide targets. These payments are made by Sheffield Mutual Friendly Society. We do not pay individual sales bonuses.

How we remunerate our third parties

When we receive your application for a product which has been referred to us by a third party (such as a financial adviser) we may pay them a referral fee. We may also pay a commission to a financial adviser who has arranged your policy without giving you a personal recommendation and has simply provided you with information about this service and assisted with your paperwork. If we pay such a fee the amount will be noted within your personal illustration before we process your application.

Your financial protection

We are covered by the Financial Services Compensation Scheme (FSCS) who you can write to at PO Box 300, Mitcheldean, GL17 1DY. Telephone 0800 678 1100. Further information is available on their website – <http://www.fscs.org.uk> or by clicking on the "FSCS protected" link on our website footer.

Some of the investments underlying this product are managed on behalf of Sheffield Mutual Friendly Society by professional investment managers, and they use nominees and custodians, in respect of investments purchased and held. The investment managers and their counterparts are not covered by the compensation scheme but were they to default, and this in turn caused Sheffield Mutual Friendly Society to default, then eligible claims may still be covered by the FSCS because your contract is with Sheffield Mutual Friendly Society. The FSCS does not cover losses arising purely from investment performance.

Your data protection

We are registered with the Information Commissioners Office and our registration number is Z6719617.

We are totally committed to keeping your data safe and secure and we will only use it for the purposes you agreed to when you gave it to us. Our aim is to always put your interests first and we do that by adhering to the requirements of the Data Protection Act 2018.

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

Complaints

If you wish to make a complaint about us, or another person who sold or advised you on this product, then please contact us either in writing to: The Chief Executive, Sheffield Mutual Friendly Society, 3 Maple Park, Tankersley, Barnsley, S75 3DP, by telephone: 01226 741000 or by email: enquiries@sheffieldmutual.com. A full explanation of our approach to complaints handling can be found on the Help and Support page of our website.

If you remain dissatisfied after we have given you our final response you may refer the matter to the Financial Ombudsman Service whose address is The Financial Ombudsman Service, Exchange Tower, London, E14 9SR and telephone number 0800 0234 567 or 0300 123 9123.



Quick and easy application process, get in touch today:



www.sheffieldmutual.com



enquiries@sheffieldmutual.com



Call our team on **01226 741 000**

Calls may be monitored and recorded for your protection



Sheffield Mutual Friendly Society, 3 Maple Park, Maple Court, Wentworth Business Park, Tankersley, Barnsley, South Yorkshire, S75 3DP

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Call our team on 01226 741 000

Calls may be monitored and recorded for your protection

Issued by Sheffield Mutual Friendly Society. Sheffield Mutual is the trading name of Sheffield Mutual Friendly Society Limited, 3 Maple Park, Maple Court, Wentworth Business Park, Tankersley, Barnsley S75 3DP. The Society is incorporated and registered under the Friendly Societies Act 1992 (register no 810F) and is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register Number 139855).



Key Information Document

Income Bond



Purpose

This document provides you with key information about this investment product. It is not marketing material. The information is required by law to help you understand the nature, risks, costs, potential gains and losses of this product and to help you compare it with other products.

Product

The name of this product is the 'Income Bond'. It is provided by Sheffield Mutual Friendly Society. Our website address, where you can find detailed information about us, is www.sheffieldmutual.com and our telephone number is 01226 741 000. We are supervised by the Financial Conduct Authority in respect of the production and delivery of this Key Information Document (KID). This KID was produced on 2nd January 2024.

What is this product?

Type: It is a single premium investment within a life insurance policy. The minimum you can invest is £5,000 (£10,000 if you wish to make monthly withdrawals or a minimum investment of £30,000 if you wish to take an income of less than 2%). The Bond is designed to run for a minimum of 5 years and ideally you should hold it for longer.

Objectives: The objective of this Bond is to provide you with an income by means of withdrawals as a percentage of the initial capital investment. The Bond value may increase as a result of bonuses added to it throughout the investment period if they exceed the amount withdrawn.

Intended retail investor: The Bond is targeted at investors who have a lump sum of between £5,000 and £150,000 to invest for a minimum of 5 years, who require an income from that investment, with potential depending upon investment performance for some capital growth.

Insurance benefits and costs: The Bond also has life insurance within it whereby, in the event of death, the capital balance (the initial investment less income and partial withdrawals) plus 1% or the value of the Bond (the capital balance plus added bonuses), whichever is greater is paid. For joint life policies the death benefit is payable on the second death. The costs can be found below in the section "What are the costs?".

What are the risks and what could I get in return?

Summary Risk Indicator (SRI)



Lower risk ← → Higher risk

The Summary Risk Indicator assumes you keep the plan for 5 years. The actual risk can vary significantly if you cash in at an early stage and you may get back less than you've paid in.

The SRI is a guide to the level of risk of this product compared to other products and aims to show you how likely it is that the product will lose money because of the movement in investment markets or because we are not able to pay you.

We have classified this plan as 3 out of 7 which is "medium low". This rates potential losses from future performance as unlikely.

Performance information

All with-profits policyholders pay premiums into a general pool of assets (the 'Fund'). Each policyholder shares in the profits or losses made on the Fund over their policy's lifetime.

The value of the Fund changes over time due to:

- Movements in the capital value of the Fund's assets which may be positive or negative.
- The accrual of investment income which increases the value of the assets.
- The expenses of running the business which are met from the Fund.
- Claims on death and withdrawal.
- The profits or losses that are made on the Society's CTF policies.

Inflation and withdrawals may affect the value of your payout in the future.

The Fund invests a proportion of its financial assets with Russell Investments, the Society's Outsourced Chief Investment Officer (OCIO). The OCIO invests in several diversified, uncorrelated asset classes, including fixed interest, equities and alternative assets. We aim to achieve a combination of capital growth and income, while targeting a long term return aligned to the rate required to support bonus rates. A further proportion of the Fund's assets is held in directly managed UK commercial property. The portfolio has strong geographical and sectoral spreads, delivering rental income and capital growth, providing a consistent and stable return for the Fund. The Fund also receives the profit and losses from historic sales of CTF policies which are credited or debited from the value of the Fund.

Payouts on with-profits policies are 'smoothed'. This means that when the Fund makes strong profits in some years, a portion of them will be held back to support performance in years where performance is less positive. This reduces the volatility of payouts when compared to the underlying volatility in the Fund's assets.

What could affect my return positively?

Returns from the Fund are distributed through the annual and final bonuses credited to your policy. Any positive variance over expectations made when the policy is sold is likely to have a favourable impact on returns and therefore bonuses. For example, higher than expected investment returns or lower than expected expenses.

What could affect my return negatively?

Any deterioration in experience compared with expectations when the policy is sold is likely to have a negative impact on returns and therefore bonuses. For example, lower than expected investment returns or higher than expected expenses.

Payouts in severely adverse market conditions

The Society smooths payouts on maturity or death for plans of a similar type, size and term over different periods of time. On death the Society will pay whichever is greater of either the capital balance (initial investment less income or withdrawals) plus 1% or the value of the policy (capital, less withdrawals plus bonuses).

If you surrender your Income Bond when the Fund is performing poorly you may get back less than the capital balance, as the Society may apply a market value reduction (MVR).

MVRs are determined by reference to the size of a fall in the value of the Fund. Small adverse movements in the Fund's assets will not normally trigger the application of an MVR. MVRs are not applied to maturity or death claims.

If there is any contradiction between the commentary here and that contained in the policy conditions and the Principles and Practices of Financial Management (PPFM), then the policy conditions and PPFM will always apply.

What happens if Sheffield Mutual Friendly Society is unable to pay out?

We are covered by the Financial Services Compensation Scheme (FSCS) who you can write to at PO Box 300, Mitcheldean, GL17 1DY. Telephone 0800 678 1100. Further information is available on their website – www.fscs.org.uk or by clicking on the "FSCS protected" link on our website footer.

This product is categorised as a long-term insurance policy and under the above compensation scheme eligible claims may be covered for up to 100% should Sheffield Mutual Friendly Society default. Some of the investments underlying this product are managed on behalf of Sheffield Mutual Friendly Society by professional investment managers, and they use nominees and custodians, in respect of investments purchased and held. The investment managers and their counterparts are not covered by the compensation scheme but were they to default, and this in turn caused Sheffield Mutual Friendly Society to default, then you would still be covered by the FSCS because your contract is with Sheffield Mutual Friendly Society. The FSCS does not cover losses arising purely from investment performance.

What are the costs?

Table 1: Cost over time

The Reduction in Yield (RIY) shows what impact the total costs you pay will have on the investment return you might get. The total costs take into account one-off, ongoing and incidental costs.

The amounts shown here are the cumulative costs of the product itself, for three different holding periods. They include potential early exit penalties. The figures assume you invest £10,000. The figures are estimates and may change in the future. The figures shown include all the costs of the product itself but may not include all the costs that you pay to your advisor or distributor. The person selling you or advising you about this product may charge you other costs. If so, this person will provide you with information about these costs and show you the impact that all costs will have on your investment over time.

Investment £10,000 If cashed in after... Scenarios	1 year	3 years	5 years (at the Recommended Holding Period)
Total costs	£615.68	£982.92	£789.73
Impact on Return (RIY) each year	6.32%	2.21%	1.15%

Table 2: Composition of Costs

The table below shows:

- the impact each year of the different types of costs on the investment return you might get at the end of the recommended holding period;
- the meaning of the different cost categories.

This table shows the impact on return each year			
One-off costs	Entry costs	1.03%	The impact of the costs you pay when entering into your investment.
	Exit costs	0.00%	The impact of the costs of exiting your investment when it matures.
Ongoing costs	Portfolio transaction costs	0.00%	The impact of the costs of us buying and selling underlying investments for the product.
	Other ongoing costs	0.12%	The impact of the costs that we take each year for managing your investments.
Incidental costs	Performance/other costs	0.00%	This product does not have any performance or other incidental fees.

How long should I hold it and can I take money out early?

You should keep the Bond for no less than 5 years and ideally longer. You can make withdrawals from the Bond of between 1% and 5% per annum of the amount initially invested. If you wish to make monthly withdrawals then the initial investment is a minimum of £10,000. If you wish to take an income of less than 2% then an investment of more than £30,000 is required. If the amount of income withdrawal exceeds the value of bonuses added then there will be a reduction in capital. If you cancel the policy within its first 5 years a surrender penalty will apply and there is a likelihood you will get back less than you paid in. The surrender penalty is 5% during the first year. In years 2 to 5 the penalty is by way of an appropriate discount factor (currently a rate of 1.5%) of the accumulated fund based on the number of complete months remaining to the plan's 5th anniversary. A £10 fee is also charged to cover the cost of the surrender.

How can I complain?

If you wish to make a complaint about us, or another person who sold or advised you on this product, then please contact us either in writing to: The Chief Executive, Sheffield Mutual Friendly Society, 3 Maple Park, Maple Court, Wentworth Business Park, Tankersley, Barnsley, S75 3DP, by telephone: 01226 741 000 or by email: enquiries@sheffieldmutual.com. A full explanation of our approach to complaints handling can be found on our website at www.sheffieldmutual.com/how-to-make-a-complaint.

Other relevant information

Cancellation rights: After your proposal is accepted you will receive a notice of your right to cancel. You will then have 30 days in which to change your mind, and you will be returned any money you have paid, free of any charges.

Law: In legal disputes the Law of England will apply.

Legislation: All or any of the benefits, the premiums, or the policy conditions may be adjusted as deemed appropriate:

- If there is any change in law or taxation affecting the policy
- If any levy is imposed on the Society under statute or statutory authority
- As a consequence of any amendment to general laws

Notice would be given of any such adjustments.

Solvency II Directive: We are required to provide you with easy access to a Solvency and Financial Condition Report and you can obtain this via our website at www.sheffieldmutual.com/corporate or by calling 01226 741 000.

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With-profits information sheet

Understanding your with-profits policy

A with-profits policy is a savings plan that aims to grow your money by sharing in the profits of our with-profits fund. Some of our products, including our Tax Exempt Savings Plan and Investment Bond, include a guaranteed minimum amount payable at maturity (known as a sum assured) on which bonuses are calculated. For Income Bonds, ISAs and JISAs, bonuses are calculated on the initial investment. We aim to add bonuses annually to increase your policy's value.

How your policy grows

Your policy can benefit from two types of bonuses:

- **Regular (annual) bonuses** – Added each year (if declared) and once added, they cannot be taken away.
- **Final (terminal) bonus** – May be added at maturity to provide you with a fair share of the profits earned by the with-profits fund since your policy started. Terminal bonuses are not guaranteed and may not always be payable. The Board reviews bonus rates regularly.

Smoothing: Reducing ups and downs

We use a process called smoothing to help keep investment returns stable. In good years, we may hold back some profits to support bonuses in less positive years, helping cushion your savings from market ups and downs.

Please note: bonuses are not guaranteed and depend on investment performance.

What is a Market Value Reduction (MVR)?

If markets are down and you withdraw early, we may apply an MVR. This helps protect those staying in the fund and ensures fairness to all members. MVRs are only used in exceptional circumstances and can change depending on market conditions.

Why choose Sheffield Mutual?

We've been helping people save with confidence for over 130 years. As a mutual, we're here to serve our members - not shareholders. That means we focus on fairness, long-term value, and personal service.

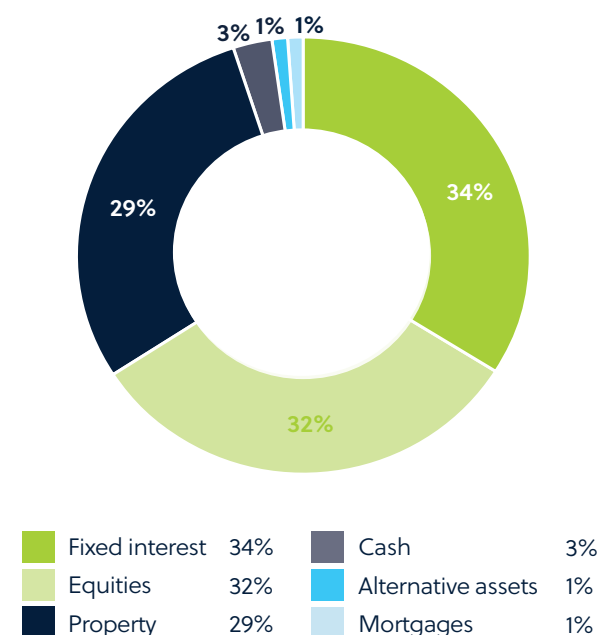
Because at Sheffield Mutual, we're here to serve you, not profit from you.

Where your money is invested

Your savings are pooled with other members' and invested in a balanced mix of:

- **Commercial property**
- **Equities (shares in companies)**
- **Fixed interest (government gilts and corporate bonds)**
- **Cash (including money markets)**

This diversified approach helps reduce risk and aims to deliver better long-term growth than a typical savings account.



As at 31/12/2025

The following policy types are classed as with-profits

- ✦ **Tax Exempt Savings Plan**
- ✦ **Regular Savings Plan**
- ✦ **Investment Bond**
- ✦ **Income Bond**
- ✦ **My ISA**
- ✦ **Investment Junior ISA**

Issued by Sheffield Mutual Friendly Society Limited, 3 Maple Park, Maple Court, Tankersley, Barnsley, S75 3DP.

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. (Financial Services Register No. 139855 and Friendly Society Register No. 810F).



www.sheffieldmutual.com



enquiries@sheffieldmutual.com



Call our team on **01226 741 000**

Calls may be monitored and recorded for your protection

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Client agreement (the “agreement”)

1. We treat all customers who invest with us direct as retail clients. This gives you the greatest level of protection under the financial services regulations and ensures you get full information about the product(s) you buy. You should read this agreement together with the product Key Information Document, product brochure and optional personal illustration, as they form the basis of your product relationship with us.
2. As Sheffield Mutual Friendly Society Limited (Sheffield Mutual) does not provide advice it will be classed as a non-advised sale. All decisions in relation to the investment will be and have been made by you alone and the Society has provided you only factual information. We are providing you with all the information and assistance you need to arrive at your own informed decision to take out the product(s) based on your own understanding.
3. If you then require further clarification after reading the Key Information Document you agree to read the additional information available from us, or contact us to discuss anything you do not understand. The onus is on you to understand what you are buying based on all the information we provide to you.
4. If you are not confident that you understand the product(s), its risks and whether it is right for you, please speak to a specialist adviser. If you wish to talk to an independent financial adviser in your local area you can find one online at www.unbiased.co.uk or www.vouchedfor.co.uk.
5. When we pay a fee, commission or non-monetary benefit to someone who introduces you to us, without that person giving you financial advice, we will notify you of the payment made.
6. Details about making a complaint and the Financial Services Compensation Scheme (FSCS) can be found in the Key Information Document, which has been provided to you in your policy application pack.
7. We may need to undertake checks to comply with current anti-money laundering requirements. This will normally be carried out electronically through a credit reference agency, we may keep a record of the search on your credit file, but will not affect your credit rating.
8. In processing a policy application for you, we will have collected personal data about you. We will hold and manage this data in accordance with the requirements and standards set by the Data Protection Act 2018 and any other Data Protection Regulation which may apply in the future. Your data will be held securely and will only be processed for the reasons allowed by data protection regulations.

We will at all times publish our data protection privacy policy on our website or supply a written version upon request.

9. If you have given us consent to contact you regarding other products and services, you may withdraw this consent at any time either by notifying us in writing, by email, by phone, or by submitting your contact preferences on our website.
10. You understand that we have a legal obligation to ensure that the information within our records about you is kept up to date, so please let us know if any of your details change, such as your address. When you provide information to us in connection with the application for a policy it must be accurate and truthful in all respects. There is a risk that providing inaccurate or false information could cause the policy to be invalid and you may suffer loss as a result.
11. In the event of a claim, or at maturity of a policy, you must supply us with all information we may request at that time to enable us to assist us in making payment to you. All information provided must be accurate and truthful.

Non-advised sale letter

I confirm that I have read and understood this agreement and acknowledge that all decisions in relation to this investment will be and have been made by me, and that the Society has only provided me with factual information in relation to the product. I acknowledge that I have not received advice and/or a personal recommendation from Sheffield Mutual or its introducers.

I understand that as this is a non-advised sale, Sheffield Mutual takes no responsibility for the suitability of the product and that I will lose some of the regulatory protection which I may otherwise have. Specifically, I understand that it is unlikely that I would be able to make a complaint against the Society should the product(s) prove to be unsuitable for me.

Before we can provide the product to you we will establish that your decision to open this policy seems a satisfactory way forward for you. If we believe that not to be the case, we may refuse to provide the product. We will establish this by way of a short two part questionnaire which you agree to complete on application. This is not a suitability test and by agreeing to open the policy based on your answers, **Sheffield Mutual is not confirming that the policy is suitable for you.** (Words in the singular shall include the plural for joint policyholders).

To be signed by the policyholder or by the proposer if the policyholder is under 16. Joint applicants must both sign.

Name of Client 1		Signature		Date	
Name of Client 2		Signature		Date	

Signed for and on behalf of **Sheffield Mutual Friendly Society**

Signed



Paul Galloway,
Chief Operating Officer.



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Income Bond



Is this product right for me?

Financial services regulation requires us to assess whether this product you are considering, on a non-advised basis, is appropriate for you and meets your financial demands and needs.

Please complete/tick an answer for ALL the questions below and sign/date at the bottom of the form.

This form should be completed and signed by the sole/first named policyholder, or by the proposer in the case of a child's policy.

(We will not use this information for any other reason and we will not pass it on to third parties)

Title: (Mr/Mrs/Miss/Other) Forename(s):

Surname:

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Do you pay tax in a country or territory other than the UK?
If **yes**, please state the country(s) or territory(s) you pay
tax in and provide your tax reference number :
(it is a regulatory requirement for us to ask this question)

Policyholder 1	Yes: ☐	Country/Territory	Tax reference
Policyholder 2	Yes: ☐	Country/Territory	Tax reference

Section A: Demands and needs.

- a) Do you have access to other money as readily available funds? Yes: ☐ No: ☐
- b) Are you willing and able to leave the monies invested for at least a five year period? Yes: ☐ No: ☐
- c) Are you willing to allow us to invest your monies in a mixture of assets (including property, shares, fixed interest and cash) with a low to medium risk appetite? Yes: ☐ No: ☐

Section B: Appropriateness test.

1. I have knowledge and familiarity with savings and/or investment products Yes: ☐ No: ☐
2. I understand how this product works and the charges associated Yes: ☐ No: ☐
3. I am comfortable and understand the level of risk associated Yes: ☐ No: ☐
4. Please state your highest level of education
- | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. No Education | 2. School | 3. College/Sixth Form | 4. Vocational | 5. University | 6. Other |
| ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
5. I understand that I have not received any advice from Sheffield Mutual and I have made the decision to open this plan myself, based upon the product literature and Key Information Document for this product Yes: ☐ No: ☐

I have read, understood and signed the attached 'client agreement' and 'non-advised sale letter'

Signed:

Dated:

Please return this form with your application form, client agreement & non-advised sale letter.
We will send you a copy signed by us for your records.

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Application for an Income Bond



All information given will be treated in the strictest confidence. Please complete this form in **BLOCK CAPITALS**

1. Details of first policyholder

Title: Forename(s):	Surname:	
Date of Birth:	/ /	
National Insurance number:		
Permanent residential address:		
Postcode:		
Telephone: (home)		
Mobile:		
Email:		
Occupation:		

2. Details of second policyholder (if applicable)

Title: Forename(s):	Surname:	
Date of Birth:	/ /	
National Insurance number:		
Permanent residential address:		
Postcode:		
Telephone: (home)		
Mobile:		
Email:		
Occupation:		

3. Policy details

We would be pleased to split your overall investment into up to three separate policies (subject to a minimum premium of £5,000 per policy), which means you would not need to surrender the whole amount if you need to withdraw funds in the future. Please complete the sections below in accordance with your requirements.

Number of policies	Term*	Investment amount† (£)
Policy 1		
Policy 2		
Policy 3		

*The term is indicative as policies are open-ended (minimum 5 years) † The minimum investment for monthly income is £10,000

Do you want to make regular withdrawals from your capital investment immediately? Yes: ☐ No: ☐

If yes, how much (between 1-5% p.a. of initial investment) %

How frequently do you want your income to be paid? Income can be paid monthly, quarterly, half yearly or annually

What month would you like income to start?

The bank account you would like crediting with your income. Please complete this section if you require income immediately or in the future so that we have your details when you do require income.

Bank name and address:	Account Name:
	Sort Code:
	Account No.:

A copy of the policy conditions are available on request from the Society

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Continued overleaf...

4. General information

Is the policyholder (section A) already a member of this Society? If YES, please give details If NO, where did you hear about us?

If you have a promotional code, please enter it here:

5. Using your personal information

Sheffield Mutual takes your privacy seriously and we will use the personal information supplied on this form and information we obtain from other sources to verify your identity and to administer this policy. If we are unable to verify your identity from these sources, we'll contact you asking you to provide us with adequate proof of identity.

Your personal information may be obtained from / passed to legal and regulatory bodies, auditors, your financial adviser, credit and fraud prevention agencies and third party service providers as necessary for the performance of this contract. We'll retain your personal information for a reasonable period after your plan has ended.

For further information on how your personal data is used, how we maintain the security of your data and your rights to access / remove the data we hold, please visit www.sheffieldmutual.com/privacy-policy/ or write to us at the address overleaf.

6. Please help us to keep in contact with you

CRAFV01

Sheffield Mutual will never sell your personal data to any third parties.

We would, however, like to keep you up to date with Society news, offers, competitions and other products and services that we offer. We use MailChimp for our marketing/service emails. Please let us know how you'd like to be contacted below.

I agree to Sheffield Mutual contacting me: By Email ☐ By Post ☐ By Telephone ☐ By Text ☐

You can update your contact preferences easily at any time by phone, email, in writing or online.

7. Note carefully

Failure to take reasonable care to provide accurate and complete information in response to the questions we ask could affect the terms of your insurance contract. Whilst the Society aims to treat members fairly, making a deliberate or reckless misrepresentation could result in your insurance contract becoming void, which means the policy will not pay out.

8. Declaration: To be completed by the proposed policyholder(s)

I declare that all the statements made in this proposal (and any notes) are to the best of my knowledge and belief are true, and that I have not knowingly withheld any material information. I agree that such statements and this declaration shall be the basis of the contract between me and the Sheffield Mutual Friendly Society and that any policy issued on the basis of this Proposal shall be subject to the rules of the Society, from time to time in force, to which I will abide and conform.

I further understand that I may cancel the policy by giving notice in writing and returning the policy documents within 30 days of the policy issue date and that I will be entitled to the full refund of any investment made less, (at the discretion of the Board), any charge for management.

Important - By signing this declaration you are agreeing to our Income Bond terms and conditions, which are set out in the product brochure, product Key Information Document and policy conditions. For your own benefit and protection you should read these documents carefully before signing the proposal form. If you do not understand any point please ask for further information before proceeding.

Signature of first policyholder (section 1):

Date: / /

Signature of second policyholder (section 2 if applicable):

Date: / /

If this application has been submitted by a Financial Adviser / Introducer please confirm your wish for us to supply information to them on request by signing below. I hereby agree to Sheffield Mutual providing information about this policy to the named company below at their request.

Signature of policyholder(s):

Date: / /

For Financial Adviser / Introducer use only: Please complete as appropriate.

IFA advised sale ☐ IFA non-advised sale ☐ Introducer ☐ Agency code

Please note: if your client doesn't sign the section above we may not be able to give you any information about this policy in the future.

Name of Intermediary: Company name:

Telephone: Email:

Where do you want the documentation to go to? (Please tick): Client ☐ Adviser ☐ Original to client & copy to adviser ☐