

guidance notes – Royal Skandia portfolio bonds/accounts

Dealing Checklist – Please ensure you have checked the following before submitting your instruction:

- Provide the correct full fund name, including share class/currency where applicable and security identifiers if available.
- Ensure sufficient cash is available within the bond/account (in the required currency) to complete the requested purchase(s).
- Ensure that you hold sufficient shares/units to fulfil the requested cash or unit sale instruction.
- Ensure that all requested investment amounts meet any minimum investment levels for the selected asset. If in doubt, please check with the relevant fund manager.

We aim to provide accurate and timely dealing in the major markets, carrying out currency conversions, purchases and sales at often preferential rates.

If you have any questions or need any clarification of these guidance notes, terms and restrictions then please call our Dealing Desk on +44 (0)1624 655023, e-mail rskfmind dealing@royalskandia.com, or alternatively contact your financial adviser.

A delay in the placement of deals may occur if the instructions are illegible, unclear, incomplete or relate to an asset which is not normally permitted. We are unable to backdate transactions delayed by the need to clarify your instructions.

guidance notes - terminology

Order Type

- **Trade** – select to request the purchase or sale of a security/fund.
- **FX** – select to request the completion of a currency conversion. Please complete the buy/sell, currency to invest/redeem, cash value and counter currency fields for all FX requests.
- **MM** – select to request investment into a fixed term or call notice deposit. Details of the requested deposit should be entered in the full security/fund name field (for example deposit term).

form requirements (please also refer to the key points to the right)

- **Buy/Sell** – enter either buy or sell in the relevant section indicating what action should be taken for each order type.
- **Currency to invest or redeem** – in the case of a purchase (buy) insert here the currency of the cash to be used to purchase the stock. In the case of a sale (sell) insert here the currency of the portfolio cash account that you wish the proceeds to be credited to.
- **Cash or units** – for purchases, sales or switch orders please state either the cash amount or the number of shares/units.
- **Counter currency** – please complete this field ONLY when requesting a currency conversion. In the case of a buy, the counter currency will be the currency utilised to purchase the currency requested in the 'currency to invest/redeem' field. In the case of a SELL, the counter currency will be the currency received on completing the conversion of the currency requested in the 'currency to invest/redeem' field.
- **Security Identifier** – if known, please provide a recognised security identifier for all security/fund purchase or sale requests, such as a SEDOL or an ISIN number. For Royal Skandia funds, please provide the relevant RS ID number (can be found in the monthly fund performance brochure or on Royal Skandia's website). Providing this information will remove the potential need to seek clarification and enable us to act upon your instructions more efficiently.
- **Security/Fund name** – please ensure the full name of the security/fund is clearly stated and please do not use abbreviations.
- **Share class** – where applicable please include confirmation of income/accumulation unit requirements and confirmation of required share class for example A, B or C.
- **Base currency of security/fund** – if known, please provide confirmation of the base currency of the requested security/fund.
- **Contact details** – make sure that your telephone and fax numbers and the name of a person to contact are clearly marked on the form. We will contact you if there is any doubt over what we think you require or if the instructions are unclear.

www.royalskandia.com

Calls may be monitored and recorded for training purposes and to avoid misunderstandings.

Royal Skandia Life Assurance Limited is registered in the Isle of Man under number 24916C. Registered and Head Office: Skandia House, King Edward Road, Onchan, Isle of Man, IM99 1NU, British Isles. Phone: +44 (0)1624 655 555 Fax: +44 (0)1624 611 715. Authorised by the Isle of Man Insurance & Pensions Authority. Authorised and regulated by the Financial Services Authority for business conducted in the UK. Some of the FSA's rules do not apply to non-UK based insurers. FSA Register number 142309. www.fsa.gov.uk/pages/register

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general guidance notes - key points

- **Sufficient cash** – an instruction to purchase an investment will not be actioned unless there is sufficient cash within the bond/account to meet the purchase price and all costs of the purchase, except where the purchase is made simultaneously with a sale which will provide cash sufficient to meet the purchase price and all costs of the purchase.
- **Sufficient holding** – an instruction to sell a holding cannot be actioned unless there are sufficient shares/units held to cover the sale.
- **Client confirmation** – where required signed confirmation should always be provided with the corresponding dealing instruction.
- **Income or accumulation** – if you give no instructions, and a choice of accumulation or income units is offered, we will invest in accumulation units. Where you have chosen income units any dividends will be reinvested into your bond/account. If you require dividends to be paid in cash you must clearly request this with each instruction.
- **Minimum investments** – the minimum investment into any one asset is US\$3,750, £2,500, €3,750* for CIB/CRB or US\$7,500, £5,000, €7,500* for EIB/ERB/EIP (*or other currency equivalent). Please note that fund managers may set their own minimum investment levels that could be higher and you should be aware of these before submitting instructions.
- **Dealing confirmations** – dealing/contract confirmations will be automatically generated and issued in line with default correspondence details maintained for the selected bond/account. If you wish to check or update your default correspondence details please call our Dealing Department on +44 (0)1624 655005 or e-mail rskfmind dealing@royalskandia.com

Dealing confirmations will be issued as soon as the corresponding contract note is made available, however as some funds have infrequent dealing dates (eg quarterly) this may be some time after your instruction is sent.

- **Dealing frequency/cut-off's/notice periods** – You should ensure that you are aware of the frequency of dealing for the chosen investment(s). You should also be aware of any corresponding cut-off or notice periods that may apply. These details can be checked with the corresponding fund manager.

general dealing instructions terms

- Any choice of investments is entirely at your own risk and you or your fund adviser should undertake such due diligence, or seek such independent advice as you consider necessary. It is your responsibility to ensure that you have read and understood the prospectus and other offering documentation in respect of any asset chosen within the bond/account. For the avoidance of doubt, we do not accept any responsibility for losses, damages and/or costs (including but not limited to legal fees) that may be incurred as a consequence of subscribing to or otherwise acquiring an interest in the fund on your behalf.
- All dealing, settlement and custody of securities will be executed by Royal Skandia and all assets will be owned by Royal Skandia.
- All investment instructions should be completed on Royal Skandia's dealing instruction form and faxed direct to the Dealing Department on +44 (0)1624 615535. All instructions should be signed either by an authorised and appointed fund adviser or the policyholder(s)/accountholder(s).
- Where a fund adviser is appointed, only written instructions (including facsimile copies) signed by an authorised signatory of your company will be accepted. On no occasion will Royal Skandia accept verbal communications in respect of investment dealing instructions. Whilst we will accept faxed instructions, we cannot accept responsibility for a failure to action an instruction resulting from an error in transmission or if the fax is illegible, incomplete or unclear.
- It is your responsibility to request a foreign exchange transaction if funds are held in a different currency to that required for settling the purchase(s) or if you wish the proceeds of a sale to be converted to another currency.
- Instructions to purchase or sell investments will, in the absence of any specific instruction, be implemented so as to obtain the best price available to Royal Skandia. If an instruction has reference to a specific price or price range at which the investment is to be purchased or sold, then this will be taken to be the price before any costs of the purchase or sale.
- If Royal Skandia has cause to reject an instruction, or if we have to defer carrying out an investment instruction whilst ascertaining that it is a permitted investment, then we accept no responsibility for any of the consequences of such rejection or delay.
- Where a fund adviser is appointed please notify us immediately of any changes to your authorised signatory list, regarding the provision of investment dealing instructions.

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