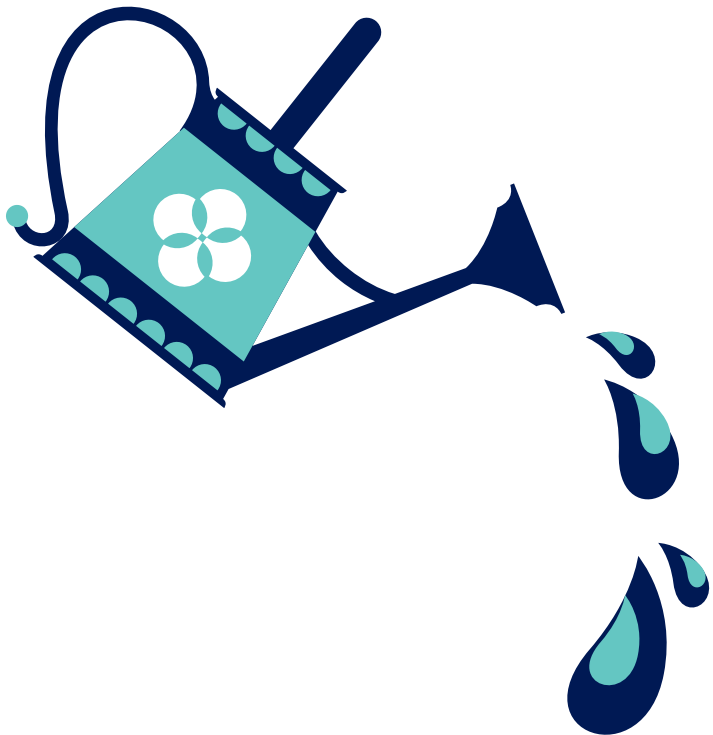


All you need to know about the Junior Bond

Including a quick summary of the key points



Carefully read all the sections of this document.
Then keep it safely so you can refer to it in the future.

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Definitions

Bond

The Junior Bond

Fund

The unit-linked fund (the Sovereign III fund or the Family Charities Ethical Exempt fund) in which the policy invests

FSA

Financial Services Authority

HMRC

HM Revenue & Customs

Payer

This is the person who opens a Junior Bond on behalf of a child and who pays the premiums. Anyone aged 18 or over can open a Junior Bond for any child aged 15 or under.

Policyholder

The child who owns the policy and is the life assured and the member

Premium

Fixed monthly payments that must be made for at least 10 years

Rules

The Financial Services Authority Rules (as amended from time to time)

TESP

Tax-exempt savings plan - a type of policy that only friendly societies can issue

Unit

A unit in a unit-linked fund

Unit-linked fund

A fund whose performance is linked to the assets in which it invests, such as stocks and shares

Us/our/we

Family Assurance Friendly Society Limited (trading as Family Investments)

You/your

The person applying for the Policy - the payer

Working day

Any day of the week not including Saturdays, Sundays and English public (bank) holidays

Other technical terms are explained in their relevant sections

The Financial Services Authority is the independent financial services regulator.

It requires us, Family Investments, to give you this important information to help you decide whether our Junior Bond is right for you.

You should read this section carefully so that you understand what you are buying, and then keep this document safe for future reference.

1. Its Aims

- To enable you to invest tax-efficiently
- To provide a child with a tax-free lump sum at the end of the payment term you select
- To achieve growth by investing in stocks and shares
- To offer a choice of two funds including an ethical fund.

2. Your Commitment

- To make a fixed regular annual or monthly payment, which you select at the start, for at least 10 years
- You cannot increase or reduce this amount at any time

3. Risks

- Because the money is invested mostly in stocks and shares, its value can go down as well as up. You may get back less than you have paid in
- Your circumstances may change, and this may mean that the Bond needs to be cashed in early. This will increase the possibility that the child will get back less than you have paid in. If the Bond is cashed in during the first year, the child will not get anything back
- If the Bond is cashed in early, or you do not keep making payments for at least 10 years, any growth may be taxable
- If you do not keep making payments, we will stop providing life cover
- The tax advantages of the Junior Bond depend on your and the child's individual circumstances and its tax treatment may change in the future. If the tax treatment changes, the potential growth of the Bond may be reduced

Your questions answered

What is a Junior Bond?

- A Junior Bond is a Tax-Exempt Savings Plan or TESP. TESPs are a way of saving for the long term, tax-efficiently. They can only be issued by friendly societies
- Because of the favourable tax treatment, the Government has set maximum limits of £25 per month or £270 per year on the payments that can be made into TESPs
- If it hasn't already been cashed in, a Junior Bond will mature on the child's 85th birthday


Who is the Junior Bond designed for?

- The Junior Bond is designed to provide good potential for growth, over the longer term, by investing mainly in stocks and shares on behalf of a child
- There is an ethical option for ethically-minded investors
- You should only consider opening a Junior Bond if you are prepared to save a regular amount for at least 10 years and are happy to take some risk in order to increase the potential return. It is possible to get back less than has been paid in.

Please note that we are unable to give you advice on whether or not this product is suitable for you. If you need advice, you should contact a financial adviser.

How much can I pay and for how long?

- You can pay from £15 to £25 a month or from £165 to £270 per year
- Payments can be paid monthly or yearly by Direct Debit. You can also pay yearly by cheque
- The initial payment term you select must be between 10 and 25 years and run to one of the child's birthdays
- If the child already holds one or more TESPs, with us or another friendly society, you must make sure that by taking out a Junior Bond, the maximum limits of £25 per month or £270 per year are not exceeded

 For more information about paying into a Junior Bond, see page 14 of the Terms and Conditions.

Can I increase my payments?

- No, but if you want to pay more and the Government limits have not been exceeded, you could take out a new Junior Bond
- Like any new Junior Bond, the payment term must be for at least 10 years
- The payment term of any existing Junior Bond or Bonds will not be affected


Where is my money invested?

- Your payments will buy units in your chosen fund
- You can choose from two funds:

The Sovereign fund

The Sovereign fund aims to achieve long-term growth, while spreading risk across a wide range of investments. It invests mainly in both UK and overseas shares along with fixed interest investments and property. It does this by investing in one or more other funds. It may also invest in property directly.

The Family Charities Ethical Exempt fund
The Family Charities Ethical Exempt fund invests in a unit trust which will closely follow the performance of the FTSE4Good UK 50 Total Return Index.

 For more information about where the funds are invested, please see page 10 of the "Fund Information" section.

What will the child get back?

To give you an idea of what you might get back, we have provided an example below of how a typical Junior Bond might perform if the fund grew by 5%, 7% and 9%. These rates are set by our regulator, the Financial Services Authority. Most friendly societies, if their product invests in a similar sort of fund, will use these rates of growth, but their charges may vary.

The figures below are based on a Junior Bond taken out for a child aged 0 where you have selected an initial payment term of 10 years and want to pay £15 per month:

Savings period	10 years
Monthly contribution	£15
Number of payments	120
Life Cover	£1,350
If the fund grew by:	You might get back:
5%	£2,030
7%	£2,240
9%	£2,480


- The figures above are not a reliable indicator of what the Junior Bond will be worth in the future. The child could get back more or less than this
- What the child gets back will depend on how the fund performs. Its value can fall as well as rise.

- Over time, the cost of living will generally rise reducing the real value of any investment growth. This means that the child will not be able to buy as much in the future with the amounts shown above as they could do today

We will send you a personalised "illustration" in your Welcome Pack. This will include a projection, like the one above, but based on the payment amount and term that you select when you apply.

What are the charges?

- An initial charge of £60 will be taken from the first year's payments
- We also apply an annual management charge of 1.5% of the fund value
- The Sovereign fund may also have certain expenses deducted directly from it because it can invest in other funds and alternative investments. These change but are currently estimated to be no greater than 0.2% of the value of the fund each year
- There is also a charge for life cover, which we deduct each year on the Bond's anniversary, if the value of the Junior Bond is less than the amount of the life cover

 For more information about the charges, see page 16 of the Terms and Conditions.

How will the charges & expenses affect the growth of my Junior Bond?

The table overleaf shows how the charges & expenses will affect the growth of a typical Junior Bond (assuming the child was 0 years old at outset and £15 per month was invested for 10 years).

The last 2 columns assume the fund will grow at 7% a year. These projections are not a reliable indicator of future

performance. What the child gets back is not guaranteed. They could get back less than you invest.

At end of year	Total paid in to date	Total actual deductions to date	Effect of deductions to date	What you might get back
The early years				
1	£180	£114	£114	£72
2	£360	£115	£123	£263
3	£540	£119	£135	£465
4	£720	£126	£152	£676
5	£900	£138	£174	£899
The later years				
10	£1,800	£209	£330	£2,240

The table shows that over 10 years, the charges and expenses could reduce the growth on your Bond by £330.

Putting it another way, this would have the same effect as reducing growth from 7% a year to 4.7% a year.

What happens if I stop making payments?

- If you stop making payments before the 10th anniversary of your Junior Bond, any growth could be taxable
- To avoid this, you can make up any missed payments as long as you do so within 13 months. You will have to make up any missed payments altogether in one lump sum, you cannot make them up over a period of time
- After 13 months:
 - We will stop providing life cover with the Bond
 - If you have made less than one year's worth of payments or the Bond has no value, the Bond will "lapse"

- From year two until the end of the payment term selected at outset, as long as there is a value, the Bond will become "paid up"

? What do the terms "lapse" and "paid up" mean?

Once the status of a Bond is changed to "lapse" or "paid up", it cannot be reinstated and any life cover previously provided will be cancelled. A lapsed policy has no value. A policy which has been made "paid up" will remain invested, but no further payments can be made.

- 1 For more information about stopping your payments early, see page 15 of the Terms and Conditions.

What happens if the Bond is cashed in early?

- In its first year, the Bond will have no cash in value
- From year 2 to the Bond's 10th anniversary, the amount paid if the Bond is cashed in will be the current value minus an early surrender charge of £50
- If the Bond is cashed in before its 10th anniversary, tax may be payable on any growth

How can the Bond be cashed in?

The Bond can be cashed in at any time by contacting us and requesting the appropriate form.

Payment will usually be made by cheque.

Before the child reaches 18, the policy can only be cashed in on the instruction of the child's parent or legal guardian. Once the child is over 18, only the child can cash in the policy.

Neither the child nor their parent/guardian can cash in the policy without the permission of the Payer before the end of the payment term selected by them when they opened the policy.


What about life cover?

- As long as you keep making payments, the Bond includes life cover
- The amount of life cover depends on the amount you are paying and the initial payment term

 For more information about life cover, see page 14 of the Terms and Conditions.

What about tax?

- The Junior Bond is invested in a special tax-exempt fund although income received by the fund is taxed before we receive it
- The final sum the child receives will be free from income tax and capital gains tax as long as you make payments for at least 10 years
- Other taxes may exist that we do not pay or impose


 For more information about the tax treatment, please see the document 'How we manage our unit-linked funds' which is available on our website or by calling us.

How can I track how the Junior Bond is performing?

We send out statements every year, shortly after the anniversary of the Bond's start date.

All correspondence is sent to you until the child is 18, when we will start corresponding with the child directly.

You can also phone us at any time for a current valuation.

 For more information about keeping track of your Junior Bond, please see page 14 of the Terms & Conditions.

What happens at the end of the payment term?

There will be 4 choices, which we will remind you of nearer the time.

- Extend the payment term for another 10 years
- Leave the money invested in a tax-exempt fund and make no more payments
- Take some of the money
- Take all of the money

Can I change my mind?

- Yes, you have 30 days to cancel the Bond
- If you applied by post or on-line, this 30-day period starts from the date we process your application
- If you applied by phone, this 30-day period begins when you receive your Welcome Pack
- You can cancel by completing and returning the cancellation notice included in your Welcome Pack
- A Junior Bond has no cash-in value in its first year, so if you change your mind after the end of the cancellation period, you will not get anything back

Other information


Complaints

If you need to make a complaint, please contact us and we will do what we can to resolve your problem as quickly as possible.

When we first write to you, we will send you a summary of the procedures that we will follow when resolving your complaint. A copy of these procedures is available on request.

If you are not satisfied with our response to your complaint, you may be able to refer it to the Financial Ombudsman Service (FOS).

Making a complaint won't affect your legal rights.


 For more information about how to make a complaint about a financial product or service, including information on your legal rights, please see the leaflet "Just the facts about making a complaint", which is available on the Consumer Financial Education Body's (CFEB) website or by calling their helpline. Contact details for CFEB and FOS are on the back page of this document.

Compensation

You may qualify for compensation from the Financial Services Compensation Scheme (FSCS) if we cannot meet our obligations due to financial difficulties.

Circumstances vary but most types of long term insurance are covered for 90% of the claim, with no upper limit.

Further information about compensation arrangements is available from the Financial Services Compensation Scheme.

 Contact details for the FSCS are on the back page of this document.

Fund Information

This section is designed for more experienced investors and provides detailed information about the funds you can invest in.

Further information on how we manage the fund in which this Bond invests is available on our website at www.family.co.uk in the document "How we manage our unit-linked funds" (see the link on the "member information" page). This document can also be obtained by contacting us.

The investment

The Junior Bond may be invested in either the Sovereign fund or the Family Charities Ethical Exempt fund.

The Sovereign fund

The Sovereign fund aims to achieve long-term growth, while spreading risk across a wide range of investments. It invests mainly in both UK and overseas shares along with fixed interest investments and property. It does this by investing in one or more other funds. It may also invest in property directly.

The Family Charities Ethical Exempt Fund

This fund invests in the Family Charities Ethical Trust (FCET), FCET's aim is to achieve long term growth by closely following the performance of the FTSE4Good UK 50 Total Return Index or other similar index that we consider to be appropriate.

In order to accurately track the Index, the investments held by the fund will closely mirror the holdings in the Index.

The funds may not exactly mirror the Index where we believe that it would be too costly to do so or where it would be inappropriate to do so because we are not able to easily and cost-effectively sell or buy the relevant assets.

What is the FTSE4Good UK 50 Total Return Index?

Shares listed on the various global stock markets can also be included in one or more "indices". There are literally hundreds of different indices across the globe. These indices can provide an indication of how different types of companies are performing.

The FTSE4Good UK 50 Index lists the largest 50 companies in the UK that meet the Index's ethical criteria, valued using their share price. **The FTSE4Good UK 50 Total Return Index** includes those same companies but, when valuing those companies, it also includes the value of the dividends paid from their shares. As such, it is considered a more accurate representation of the return an investor would have made had they actually invested in the shares on the Index.

Unit pricing

Valuing the funds

The assets in a fund will usually have both a bid and an offer price. The bid price is the price at which an asset is sold and the offer price is the price at which an asset is bought.

Currently the assets in the Sovereign Fund are valued using their bid price. This is because the fund is contracting (i.e. there is more money being taken out of the fund than being invested in it).

Currently the assets in the Family Charities Ethical Exempt Fund are valued using the mid price of the assets (we calculate this by working out the average of the bid and the offer prices).

The assets in the fund are valued daily at 10am. This is also known as the pricing point.

? What are assets?

An asset is another name for an investment. Shares, property, fixed interest investments and cash are all examples of assets.

i For more information on how we value the funds, please see the document "How we manage our unit-linked funds" which is available on our website or by calling us.

Calculating the unit price

To calculate the price at which units can be bought and sold, we take the value of the fund and deduct the annual management charge and any other applicable charges or expenses. This is called the Net Asset Value (NAV). The NAV is then divided by the total number of units in issue to give us the price.

? What is a unit?

The value of each fund is divided into "units". The "price" of each unit is based on the value of the fund, divided by the total number of units in issue.

Each premium paid will buy a certain number of units (after any charges have been deducted). The number of units bought will depend on the price of those units on the day the units are bought.

The value of your Bond is calculated by multiplying the number of units you hold by the current unit price.

i For more information on how we calculate the unit price, please see the document "How we manage our unit-linked funds" which is available on our website or by calling us.

Creating and cancelling units

If, on any particular day, there is more money being taken out of a fund than being invested in it, we will need to cancel some of the units in the fund.


If there is more money being invested in the fund than being taken out, we need to create more units.

Sovereign fund: we will both create and cancel units using the bid price (as the fund is contracting).

Family Charities Ethical Exempt fund: we will both create and cancel units using the mid price.

Dealing costs

The funds are valued using a single (either bid or mid) price, but the actual costs of buying and selling those assets may be different than the price used. This is due to dealing costs, taxes (including stamp duty) and any spread between the real buying and selling prices of the assets. These costs are therefore deducted directly from the fund when they are incurred, thereby diluting its value.

 For more information on dilution, please see the document “How we manage our unit-linked funds” which is available on our website or by calling us.

What is stamp duty?

Stamp duty is a tax that is paid when someone buys shares.

Terms and Conditions

This section sets out the detailed terms and conditions of our Junior Bond. Please make sure you read it carefully as it contains information you need to know.

Eligibility

You can open a policy as long as you are aged 18 or over and wish to open the Bond for a child who is aged 15 or under.

If the child already holds one or more TESP, with us or another friendly society, you must make sure that by taking out a Junior Bond, the maximum limits of £25 per month or £270 per year are not exceeded.

Accepting your application and opening the Junior Bond

An application can be completed over the phone, on-line or in writing. When applying you must provide the details of one of the child's parents or legal guardians who will look after the Bond on the child's behalf until they reach the age of 18.

We will accept your application on the working day it is received, unless:

- Your application is incomplete, and/or it is necessary to clarify information on the application
- We need to ask you for proof of identity

The Bond will be opened on the working day after your application has been accepted.

Sometimes we may be unable to accept your application at all. If this happens we will let you know.

If, after the Bond has been opened, we find that any of the details you supplied as part of the application were not correct, we may:

- change some of the benefits offered by your Bond in line with your amended details; or,
- consider the policy invalid if the nature of the incorrect details makes it necessary to do so.

If we are unable to open the Bond within 3 weeks of receiving your application, any payments you have sent us will be returned without growth or interest within 4 working days of the end of this period.

The role of the nominated parent or legal guardian


Until the child is 18, the Bond must be looked after by the child's parent or legal guardian. You can nominate a parent or legal guardian when you apply.

Until the child is 18, we will only be able to accept instructions from the nominated parent or legal guardian. This includes withdrawal instructions, instructions to extend the payment of the Bond, and instructions to switch funds.

Life cover

For the Bond to qualify for its tax-exempt status, life cover must be included for the child. The amount of life cover included depends on the amount you choose to save and the initial payment term you select. It is calculated at 75% of the payments you are due to make over the initial payment term.

If the value of the Bond on the date of death is greater than the amount of cover, then we will pay the current value.

 A charge is made for life cover. For details, please see the charges section on page 16.

Keeping track of the Junior Bond

Statements and valuations

Every year we will send a statement shortly after the anniversary of the Junior Bond.

This statement will include details on the number of units purchased with the payments you have made, the number of units held and the valuation at the end of the statement period.

You can also contact us directly for a current valuation.

Daily unit prices

You can see the daily unit prices for our funds on the "daily prices" section of our website. The published price is the price from the previous working day.

Paying into the Junior Bond

Payment methods

We accept payments monthly or annually by Direct Debit or annually by cheque. We do not accept cash, standing orders or post-dated cheques.

We will not accept cheques or cash paid over the counter at a bank, building society or Post Office®.

We only accept payments (or any post, including instructions to sell units) on working days.

Direct Debits must be set up on and cheques drawn from personal bank or building society accounts on which you are solely or jointly named.

If you decide to pay by Direct Debit, you can tell us the day you would like payments to be debited from your account on your application form. Once your Bond has started, this date cannot be changed. If you decide to start paying by Direct Debit after your Bond has already started, the payment will be collected on:

- For monthly payments – the same day of the month on which your Bond started
- For annual payments – the anniversary of the policy each year

Investing your payments

After deductions for charges, payments will buy units in your chosen fund. This will be either the Sovereign Fund or the Family Charities Ethical Exempt Fund.

Payments received by Direct Debit will purchase units on the working day the Direct Debit is accepted. Payments received by cheque will purchase units on the working day after the cheque is accepted.

Payment amounts and frequency

You can choose to pay from £15 to £25 per month or from £165 to £270 per year

Once you have selected a premium amount and frequency, you cannot change it.

For Junior Bonds paid monthly, premiums are due on the day of the month on which the Junior Bond started.

For Junior Bonds paid annually, premiums are due on the anniversary of the Bond each year.

Stopping payments early

If you stop making payments before the end of the initial payment term, you have 13 months to make up the missing payments and continue paying into the Bond. If, at the end of 13 months, you have not made up the missing payments, the following will apply:

- If less than one year's payments have been made or the Bond has no value, the Bond will lapse and it will have no value

- From year two until the end of the payment term selected at outset, as long as there is a value, the Bond will become paid up. This means that it will remain invested with no further payments being made until it is cashed in. The Bond's value will continue to fluctuate in line with the movement of the unit price

- Life cover will cease so, if the child dies, the only payment made will be the value of the Bond

We may deduct a £50 charge when a Bond is made paid up within the first ten years.

You will have to make up any missed payments altogether in one lump sum, you cannot make them up over a period of time.

If your Bond is made paid up, when you cash it in you may have to pay tax on any growth.

Switching

Once you have selected the fund you would like to invest in, it is not possible to switch fund until the Bond has reached its tenth anniversary.

The only exception to this is that after your Bond has reached its ninth anniversary, you can switch into our Safety First Fund.

After the Bond's tenth anniversary, you will have the option of switching your Bond into a number of different funds made available at the time.

Instructions to switch funds will be processed on the working day after they are received.

 For more information on switching, please contact us.

Charges

An initial charge of £60 will be deducted from the payments you make in the first year.

There is also an annual management charge of 1.5% of the fund value. This charge is deducted directly from the fund on a daily basis.

As the Sovereign fund may invest in other funds and/or alternative investments, additional charges may be incurred by the fund. These charges are variable but are currently estimated to be no greater than 0.2% of the value of the fund each year.


A charge will also be taken for life cover whenever the current value of the Junior Bond is lower than the sum assured. This charge is taken annually on the anniversary of the Bond by cashing in units. The charge we make for life cover depends on the child's age when we take the charge.

We may deduct a £50 charge if the Bond is made "paid up". We do not currently apply this charge, but may do so in the future if our actuary advises us to do so to protect the interests of all our members.

An early surrender charge will be deducted if the Bond is cashed in during the first 10 years. This £50 charge will not be deducted if we have already deducted £50 because the Bond has been made "paid up".

Additional costs may be incurred by the fund for the safe keeping of certain assets.

Other costs may exist that are not paid through us or imposed by us.

 For more information on the charges applied to these funds please see the document "How we manage our unit linked funds".

Withdrawals and closing the Junior Bond

The Junior Bond can be cashed in at any time by completing a withdrawal form, which is available by contacting us (but please see the section on cashing in the Bond early on page 18).

The units will be sold the working day after the form is received.

If we receive a withdrawal form that cannot be processed until a future date (eg where the Bond has not yet reached the end of its payment term), it will be processed using the unit price on that future date (or the next working day if the "future date" is not a working day).

Before the child reaches 18, any withdrawal form must be signed by the parent or legal guardian nominated in your application.

Once the child is over 18, any withdrawal form must be signed by the child.

Neither the child nor the nominated parent or legal guardian can cash in the Bond without your permission before the end of the payment term selected by you in your application.

Payment will usually be made by cheque, which will be made payable to the person who signs the withdrawal form. The withdrawal amount will be sent within 4 working days of the day the units are sold.

You can be certain that payments will be clear and available for withdrawal 10 days after they are received. Any payments which have not cleared when we process a withdrawal request will be forwarded to you separately within 10 days of the day they were received.

The Junior Bond will mature on the child's 85th birthday. If it has not already been cashed in by this date, the Bond will cease and we will cash-in the units. We will hold the proceeds until we receive the relevant form which can be obtained by contacting us.

If we need to request identification after receiving a request to sell units, we will sell those units within the normal timescales stated above and hold onto the proceeds until acceptable identification has been received

We may also decide to close the Bond if:

- we find out that the payment limits for TESP's have been exceeded; or,
- exceptional circumstances, such as fraud, occur.

Cashing in the Junior Bond early

In its first year, the Bond will have no cash in value.

From year 2 to the Bond's 10th anniversary, the amount paid if the Bond is cashed in will be the current value minus a £50 early surrender charge. This £50 charge will not be deducted if we have already deducted £50 because the Bond has been made "paid up".

If the Bond is cashed in before its 10th anniversary or before a full ten year's worth of payments have been made, tax may be payable on any growth.

Death

The Junior Bond's tax benefits will stop on the date of death.

The working day after we are notified of the death, the Bond will be switched into our Safety First Fund.

The Junior Bond will be closed and the units cashed in on the working day after we receive all the documents we have requested, which must include proof of the death.

Any growth on the investment between the date of death and the date of closure will be subject to income tax.

Moving overseas and commutation

If you, as the payer, move overseas, you can either:

- continue to pay premiums through a UK bank account; or,
- make a single payment to cover all future premiums due (this is called "commutation").

Commuting the Bond can be done no earlier than 1 month before the time you intend to leave the UK.

Commutation is also available:

- when 50% of the term to maturity has been completed (or 10 years, whichever is less); or
- if the lump sum used to commute the Bond comes from the proceeds of an existing TESP issued by either us or the Post Office Insurance Society (a division of Family Assurance Friendly Society Limited).

Data Protection

How do we obtain information about you?

As well as receiving information from you directly, we also receive information about you via correspondence or from third parties.

How do we use your information?

We use your information to provide you with a high quality service. For example, we use your information to identify and maintain records of the Junior Bond and to answer your queries.

We may also use your data to inform you about carefully selected services offered by Family Investments or any of the selected partners we work with.

Security of your data

We will not ask for, nor keep, unnecessary information about you.

The data we hold on you will be kept securely and will be up-to-date and accurate. To help us with this, you must inform us if you change your personal details.

We will keep records of the Bond securely after our business relationship with you has ended. This is so that we can deal with any queries from you or a third party.

Who do we share your data with?

- People you have directly asked us to share your information with or people who we believe are acting with your consent
- Third party credit reference agencies so we can complete anti-money laundering checks
- Companies which process data on our behalf
- Legal, tax or regulatory authorities at their request
- Subsidiaries or partners for marketing purposes


Your rights

You have the right to request a copy of the personal information that we hold on you and the reason we are holding it. To request this information you will need to write to us. We will provide you with this information within 40 days. This is normally provided as a photocopy or computer print out. We may charge you for this information. Currently, this can be no more than £10.

You can contact us in writing at any time to tell us to stop using your information for marketing purposes.

Contact us in writing if you believe that the way we use your information might cause you damage or distress. If so, we will stop using the information for this particular purpose.

Sometimes we use automated software to process information about you or to make decisions which affect our relationship with you. If you are not happy with this please contact us in writing. You have the right to be informed when this kind of automated decision takes place.

 For further general information regarding data protection and your rights you should refer to the Information Commissioner website www.ico.gov.uk or call their helpline 0303 123 1113.

General Terms

Security

You must make sure that the personal details we hold about you are kept up to date, and that arrangements for receiving mail at your address are secure.

You must tell us immediately if you know, believe or suspect that the security information we have recorded for you has been compromised.

You must check any statement carefully and tell us immediately if you think it contains any errors. You must tell us immediately if you think we have made any other mistake in operating the Bond.

If you act fraudulently or without reasonable care, you may be responsible for any losses incurred as a direct result.

All instructions you send us in writing must be signed.

Proof of identity

To comply with anti-money laundering legislation, we may need to verify the identity of you, the child, or the nominated parent or legal guardian. This verification could happen at any time, including when an investment or a withdrawal is made.

We may use a credit reference agency to help us do this. By completing the application form, you are agreeing for these checks to take place.

We may also ask for identification to be provided. If we do not receive adequate identification when asked, we may not be able to open a new Bond, accept payments and we may withhold the proceeds of any withdrawal.

If you provide false or inaccurate information at any time and fraud is identified, details can be passed to fraud prevention agencies. We and other

organisations may also access and use this information to prevent fraud and money laundering.

Your FSA categorisation and what this means

Our regulator, the Financial Services Authority (FSA), requires us to categorise all our customers.

We have categorised you as a “retail client”. This means you will get the highest level of protection available within the rules and guidance set out by the FSA.

Your eligibility to refer complaints to the Financial Ombudsman Service (FOS) or to claim compensation from the Financial Services Compensation Scheme (FSCS) is not determined by our categorisation.

For more information please contact either the FOS or the FSCS directly.

Corporate Governance

On opening a Junior Bond, the child will become a member of Family Assurance Friendly Society Limited (Family Assurance).

We are committed to complying with the Combined Code on Corporate Governance as relevant to mutual insurers. The code sets out good practice standards in terms of how we manage the company as well as the rights of our customers.

We believe that it is important for our directors to listen to the views of our customers and understand how they affect the running of our business. We invite you to talk to our directors and take an active interest in the governance of Family Assurance.

For more information please go to the members information section of www.family.co.uk or email us at members@family.co.uk, or write to us

at the Member Relations Team, Family Investments, 16-17 West Street, Brighton, East Sussex, BN1 2RL. These contact details should not be used for enquiries about the Junior Bond.

Liability

If we cannot provide services because of something beyond our reasonable control (including strikes, industrial action, or the failure of equipment or power supplies), we will not be liable to you for any loss that you may suffer as a direct result.

We have no liability for any action we have taken, or not taken, in good faith unless there has been negligence by us. This does not restrict or exclude any liability that we may have by law or under the Rules and Regulations.

Important information

Family Investments is a trading name of Family Assurance Friendly Society Limited who are entered on the Financial Services Authority (FSA) register under Registration Number 110067. You can view the register at www.fsa.gov.uk

This Junior Bond is a Tax-Exempt Savings Plan and unit-linked endowment assurance policy.

The main business of Family Assurance Friendly Society Limited is providing friendly society tax-exempt savings plans.

The information in this booklet is based on our understanding of current law (including tax law), the Rules and HMRC guidance. These could change in the future and could affect the benefits enjoyed by this Bond.

These Terms and Conditions, together with the terms outlined in the Fund Information and Key Features sections of this booklet, along with the application form, form the Agreement between you and us. By completing an application you agree to be bound by this Agreement.

The Junior Bond will be issued under the Rules of the Society, and Table XXVIII A of the Tables of Contributions and Benefits of the Society. None of the contents of this booklet forms part of, or varies, the Rules and Tables of the Society. If you would like a copy of the Rules and Tables, please contact Customer Services.

The Junior Bond is a qualifying policy within the meaning of Schedule 15 to the Income and Corporation Taxes Act 1988. No right may be exercised under any option contained in the Junior Bond which would cause it, or any resultant Bond, to fail to qualify as above.

The law of England and Wales will apply to this agreement, which will be written in English. We will always write and speak to you in English and all financial transactions will be in Pounds Sterling.

Changes to the Agreement

We will not make a change to the Agreement which is to your disadvantage unless the Junior Bond has passed its 10th anniversary.

After the 10th anniversary, if we make a change which is to your disadvantage, we will notify you personally at least 30 days before we make the change. You will then be able to close the Junior Bond without incurring any financial penalty relating to the change for up to 60 days from the date of the notice.

We may, however, have to make changes to the Agreement to reflect changes to the law, or the Rules, or HM Revenue and Customs (HMRC) guidance at any time during the life of the Bond. These may be made without prior notice and the above two conditions may not apply.

We may make any other type of change immediately. We will tell you about these changes within 30 days if the change is significant.



This document is available in large print, braille or audiotape by phoning 0844 8 920 920. Lines open 9am-5.30pm weekdays and 9am to midday Saturday. Telephone calls may be monitored or recorded for training purposes. Calls cost 9.9p plus 3p per minute from a BT landline (correct at 06/05/2010). The cost of non-BT landline calls may differ.

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Contact Us

Phone 0844 8 920 920

9am to 5.30pm Monday to Friday

9am to midday Saturday

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www.family.co.uk

Family Investments
16-17 West Street
Brighton
BN1 2RL

Useful contacts

The Financial Services Authority (FSA)

The FSA regulates financial services companies like Family Investments.

FSA helpline
0845 606 1234

FSA website
www.fsa.gov.uk

Consumer Financial Education Body (CFEB)

CFEB was established by the FSA to provide better understanding of financial matters.

CFEB helpline
0300 500 5000

CFEB website
www.moneymadeclear.org.uk

The Financial Ombudsman Service (FOS)

South Quay Plaza,
183 Marsh Wall,
London E14 9SR

Telephone
0845 080 1800
e-mail
complaint.info@financial-ombudsman.org.uk
Website
www.financial-ombudsman.org.uk

Financial Services Compensation Scheme

7th Floor Lloyds Chambers,
1 Portsoken Street,
London E1 8BN

Telephone
0207 892 7300
Website
www.fscs.org.uk

Family Investments does not provide advice. If you have any doubts about the suitability of this product you should seek independent financial advice.

Family Investments is a trading name of Family Assurance Friendly Society Limited (Incorporated under the Friendly Societies Act 1992, Reg. No. 939F), which is authorised and regulated by the Financial Services Authority (25 The North Colonnade, Canary Wharf, London E14 5HS). Registered in England at: 16-17 West Street, Brighton, East Sussex, BN1 2RL, United Kingdom. All information contained in this document is correct as of printing May 2010.