| Retirement | Investments | Insurance |

Customer Cash Request Form

AVIVA

Personal Information

Policy Number(s)

Names of Policy Owner(s)

Current Address

Contact number

Email

Your instructions

Please tell us what option you would like to take

1. I wish to cash in (specify amount) € gross (before tax) ☐ or net (after tax) ☐

or

2. I wish to fully cash in my policy ☐ Tick if required

To pay a claim we need to know the identity of our customers and where they live. We do this to protect your investment and meet our regulatory requirements. We have included a checklist explaining the forms of identification we can accept.

For policies with a start date on or after 01 January 2001 we have to take off tax of 41% on any profit you make.

Bank Account details

Name of Account Holder(s)

Account number – IBAN

Bank identifier code – BIC

Important:

- The bank account you give us must be your own bank account.
- For joint life policies we can only pay to an account in both your names.
- For payments outside of Ireland or for amounts over €100,000 we will need additional requirements. Please call us on 1890 64 64 64 to discuss what we need.

Authorisation

Signature Policy Owner 1 Date / /

Signature Policy Owner 2 Date / /

Please note:

- An early encashment charge may apply to your policy, please refer to your policy terms for full details.
- If you have not already done so you may wish to talk to your Financial Broker before withdrawing money from your policy.

The cash in value of your policy is not guaranteed as unit prices can fall as well as rise. The value we pay to you will be calculated in accordance with your policy conditions after we receive all requirements. If you are invested in our Unitised With Profits Fund a Market Value Adjustment may apply to your fund.

Customer Check List

Before we can process your Cash Request we need to verify your identity and current address. This helps us protect you and your money. So we can pay your money as quickly as possible please include these documents with a completed Cash Request Form.

Please send us a copy of the documents from each of the lists below. If you have a joint owned policy we need these documents for both owners.

Photo identification	Proof of address
Please send us a clear copy of your photo ID **Acceptable documents** ✓ Passport ✓ Drivers Licence ✓ National Identity Card **The above must be a full copy including photo, name, date of birth, number and expiry date.** **Non-Acceptable documents** ✘ Out of date photo IDs ✘ Garda National Immigration Bureau Cards ✘ College IDs ✘ Garda Age Cards ✘ Employer IDs including state agencies e.g. Army ✘ Marriage, Birth or Baptismal Certificates	**Please send us a clear copy of 2 forms of proof of address.** **Acceptable Documents** ✓ A utility bill e.g. gas, electricity, water (e-statements are acceptable). ✓ Bank Statement e.g. bank or credit card statement (e-statements are acceptable). ✓ Mobile phone bills ✓ Official documents from the Revenue Commissioners. ✓ Official documents issued by the Department of Social and Family affairs. ✓ Home/Motor insurance certificate or renewal document. ✓ Motor Tax renewal notice. ✓ A local authority bill e.g. refuse collections. ✓ A Court Document e.g. Instrument of a court appointment such as liquidator or grant of probate. **The above must include a clear issue date and address.** **Non-Acceptable Documents** ✘ Any document older than 6 months. ✘ Invoices e.g. Invoice for Oil ✘ Motor Tax online renewal notice ✘ Store Cards or Catalogue Statements ✘ Any two documents issued from the same company ✘ Any utility bill where the supply and billing address are different

Assigned Policies
For assigned policies (e.g. to a bank) we will require: ✓ Letter from assignee confirming release of assignment

Why do you need this information?
Legislation (Criminal Justice Act 2010) requires us to identify and verify the identity of our customers. To comply with this legislation, we require certain documents to help us confirm your identity and your address when a withdrawal is being made.

I already gave you these documents. Do you need these again?
If you already provided us with these documents before, you might not need to provide them again.
Please call us on 1890 64 64 64 and we will be able to let you know if we need any further documents.

How long will you hold these documents for?
We hold customer information in line with data protection best practice, that is 6 years from the end of our business relationship. We store all data securely and only use it for the administration of your policy.

We're here to help
If you have any questions please call us on 1890 64 64 64.

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