

# The **co-operative** investments good with money

## Platinum Plus

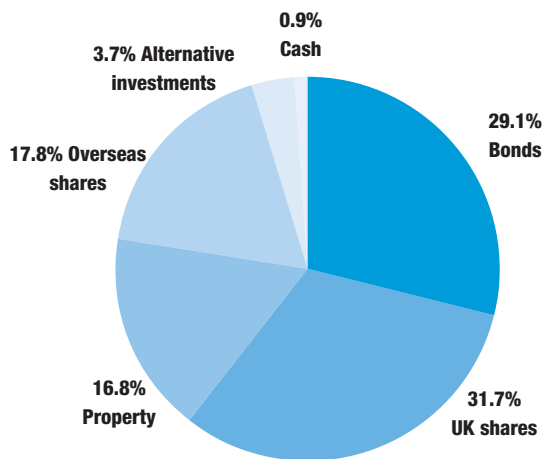
### An overview of your with-profits investment

Platinum Plus invests in a with-profits fund which is made up of the money of thousands of policyholders who invest within or outside an ISA.

We aim to make profits for the fund by investing in a mix of investments such as property, bonds and shares. Our goal is to achieve the best possible returns for you over the long term.

By investing in a mix of investments, we create a diversified portfolio for you, meaning that this product is less risky than, for example, a product that invests solely in the stock market.

The mix of investments as at 12th November 2009 is shown below:



Your returns are 'smoothed' over time, so that you are cushioned from the daily ups and downs of the stock market. In this way, with-profits investments are suitable for cautious, long-term investors looking for better returns than cash savings while not wanting full exposure to stock market volatility.

#### What do you receive each year?

We add annual bonuses and review these on a regular basis, providing you with returns that don't fully reflect the ups and downs of markets. Please note that the addition of bonuses is not guaranteed.

#### What happens when you cash in

When you cash in your investment, we ask the question *'What is a reasonable proportion of the fund for you to receive, which enables other policyholders to also retain their fair share of the fund?'*

We may apply a final bonus which will increase your payment when you cash in. However, to ensure that those policyholders who leave the fund do not take more than their fair share at the expense of those customers who remain in the fund, we may apply a 'market value reduction' (or MVR) which will reduce your cash-in value.

Please note that exit charges apply for three years after the date of each investment according to the rates below:

Number of months since contribution was paid	Cash-in charge (% of contribution)
Less than 12	6%
At least 12 but less than 24	4%
At least 24 but less than 36	2%
36 or more	0%

Further details are provided in the Key Features document you received when you made your investment.

#### MVRs explained

MVRs will only apply in certain circumstances such as after deep or prolonged periods of market falls. When this happens, annual bonuses paid out will be higher than the actual returns earned by the fund. MVRs bring the payout amount back in line with the actual returns earned by the fund.

If we didn't do this, we would pay out more than the policy is worth. This would reduce the amount available for other customers when they leave the fund in the future, which would be unfair.

MVRs ensure that we only pay out what each policy actually earns. This protects customers who remain in the fund while giving a fair value to customers who leave the fund.

MVR rates depend on the bonuses paid and the fund's performance during the life of the policy.

#### When do MVRs not apply?

Importantly, MVRs only apply if you cash in your investment. MVRs do not apply:

- if you don't cash in
- to payments on death.

Details of the MVR were provided in the Key Features document you received when you made your investment and can also be found in your Terms and Conditions document.

## How does an MVR apply?

When you cash in your investment, if an MVR applies, we apply charges to each investment made within a range of dates. The charges and dates that apply from 11th February 2010 are as follows:

Single premium investments made between	MVR rate (% of invested capital)
16/11/1999-15/11/2000	8
16/09/2005-15/12/2005	5
16/12/2005-15/09/2006	11
16/09/2006-15/12/2007	16
16/12/2007-15/03/2008	13
16/03/2008-15/06/2008	8

Regular premium investments made between	MVR rate (% of invested capital)
06/04/1999-15/11/1999	21
16/11/1999-15/11/2000	28
16/11/2000-15/03/2001	23
16/03/2001-15/06/2001	18
16/06/2001-15/09/2001	15
16/09/2001-15/06/2002	9
16/06/2005-15/09/2005	7
16/09/2005-15/12/2005	10
16/12/2005-15/09/2006	14
16/09/2006-15/12/2007	19
16/12/2007-15/03/2008	15
16/03/2008-15/06/2008	11

## How do we decide on the level of bonuses and MVRs?

We take decisions about applying an MVR very seriously. All decisions about bonus and MVR rates go through a rigorous governance process which includes obtaining the approval of our Board of Directors. To ensure that we are fair to our policyholders, we also follow the Principles and Practices of Financial Management, which is a technical document that defines how we run our with-profits fund. This document is available to all policyholders (see details below).

## How can I find out how bonuses and MVRs affect my current investment?

In the statement we send you each year, we show you the cash-in value that applies to you at that time. You can also phone our Customer Contact Centre on 08457 46 46 46 to obtain an up-to-date cash-in value.

## Want to make a withdrawal?

A minimum withdrawal amount of £200 applies for Platinum Plus ISA withdrawals. This does not apply if you withdraw from your Platinum Plus investment held outside an ISA, or if you withdraw from your Platinum Plus Overflow account at the same time as your Platinum Plus ISA. Please note that exit charges apply for three years after the date of each investment according to the rates shown on the previous page. Further details are provided in the Key Features document you received when you made your investment.

## How can I find out more information about the with-profits fund?

The way in which we manage our with-profits fund is explained in detail in a technical document known as the 'Principles and Practices of Financial Management of the CIS Long Term Business Fund'.

This document is also available in a customer friendly format. You can view and download these documents, together with the most recent report about how we have complied with the PPFM from our website **co-operativeinvestments.co.uk** or alternatively you can ask us to send you a copy by calling us.

## How to contact us

Call us on 08457 46 46 46 between 8am-8pm Monday to Friday and 8am-5pm Saturdays.

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**Please call 08457 212 212 if you would like to receive this information in an alternative format such as large print, audio or Braille.**

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