

If your instruction is being submitted online:  
**You do not need to send this form to us**

## Income Withdrawal Request - Collective Retirement Account (CRA)

*For completion with a financial adviser*

**It's often quicker and easier for your financial adviser to submit your instructions online**

*More than 90% of this type of request can now be completed online by financial advisers.  
Follow the simple checks below to see how:*



1. *Confirm if your instruction can be given online*

- Is the withdrawal request £75,000 or less?
- Will the money be paid into a verified bank account?

*If you answer YES to both questions:*

2. *Your adviser can submit this online*



**For advisers,**

log into your [Adviser Login Page](#)  
at [quilter.com](https://quilter.com)



- Select the account
- Click on 'Money out'
- Select 'single withdrawal' and follow the on screen instructions
- For video guides go to: [quilter.com/help-and-support/video-hub/](https://quilter.com/help-and-support/video-hub/)

3. *Complete & submit the online instruction instantly*

*If you answer NO to either question:*

2. *Complete this form.*

3. *Send it to us via email or post*

**Email:** send your scanned copy\* via PROMPT, our tool for uploading documents direct to us:

**For customers,**

**Visit:** [quilter.com/help-and-support/tools/promptcustomer/](https://quilter.com/help-and-support/tools/promptcustomer/)

**For advisers,**

**Visit:** [quilter.com/help-and-support/tools/new-prompt/](https://quilter.com/help-and-support/tools/new-prompt/)

Or customers can send via email to:  
[ask@quilter.com](mailto:ask@quilter.com)

\*Before sending any supporting documents to us, please refer to our guide about which documents must be certified as true copies and who can certify them. The guide is available via your PROMPT link above.

**Post:** send the completed form to:  
Quilter, SUNDERLAND, SR43 4JP.



## Income Withdrawal Request – Collective Retirement Account (CRA)

*This form contains the information that you can use to:*

- set up regular income withdrawals from a crystallised account
- make a single income withdrawal from a crystallised account
- change existing regular income withdrawals
- convert a crystallised account from capped drawdown to flexi-access drawdown.

**It cannot be used with uncrystallised accounts.**

**We regularly update our documents;** your financial adviser can confirm that this **September 2023** version is the latest by checking on our website [quilter.com](https://www.quilter.com)

### Important information

- A current valuation statement should be obtained to ascertain the details of assets held within your CRA. Please note the value on this statement is not guaranteed and is subject to change.
- Your CRA can hold a number of uncrystallised and crystallised accounts. In general, an uncrystallised account holds assets where a tax-free lump sum is still available, while a crystallised account holds assets where a tax-free lump sum is no longer available.

### Completing this form (if your request cannot be submitted online)

- You can complete the form electronically using the editable fields, if preferred; we recommend saving the form to your desktop before you do so, to ensure that your information is saved correctly. Then print, sign and send the completed form to us.
- Alternatively, you can print the form and complete it by hand, using BLOCK CAPITALS and blue or black ink. For dates, please use the format day/month/year.
- Missing or unclear information may result in a delay in processing, or even the return of this form. We are unable to correct errors or omissions retrospectively.

### Additional documents we might need

- **Proof of bank account ownership** – If we have not already seen it.

### Giving us your instruction

- Details about how to give us your instructions online, by email or post are on page 1.

### Timescales

- **Single income withdrawal** – Payments will normally be made within 10\* working days of all our requirements being met.
- **Regular income withdrawals** – Payment will be made on the day of the month chosen by you\*, or the working day before if this is a non-working day. We must receive your instructions at least 10 working days before the start date.

\* If there are any other transactions in progress on your account, it could delay the payment. If this happens, we will make the payment at the earliest possible date once the other transactions have completed. This also applies if a regular income withdrawal payment is due at the time you request a single withdrawal, in that the regular payment must complete before we can make the single payment.

### Tax

- **Taxable income** – You will have to pay tax on the income you receive in the same way as you would on a salary. How much you pay depends on your total income. If this is the first time that you will be taking an income withdrawal from your account, generally the provider will not know your overall income and will use an emergency tax code to start with. This means you may pay too much tax initially and have to claim the overpaid tax back from HM Revenue & Customs (HMRC). Alternatively you may owe more tax if you have other sources of income. If you have taken income previously tax will be deducted based on the tax code that has been provided by HMRC. If you select a single income withdrawal payment and receive it in the same tax month period\* as your next regular payment, HMRC may reissue your tax code. This could prevent us from paying you that next regular payment, which as a result will then be held as cash in your account. Subsequent regular payments would not be affected. Please see our Guide to Income Tax and Your Pension for further information.

\* A tax month period runs from the 6th of the month until the 5th of the following month.

- **Non-UK Tax** – If you are subject to tax in any country outside the UK, please contact your tax specialist, to understand whether you will be liable for tax in that country

## 1. Financial adviser declaration

This statement must be completed in order for Quilter to carry out the instruction on behalf of the client.

I confirm:

- a) I have provided my client with advice and discussed the appropriate risks in relation to this transaction
- b) I have seen evidence of age and my client is over age 55, or over the applicable protected age
- c) I have provided my client with an illustration in relation to this withdrawal, in line with my regulatory responsibilities as financial adviser, as detailed in FCA Sourcebook COBS 14.

Signature	<input type="text"/>	Date	<input type="text"/>
Print name	<input type="text"/>		
Adviser firm name	<input type="text"/>		

## 2. Client details

	Customer Reference	Account
Crystallised account number	A C <input type="text"/>	- <input type="text"/>
Full name	<input type="text"/>	
Date of birth	<input type="text"/>	National Insurance number <input type="text"/>
Telephone number	<input type="text"/>	Email <input type="text"/>
Permanent residential address	<input type="text"/>	
		Postcode <input type="text"/>

► We cannot accept a residential address that is 'care of', which contains a PO Box number or which is the financial adviser's address.

## 3. Convert to flexi-access drawdown

**Note** In this section, and in other parts of this form, we refer to capped and flexi-access drawdown. Your income withdrawal options will depend on whether your account is in capped or flexi-access drawdown.

### Capped drawdown

- If you started capped drawdown before 6 April 2015 and have not since converted to flexi-access drawdown, it means you are still in capped drawdown. Income withdrawals can be changed up to the maximum capped limits set at your last review. Reviews will be conducted every three years until age 75. After age 75 these reviews will be annual. Certain events will also trigger a review and you have the option to recalculate your maximum income each year.
- If you are in capped drawdown and select a regular or single income withdrawal amount of more than the maximum amount permitted, we will not be able to process your request unless you convert to flexi-access drawdown. You have the option to convert to flexi-access drawdown at any time. You can do this by ticking the option below. For more information please contact your adviser.

### Flexi-access drawdown

There is no limit ('cap') on the amount of income you can take using flexi-access drawdown. However, once you take income in this way, the amount you can pay into 'money purchase' (also known as 'defined contribution') schemes in any tax year without being liable to a tax charge is subject to a limit called the 'Money Purchase Annual Allowance' (MPAA). This is currently £10,000.

### Convert to flexi-access drawdown

Tick here if you are in capped drawdown and you want to immediately change to flexi-access drawdown.

- This means your annual income will no longer be capped and there will be a reduction in the annual amount you can pay into money purchase pensions known as the Money Purchase Annual Allowance or MPAA. For more information please contact your financial adviser.
- Before you are able to convert, you must hold sufficient cash within your account to cover the cost of any fees and charges accrued to the date of conversion. Your financial adviser will be able to help you with this.

## 4. Regular income withdrawals (if required)

Complete this section to set up, change or stop your regular income withdrawals, otherwise any regular income you currently receive from this account will continue unchanged.

► We will need to receive any amendments to existing instructions at least 13 working days before the next payment date.

### 4.1 Set up or amend regular withdrawals

Start date\*

Any day from 01-28; if left blank, we will apply the earliest possible payment date.

\*The start date could be delayed if there are other transactions in progress on your account; see 'Timescales' on page 2.

Frequency

Monthly

Quarterly

Half-yearly

Yearly

Withdrawal amount ► Complete one of the following with the amount required

£

Each payment

- Before tax
- Minimum £25 monthly, £75 quarterly, £150 half-yearly or £300 yearly
- The amount you enter above will be the amount you receive each month, quarter, half-year or year (as applicable).
- If your account is in capped drawdown and you are not converting to flexi-access drawdown, this value must be less than the maximum allowed under capped drawdown.
- The amount selected will override any existing regular income you currently receive from this account.

OR

Maximum amount allowed under capped drawdown

- Capped drawdown only
- You will be paid the maximum amount each scheme year. The amount will be divided by the number of payments remaining in the scheme year.
- For example: If your maximum amount is £12,000 and you select a monthly frequency, with 6 months remaining of the scheme year we will pay £2,000 each month for 6 months. Once the new scheme year begins, we will then pay £1,000 each month.

### 4.2 Cancel regular withdrawals

Tick here to stop taking regular withdrawals from the account detailed in section 2 until further notice.

## 5. Single income withdrawal (if required)

Withdrawal amount ► Complete one of the following with the amount required

Partial

£

- Before tax
- Minimum £125
- This will be in addition to any regular income withdrawals set up on the account

OR

Full

- Available for flexi-access drawdown only
- You can convert from capped to flexi-access drawdown in section 3

► The payment could be delayed if there are other transactions in progress on your account; see 'Timescales' on page 2.

## 6. Asset choice

We will meet your regular or partial single income withdrawal by selling proportionally across all assets (including cash).

Alternatively, if you would like to withdraw from specific assets, please complete the details below. If there is insufficient space please use a copy of this page and attach it to this form.

- Note** – If you have selected both a regular income withdrawal and a partial single income withdrawal, the assets you list below will be sold to meet each withdrawal type. If you want to select a different asset choice for each withdrawal type, please provide details on a separate sheet clearly setting out your instructions.
- If you select a portfolio below, we will take the amount requested from the portfolio as a whole; we cannot withdraw from individual assets within a portfolio.
  - Exchange Traded Instruments (ETIs) – if you select an ETI below, the sale trade will be rounded down to the nearest whole number of shares. Any cash held in your account will be used to meet any shortfall in the withdrawal amount requested. If there is insufficient cash to meet the requested withdrawal we will contact you for further instructions. A Dealing Charge will also apply to each ETI sold.

Name of asset/portfolio	Whole %*
	%
	%
	%
	%
	%
Total	100%

\* Show the amount to come from each asset/portfolio as a percentage of the total withdrawal amount.

## 7. Your bank details

If you are not currently taking income withdrawals, or you want to change the bank account into which we pay your income, please complete this section.

- Note** – This must be a UK bank account in your name or with you as a joint holder; we CANNOT make withdrawal payments to third parties or business accounts except for sole trader accounts.
- Some banks or building societies cannot accept direct credits.
  - If you change your bank details, or if you want to request payment to a different account in the future, just let us know. We can hold details for up to four bank accounts under your customer reference number.

Branch sort code    -    -    Bank/Building Society account number

Bank/Building Society name

Name of account holder(s)

Reference (optional)

► Any reference here will appear on your bank statements. For a Building Society account, enter the roll number.

Type of bank account  Individual  Joint

- **We will need to see proof that you are the owner (or joint owner) of the bank account detailed above, if you have not used this account with us before. The proof and bank account details provided below must match exactly.**
- The proof can be an original or certified\* copy of a voided cheque or bank account statement dated within the last six months. If you have online bank account statements a printed copy certified\* as a true copy will suffice. Without the proof your request will be delayed.

\* Copies must be certified on each page in ink by a UK-based professional such as your financial adviser, solicitor, accountant, GP or bank manager (including the bank's stamp). You can scan and send certified documents to us by email - see page 1 for details.

### Tick as applicable

I have previously provided proof of ownership of the bank account detailed above.

I enclose proof of ownership of this bank account.

## 8. Client declaration

1. I authorise and request Quilter Life & Pensions Limited ("Quilter") to carry out the instructions detailed in this form.
2. I understand that these changes will take effect in accordance with the CRA Terms and Conditions.
3. I declare that this form has been completed correctly to the best of my knowledge and belief.
4. I understand that the taxable part of any payment made will be subject to income tax deducted by Quilter and paid to HM Revenue & Customs, and that Quilter will submit my personal and income details to HM Revenue & Customs.
5. I understand that any full payment of the value of the benefits under this CRA shall constitute a full discharge of entitlement to receive benefit from this CRA.
6. I have read and understood the contents of Quilter's leaflet: 'A guide to income tax and your pension', and the accompanying documents related to taking income from my account.

Signed

Date



### quilter.com

Please be aware that calls and electronic communications may be recorded for monitoring, regulatory and training purposes and records are available for at least five years. Quilter is the trading name of Quilter Investment Platform Limited which provides an Individual Savings Account (ISA), Junior ISA (JISA) and Collective Investment Account (CIA) and Quilter Life & Pensions Limited which provides a Collective Retirement Account (CRA) and Collective Investment Bond (CIB).

Quilter Investment Platform Limited and Quilter Life & Pensions Limited are registered in England and Wales under numbers 1680071 and 4163431 respectively.

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