

Your guide to our fund switch process

For Synergy products

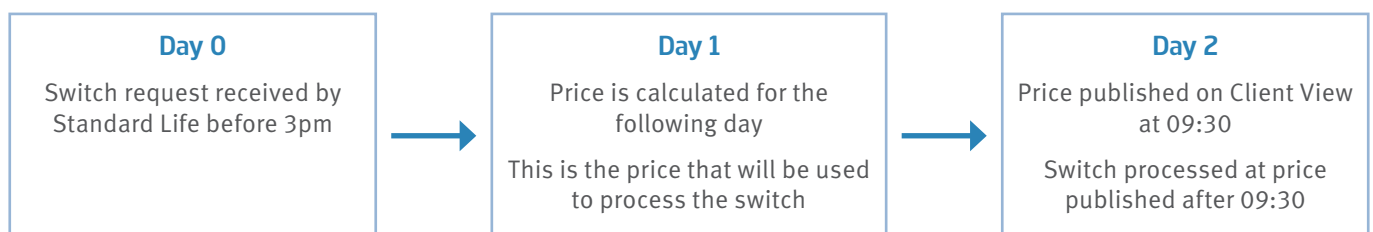
When are investment-linked funds normally calculated and published?

- Funds are valued and prices calculated around 2pm every day, except Saturdays and Sundays, 25 and 26 December, and 1 January. On these days, the previous day's values are used
- Prices are published on Standard Life's Fund Centre and Client View the following day

	Mon	Tues	Wed	Thurs	Fri
Funds are valued and prices calculated	€1.01	€1.02	€1.03	€1.04	€1.05
Prices calculated on previous day are published on Client View	€1.00	€1.01	€1.02	€1.03	€1.04

What fund prices apply when I request a fund switch?

A fund switch requested today before 3pm will take place using prices calculated tomorrow and published the following day. Switch requests received after 3pm will move into the next day.



For example, using the prices in the table above, if a switch request is received on Monday before 3pm, the client's switch will take place on Wednesday using price of €1.02 which was calculated on Tuesday and published on Wednesday.

The buying and selling price to your clients for funds on Synergy products is the same, there is no conventional 5% bid/offer spread.

Exceptions

Sometimes, in exceptional circumstances, we may wait before we carry out your client's request to switch their funds, transfer or cash in their policy. This is to maintain fairness between those remaining in and those leaving the fund. For more information, see page 13 of our Synergy Investment options guide (SYIO1).

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