

This guide explains how to use our online bond withdrawal tool

The online bond withdrawal tool can be found in PruAdviser. This is an easy way to initiate a bond withdrawal for most of your client's and it's the simplest and fastest way for your client to get their money.

Before you start, here's some information about when you can and can't use the online bond withdrawal tool. If the bond isn't eligible to be used with the tool, the 'withdrawal' button will not be visible:

Can be used for 70% of cases...*

- ✓ for full and partial withdrawals only
- ✓ when you are the servicing agent for the client and registered on PruAdviser
- ✓ for PruBonds
- ✓ for Prudential Investment Plans
- ✓ for PruFund Investment Plans (excluding PruFund Investment Plan Mark 1s)
- ✓ for BACS withdrawals up to £250,000 and cheque withdrawals up to £100,000

* 70% of all bond withdrawals requested can be done online.

It can't be used...

- ✗ for regular withdrawals
- ✗ when your client doesn't live in the UK
- ✗ when the Bond is in Trust or Assigned within the last 12 months
- ✗ when a Power of Attorney is in place
- ✗ if the Bond is in joint names and they don't live at the same UK address or the money is to be paid into a sole bank account
- ✗ in some circumstances relating to chargeable gains calculations

We are constantly looking at ways to make improvements and change the criteria, so those currently unable to use the tool may be able to use it in the future.

It's as simple as:

- 1 Locate the bond
- 2 Create the withdrawal
- 3 Upload identification
- 4 Get confirmation

Not registered on PruAdviser?

If you're not already registered, log in credentials can be obtained by contacting the following external companies; the log in credentials are not unique to Prudential they can also be used to access online services by other providers.

Unipass

Website: unipass.co.uk
Tel: 0871 22 12345

Assureweb

Website: assureweb.co.uk
Tel: 0345 408 4022

IRESS

Website: exweb.exchange.uk.com
Tel: 0345 068 3000

Who to contact if you need support?

If you need help registering with PruAdviser or if you have any technical problems please email the PruAdviser helpdesk at pruadviser.helpdesk@prudential.co.uk, or call them on 0808 234 5200.♦



If you need help making the withdrawal please call **0345 640 2000♦♦**

Step 1: Locate the bond

Accessing through PruAdviser

Go to pruadviser.co.uk/online-services/

Accessing through Openwork site

Go to pruadviser.co.uk/openwork/online-services/

For other eligible products the online bond withdrawal tool can be accessed from the >Valuation and >Bond Withdrawal menu options under >Investments and >Legacy in PruAdviser.co.uk

Once you have logged in, search and locate your client and view the Valuation and Fund details.

Then simply click on the **MAKE/VIEW WITHDRAWAL** button to progress the online withdrawal.

If the button isn't visible, it's because your clients bond is not eligible at this time – examples noted on page 1.

In these instances you can progress the withdrawal through the other channels available.

Bond Overview Screen

You have now accessed the online bond withdrawal tool and are about to create a withdrawal on behalf of your client, click on the 'Start' button to continue.

Request no.	Date	Status
82999763	22 Nov 2019	Sent
82999763	22 Nov 2019	Sent

Start

Step 2: Create the withdrawal

Follow the steps onscreen:

- Choose a type of withdrawal; full or partial
- If it's a full withdrawal
 - View withdrawal value, chargeable gain and applicable tax year information
 - Option to 'Save for Later' if you want to return to the transaction at a later date
- If it's a partial withdrawal
 - Enter the amount to be withdrawn
 - View the withdrawal options, chargeable gain and applicable tax year information
 - Select a partial withdrawal option
 - Option to 'Save for Later' if you want to return to the transaction at a later date

Step 3: Identification

- Review any account information we hold for your client
- If required input any new account details for your client
- Upload any required identification documents for your client

Step 4: Get confirmation

- Input your email address, just in case we need to contact you about your withdrawal
- This request can no longer be amended, if it needs to be amended a new withdrawal will have to be created
- Download a copy of the request for your records

Next Steps

- If you have requested to receive update notifications by text – once the withdrawal has been processed you'll receive a text message informing you the money has been sent to your client
- Payment is expected within 8-10 days following your client's submission, this includes BACS processing time for direct credit payments. It does not include the time it takes for their bank/building society to make the funds available

Q&As

Q. What specific plans are excluded from the Online Bond Withdrawal tool?

A. The PruFund Investment plan (13/09/04 – 12/06/11) is excluded from the online tool, a claim form can be downloaded from PruAdviser using document reference INVF6670. If your client, or the product isn't eligible to use with the tool, the 'make/view withdrawal' button will not be visible.

Q. Will I be notified if my client makes any withdrawals that I have not initiated on their behalf?

A. You will receive a confirmation letter by post after your client's withdrawal has been finalised.

Q. Can I access the chargeable gains information only without progressing any further?

A. Once you have viewed the chargeable gains information you can save the transaction and return to it later.

Q. Will I be able to amend or change the withdrawal?

A. Once you have created the withdrawal it cannot be amended, to change the amount a new withdrawal should be created.

Q. What if my client has changed their bank account

A. If your client wants the withdrawal to be made to a bank account we don't have on record, at the time of requesting their withdrawal you can supply the new bank account details, additional identification such as their passport or drivers licence may be required at this point.

◆ 0808 234 5200 – Opening Hours: Monday – Friday, 9am – 5pm.

Calls to 0808 numbers are free from a BT landline. Call charges will be different if you're calling from a mobile phone or other network. Please speak to your network provider for details of their call charges to these numbers.

◆◆ 0345 640 2000 – Opening hours: Monday – Friday, 8am – 6pm.

Calls to 0345 numbers cost 2 pence per minute plus your phone company's access charge. Call charges will be different if you're calling from a mobile phone or other network. Please speak to your network provider for details of their call charges to these numbers.

pruadviser.co.uk

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