# Guide to making an online withdrawal

# Introduction

## This guide is designed to help plan members submit an online withdrawal request through Zurich International online (ZIO).

When you leave service, your employer will confirm your employment dates and, if known, your residential address on ZIO; you can then start your online withdrawal request.

Please note that online withdrawals submitted six months after your left employment date may require you to verify your identity and confirm your address (please see our **'Confirming your identity via Zurich Verify guide'**).

Your employer has the option to pre-authorise your withdrawal. This means that once your request has been submitted it will be sent to the Zurich Corporate HelpPoint Team who will then contact you if any further information is required. If your request has not been pre-authorised, your request will be sent to your plan authorised signatories for their approval first.

We will keep you up to date via email on the progress of your withdrawal or you can log in to ZIO to view your Online Withdrawal Dashboard at any time.

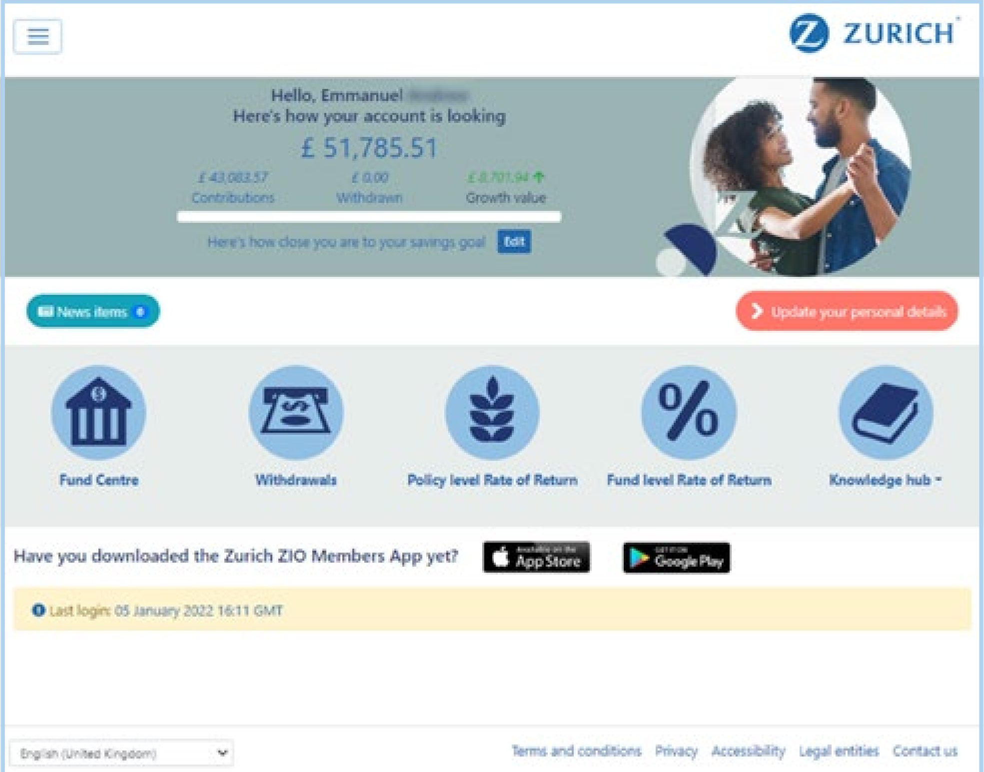
Please now follow the steps in this guide for details on how to submit an online withdrawal. You can save your progress and revisit your withdrawal request at any time.

**Note: All member names, information, plan numbers and figures within this guide are fictional and used for illustrative purposes only.**

# Step one

**Important information**

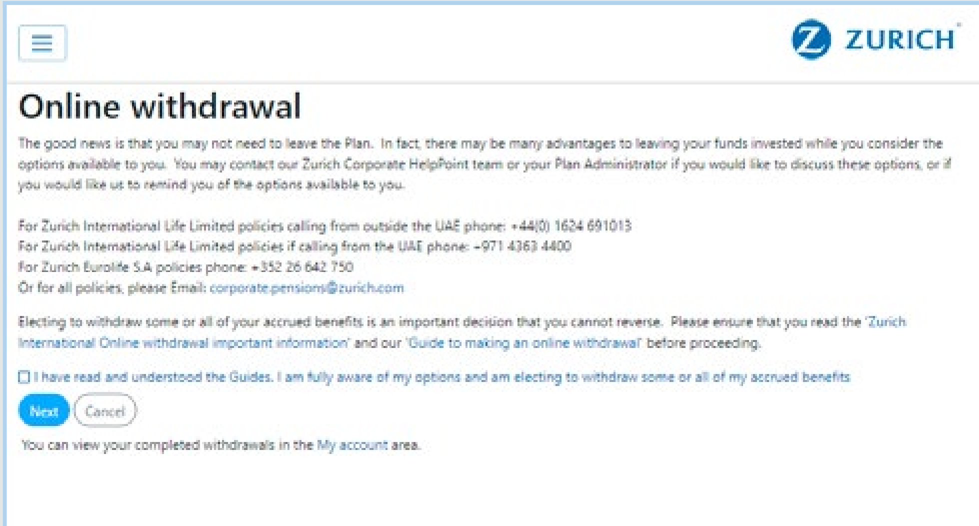
From your home page, click on the ‘**Withdrawals**’ icon.




Please make sure you read the important information document on this screen before proceeding. This document provides you with the data protection and waiver information relating to your withdrawal.

The guide to making an online withdrawal document (this one) will provide a bit of extra help completing your withdrawal.

Please read the information carefully, acknowledging you have done so by ticking the box and clicking ‘**Next**’.



# Step two

### Employment dates

Your employer has pre-entered your employment dates into ZIO. You need to confirm here that they are correct to continue.

If you select 'No' and don't believe them to be correct you will need to contact your plan administrator to agree any changes before continuing.

### Withdrawal Type

Next you need to confirm what type of withdrawal you would like to make. A full withdrawal means you would like to take the full amount available to you. Selecting a partial withdrawal means you would only like to take a % or an amount. Regular withdrawals are a series of withdrawals with the frequency determined by you. Partial and regular withdrawals are only available if permitted within your plan rules.

### Payment Currency

Now you will need to confirm the currency you would like to receive your payment in. You must select a currency whether you are taking a full, partial or regular withdrawal. Zurich can make payments in any freely convertible currency, however an exchange rate will apply.

If you select a payment currency that differs from your bank account currency, please confirm with your bank that they are able to accept your selected payment currency.

### Policy selection

Now you must select the policy you would like to withdraw from. All policies will be selected by default. If your plan rules allow and you do not wish to take benefits from all your available policies, please deselect any policies you do not wish to include.

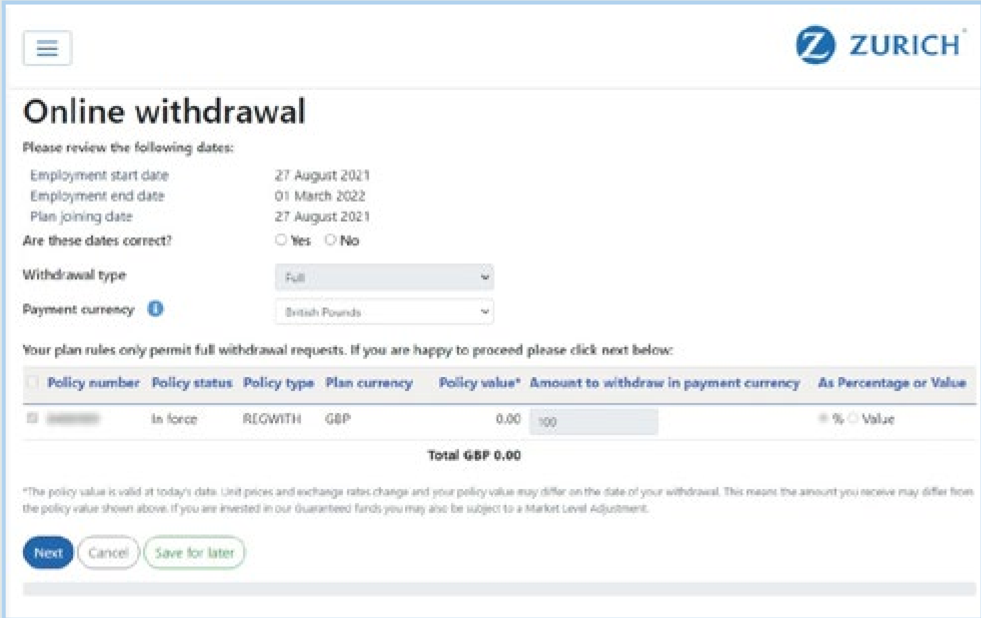
**Note:** The policy value shown is the current value and this value will continue to change until the underlying funds are sold. Your funds will only be sold at the point at which Zurich have received all the relevant documentation and received approval from all parties.

### Withdrawal amounts

If you have selected a partial withdrawal, you will need to state in the table provided if you would like a specific amount, or a percentage of your policies.

If you have selected regular withdrawals you will need to state the specific amount you want to receive each payment.

Full withdrawals will default to 100% and the full amount available.



# Step three

**My details**

Next you need to confirm your personal details.

Please note that not all fields are editable.

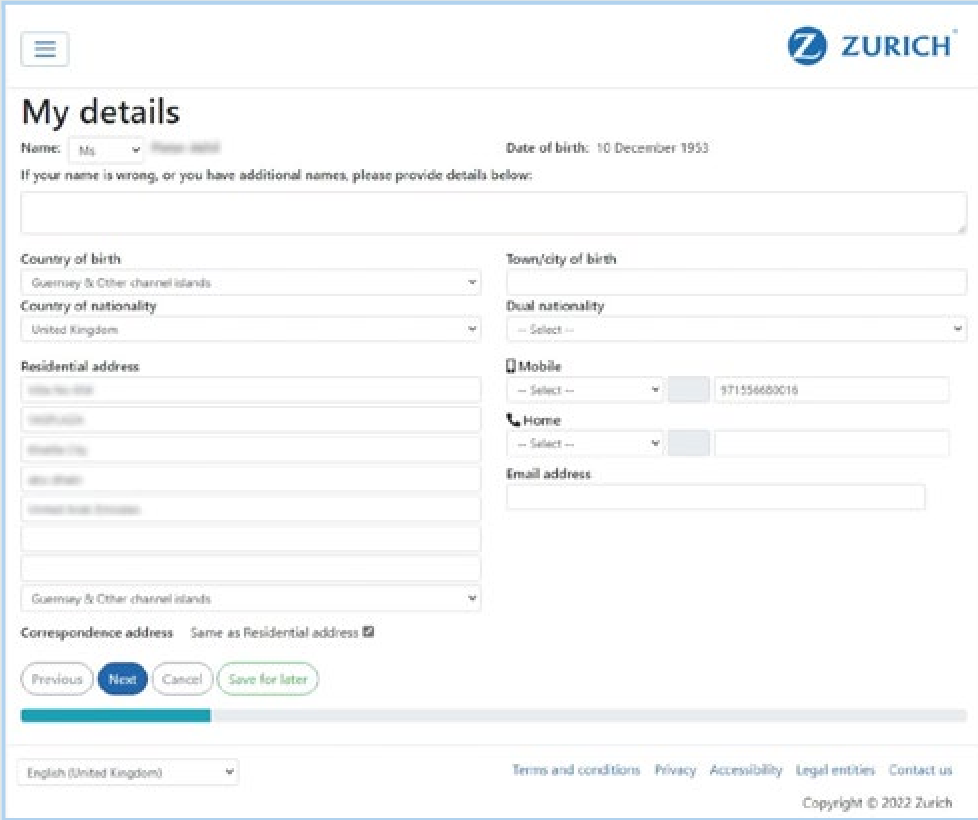
If you have any additional names that are not stated, or if any of your details are incorrect, please confirm in the box provided.

If you hold dual nationalities, please confirm your second nationality in the drop-down box.

Please confirm your contact details are correct on this page and make any necessary updates.

In the event we need to contact you regarding your withdrawal request, please ensure you include a current email address and mobile number.

You will be unable to continue without providing all information required.



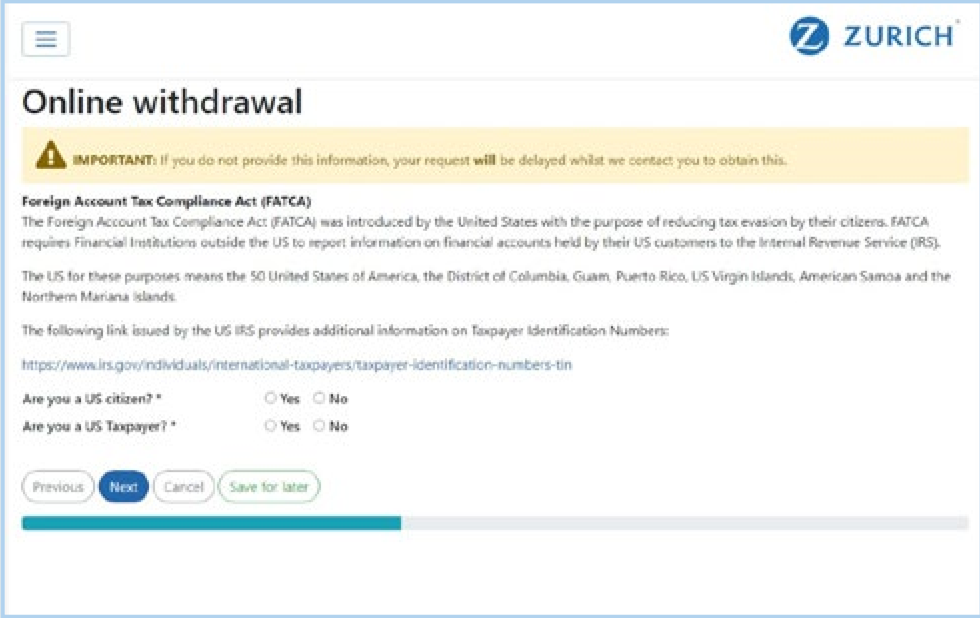
# Step four

**FATCA**

In order to comply with US FATCA reporting requirements, we need to establish if you are a US citizen. You can find out more information on the IRS website –

http://www.irs.gov

ZIO will review the information you have supplied to see if there are links to the US. Where any links are found, ZIO will display what those indicators are and you will be prompted to explain why you are not deemed to be a US taxpayer in light of this information.



# Step five

## Common Reporting Standards (CRS)

In order to comply with the international tax compliance regulations, Zurich is required to hold your tax details. If you are tax resident in more than one country, please provide the information for all countries by clicking the '+' button for each new country.

If you are unable to provide a tax reference number, please tick the box next to the Tax Reference Number field and state the reasons in the explanation box which will pop up.

ZIO will review the country(ies) you have entered for tax residency purposes and will display any additional country(ies) that indicate they may be relevant for tax purposes.

Please confirm if you are tax resident in the identified country(ies) by adding them to the above section. If you are not tax resident in the identified country(ies), please provide details in the 'explanation' box.

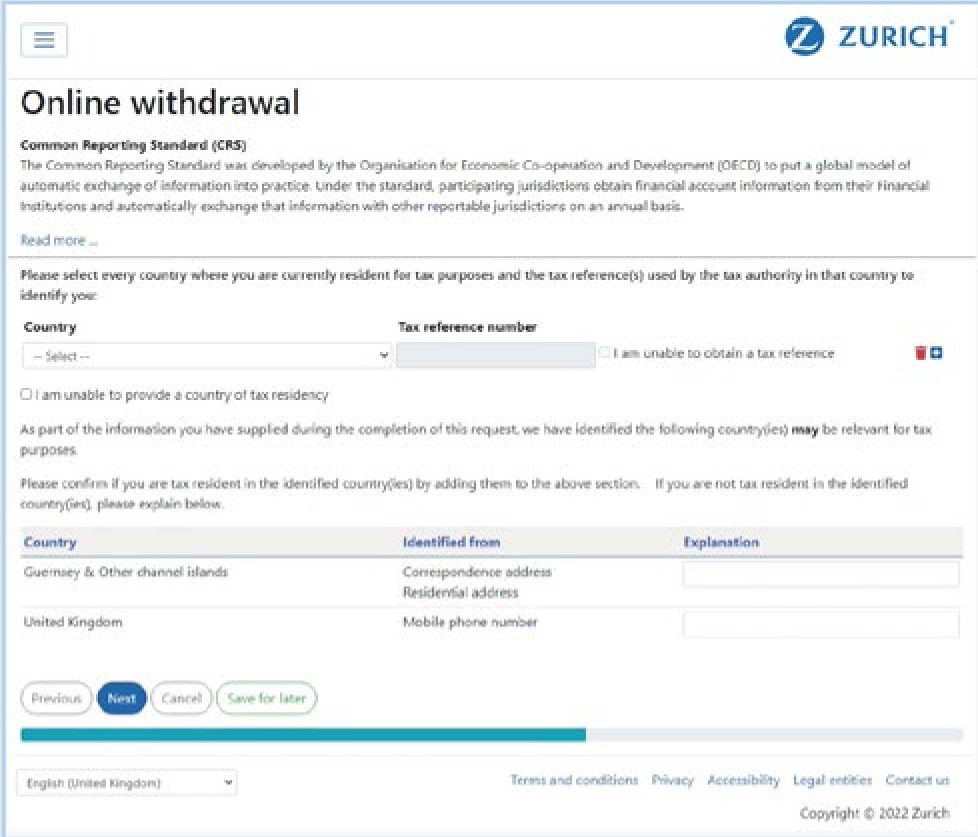
## Automatic Exchange of Information (AEOI)

AEOI is a standard through which tax authorities in different countries can routinely exchange information about financial accounts held by each other's taxpayers. These standards include FATCA (Foreign Account Tax Compliance Act) and CRS (Common Reporting Standard).

AEOI is the result of a broader OECD initiative to prevent tax evasion. It is a powerful tool that helps tax authorities to identify and confirm whether a financial account holder is complying with the tax laws of his/her country of tax residence.

Zurich as a financial institution must identify and report any of its account holders who are taxpayers in other countries as per the AEOI agreements.

Once tax information is exchanged the tax authority in each country compares that information with the customer's own declaration of financial accounts. If there is a discrepancy between the two sets of information, the tax authority may investigate.



# Step six

**Bank account information**

Please provide as much detail as possible on this screen to ensure your payment reaches you in a timely manner.

Please note that BACS payments are only applicable for British Pound payments to a UK (including Channel Islands) bank account.

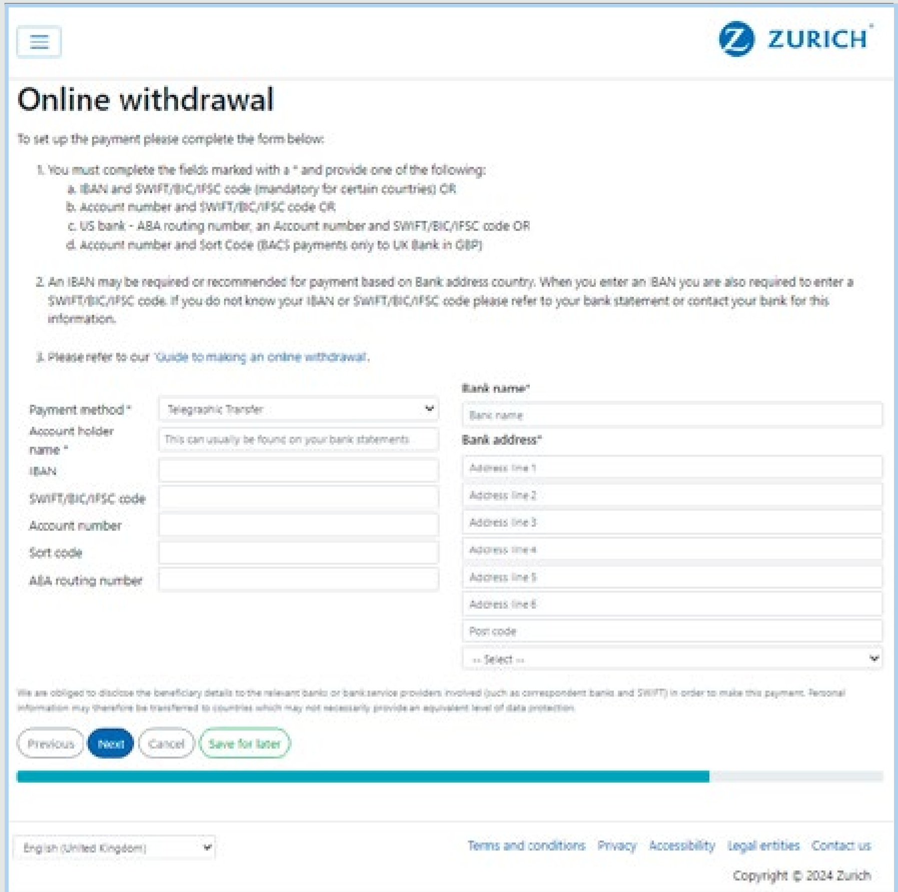
Payments by BACS are free of charge and take around five working days to reach the beneficiary bank.

All other currencies and payments must be sent via telegraphic transfer.

Guidance is provided on the screen for the required input and is based on the country of your bank address.

Bank transfer charges will be deducted from the withdrawal amount, unless otherwise stated in your plan rules.

If you are unsure about the information needed to make the payment, please contact your bank for further guidance.



# Step seven

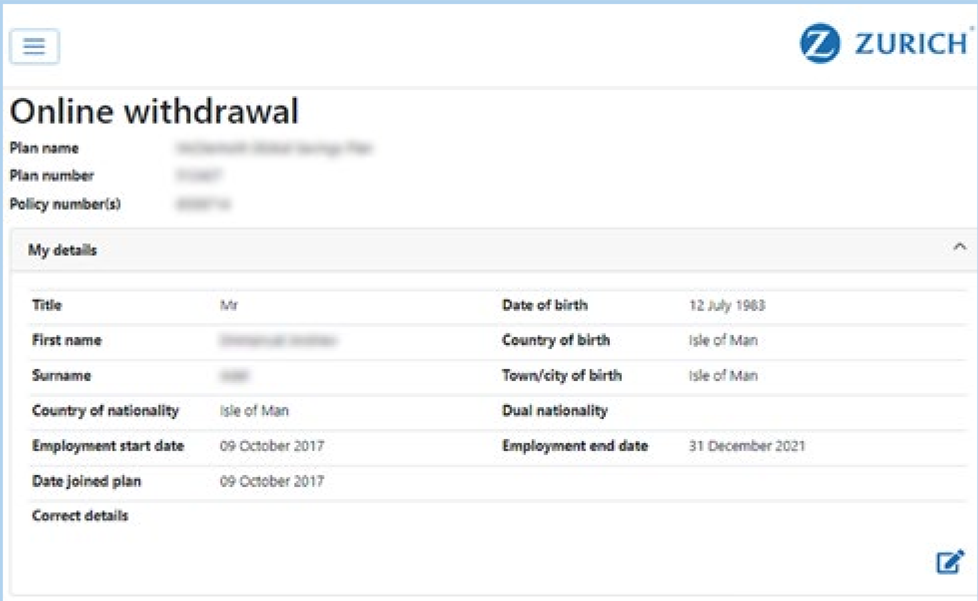
**Submitting your withdrawal**

Before finally submitting your withdrawal request, you will be shown a summary of your details. Please review the information carefully to ensure that everything is correct.

By clicking ‘**Next**’ you are confirming that your details are correct and you are happy to proceed with your online withdrawal.

Your withdrawal request will now be sent to the Zurich Corporate HelpPoint Team, who will contact you if any further information is required.

Once all documentation is accepted by the Zurich Corporate HelpPoint Team your withdrawal request will be sent to the trustee for authorisation if applicable.


ZURICH

Online withdrawal

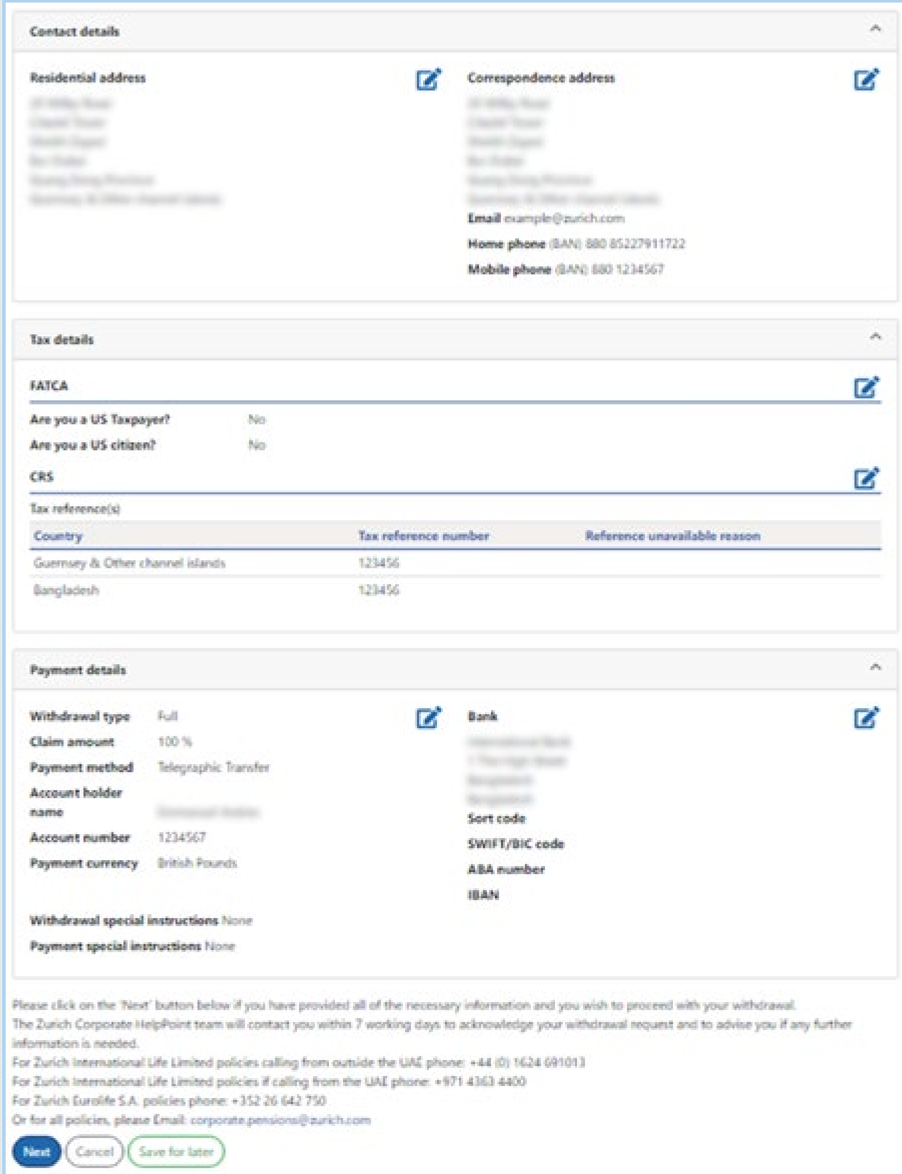
Plan name

Plan number

Policy number(s)

My details

| | | | |
|---|---|---|---|
| Title | Mr | Date of birth | 12 July 1983 |
| First name | | Country of birth | Isle of Man |
| Surname | | Town/city of birth | Isle of Man |
| Country of nationality | Isle of Man | Dual nationality | |
| Employment start date | 09 October 2017 | Employment end date | 31 December 2021 |
| Date joined plan | 09 October 2017 | | |
| Correct details | | | |


Contact details

Residential address

Correspondence address

**Email** example@zurich.com

**Home phone** (BAN) 880 85227911722

**Mobile phone** (BAN) 880 1234567

Tax details

FATCA

| | |
|---|---|
| Are you a US Taxpayer? | No |
| Are you a US citizen? | No |

CRS

Tax reference(s)

| Country | Tax reference number | Reference unavailable reason |
|---|---|---|
| Guernsey & Other channel islands | 123456 | |
| Bangladesh | 123456 | |

Payment details

| | |
|---|---|
| Withdrawal type | Full |
| Claim amount | 100 % |
| Payment method | Telegraphic Transfer |
| Account holder name | |
| Account number | 1234567 |
| Payment currency | British Pounds |

Bank

Sort code

SWIFT/BIC code

ABA number

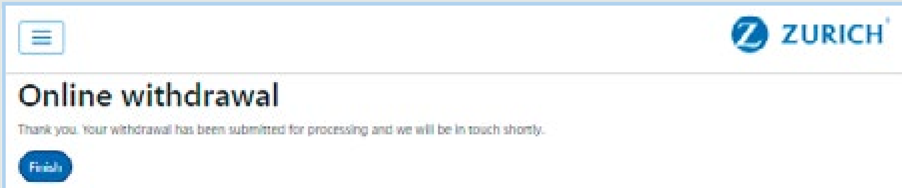
IBAN

**Withdrawal special instructions** None

**Payment special instructions** None

Please click on the 'Next' button below if you have provided all of the necessary information and you wish to proceed with your withdrawal.
The Zurich Corporate HelpPoint team will contact you within 7 working days to acknowledge your withdrawal request and to advise you if any further information is needed.
For Zurich International Life Limited policies calling from outside the UAE phone: +44 (0) 1624 691013
For Zurich International Life Limited policies if calling from the UAE phone: +971 4363 4400
For Zurich Eurolife S.A. policies phone: +352 26 642 750
Or for all policies, please Email: corporate.pensions@zurich.com

Next Cancel Save for later


ZURICH

Online withdrawal

Thank you. Your withdrawal has been submitted for processing and we will be in touch shortly.

Finish

# Step seven (continued)

**If proof of identity and proof of residential address are required**

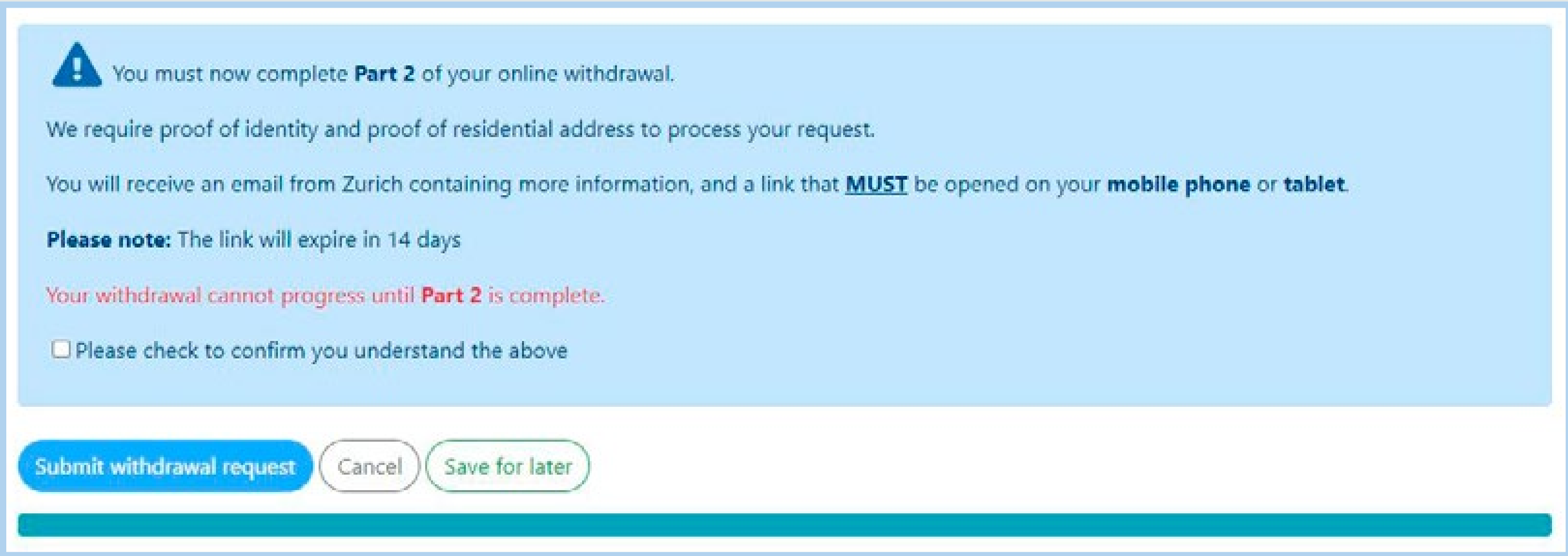
We may now also require you to provide proof of identity documentation to progress your online withdrawal.

Once your withdrawal has been submitted you will receive an email asking you to download the Zurich Verify app and submit your documents.

The email will contain more information on exactly what you need to do for this next part. Please look out for it.

Please check that you understand and click **submit** to continue.

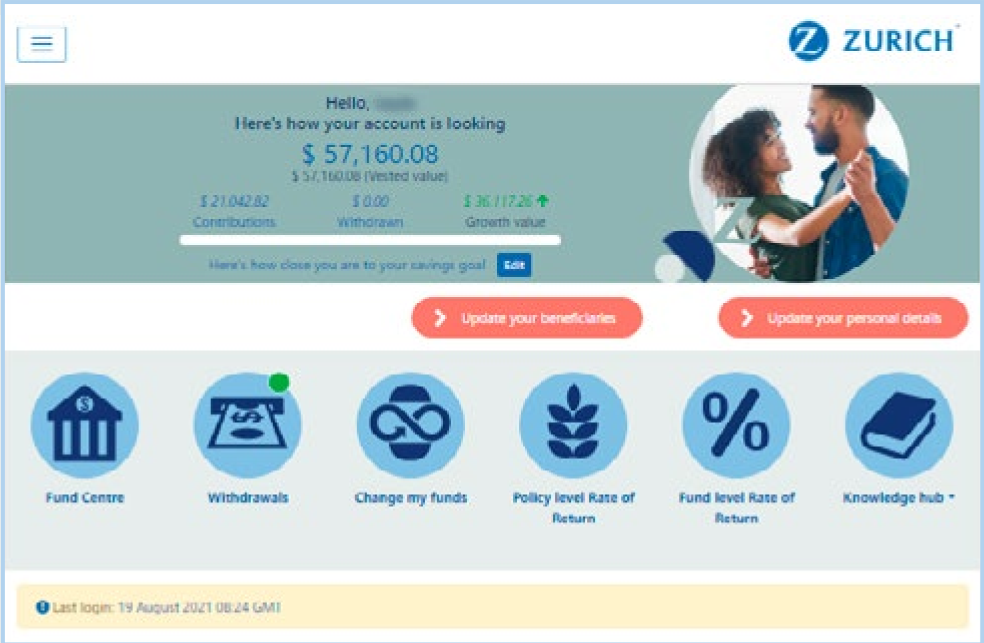
Your withdrawal has now been submitted, but we cannot progress until your identification has been verified.



# Step eight

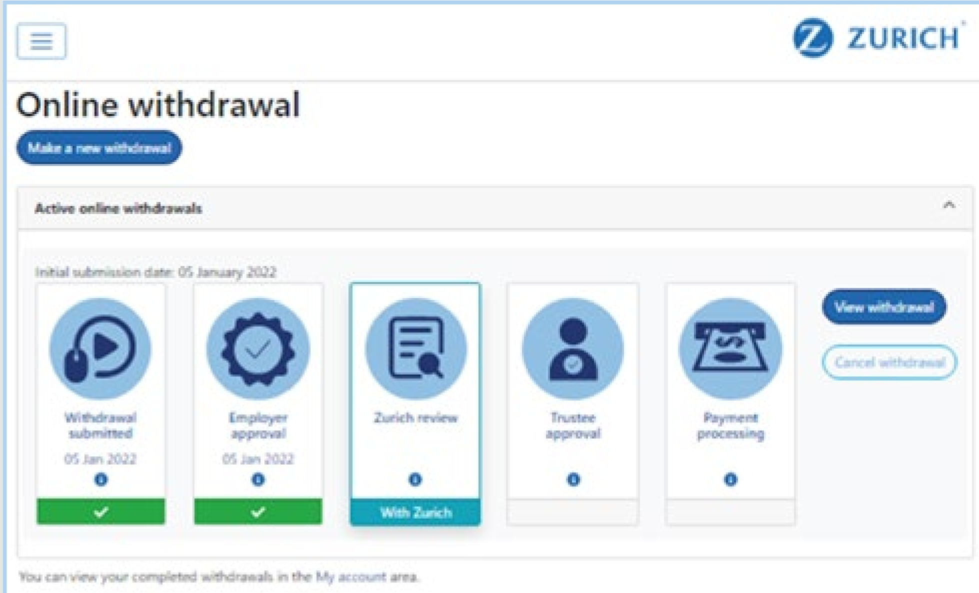
### The Online Withdrawals Dashboard

You can keep track of the progress of your withdrawal request via the Withdrawals Dashboard which can be accessed via the ‘**Withdrawals**’ icon on the home page.




If there is an active online withdrawal, this will be indicated via a green dot on the Withdrawals icon. Clicking here will open your Withdrawal Dashboard where you are able to track the status of your withdrawal request and where it is within the authorisation process.

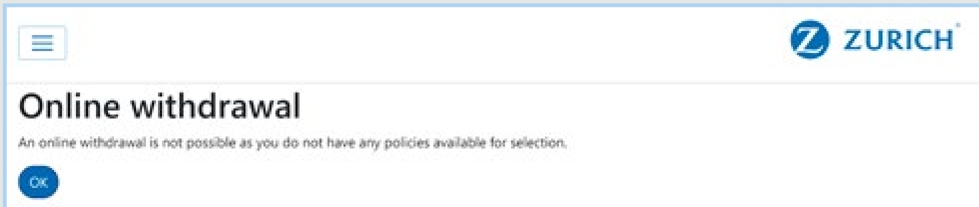
Within this page you can also view full details of the withdrawal via the ‘**View withdrawal**’ button and cancel a withdrawal request at any time until it has been authorised by the Zurich Corporate HelpPoint Team.




If you are eligible to make another online withdrawal the option will be available to ‘**Make a new withdrawal**’.

If you have more than one withdrawal active they will also be shown here and recently completed withdrawals will remain visible on the dashboard for 30 days before moving to the ‘**My account**’ area.

If you don’t have any policies available to make a withdrawal from, the below will be shown.

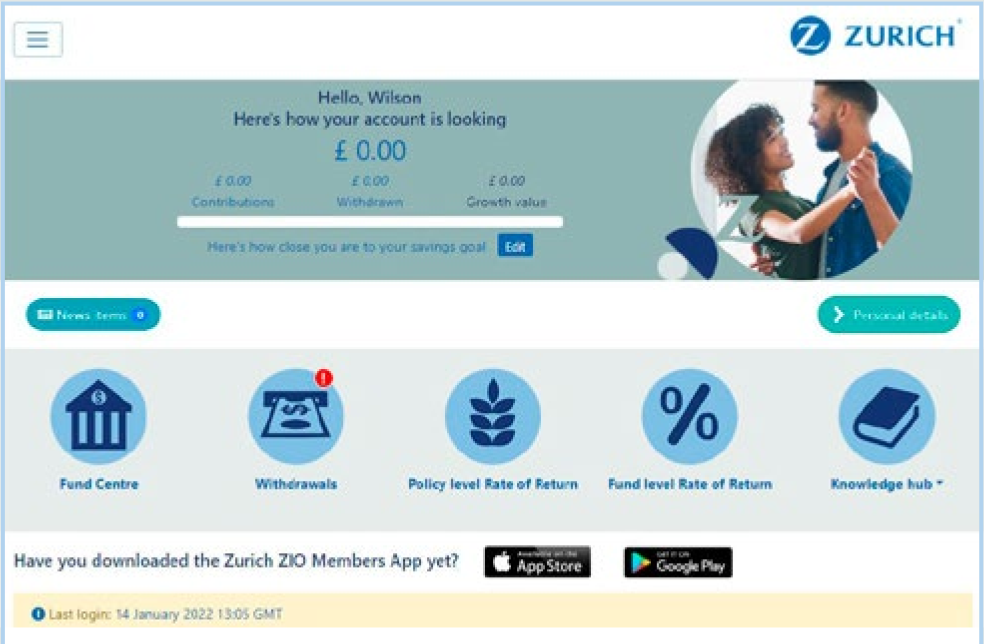


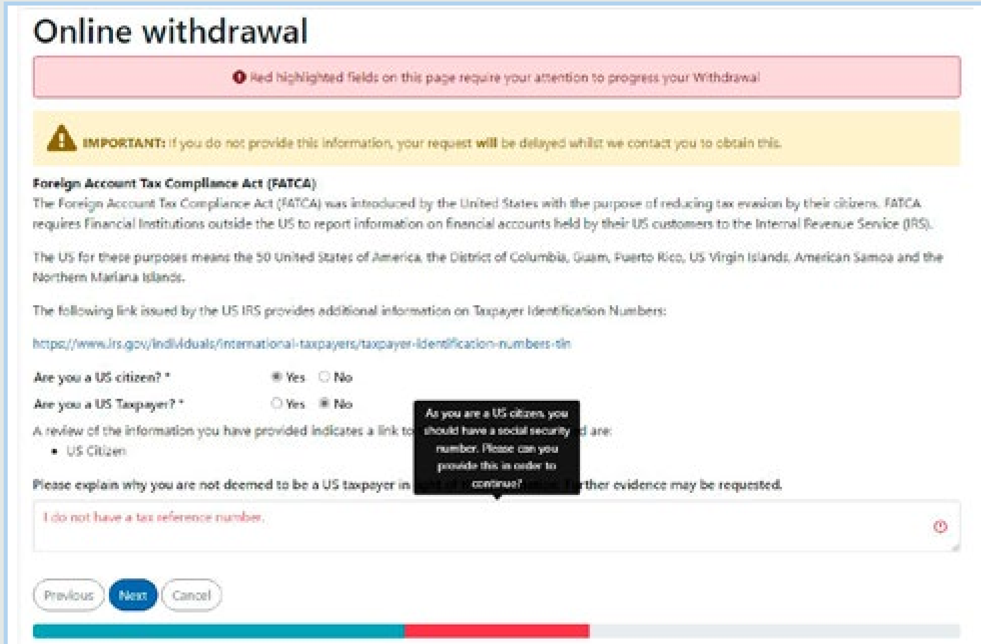
# Step nine

**Missing information**

Following successful submission of your withdrawal request, your request and supporting documentation will be reviewed by a member of the Zurich Corporate HelpPoint Team.

If there is any missing information, you will receive an email advising you that further information is required. This will also be indicated by a red dot on the Withdrawal icon on ZIO.



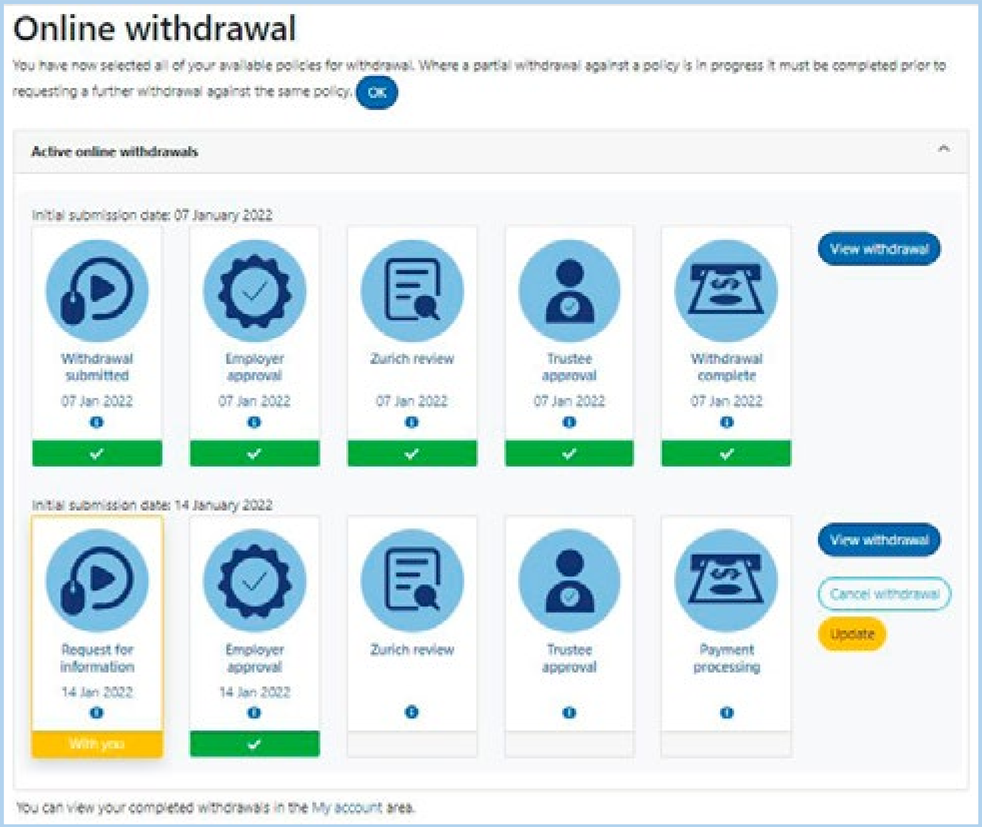



# Step nine (continued)

You will be able to review, update and re-submit any missing or incorrect information via the ‘View withdrawal’ button in the Withdrawals Dashboard.

The information we need from you will be highlighted and may have comments against it to help you complete your withdrawal and resubmit.

The Withdrawals Dashboard will be updated to reflect this.



## We’re here to help

Please click on the link below to contact the Zurich Corporate HelpPoint team

www.zurichinternational.com/contact/corporatesavings

## Important information

Zurich Integrated Benefits is a business name of Zurich International Life Limited.

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The protection only applies to the solvency of Zurich International Life Limited and does not extend to protecting the value of the assets held within any unit-linked funds linked to your plan.

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