Ready to withdraw your funds? Here's what you need to know

When you become eligible to withdraw your money, you are not required to take it out immediately. Depending on the withdrawal options available with your plan, you can choose to remain invested or access your funds at a time that suits you.

This guide provides an overview of the withdrawal process and explains the steps to take when you're ready to access your money.

What you need to know before starting your withdrawal

Withdrawing funds isn't as instant as a typical bank account transaction. Due to regulatory requirements, there are a few extra steps we need to follow before we can send you your money.

The process normally takes around 30 days. However, it could take longer if any documents are missing or if the form isn't completed correctly.

To help you avoid unnecessary delays, please follow the guidance below and make sure all required information is provided.

To ensure the withdrawal process is as smooth as possible please follow these steps:

1. Ensure you have the correct username and password for your ZIO account.

   Login to the ZIO platform
   If you don't have an account, please contact your Plan Administrator. Login details can be reset by clicking "Forgotten login details".

2. Ensure your personal details are up to date in ZIO – including your residential address, personal email address, telephone numbers and HR record with your employer. Zurich will review your withdrawal application against these records.

3. Complete the online withdrawal application on ZIO. You will be able to view any live updates on your withdrawal dashboard.

   NOTE: It is not possible to complete an online withdrawal application if you are still employed. If your plan rules allow and you wish to make an in-service withdrawal, you should contact your Scheme Administrator. They will ask Zurich to send you a link for a DocuSign withdrawal form. Once you receive the link, fully complete the form and submit it for our team to review. Please note that for an in-service withdrawal, you will not have access to the withdrawal dashboard on ZIO.

4. Zurich needs to confirm your identity as part of our anti-money laundering regulations using Zurich Verify. You will need to provide an acceptable proof of identity AND address. We cannot accept the same document for both identity and address. For more information please read our **Confirming your identity guide**.

5. You'll need to provide tax information for countries you are deemed to be tax resident or if you are a US taxpayer. Although Zurich will not deduct tax from your payment, and you may not pay tax in those countries, this information is required to comply with Automatic Exchange of Information regulations which include the Common Reporting Standard (CRS) and the Foreign Account Tax Compliance Act (FATCA). The regulations require Financial Institutions, including Trustees to conduct due diligence on all members and report on any members who are taxpayers in reportable jurisdictions. Failure to supply this information will result in delays with your withdrawal.

It's really important to provide all the requested information, do not leave any fields blank!

Once you have completed your withdrawal application Zurich then need to:

1. Make sure they have received approval from your employer via a "Leaver notification" if applicable.
2. Review your withdrawal application, your proof of identity and address documents.
3. Wait for your final contribution to be received and applied if necessary.
4. Seek external Trustee approval if applicable.
5. Sell the units from the investments your contributions are held in.
6. Complete additional internal checks, if applicable.

Once all of this is complete it can then take a further 5 working days for your money to reach your nominated bank account.

The value of your policy/ies may change on a daily basis due to the performance of the underlying funds. The value at the start process may not be the same as that which is paid out.

Before taking money out of your plan, it's important to consider your personal tax obligations. You are personally responsible for ensuring correct and proper tax filing and declarations, together with any tax liabilities that may arise upon withdrawal.

If you have any doubts at all about your personal tax obligations, we recommend that you seek professional financial and tax advice before making any decisions. Taking money out of your plan could result in a tax liability or have other unanticipated impacts and may not be in your interests. Please note Zurich cannot give you any tax advice.

We're here to help

If any part of the withdrawal process is unclear or you have difficulty providing the information, please contact us before submitting your withdrawal application so we can help you get it right first time.

Simply 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.

Zurich International Life Limited is authorised under the Isle of Man Insurance Act 2008 and is regulated by the Isle of Man Financial Services Authority which ensures that the company has sound and professional management and provision has been made to protect planholders.

For life assurance companies authorised in the Isle of Man, the Isle of Man's Life Assurance (Compensation of Policyholders) Regulations 1991 (as amended), ensure that in the event of a life assurance company being unable to meet its liabilities to its planholders, up to 90% of the liability to the protected planholders will be met.

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.

Zurich International Life Limited is not authorised to offer insurance products for sale in the United States.

Materials are not intended as an offer to invest and do not constitute an offer or a solicitation of an offer to buy securities in any other country or other jurisdiction in which it is unlawful to make such an offer or solicitation.

Zurich International Life Limited (a company incorporated in the Isle of Man with limited liability) provides life assurance, investment and protection products and is authorised by the Isle of Man Financial Services Authority.

Registered in the Isle of Man number 020126C.
Registered office: Zurich House, Isle of Man Business Park, Douglas, Isle of Man, IM2 2QZ, British Isles.
Telephone +44 1624 662266 Telefax +44 1624 662038 www.zurichinternational.com

ZIL10943 (01/26) ff

ZURICH®