

The Healthy Investment Junior ISA

The Society has undertaken a review of its Junior ISA. The Board are satisfied that that it fulfils the product and service, price and value, customer understanding and customer support outcomes of the FCA's Consumer Duty regulations.

Product Information:	Minimum premium	£10
	Maximum premium	£9,000 (HMRC annual limit)
	Maximum monthly premium	£750
	Minimum age	no minimum
	Maximum age	17
	Term	To age 18
	Minimum withdrawal	Not applicable
Guarantees	Capital and bonus guarantee at age 18 for investments held over five years	

Target Market:

- The Healthy Investment stocks and shares Junior ISA has been designed to be beneficial for children under the age of 18 across a mix of economic backgrounds.
- It is available to UK residents only.
- It is a cautious to medium risk investment for mass market distribution.
- The product is aimed at investors looking for a single multi-asset ethical With-profits Fund for whom direct investing in a range of diversified assets would not be possible or prohibitively expensive.

This Junior ISA would be appropriate for investors who:

- Are looking to invest for their child until they are 18.
- Have sufficient bank or building society savings for their regular requirements that they can access immediately.
- Have a surplus sum between £10 and £9,000 or want to invest on a monthly basis for their child.
- Are looking for an investment that parents, grandparents and family friends can contribute to.
- Are willing to take some risk that the child might get back less than they have invested, if the value of investments in the With-profits Fund has fallen below that which the Society can smooth the investment, and if they are not able to wait for the next birthday or anniversary guarantee date before the child withdraws their investment.

This JISA would be especially appropriate for:

- Investors who are able to access or pay for professional financial advice.
- Parents/Guardians of children under the age of 13 looking to guarantee their investment when the child turns 18.
- Parents/Guardians of children with a stakeholder Child Trust Fund who are looking to reduce the risk and investment volatility as the child approaches 18.
- Those investors who are keen to do business with a mutual provider that has no shareholders and is run solely for the benefit of its investor members.

	<ul style="list-style-type: none"> Investors looking for traditional personal service from named and experienced policy administrators. Investors wanting an ethical investment that avoids investing their money in industries that do harm.
This JISA would be especially unsuitable for investors who:	<ul style="list-style-type: none"> Their child might need to access the investment before their 18th birthday. Want to retain control over the funds when the child reaches 18. Want to set up a Trust. Are not willing to take the risk that the child might get back less than they have invested, unless they are willing to wait for the next anniversary guarantee or for market values to recover. Are looking for a high-risk investment.
Underlying investment fund:	<ul style="list-style-type: none"> The Healthy Investment Ethical With-profits Fund is a multi asset fund including government and corporate bonds, UK and overseas equities, REITS and commercial deposits. The Society uses external fund managers to maximise growth opportunities within agreed risk tolerances. The current asset allocation is published on the Society's website quarterly.
<p>We have not identified any information or metrics that indicate this product does not meet the needs of the target market. The Society's product governance policies and procedures have been followed in the development and review of this product, including expert input from the Society's With-profits Actuary and scrutiny by the independent With-profits Committee.</p>	
Benefits (financial):	<ul style="list-style-type: none"> The JISA grows through the addition of annual reversionary bonuses based primarily on the investment return of the Ethical With-profits Fund. An additional final bonus may be added on a partial or full withdrawal. In 2022 a reversionary bonus of 2.25% was declared. The JISA includes a capital and bonus guarantee on death. As an insurance based investment there is no limit on the FSCS cover.
Costs (financial):	Annual Management Charge (AMC) – 0.9%
Risks:	<ul style="list-style-type: none"> In adverse market conditions it might be necessary to apply a Market Value Reduction only when withdrawals from the JISA are made. In exceptional market conditions a nil bonus may be declared.
<p>After undertaking a review of the JISA the Board of the Society is satisfied that, when benchmarked against similar products, the costs and benefits provide fair value to investors and fall within expected tolerance levels.</p>	
Customer understanding:	<ul style="list-style-type: none"> The Society produces pre- and post-sales literature that is written in plain English. This includes full terms and conditions, Key Information Documents and explanatory leaflets on bonuses and market value reductions all of which are available of the Society's website.

	<ul style="list-style-type: none"> • There is an ongoing process involving member feedback to ensure the information needs of members and advisers are met
Vulnerable customers:	<ul style="list-style-type: none"> • Where members have disclosed, or the Society is aware that an individual might be vulnerable we will assess their ongoing needs to see if any further support can be provided. • This can include different forms of communications, providing further explanatory information and signposting to external agencies for support.
<p>The Board is satisfied that, based on internal review and member testing and feedback that member and adviser communications are clear, fair and understandable and where necessary tailored to the needs of members.</p>	
Customer support:	<ul style="list-style-type: none"> • The Society provides a personal service to members and advisers. We do not use call centres or third-party administrators. • Calls, emails and webchats are answered personally. • Employees are well trained and knowledgeable. All staff are expected to hold or work towards recognised financial services qualifications. • All members are invited to leave reviews of the service they receive.
Complaints:	<ul style="list-style-type: none"> • We recognise that on occasion things can go wrong. The Society has a formal complaints procedure which ensures prompt and fair resolution of any problems and which is fully compliant with FCA compliant handling rules. • We work in partnership with financial advisers to resolve complaints.
Working in partnership	<ul style="list-style-type: none"> • As part of our commitment to working in partnership with financial advisers we will always keep advisers up to date with product and service developments. • If you, as an adviser, believe that there is any information we should be aware of then please let us know.
<p>Based on the agreed metric the Board is satisfied that the level of service and ongoing support available to members and financial advisers meets their needs.</p>	
Assessment Date:	April 2023
Expected date of next assessment:	April 2024 or sooner following significant change in market or distribution strategy.