

The bond offers a range of underlying investment options with risk classes ranging from 2 as the lowest to 5 as the highest. The risk and return of the bond varies on the basis of the chosen underlying investment options. Information about the risks and return for the underlying investments can be found in the associated Key Investor Information Documents for the relevant investments, which are available on our website at www.jameshay.co.uk.

Level 2: This rates the potential losses from future performance at a low level, and 2 means it is very unlikely you will get back less than you invest.

Level 3: This rates the potential losses from future performance at a medium-low level, and 3 means it is unlikely that you will get back less than you invest.

Level 4: This rates the potential losses from future performance at a medium level, and 4 means you could get back less than you invest.

Level 5: This rates the potential losses from future performance at a medium-high level, and 5 means you are likely to get back less than you invest.

The performance of the bond is highly correlated with the performance of the chosen underlying investment options.

This bond does not include any protection from future market performance so you could lose some or all of your investment.

Performance scenarios

Investment £10,000 Scenarios		1 year	3 years	5 years (typical minimum holding period)
Stress scenario	What you might get back after costs Average return each year	£8,960 -10.4%	£9,060 -3.2%	£8,700 -2.8%
Unfavourable scenario	What you might get back after costs Average return each year	£9,080 -9.2%	£9,760 -0.8%	£11,010 1.9%
Moderate scenario	What you might get back after costs Average return each year	£11,190 11.9%	£14,010 11.9%	£17,550 11.9%
Favourable scenario	What you might get back after costs Average return each year	£13,780 37.8%	£20,110 26.2%	£27,970 22.8%
Covered insured event scenario	What you might get back after costs Average return each year	£11,300 13%	£14,150 12.3%	£17,730 12.1%

Please note that all figures are for illustrative purposes only. The minimum investment required to open a Wrap Offshore Bond is £100,000.

This table shows the money you could get back over the next 5 years under different scenarios, based on an investment of £10,000. This is the typical minimum period of time over which underlying investments are held. How long you actually hold these investments for should be discussed with your financial adviser. The scenarios shown illustrate how your bond could perform. You can compare them with the scenarios of other equivalent products.

In accordance with prescribed regulation, the scenarios presented are based on a five year past performance period, during which time the performance of the assets used to calculate the figures could have been unusual and thus unlikely to represent future performance. As a result, all figures in the presented scenarios could be overly optimistic. Past performance is not a reliable indicator of future performance.

The figures shown include all the costs associated with the bond itself, but will not include all the costs you pay to your financial adviser. Your financial adviser will provide you with a Key Features Illustration prior to investing in the Wrap Offshore Bond, which will include their costs. The figures do not take into account your personal tax situation, which may also affect how much you get back.

What happens if RL360 Insurance Company Limited is unable to pay out?

Owners of policies issued by RL360 Insurance Company Limited receive the protection of the Isle of Man Compensation of Policyholders protection scheme, which covers an amount equal to 90% (subject to the provisions of the scheme) of RL360's liability where it is unable to meet its financial obligations. RL360 reserves the right to adjust the returns to cater for any levy or charge made on it under the regulation or similar legislation. Should any such levy result in a reduction of returns, policy owners would be notified.

Please note that the Isle of Man scheme is only in relation to RL360 becoming insolvent and does not relate to the underlying investments chosen by you, with the assistance of your financial adviser.

All underlying investments are made and held in the name of RL360 and therefore you will not be eligible to take advantage of any investor compensation scheme or the Depositors Compensation Scheme, which you may otherwise have been able to apply to if you had directly invested with the underlying fund manager, bank or building society.

In addition owners of policies issued by RL360 are not protected by the Financial Services Compensation Scheme established under the UK Financial Services and Markets Act 2000 should RL360 be unable to meet its liabilities to them.

What are the costs?

The costs that you will be required to pay, including costs associated with future variations to the underlying investment options, will depend on your underlying investment options.

Information regarding costs can be found in the accompanying Key Investor Information Documents of your chosen underlying investment options, which are also available at www.jameshay.co.uk.

The Reduction in Yield (RIY) shows the impact the total costs you pay will have on the investment return you might get. The total costs take into account one-off, ongoing and incidental costs. The amounts shown here are the cumulative costs of the bond itself, for three different holding periods and include potential exit penalties. The figures are based on an investment of £10,000. These figures are estimates and may change in the future.

Table 1: Costs over time

You can only invest in this bond via a financial adviser who may charge you other costs. If so, this person will provide you with information about these costs, and show you the impact that all costs will have on your bond over time.

Premium £10,000	If you cash in after 1 year	If you cash in after half the typical minimum holding period of 5 years (2.5 years)	If you cash in at the typical minimum holding period of 5 years
Total costs	£40	£140	£310
Impact on return (RIY) per year	0.45%	0.45%	0.45%

Please note that all figures are for illustrative purposes only. The minimum investment required to open a Wrap Offshore Bond is £100,000.

The quoted impact on return is made up of 0.35% James Hay Wrap monthly transaction charge and 0.10% ongoing charges figure levied by the fund manager (based on the most commonly held fund available, by the average number of investors and assets under management via the Wrap Offshore Bond). The Key Features Illustration provided to you in advance of your application will confirm the costs over time based on your chosen underlying investments.

Table 2: Composition of costs

The table below shows:

- The impact of the different types of costs on the investment return you might get at the end of the recommended holding period.
- What the different cost categories mean.

One-off costs			
One-off costs	Entry costs	0.00%	The impact of the costs you pay when entering your investment. (This is the most you will pay, and you could pay less).
	Exit costs	0.00%	The impact of the costs of exiting your investment when it matures.
Recurring costs	Portfolio transaction costs	0.25%	The impact of the costs of us buying and selling underlying investments for the bond.
	Other ongoing costs	0.20%	The impact of the costs that we or the manager of the underlying investment(s) take each year for managing your investments.
Incidental costs	Performance/other incidental fees	0.00%	The impact of the costs of performance and other incidental costs applied to the underlying investments.

Please note that all figures are for illustrative purposes only.

The above figures are based on the most frequently held fund within the Wrap Offshore Bond, which has an ongoing charges figure of 0.10% per annum. Depending on the underlying investments that you choose to hold within the bond, the ongoing charges figure(s) may vary between 0.05% and 3.00% per annum (note that these charges applied by the fund manager are in addition to 0.35% applied by James Hay as the Wrap monthly transaction charge). The Key Features Illustration provided to you in advance of your application will confirm the impact of the costs of your chosen underlying investments.

How long should I hold it and can I take money out early?

The bond has no minimum holding period but is designed for investment over the medium to long term. Whilst there are no restrictions on when you may withdraw your investment, you should be prepared to hold the bond for **at least 5 years**. The amount to be returned may be less than originally invested. The surrender value is based on the value of the underlying investments.

How can I complain?

If you wish to complain about any aspect of the service you have received, please contact James Hay Wrap Managers Limited, at the following address: **Complaints Manager, James Hay Wrap Managers Limited, Dunn's House, St. Paul's Road, Salisbury SP2 7BF**

Complaints about the bond that we cannot settle may be referred to the Financial Services Ombudsman Scheme in the Isle of Man or the Financial Ombudsman Service in the UK, depending on the parties involved. Further details are available on request.

The Financial Services Ombudsman for the Isle of Man
Thie Slieau Whallian
Foxdale Road
St Johns, Isle of Man IM4 3AS
Telephone: 01624 686500
Email: ombudsman@iomoft.gov.im
Website: www.gov.im/oft

Making a complaint will not affect your right to take legal proceedings.

The Financial Ombudsman Service
Exchange Tower
London E14 9SR
Telephone: 0300 123 9123. Calls to this number are charged at the same rate as 01 or 02 numbers on mobile phone tariffs.
Telephone: 0800 023 4567. Calls to this number are normally free for people ringing from a 'fixed line' phone - but charges may apply if you call from a mobile phone.
Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

Other relevant information

You will be provided with a personalised Key Features Illustration by your financial adviser if you decide to proceed with an application for the Wrap Offshore Bond. This will include their costs. Additionally, further information about the Wrap Offshore Bond can be obtained from the Key Features Document, Terms & Conditions and Wrap Technical Product Guide which you can access via your financial adviser or from www.jameshay.co.uk.

We are able to provide literature in alternative formats. For a Braille, large print print, audio or E-text version of this document call us on 03455 212 414 (or via the Typetalk service on 18001 03455 212 414).

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