

Your guide to Tele-underwriting

Thank you for applying for a Discounted Gift Trust with Prudential. This leaflet is designed to take you through the next steps involved in setting-up your Discounted Gift Trust.

Step 1

Set up

You've met and agreed with your adviser to set-up a Discounted Gift Trust. Your adviser will submit a form including your contact details and your preferred contact time to our **Prudential Telephone Underwriting Team**.

Step 2

The call

Once we receive the form, one of our Telephone Underwriting Team will contact you and arrange a suitable time to go through the health and medical questions with you.

Collecting health and medical information about you

During the call, we'll be collecting current health and past medical information about you in order to process your application. All our calls are recorded and retained for quality, security and monitoring purposes and also to confirm your answers. Please read the How We Use Your Personal Data section in your application form, for more detail.

Step 3

The decision

After the call, we'll review your answers and get back to your adviser with a decision.

Notes:

- If we have an immediate decision, we'll let your adviser know and include any Inheritance Tax Fact Sheet with the Tax Discount information.
- If we require further medical information to help us make a decision, we'll contact your doctor for a General Practitioner's Report (GPR) and inform your adviser we've asked for this.

* There are many reasons why we may need to request a GPR. Gathering medical information is a complex area and you shouldn't be alarmed by this request. If you've any questions, you should consult your GP.

Step 4

The offer

Your adviser will let you know our decision and discuss the offer with you.

Note: Once we've received all the medical information, we'll normally get back to your financial adviser within 5 working days with a decision.

Preparing for 'The call'

Timing

We expect most calls to take between 15 minutes and an hour depending on your medical history.

Arranging the call

As you'll be asked to provide sensitive information, it's important you consider where you'd like to take the call. Somewhere convenient, somewhere practical and at a time best suited to you. If at anytime you need to change the time of your call, please get in touch with your financial adviser.

What questions will I be asked during the call?

The interview will follow three stages:

Stage 1 – we'll start by asking you questions about your lifestyle (e.g. what's your height, your weight?).

Stage 2 – we'll ask you if you've ever had certain medical conditions, (e.g. cancer, heart disease, stroke, diabetes?).

Stage 3 – we'll finish by asking you about your medical conditions or history in the last 5 years.

We may ask more questions regarding some of the detail depending on the answers you provide so it's important to have information on your medical history and conditions to hand, things like dates and diagnoses will be really useful. Our Tele-underwriters are knowledgeable and highly trained. They'll help you through the process and guide you through answering the questions.

Answering health and medical questions

During the call, it's very important you take reasonable care to answer the questions we ask you about your health honestly, and to the best of your knowledge. This lets us assess your health and provide, if available, an indication of the discount which may apply and in-turn reduce the potential for Inheritance Tax. If you give us wrong or misleading information, HMRC may challenge our assessment of your health and any discount which applies, which could result in a further Inheritance Tax liability.

Important information

Medical Reports

Most applications will be accepted without the need for a General Practitioner's Report (medical report). Where we do need to request a medical report, we'll require your consent. If you'd like to see a copy of your medical report, you can request this. Your adviser will discuss these options with you when they take you through the Discounted Gift Trust – Tele Interview Form. We have a confidentiality policy in place which means we hold your medical information securely and access is available to authorised individuals only.

Random Sampling

It's our policy to get a random sample of medical reports from doctors to monitor the accuracy and completeness of the information we're provided. Your tax discount may be recalculated, after we receive any new information.

Tax

The information in this leaflet is based on our current understanding of taxation, legislation and HM Revenue & Customs practice, all of which are liable to change without notice. The impact of taxation (and any tax reliefs) depends on individual circumstances.

We hope you find our product helpful towards meeting your estate planning needs. Your adviser will complete any remaining documentation and when everything has been received and processed, you'll receive your final documentation in the post.

If you've any questions, please speak to your financial adviser.