

# Key Information Document - Lifetime Individual Savings Account (LISA)

## Purpose

This document provides you with key information about this investment product. It is not marketing material. The information is required by law to help you understand the nature, risks, costs, potential gains and losses of this product and to help you compare it with other products.

## Product

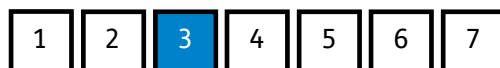
'Metfriendly Lifetime ISA' is manufactured by Metropolitan Police Friendly Society Limited (Metfriendly). Visit [metfriendly.org.uk](http://metfriendly.org.uk) or call 01689 891454 for more information. The Financial Conduct Authority (FCA) is the competent authority of Metropolitan Police Friendly Society Limited. This KID was produced on 31 March 2023. **You are about to purchase a product that is not simple and may be difficult to understand.**

## What is this product?

Type	Lifetime Individual Savings Account (LISA)
Objectives	To provide a fund which can be encashed for a qualifying first home residential property purchase or at any time flexibly after age 60. To be eligible for a 25% government bonus to be added to each payment into your LISA. To achieve tax-free capital growth by investing in the Metfriendly With-Profits Fund. At the end of each year, we normally add an annual bonus to your investment and, provided you remain invested for at least 3 years, normally add a final bonus when you cash it in. A key factor in determining bonuses is the investment return on the With-Profits Fund in recent years.
Intended retail investor	Individual investors who: <ul style="list-style-type: none"><li>• Wish to start saving at least £100 per month initially or to invest a lump sum between £1,200 and £4,000, or to transfer an existing ISA, or an existing LISA from another provider</li><li>• Plan to invest over the medium to long-term (at least 3 years)</li><li>• Aged 18 to 39 (unless transferring an existing LISA) and resident in UK for tax purposes. Contributions cease at age 50</li><li>• Agree not to take out a LISA with another provider in any tax year a subscription is made to the Metfriendly LISA</li><li>• Agree not to pay more than the maximum permitted into a cash ISA, a stocks &amp; shares ISA, an innovative finance ISA, and this Metfriendly LISA in the same tax year.</li></ul>
Insurance benefits	On death this plan will cease and the current value of your plan will be paid to your estate.
Term	The LISA has no fixed term and you can leave it invested for as long as you wish.

## What are the risks and what could I get in return?

### Risk Indicator



Lower risk ← ..... → Higher risk

The risk indicator assumes you keep the product for 10 years.

The summary risk indicator is a guide to the level of risk of this product compared to other products. It shows how likely it is that the product will lose money because of movements in the markets or because we are not able to pay you. We have classified this product as 3 out of 7, which is a medium-low risk class. This rates the potential losses from future performance at a medium-low level, and poor market conditions are unlikely to impact the capacity of Metfriendly to pay you. This product does not include any protection from future market performance so you could lose some or all of your investment. If Metfriendly is not able to pay you what is owed, you could lose your entire investment. However, you may benefit from a consumer protection scheme (see the section 'What happens if Metfriendly is unable to pay out?'). The indicator shown above does not consider this protection.

### Investment performance information

Your investment is in the Metfriendly With-Profits Fund, which primarily invests in a mixture of equities, bonds, commercial property, commodities, and cash, managed by third-party fund managers. The return on your policy will depend on the investment performance of these investments less any charges during the period you hold the plan.

By spreading our investments across a broad range of equities, bonds, commodities, and other financial assets, and with different fund managers, the Metfriendly With-Profits Fund is not solely dependent on one market, fund manager or asset type and aims to produce more stable returns.

The Society increases the value of your policy by way of an annual bonus declared each year and final bonuses that may be added when you cash in your policy. These bonuses will reflect the way in which the With-Profits Fund has performed throughout the period of investment. In addition to the returns on the investments held within the fund, any bonuses will depend on other factors such as the profits and losses on the Non-Profit business written by Metfriendly.

### What Could affect my return positively?

Your return could be boosted if the investment assets held by the With-Profits Fund perform strongly. This could be because investment markets perform well, or the individual assets selected by our fund managers perform better than the market. Similarly, the return from the bonds held could perform well because of a fall in UK or global interest rates, or periods of low inflation, or good credit worthiness of the governments and companies issuing the bonds held within the fund.

If our non-profit business or the Society's inherited estate performs well, this profit may be passed across to the with profits policyholders and could also boost your return. Additional promotional or other bonuses may be added to the value of your investment and enhance your returns at the discretion of the Society.

### What could affect my return negatively?

Your return could be negatively affected if the investments held by the With-Profits Fund perform poorly. This could be because investment markets give a poor return, or the assets selected by our fund managers perform more poorly than the market as a whole. The value of your plan in real terms could also be reduced by very high rates of market inflation.

Your return may also be impacted by charges you pay for the servicing and administration costs of your plan (see "What are the costs?"). If Metfriendly experiences losses on its Non-Profit business or the Society's inherited estate, then these losses could also be passed to With-Profits customers, reducing the return.

The exact amount you will get back will depend on how the fund performs during the period you hold the plan. If you make a withdrawal during the first 3 years of your policy or during adverse or severe adverse market conditions, you are likely to get back less than you have invested.

### What happens if Metfriendly is unable to pay out?

We're covered by the Financial Services Compensation Scheme (FSCS). If we can't meet our obligations, you may be entitled to compensation from the Scheme.

This is a long-term insurance product, so this means you're entitled to receive 100% of the whole of the claim. The service is free to consumers.

Further information is available from the FSCS: 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU, 0800 678 1100 (opening hours are: Monday to Friday - 8.30am to 5.30pm), [fscs.org.uk](http://fscs.org.uk)

### What are the costs?

The Reduction in Yield (RIY) shows what 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 product itself, for three different holding periods. They include potential early exit penalties. The figures assume you invest £10,000. The figures are estimates based on a scenario of moderate future investment performance and may change in the future.

#### Costs over time

The person selling you or advising you about this product 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 investment over time.

<b>Investment: £10,000 If you cash in after...</b>	<b>1 year</b>	<b>5 years</b>	<b>10 years</b>
Total Costs (£)	492	1,391	2,509
Impact on return (RIY) per year (%)	4.92%	2.30%	1.98%

## Composition of costs

The table below shows:

the impact each year of the different types of costs on the investment return you might get at the end of the recommended holding period;  
the meaning of the different cost categories.

This table shows the impact on return per year			
One – off costs	Entry costs	0.37%	The impact of the costs you pay when entering your investment. This is the most you will pay and you could pay less. This includes the costs of distribution of your product.
	Exit costs	0.00%	The impact of the costs of exiting your investment when it matures.
Ongoing costs	Portfolio transaction costs	0.14%	The impact of the costs of us buying and selling underlying investments for the product.
	Other ongoing costs	1.47%	The impact of the costs that we take each year for managing your investments. This includes the cost of death benefits.
Incidental costs	Performance fees	0.00%	This product does not charge any performance fees.
	Carried interests	0.00%	This product does not charge any carried interest.

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

### Recommended holding period: 10 years

You can contact us at any time to cash in part, or all, of your plan, although you should bear in mind that the plan is designed as a medium to long-term investment (3 years or more). For a Qualifying Property Purchase you can normally access your savings after 12 months of opening your Lifetime ISA without a government charge. If you withdraw or transfer your savings during their tax year of investment a penalty of 5% of the value applies (or 2% if for a qualifying property purchase). If you withdraw or transfer any amount invested in previous tax year a penalty of 3% of the value applies (waived if for a qualifying property purchase). In addition to the above Metfriendly charges, there is also a charge levied by the Government of 25% of the residual amount which would otherwise be paid to you (i.e. after deduction of any Metfriendly charges), unless the withdrawal is for a qualifying property purchase; you are over 60; you have been diagnosed with a terminal illness; or on your death. The Government charge effectively “reclaims” the original Government bonus, but it also applies a penalty – so you may get back less than you have paid in, if this charge applies to a withdrawal. (From 6 March 2020 to 5 April 2021 inclusive, the charge would be 20%).

### How can I complain?

Initially we ask you to send your complaint in writing to: Metfriendly, Central Court, Knoll Rise, Orpington, BR6 0JA or email: [complaints@mpfs.org.uk](mailto:complaints@mpfs.org.uk)

We will investigate your complaint and send you a written acknowledgement. We will give you a full response seeking to resolve your complaint within eight weeks, or we will indicate when we expect to do so. If you are then still unhappy with our response you may refer your complaint to the Financial Ombudsman Service, Exchange Tower, London, E14 9SR, telephone number 0800 023 4567 or by email [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) website: [financial-ombudsman.org.uk](http://financial-ombudsman.org.uk)

### Other relevant information

**WARNING:** If you save in a Lifetime ISA instead of enrolling in, or contributing to, a qualifying scheme, occupational pension scheme or personal pension scheme then you may lose the benefit of contributions by an employer (if any) to that scheme and your current and future entitlement to means tested benefits (if any) may be affected.

On taking out this plan you automatically become a Member of Metfriendly and are subject to our Rules which are available on our website. Further information is included in the product pages of the Metfriendly website. To find out more about our financial strength you can read our Solvency and Financial Condition Report (SFCR) on our website at [www.metfriendly.org.uk/sfcr](http://www.metfriendly.org.uk/sfcr). **REMUNERATION:** If our overall business targets are met, which could include some related to the sale of these Metfriendly products, we may pay some of our employees a bonus. The total reward of an employee is the sum of an employee’s salary, bonus, benefits and any other component. Employees do not receive any commission, fee or charge, in relation to any insurance distribution activities.