



Woolwich Plan Managers
PO Box
Brentwood
Essex
CM14 9AQ

Customer Name
Address
Address
Address
Address

DATE

Dear ***CUSTOMER***

Your ref: -***Mellon client number**

Your options for your maturing investment

Last year you invested ***£INVESTMENT AMOUNT*** in the **Defined Returns Plan (Annual Kick-out) – October 2008 Edition** and we would like to bring to your attention the potential early maturity of this plan.

If the FTSE 100 Index closes at or above the starting level of 4309.1 on 16 December 2009, this investment will mature early delivering a return to you of 10%. If the early maturity event does not occur the investment will continue for at least a further year, when an early maturity review will again take place. The return, if paid, would ordinarily be subject to Capital Gains Tax and would need to be reflected in your tax return for 2009/10. This would not be the case if the plan was held in a tax-free wrapper such as an ISA.

We ask you to take time now to consider the options available to you in the event that the plan matures as expected. We strongly recommend that you talk to your adviser about this but regardless of whether you do or not, once you have made your decision, can you please complete and return the enclosed Maturity Instruction Form. If possible we would like to hear back from you by 6 January 2010. If we do not receive the form back from you we will do one of two things: -

1) If you hold an ISA we will retain your investment in a non interest bearing client money account ensuring its tax-free status is retained. You should note that under HMRC rules this money cannot remain in this account indefinitely. As such we will only hold onto your investment for no more than six months before returning it to you by cheque.

2) If your investment is held outside of an ISA we will issue a cheque in respect of your cash proceeds.

So what are your options?

Option 1 – Reinvest in a successor plan

We hope that both the product and service provided by Barclays Wealth has met your expectations, and that you will consider investing with us again. If you have no immediate requirements for your capital and are happy to re-invest, we have a new product available that merits strong consideration as a follow-up investment. The five year **Defined Returns Plan (Annual Kick-Out) Maturity Edition**, is very similar to your matured investment, and in summary offers: -

- A fixed return of 8.0% for every year the investment is in force. The investment will mature if, on the first or any subsequent anniversary, the closing level of the FTSE 100 Index is at the same level or higher than the starting level. NB. There will be no return if, on the fifth anniversary, the Index is below the starting level
- The ability to preserve the tax free status of existing ISA investments (if applicable)
- You may get back less than you invested if the index has fallen to below 50% at anytime during the term, if it has not your capital will be repaid in full.
- If you cash in your investment prior to maturity, you may receive back less than you invested.

NB the standard offer period detailed in the brochure has been extended to allow you more time to make your decision.

Repayment of your capital and payment of any return will depend on the ability of Barclays Bank PLC to make these payments. If the Bank is unable to pay at maturity, you will receive less than is due to you or nothing at all. Full details of the plan can be found in the enclosed brochure. Please read it carefully before deciding whether to invest. If you are at all unsure about how this investment works or its suitability for you we recommend you discuss it with your financial adviser.

Option 2 – Reinvest in an alternative investment

If you do not feel the Defined Returns Plan (Annual Kick-out) Maturity Edition is right for you, there may be an alternative investment that meets your needs. Please contact your financial adviser who can discuss a range of options with you.

Other options – Transfer out or have the final proceeds sent to you

If you elect to receive cash proceeds from your investment, and your investment is outside of an ISA you will receive a cheque on or around **16 January 2010**, although by returning a completed Maturity Instruction Form you may receive your proceeds earlier; the earliest date from which we can send proceeds will be **22 December 2009**.

If you have an ISA you can additionally elect to transfer your maturing proceeds to another ISA manager. Your financial adviser can assist you here, but you still need to return your Maturity Instruction Form so that we are aware that a subsequent transfer will be taking place and not inadvertently send you the proceeds.

What happens if I do not return the Maturity Instruction Form?

As mentioned above, if the plan matures we will return your proceeds on or around **16 January 2010**, however if you hold an ISA, it is imperative that you complete the Maturity Instruction Form so we are aware of your intentions. If you do not return the completed form the favourable tax free status of your ISA could be at risk.

All the hard work done for you

If you have any questions or would like more information, your financial adviser is on hand to give you all the help you need. If you need any assistance regarding the options available to you or to give us your instructions over the phone, please do not hesitate to contact us on 0800-234-6021.*

Yours sincerely,



David Simpson
Director
Woolwich Plan Managers

The information in this letter and the brochure [enclosed] does not constitute tax, legal or investment advice and Woolwich Plan Managers has given you no such advice.

*Calls may be monitored and/or recorded for training purposes. Calls to 0800 numbers are free, if made from a UK landline.

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Woolwich Plan Managers Structured Product

Maturity Instruction Form

This Maturity Instruction Form should be completed and returned to reach us no later than 6 January 2010.

This Maturity Instruction Form seeks your instructions on how you wish Woolwich Plan Managers Limited ("we", "us", "our(s)") to handle the maturity proceeds (the "Maturity Proceeds") from the maturing product you have with us (the "Maturing Product"). Where you instruct us, in Section 3, to invest the Maturity Proceeds in another structured product with us (the "New Product"), this Maturity Instruction Form, together with the brochure issued by us for the New Product (the "New Brochure"), including the terms and conditions contained in the New Brochure (the "New Terms"), together with any information made available on applicable charges, commissions, tariffs and interest rates, sets out an agreement (the "New Agreement") that seeks to define the basis on which we will provide you with the New Product. Except where stated otherwise, your point of contact with us in connection with the New Product will be the Contact Centre on 0800 234 6021* (from abroad, please call +44 (0)131 605 3163*).

The law favours written agreements, so it is important you read the documents setting out any agreement carefully, to ensure they contain everything you want, and nothing you are not prepared to agree. You should ensure you have been provided with all the documents setting out any agreement and keep a copy of these in a safe place for future reference. If you have any queries or concerns, please contact us using the appropriate contact details supplied.

Please complete this Maturity Instruction Form clearly, in BLOCK CAPITALS using a black ballpoint pen, ensuring all applicable signature blocks are duly signed and dated. If any of the pre-completed information is incorrect, please telephone us. Once this Maturity Instruction Form has been completed, please return it to us either through your financial adviser (if you have one) or by posting it to: Woolwich Plan Managers, P.O. Box 9283, Brentwood, Essex CM14 9AQ. Please note that returning this document incomplete may cause a delay in processing. Where you have more than one holding, for example one inside an ISA and one outside, you will receive a Maturity Instruction Form for each holding. Please make sure you return ALL Maturity Instruction Forms to ensure we carry out your instructions correctly.

Section 1 – Personal details

We must comply with legislation regarding money laundering, so may ask you to provide documents evidencing your identity.

A. 1st Holder

Title Mr/Mrs/Miss/Ms/Dr/Other

Name

Permanent residential address

Post/zip code

Date of birth

Nationality

Telephone details

International code Area code Telephone number

B. 2nd Holder

Title Mr/Mrs/Miss/Ms/Dr/Other

Name

C. 3rd Holder

Title Mr/Mrs/Miss/Ms/Dr/Other

Name

D. 4th Holder

Title Mr/Mrs/Miss/Ms/Dr/Other

Name

Section 2 – Maturing Product

Name

DEFINED RETURNS PLAN (ANNUAL KICK-OUT) OCTOBER 2008 EDITION

Initial investment amount

£

Client reference number

Investment gain

£

Investment type

Maturing amount

£

Section 3 – Maturity instructions

Please indicate how you wish us to act on maturity of the Maturing Product (tick one box only):

(A) Invest all the Maturity Proceeds in the following New Product (tick one box):

• 5-Year Defined Returns Plan (Annual Kick-out) Maturity Edition

• Other (please state the product / option clearly; e.g. 'Annual Income', '5-year', 'November' etc)¹:

¹ If you choose this option, you should seek financial advice. We can only accept your application if you have received advice and the maturity form is returned by your adviser.

Where the Maturing Product is not currently held in an ISA, if you would like to invest up to the maximum overall subscription limit in the New Product in a 2009/10 stocks and shares ISA and that the New Product allows investments into an ISA, please discuss this with us.

(B) Where the Maturing Product is held in an ISA with us, transfer the Maturity Proceeds to a third-party ISA provider²

(C) Payment direct to you to be made by cheque and sent to the registered holder(s) at the address in Section 1A

² If you choose this option, you should approach a financial adviser for advice on the range of products, from Barclays Wealth and other providers, available to you.

Please note that, if you do not instruct us by ticking one of the options above:

- If the Maturing Product is not held in an ISA with us, we will pay the Maturity Proceeds direct to you after 16 January 2010, by cheque sent to the registered holder(s) at the address in Section 1A;
- If the Maturing Product is held in an ISA with us, we will hold the funds in a non-interest-bearing account. If we have received no instructions after 6 months, a cheque covering the Maturity Proceeds will be paid to the registered holder(s) at the address in Section 1A.

Section 4 – Appropriateness Questions

This Section 4 is only relevant, and must be completed, where you have indicated Section 3(A) and if you have not received advice or a personal recommendation from a financial adviser to invest in the New Product. The questions relate to the New Product (please refer to the New Brochure for information about the New Product).

Please answer the following questions (tick as appropriate):

- | | Yes | No |
|--|--------------------------|--------------------------|
| 1. Do you have more than one year's experience of investing and have you invested in a product similar to this one during the last year or, if not, do you work in the financial services sector and do your activities relate to this type of investment? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Do you understand the possible minimum and maximum returns payable under this investment, the conditions under which you will receive them and when they are paid? | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Do you understand that stock market movements will influence the return you could receive at maturity? | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. If this product is capital-protected, do you understand the expressions 'capital protection' or 'capital-protected'? Alternatively, if this product is capital-at-risk, do you understand that you may not get back the amount you invested, even if you hold the investment to maturity? | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Do you understand that these types of investments are designed to be held for a fixed period and you should have enough spare money to cover unexpected emergencies? | <input type="checkbox"/> | <input type="checkbox"/> |

If you decide to sell your investment before maturity, you are likely to get back less than you invested due to stock market movements and/or charges.

Section 5 – Declaration

A. Relevant only where you have indicated Section 3(A)

The New Agreement is our standard client agreement for the New Product (indicated in Section 3(A)), upon which we intend to rely. For your own benefit and protection, you should read all the documents setting out the New Agreement carefully before signing Section 5C (on page 4), which documents include the New Brochure (including the New Terms) and this Maturity Instruction Form. If you do not understand any point, please ask us for further information.

By signing Section 5C, you accept and declare the following:

- (A) You wish us to provide the New Product in accordance with the New Agreement. If we require any amendment to the New Agreement before we accept your application, we will seek your agreement to the amended terms and conditions before accepting your application;
- (B) Any information you have provided to us for the purposes of establishing the arrangements contemplated by the New Agreement (including as to your status, residence and domicile for tax purposes) is complete and correct in all material respects. You will notify us promptly if there is any material change to this information and will provide any further information that we reasonably request in order to enable us to perform the Agreement or comply with all applicable law or regulation. Failure to do so may adversely affect the quality of the service that we are able to provide;
- (C) Local regulations prevent certain products and services from being made available in certain jurisdictions; we will not be able to supply the New Product where local regulations prohibit us from doing so. You are not resident in Australia, Canada, Japan, Malaysia or the US, and will immediately notify us if you become resident, whether permanently or temporarily, in any of these countries; please note that we may need to terminate the products and services if you become so resident;
- (D) Relevant only where you instruct us to subscribe the New Product to an ISA with us: you wish us to provide the New Product within a stocks and shares ISA with us ("this ISA"), in each tax year until further notice, in accordance with the New Agreement, and:

ISA conditions

- (a) You are 18 years of age or over;
- (b) All subscriptions made, and to be made, belong to you. All transfers made, and to be made, belong to you. You will inform us promptly if any amount paid into this ISA does not belong to you;
- (c) You have not subscribed, and will not subscribe, more than the maximum overall subscription limit in total to a cash ISA and a stocks and shares ISA in the same tax year;
- (d) You have not subscribed, and will not subscribe, to another stocks and shares ISA in the same tax year that you subscribe to this ISA;
- (e) You are resident and ordinarily resident in the UK for tax purposes or, if not so resident, either perform duties which, by virtue of Section 28 of the Income Tax (Earnings and Pensions) Act 2003 (Crown employees serving overseas), are treated as being performed in the UK, or you are married to, or in a civil partnership with, a person who performs such duties. You will inform us if you cease to be so resident and ordinarily resident, or to perform such duties, or be married to, or in a civil partnership with, a person who performs such duties;
- (f) You authorise us:
 - (i) To hold your cash subscriptions, ISA investments, interest, dividends and any other rights or proceeds in respect of those investments and any other cash;
 - (ii) To make on your behalf any claims to relief from tax in respect of ISA investments;
 - (iii) On your written request, to transfer or pay to you (as the case may be) ISA investments, interest, dividends, rights or other proceeds in respect of such investments or any other cash held for this ISA;
 - (iv) To provide HM Revenue & Customs with all relevant information about this ISA and investments in this ISA;
- (g) Relevant only if Section 5C is being signed by an authorised representative acting on behalf of the investor in the ISA: The signatory to Section 5C is the legally appointed representative of the investor, by authority granted by (tick as appropriate):
 - Guardianship:
 - Continuing Power of Attorney
 - Power of Attorney
 - Enduring/Lasting Power of Attorney
 - Appointment under Court Order

(E) Your information

- (a) We and other members of the Barclays Group may:
 - (i) Make and perform credit reference, identity, electoral register, fraud, money laundering, and other enquiries and searches in respect of you;
 - (ii) Disclose your full account information to credit reference agencies, fraud prevention agencies and insurance companies. Credit reference agencies will maintain a record of our searches and the information we provide them. If you give us false or inaccurate information, or we suspect fraud, we will record this with fraud prevention agencies. Such records and information may be used by members of the Barclays Group and third parties: to make decisions on you or other members of your household on credit, motor, household, life and other insurance facilities (including handling any claims); for debt tracing; and to prevent fraud and money laundering. Records held by credit reference agencies may be linked to records about persons financially associated with you, which may be taken into account when assessing applications;
 - (iii) In order to make payments from your accounts, send the details of any such payment (including information relating to those involved in the payment) abroad, where they may be accessible by overseas regulators and other authorities in connection with their legitimate duties (e.g. the prevention of crime);

- (iv) Collect and use information about you as set out in the 'Your information' clause of the Terms, including: collecting and using information about how you use and manage your accounts (e.g. transactions made); informing you about products and services; transferring your information within the Barclays Group or to service providers located in the UK or overseas; and using information relating to your medical, health, lifestyle, and ethnic background, and to criminal offences (alleged or otherwise), for the purposes of administration and of product and service identification;
- (v) Relevant only if there is more than one applicant: update records held by members of the Barclays Group or third parties on any applicants, using information given at any time by any of the other applicants; and make and perform the enquiries and searches in Section 5A(E)(a)(i) on any applicants if any of the other applicants at any time request a loan or increased lending;
- (b) Under data protection legislation, you can request certain information about you by writing to us; a fee may be charged for this service, as permitted by appropriate law or regulation;
- (c) We may record and monitor telephone calls, for your protection and ours, to check instructions and to ensure we are meeting our service standards.

Keeping in touch

From time to time, we and other members of the Barclays Group would like to keep you up-to-date about products and services which we think you will find useful. As we are concerned about the environment, our aim is to use email instead of mail whenever practical. Please tick the following box if you would prefer NOT to benefit from these communications:

To receive details of those fraud prevention agencies from whom we obtain and with whom we record information about you, contact the Barclays Information Line on 0800 400 100. If calling from outside the UK, please call +44 (0)247 6842 100. Lines are open 7am to 11pm (GMT). Calls may be recorded so we can monitor the quality of our service and for security purposes.

B. Relevant only where you have indicated

Section 3(B) or 3(C)

By signing Section 5C, you confirm your instructions in Section 3.

C. Signatures

Signature: 1st Holder

Investor

Date

OR

Authorised Representative

Name

Date

Signature: 2nd Holder

Date

Signature: 3rd Holder

Date

Signature: 4th Holder

Date

Adviser section - Please complete all sections

Company name

Adviser name

Agent reference:

Telephone

Company FSA no:

mission given up . %

This item can be provided in Braille, large print or audio by calling 0800 400 100** (via TextDirect if appropriate).

**Lines are open 8am to 8pm UK time Monday to Friday and 9am to 5pm UK time Saturday and UK bank holidays. Calls to 0800 numbers are free if made from a UK landline. Other call costs may vary – please check with your telecoms provider.

*Lines are open 9.30am to 5.30pm UK time Monday to Friday and UK bank holidays. Calls to 0800 numbers are free if made from a UK landline. Other call costs may vary – please check with your telecoms provider.

Woolwich Plan Managers Limited is authorised and regulated by the Financial Services Authority. FSA Number: 183887. Woolwich Plan Managers is registered in England, Registered Number 3230386. Registered Office: 1 Churchill Place, London E14 5HP. Correspondence address: PO Box 9283, Brentwood, Essex CM14 9AQ.

Item Ref: BWL1243. December 2009

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To gain a full understanding of the Defined Returns Plan (Annual Kick Out) it is important that you read this brochure carefully, including the Terms and Conditions, and consult your financial adviser to ensure the Plan suits your requirements and overall investment planning. Remember, the information in this brochure does not constitute tax, legal or investment advice and Woolwich Plan Managers Limited has given you no advice.

Why Barclays Wealth?

Barclays Wealth is the UK's leading wealth manager with a reputation for delivering world-class product, innovative solutions and outstanding service.

Barclays Wealth is part of the Barclays Group, a major global financial services provider. With over 300 years of history and expertise in banking, Barclays operates in more than 50 countries; transferring, lending, investing and protecting money for over 49 million clients worldwide.

About Woolwich Plan Managers

Woolwich Plan Managers Limited is responsible for the management and administration of the Plan and has been approved by HM Revenue & Customs as an ISA Manager. It is a wholly owned subsidiary in the Barclays Group and is authorised and regulated by the Financial Services Authority. An investment in the Plan would be a contractual agreement with Woolwich Plan Managers Limited to purchase an investment and then to manage and administer the investment on your behalf. During the course of managing and administering the investment, Woolwich Plan Managers will, amongst other activities, arrange for the custody of the investment, provide periodic valuations of the investment held and at the end of the Plan sell the investment. The investment purchased under the Plan is issued by Barclays Bank PLC. No relationship with any other member of the Barclays Group will exist.

Enhancing returns

Many investors are attracted by the potential to gain from an investment linked to the stock market but do not want to assume all the risk associated with such an investment; they can afford to commit their money for a period of up to five years and understand that this improves the likelihood of a favourable investment outcome, yet they remain hesitant as they do not want to take too much risk as regards to their capital. Ideally they want to strike an acceptable balance between limiting this risk and striving to maximise the overall return.

The Defined Returns Plan (Annual Kick Out) is designed for just such an investor.

The return is linked to the performance of the FTSE 100 Index, which measures the share price movements of the UK's top 100 companies. This Plan gives the investor the opportunity to receive a fixed level of return on the first anniversary on which the specified conditions are satisfied. However, with this investment you may not receive repayment of your capital at the end of the term. If the level of the FTSE 100 Index closes below a pre-set level at close of business on any day during the term your full capital may not be repaid.

We specialise in investment protection but also offer investments like the Defined Returns Plan (Annual Kick Out) that give the long-term investor the chance to enhance the potential benefits from the stock market, albeit with some risk to capital. While such investments carry risk, the investor does not face the full risk associated with direct investment.

Overview

The Defined Returns Plan (Annual Kick Out) offers the opportunity to make competitive returns even when the FTSE 100 Index (the 'Index') makes only modest gains over the term of the Plan.

The Plan has a maximum term of five years but an automatic early maturity feature can lead to the investment coming to an end on any of its first four anniversaries, at which time capital will be repaid together with a return based on the period of time for which the investment has been in force.

Returns and capital repayment

The return payable at its maturity is equal to 8% multiplied by the number of years the investment is in force. The Plan will be in force until the first Anniversary Date where the closing level of the Index is equal to or higher than the level on the 11 January 2010 - known as the 'Initial Index Level'.

If the return conditions specified above are met, your capital will be repaid in full with your return.

If the Plan has not matured early and on the fifth and final Anniversary Date the Index closes at a level lower than 100% of the Initial Index Level and at close of business on any day during the term the Index does not close at a level lower than 50% of the Initial Index Level, you will receive your capital back but you will not receive a return.

However, if at close of business on any day during the term the Index does close at a level lower than 50% of the Initial Index Level - when we say the 'barrier' has been breached - your capital repayment will be reduced by the percentage amount by which the Anniversary Index Level on the fifth Anniversary Date is lower than the Initial Index Level.

You can sell the Plan before maturity but if you do, then you may get back less than you originally invested, particularly if you withdraw in the earlier years of the investment.

Six important points to note:

1. The Plan is designed for investors who can leave their capital invested for the term. You can sell the investment before the end of the term but you may not get back the amount you invested irrespective of the level of the Index at the time.
2. If the pre-set return condition is met, then the investment return is a fixed 8% for each year that the Plan is in force; the extent to which the Index has risen is not a determining factor in the payment of the fixed rate return.
3. If the maturity occurs on the fifth and final Anniversary Date of the Plan, and the Index is lower than the Initial Index Level, but the Index has never closed at a level lower than 50% of the Initial Index Level, you will get no return but your capital will be repaid. However, if the Index has closed at a level lower than 50% of the Initial Index Level at close of business on any day during the term, your capital repayment will be reduced by the percentage amount by which the Anniversary Index Level on the fifth Anniversary Date is lower than the Initial Index Level.
4. Repayment of your capital and payment of any return will depend on the ability of Barclays Bank PLC to meet its obligations. Barclays Bank PLC is rated 'AA-' by Standard and Poor's and 'Aa3' by Moody's.
5. The Plan is not a deposit account. All the Plan's benefits are paid at the end of the investment term or on early maturity. No income or other benefit is paid before then.
6. Remember, that the starting level of the Plan is the closing level of the Index on 11 January 2010 and not the level of the Index when your application form is received. Please be aware that the Index level may vary between these two dates.

How are the returns calculated?

The investment has a term of between one and five years; it will mature on the first anniversary where the Anniversary Index Level (the closing level of the Index on any one of the Anniversary Dates) is equal to or higher than the Initial Index Level. Should this happen, the Plan will come to an end and you will receive your capital back plus a return of 8% multiplied by the number of years the Plan has been in force.

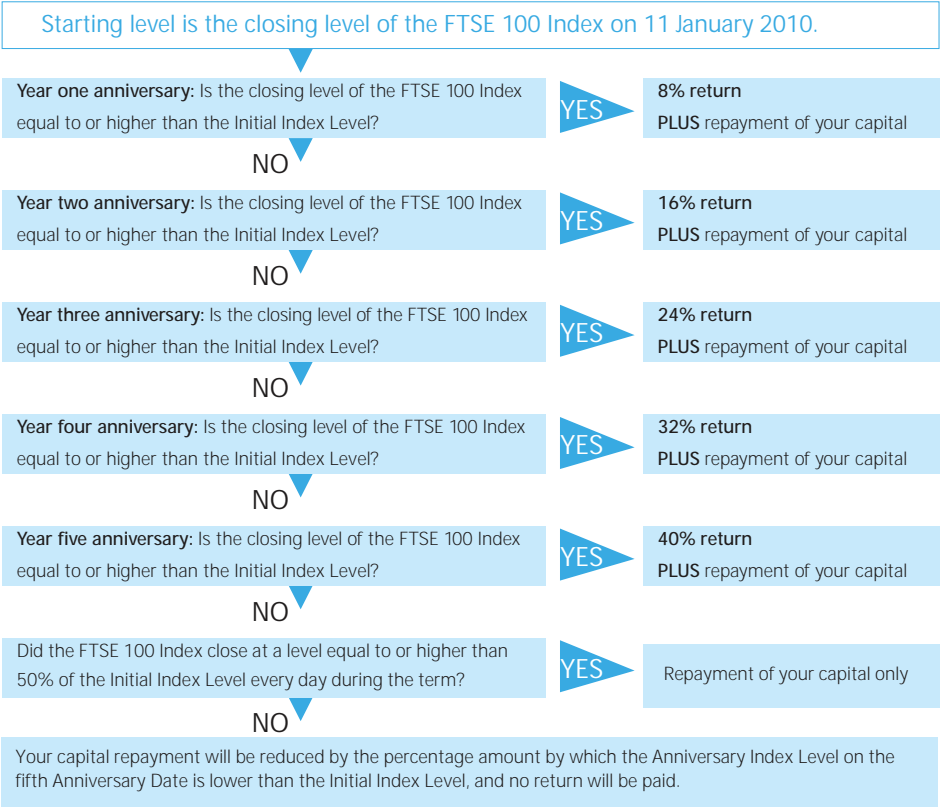
You will not receive any return if by the fifth anniversary the Plan is still in force and the Anniversary Index Level closes at a level lower than the Initial Index Level. You will, however, get your capital back provided that, at the close of business on every day during the term, the Index closes at a level equal to or higher than 50% of the Initial Index Level.

If the Index has closed at a level lower than 50% of the Initial Index Level, at close of business on any day during the term, your capital repayment will be reduced by the percentage amount by which the Anniversary Index Level on the fifth Anniversary Date is lower than the Initial Index Level. The illustration on page 8 explains what you would receive from an investment in the Defined Returns Plan (Annual Kick Out).

All readings of the Index - to determine whether repayment of capital or a return is due - are taken at the close of business of the London Stock Exchange on the relevant days.

How the Annual Kick Out works

The diagram below demonstrates how the Plan will work in practice from when the Initial Index Level is determined.



Considerations for investing

We have outlined some key considerations to help you decide whether the Plan meets your requirements. If you are in any doubt about its suitability, please consult your financial adviser.

Yes, I am interested in this investment because:

- I am willing to risk the possibility of a capital loss for the potential of a high fixed return
- I am unlikely to need access to my money for a five year period
- I want the opportunity to receive a return at the end of the term that might be higher than that provided by a deposit account
- It suits me that that this Plan should be taxed as capital gain rather than income and I want the option of potentially using my Capital Gains Tax annual exemption

No, this investment may not suit me because:

- I don't want to risk losing any of my capital at the maturity of my investment
- I might need access to some or all of my money before the end of the term, especially in the case of unexpected emergencies, and cannot risk getting back less than I invested if I sell the investment early
- I am not prepared to take the risk that Barclays Bank PLC could default on meeting its obligations
- I don't want to risk earning no return on my investment or less than I could have earned in the same period in a deposit account
- I need to know how long my money will be locked up for

Tax and ISAs

It is important to note that tax rates, ISA regulations and the basis of taxation can change and the impact of tax will vary depending on your individual circumstances – this brochure does not constitute tax, legal or investment advice and Woolwich Plan Managers has given no advice.

The treatment of gains

The Plan's potential returns are treated as capital gains rather than income for tax purposes. This means that under present legislation you should be able to use your Capital Gains Tax annual exemption to reduce or eliminate completely the tax charge on any returns. Should you choose to do this you should be mindful of any other investment gains that you have realised in the year of maturity, as the exemption applies to all of your gains in a tax year. If the total exceeds the annual exemption, you may have to pay tax on the balance. However, using your exemption in

this way would then leave you free to use your ISA allowance for another investment should you wish. The Plan may be held within an ISA, making it as tax efficient as possible (see page 12).

If as a result of the performance of the Index, you lose capital, any loss can be offset against any other investment gains. This can help reduce your overall Capital Gains Tax liability.

In any event, you should bear in mind that the benefit of this favourable tax treatment may change.

Capital Gains Tax (CGT) can be preferable to Income Tax for five reasons:

Annual exemption

Most UK-resident individuals – regardless of age – have an annual CGT exemption of £10,100 (2009/10) – the threshold before you pay any CGT. Any gain under the Plan in excess of the exemption (or where other gains have used up your exemption) would be liable to CGT in the year the Plan matures at the rate applicable (currently 18%).

Whereas if the gain was treated as income, basic rate tax payers would be liable for 20% tax, higher rate taxpayers 40% (current rates).

Trustee investments

Investments held in a Trust can also benefit from utilising the annual CGT exemption but at the lower amount of £5,050 (2009/10).

Investment for children

If you invest in a designated account on behalf of your minor child, any CGT liability is based on your child's tax position, not yours; this is not the case for Income Tax liability.

Carry forward investment losses

Under the backdrop of falling equity markets it is possible that you may have some losses, which if realised could be carried forward and used to reduce any subsequent taxable gain. If you have already realised losses you may have the opportunity to offset them with the 'carry forward' principle.

Tax payment

In the case of CGT, the latest payment date is 31 January in the tax year following the tax year in which the gain occurs.

The dates for each anniversary are:

31 January 2012 (Year one anniversary),

31 January 2013 (Year two anniversary),

31 January 2014 (Year three anniversary),

31 January 2015 (Year four anniversary) and

31 January 2016 (Year five anniversary).

If the Plan was subject to Income Tax, some tax may be deducted at source while the remainder may be due for payment earlier than any tax on the capital gain.

What are the implications of investing via an ISA?

There are two types of ISAs (Cash or Stocks & Shares) and the Defined Returns Plan (Annual Kick Out) can only be held in a Stocks & Shares ISA. Under ISA Regulations you can only hold one Stocks & Shares ISA and one Cash ISA in any one tax year and the annual maximum allowance is £7,200 (subject to a maximum of £3,600 in a Cash ISA).*

If you use your full allowance this tax year, you cannot invest in another ISA this tax year. Therefore if you decide to withdraw your money in the same tax year that you invested, you will not be able to re-invest it into another ISA in the same tax year.

Due to the structure of the Plan, if you invest only part of the full allowance you cannot add further contributions after the closing date.

Please note that the tax treatment of an ISA may change. Existing ISAs may lose their tax advantages and new ones may not be permitted (though the Government has stated ISAs are one of its primary savings vehicles outside pensions).

The choice of investing in this Plan via a direct investment or ISA will depend on your individual circumstances. If in doubt, seek independent advice.

* It was announced on 22 April 2009, as one of the Government's budget proposals, that the annual limit will rise to £10,200, of which £5,100 may be invested in a Cash ISA. This will take effect from the tax year 2010/11 for all, but from 6 October 2009, for those aged 50 or over on 5 April 2010.

How to invest

Investing couldn't be easier

Simply complete the application form and ensure that it is received by Woolwich Plan Managers before the relevant closing date.

You can invest in various ways

- Direct investment (outside an ISA) (minimum £3,600, maximum £500,000) is available for both individual and joint applications.
- 2009/10 Stocks and Shares ISA investment (minimum £3,600, maximum £7,200*) is only available on an individual basis.
- ISA transfers (minimum £3,600, maximum £500,000). If you have investments already held within ISAs, you can apply to your existing ISA manager to have the proceeds of these transferred (either in full or in part) into the selected plan without losing the tax-efficient status of your ISA.

- Self Invested Personal Pensions (SIPP) and Small Self Administered Scheme (SSAS) pension arrangements (minimum £3,600, maximum £500,000). However you should seek advice as to whether the specific terms of your arrangement permit investments of this type.

Investments in excess of £500,000 are accepted at the discretion of Woolwich Plan Managers.

You have a choice of payment methods

You can elect to pay by either:

- Cheque. Please make your cheque payable to 'Barclays Investment Plans'
- Direct payment from a Barclays Bank current account

Please ensure you complete only ONE of the above options on the relevant section of the Application Form.

* If you are aged 50 or over on 5 April 2010 and wish to invest into a 2009/10 Stocks and Shares ISA, you can invest a maximum of £10,200.

Application deadlines

ISA and direct investment (outside an ISA)

Your application must be received by Woolwich Plan Managers before 5pm on 28 December 2009.

ISA transfers

Applications to transfer existing ISAs must be received by Woolwich Plan Managers before 5pm on 14 December 2009. We then ask your existing manager to credit funds to us by 4 January 2010. If funds are not received by 4 January 2010, your application will be unsuccessful. It may not then be possible to reinstate your ISA with your previous account manager on the terms you previously had.

Early Investment Discount

Equivalent to 0.25% interest gross per annum on your investment from the date your payment clears (deemed to be three days after receipt) until 10 January 2010.

Your questions answered

What is the Index?

The FTSE 100 Index on which the Plan is based measures the performance of the shares of the 100 largest companies in the UK. The chart below shows the performance of the FTSE 100 Index from 3 September 1999 to 3 September 2009 and highlights that the Index may go up as well as down and you should remember that the performance of the Index will affect your return. Please note that this Index only measures the capital value of the shares included; no allowance is made for dividends paid on the shares. **Of course past performance of the Index is not a guide to its future performance.**

FTSE 100 Index Performance (capital return only)



Can I change my mind?

Yes. You can change your mind within 14 days from the day you receive the application confirmation and cancellation notice. This application confirmation will be sent out the business day following receipt by us of your completed application. If you decide that you do not want the Plan, you must send your written letter of cancellation (or return the cancellation form) within 14 days of the day you receive the application confirmation / cancellation notice to:

Woolwich Plan Managers,
P.O. Box 9283, Brentwood,
Essex, CM14 9AQ.

Telephone 0800 234 6021.

Following receipt of your request to cancel we will issue you with a full refund of your investment. This can take up to 30 days.

Can I withdraw my money before the Plan matures?

Yes. However, unless you change your mind and withdraw the investment within the first 14 days as detailed above, you might not get all your capital back. If you decide to withdraw money before maturity, you will need to close your Plan. This is because partial withdrawals are not possible.

We would need to receive any such instruction in writing.

You should only consider the Plan if you can leave your funds invested for the full term. If you decide to access your funds in the Plan before the end of its term, you may get back less than you invested irrespective of the level of the Index at the time.

The amount you receive from your withdrawal request will be the market value of the underlying investment issued by Barclays Bank PLC which is held on your behalf in the Plan. During the term of the Plan, the price or market value of the underlying investment may go up or down.

The market value will be dependent on prevailing market conditions including, but not limited to interest rates, rates at which Barclays Bank PLC lends to or borrows from other banks, the perceived ability of Barclays Bank PLC to meet its obligations, the length of time to maturity of the investment and the level of the Index.

The market value will not be known and cannot be calculated until we process your withdrawal request. Should you wish to obtain an indicative market value of your investment during the term, please contact your financial adviser or call Woolwich Plan Managers on 0800 234 6021.

Will I have to pay any charges or expenses for my investments?

All charges are taken into account when the Plan is opened and reflected in the terms of the Plan. Charges are expected to be around 6% of your original investment. This will incorporate management costs, service fees and commissions payable.

How much will any advice cost?

Woolwich Plan Managers will pay a commission for the arrangement of this Plan. This will ordinarily be 3% of your investment but can be more or less than this. If the agreement is to pay 3% and your investment is £10,000, the amount of commission would be £300. This is already allowed for in the charges of the Plan. You will receive written details of the commission paid.

How will I keep in touch with my Plan?

We will send you an investment confirmation subsequent to the receipt of your application and then statements twice a year (dated 30 June/31 December). The statements will help you understand the progress of your investment. The Initial Index Level will be made available to you in supplementary documents. Should you wish to obtain the Initial Index Level prior to these documents being published please call 0800 234 6021.

What happens when the Plan matures?

When your Plan matures, we will write to confirm the options available to you. So please make sure you write to tell us if your address or bank details change.

Probate

If you should die before the proceeds of the Plan are available, your personal representatives should contact us and tell us how they wish your Plan to be dealt with as part of probate/administration.

There will be two options:

- (a) Closing the Plan and having the proceeds paid to your personal representatives. As with any early withdrawal, the amount received is likely to be less than the full amount originally invested. Please see the section entitled 'Can I withdraw my money before the Plan matures?' for further detail on how the withdrawal amount will be calculated.
- (b) Transferring the Plan into the name of another person on death, in either case Woolwich Plan Managers would follow the instructions of your personal representatives.

The cash value of your Plan may form part of your estate for Inheritance Tax purposes. ISAs automatically lose their tax-efficient status on the death of the holder.

What other risks are there?

Credit risk to Barclays Bank PLC

The issuer of the investment, which is purchased by us and which provides the advertised returns, is Barclays Bank PLC, which is rated as 'AA-' by Standard & Poor's and 'Aa3' by Moody's.

The actual and perceived ability of Barclays Bank PLC to meet its obligations may affect the market value of the investment over the term. Furthermore, were Barclays Bank PLC unable to fulfil its financial commitments in respect of the investment, you may get back less than is due to you or nothing at all; you would rank as an unsecured creditor of Barclays Bank PLC.

Adjustments

The terms of the investment may permit the issuer of the investments to delay, reduce or withhold payments. These provisions are not intended to circumvent

what is legally due to investors but are intended to cover for unforeseen events which affect your return, that is to say a suspension or a delay in calculating the Index level or level of any of the individual shares that make up the Index; errors in calculating the Index; or changes in the way the Index is calculated.

The Index ceases to exist

We do not control or calculate the Index. That is done by a third party. Whilst we do not expect this to happen, it is possible that during the term of the Plan the Index ceases to exist or be calculated. If this were to happen we would look to find a replacement Index which essentially is a copy of the Index, or as close a replica as possible, or we may even try to calculate the Index ourselves based on how it is calculated at present. The search for a replacement may prove unattainable or we may not be able to calculate the Index. If this happens we will have to terminate the Plan and calculate your return as if you had asked to terminate early and you may lose some or all of your capital.

What compensation arrangements are in place?

In the event that you suffer a loss as a result of Woolwich Plan Managers Limited failing to meet any of its obligations, it is possible that you have a claim against the Financial Services Compensation Scheme (FSCS). Such a claim would be subject to financial and other restrictions.

Further details can be obtained from FSCS:

Financial Services Compensation Scheme

7th Floor, Lloyds Chambers

Portsoken Street

London E1 8BN

Tel: +44 (0) 207 892 7300

Email: enquiries@fscs.org.uk

Website: fscs.org.uk

The investments that we buy on your behalf are issued by Barclays Bank PLC. If Barclays Bank PLC fails to meet its obligation under those investments, you would not be entitled to any compensation solely on the grounds of such a failure.

How can I get a copy of the prospectus?

You can get a copy of the Barclays Bank PLC prospectus for the underlying investments in the Plan by telephoning 0800 234 6021.

What if I have a query and/or complaint?

If you want to complain about this product or the service you have received, or have any queries about the Plan, please do so in writing, by post or telephone, to:

Woolwich Plan Managers

PO Box 9283

Brentwood

Essex CM14 9AQ

Telephone: 0800 234 6021

Details of our complaints handling procedure are available on request from the above contact details.

If you are not satisfied with how we deal with your complaint, you may refer it to the:

Financial Ombudsman Service:

South Quay Plaza

183 Marsh Wall

London E14 9SR

Telephone: 0845 080 1800

Please note: Making a complaint will not prejudice your right to take legal proceedings.

Further information

Capital-at-risk investments

All stockmarket related investments involve a degree of risk; their value can go down as well as up. Some type of investments, known as 'structured products' change the nature of this risk; they most commonly offer an element of capital security on your investment, i.e. at the end of a specified term, your capital will be repaid in full.

However, not all structured products promise to repay capital. The Defined Returns Plan (Annual Kick Out) is one such particular style of product where you could lose some or all of the capital you invest. These are called 'capital-at-risk' investments.

Capital-at-risk investments mainly come in two forms, either with an income seeking objective or one based on growth. Typically they offer enhanced income or growth prospects, whilst putting conditions on how your capital will be repaid when the investment matures.

- **High regular income** – these investments offer a high level of regular income over a fixed period. The level of income paid is often above what you can earn in a bank or building-society account. While the income level may be higher than what you are earning in a 'risk-free' deposit, repayment of your capital is not necessarily guaranteed. You would usually only get all your money back so long as, for example, the FTSE 100 Index has not fallen by a set amount. If it does then your capital will be reduced at the end of the term.
- **Growth** – rather than receiving income, you have the potential for capital growth only. This can be offered in a number of different ways, e.g. a fixed or stockmarket related amount. Repayment of your capital at maturity tends to be on the same conditions as with the high regular income form.

The Defined Returns Plan (Annual Kick Out) is a 'Growth' investment.

Summary

- This investment plan has a maximum term of five years
- A return will be paid on the first anniversary date where the Index is equal to or higher than the Initial Index Level. If this condition is met, the return is 8% multiplied by the number of years the Plan has been in force
- Capital is at risk – you could get back less than the amount you invested
- The Plan is designed to be held for the full term – withdrawal before maturity is possible but you may not get back your initial investment
- Returns should be taxed as capital gains rather than income
- ISA eligible – although the CGT treatment of the investment leaves you with the option of using your ISA allowance elsewhere
- The Plan is open for investment until 28 December 2009, although we reserve the right to close it earlier
- The final date for ISA transfers – from another ISA into this Plan – is 14 December 2009
- The investment start date (Initial Reference Date) is 11 January 2010
- The underlying investment is issued by Barclays Bank PLC

Terms and Conditions

These Terms (including the Schedule), together with Your Application Form and the brochure explaining the details of the relevant Plan, comprise the entire agreement (the 'Agreement') under which We will manage Your Plan.

1. Definitions

The following expressions have the meanings set out below when used in these Terms.

'Affiliates' – means any person or entity controlling, controlled by or under common control with such party. For the purposes of this definition, control of an entity means the power, direct or indirect, to direct or cause the direction of the management and policies of such entity whether by contract or otherwise and, in any event and without limitation of the foregoing, any entity owning more than 50% of the voting securities of a second entity shall be deemed to control that second entity.

'Application Form' – means the form by which You apply for the Plan.

'Applicable Regulations' – means each of the following, as in force from time to time:

- FSA Rules or any other Rules of a relevant regulatory authority; and
- all other applicable laws, Rules and regulations.

'Barclays Group' – means Barclays Bank PLC and its Affiliates.

'Brochure' – means this booklet.

'Business Day' – means any day other than a Saturday, Sunday, bank holiday or other public holiday in the United Kingdom.

'Capital' – means the amount of Your cash Subscription or Transfer proceeds received from another ISA manager.

'Cash ISA' – means an ISA which comprises a cash component only.

'Client Money Rules' – means the provisions of the FSA's Client Assets Sourcebook relating to client money.

'Early Investment Discount' – means as set out in the Schedule.

'Early Withdrawal' – means any withdrawal by You of Capital from Your Plan taking place after the expiry of Your right to cancel pursuant to Term 23.1 and prior to the Maturity Date.

'Final Index Level' – means as set out in the Schedule.

'FSA' – means Our regulator in the UK, currently the UK Financial Services Authority.

'FSA Rules' – means the handbook of rules and guidance issued by the FSA, as amended from time to time.

'Index' – means as set out in the Schedule.

'Initial Index Level' – means as set out in the Schedule.

'Initial Reference Date' – means the date on which We take the Initial Index Level, as set out in the Schedule.

'Investments' – means the securities We purchase and hold on Your behalf in accordance with these Terms.

'Investment Objective' – means as set out in the Schedule.

'ISA' – means Individual Savings Accounts, which is a scheme of investments that satisfies the conditions prescribed in and is operated in accordance with the ISA Regulations.

'ISA Regulations' – means the Individual Savings Accounts Regulations 1998 and any guidance from HM Revenue and Customs.

'Issuer' – means any issuer of Investments, or any of its Affiliates, or directors.

'Market' – means any regulated market or multilateral trading facility or any third country trading facility that performs a similar function to a regulated market or multilateral trading facility.

'Maturity Date' – means the date on which We instruct the sale of the Investments on Your behalf under Term 5, as set out in the Schedule.

'Nominee' – means Bank of New York Mellon, or any other Nominee appointed from time to time to be recorded as the legal owner of Investments in the Plan.

'Offer Period' – means as set out in the Schedule.

'Plan' – means the investment management agreement between You and Us, as referred to in Term 3.1.

'Purchaser' – means the person to whom We sell the Investments on the Maturity Date in accordance with Term 5.3.

'Rules' – means articles, rules, regulations, procedures and customs, as are in force from time to time.

'Schedule' – means the schedule to these Terms, the provisions of which are deemed to be incorporated into these Terms.

'Start Date' – means the date on which We purchase the Investments on Your behalf under

Term 5, which will be the date that We receive Your cash Subscription or the Transfer proceeds from another ISA manager.

'Stocks and Shares ISA' – means an ISA which comprises a stocks and shares component only.

'Subscription' – means any amount(s) paid by You into Your Plan.

'Term of the Plan' – means the period from the Initial Reference Date to the Maturity Date.

'Transfer' – means the transfer on Your behalf of cash proceeds of an ISA to Us or to another manager in accordance with these Terms and the ISA Regulations.

'Valuation Dates' – means the dates on which the Investments in Your Plan will be valued, as set out in the Schedule.

'We', 'Us' and 'Our' – means Woolwich Plan Managers Limited, the person responsible for managing Your Plan.

'You' and 'Your' – means the Planholder or Planholders named in the Application Form.

2. General Information

2.1 Information about Us

We are authorised and regulated by the Financial Services Authority ("FSA"). Our principal place of business is at 1 Churchill Place, London, E14 5HP, United Kingdom. The FSA's registered office is at 25 The North Colonnade, London, E14 5HS, United Kingdom.

2.2 Capacity

Except where expressly agreed, We act as agent on Your behalf.

2.3 Subject to Applicable Regulations

This Agreement is subject to Applicable Regulations so that if there is any conflict between this Agreement and any Applicable Regulations, the latter will prevail.

2.4 Your classification under the FSA Rules

For the purposes of the FSA Rules, We will treat You as a retail client, unless We agree with You otherwise. This does not necessarily mean that You are 'eligible' for the purposes of the Financial Services Compensation Scheme ('FSCS') or the Financial Ombudsman Service. As a retail client, where You meet the requirements to be re-categorised, You have the right to request to be treated as an elective professional, either generally, or in relation to one or more particular types of transaction. Such request must be

made in writing, and We will consider any request received on a case-by-case basis against the criteria set out in the FSA Rules. We will inform You of any limitations that such a re-categorisation will entail, together with the scope of that re-categorisation. If, following a request, You are classified as an elective professional; You must keep Us informed of any change in Your circumstances that could affect Your classification. If we notify You that We will treat You as a professional client, You may request to be treated as a retail client, either generally, or in relation to one or more particular types of transaction.

2.5 Charges

Our current charges are detailed under Term 17. Any alteration to charges will be notified to You before the time of the change in accordance with Term 21.

3. Your Plan

3.1 We will only accept an application to open a Plan on these Terms by completion of Our Application Form. We shall consider receipt of a completed Application Form as an offer from You to open a Plan.

We may accept or reject applications at Our discretion, but We will notify You of Our decision. In particular, We may reject applications if:

- (a) Your application is received after We close the offer to open Plans, including under Term 4.3;
- (b) Your application is received after the Offer Period;
- (c) Your Subscription or Transfer to Us is less than the minimum amount or more than the maximum amount in accordance with Term 4.1; or
- (d) Your investment in the Plan was arranged by a professional adviser and that professional adviser (or their firm, if applicable) has not signed Our terms of business and is therefore not authorised by Us to promote Our products. If this is the case, We will return Your application to Your professional adviser directly along with a copy of Our terms of business for them to sign immediately. Until We receive notification and evidence from Your professional

adviser that the terms of business have been executed We cannot process any application. As soon as We have confirmation that the terms of business have been signed and We receive back Your application from Your professional adviser, We can then proceed with opening Your Plan. We therefore advise that before sending the application to Us, You check with Your professional adviser as to the status of the terms of business agreement.

- 3.2 You confirm that the information supplied, and any declarations made, on Your Application Form are true, accurate and complete. You acknowledge that We may be required to void Your Plan if any of the information supplied or declarations made are untrue, inaccurate or incomplete, for example in accordance with Our obligations under the ISA Regulations. You will be liable for any costs We incur due to having to void Your Plan under this Term, so long as they are reasonably incurred.
- 3.3 If We accept Your application, We will open Your Plan on the date on which We receive Your first Subscription or (where applicable) the Transfer proceeds from Your previous ISA manager, or if that day is not a Business Day, We will open Your Plan on the following Business Day. If Your Subscription fails to clear, We will cancel Your Plan.
- 3.4 You must provide Us with all information that We may reasonably require in order to carry out Our duties in managing Your Plan.
- 3.5 In respect of Your Plan, We will deal with You solely on an execution only basis which means We do not provide any advice to You in relation to Your Plan. By accepting Your application to open a Plan, We are not confirming that an investment in the Plan, or the Investments We may purchase for You under Term 5, are suitable for You. If You are in any doubt as to whether the Plan is suitable for You, You should seek independent financial advice.
- 3.6 When acquired under Term 5, the Investments will qualify for the purposes of the ISA Regulations and, as such,

references to 'Your Plan' in these Terms should read as reference to each such Plan separately. Your Plan will be managed as an ISA if You instruct Us accordingly on Your Application Form. We will open separate Plans in respect of:

- (a) Subscriptions to a new ISA and a Transfer to Us of proceeds from an existing ISA into an ISA of the same component; and
- (b) Subscriptions that are not to be held in an ISA. As such, references to 'Your Plan' in these Terms should be read as reference to each such Plan separately.
- 3.7 If You wish Your Plan to qualify as an ISA, You must indicate on Your Application Form whether You wish it to be a Stocks and Shares ISA. This cannot be changed once Your Plan has been opened.

4. Subscriptions and Transfers

- 4.1 The minimum and maximum Subscription and Transfer amounts applicable to Your Plan are as set out in the Schedule.
- 4.2 All Subscriptions must be made in cash in such form as is acceptable to Us. Once We receive Your Subscription (or, in the case of a Transfer to Us, once We receive the Transfer proceeds from Your current ISA manager) We will purchase Investments in accordance with Term 5.
- 4.3 The Plan will be open to Subscriptions and Transfers for a limited period and may be closed to Subscriptions and Transfers without notice. In particular, We may have to close the Plan if the amount of Subscriptions received exceeds any maximum amount set by the Issuer.
- 4.4 If We receive Your Subscription and it is in excess of the maximum Subscription or Transfers amounts, then notwithstanding these limits We may accept Your cash, but within 21 days of receipt of Your Subscription, return to You the amount by which Your Subscription exceeds the maximum Subscription or Transfer amounts. We will only purchase investments in accordance with Term 5 in an amount equal to the maximum Subscription or Transfer amounts.

5. Investments

- 5.1 On the Initial Reference Date, We will purchase Investments for Your Plan, in accordance with this Term 5, by applying the Capital in accordance with Your Investment Objective.
- 5.2 The Investments that We will purchase for You will be medium-term notes with a fixed maturity. These medium term notes are debt instruments or bonds which have been specifically structured to match the Investment Objective of Your Plan.
- 5.3 We will sell the Investments on the Maturity Date of Your Plan. The Investments are structured so that the price We will receive when We sell them will correspond to the amount You are entitled to receive from Your Plan in accordance with Your Investment Objective.
- 5.4 When We purchase and sell the Investments in accordance with these Terms, We will always be acting as Your agent, and not as the agent of the Issuer or the Purchaser.

6. Cash proceeds

- 6.1 Under no circumstances will You become entitled to have the Investments transferred to You. You are only entitled to receive a cash sum, calculated in accordance with these Terms.
- 6.2 We will contact You within three Business Days after the Maturity Date to confirm what You want Us to do with the cash proceeds of Your Plan. If You have so requested, We will attempt to remit the proceeds to You within five Business Days of receiving your instructions, or by the date shown in the correspondence We send You after maturity, using the details that We have for You in Our records. It is therefore important that You notify Us if Your address or bank account details change. If You have not so requested, We will place the proceeds in a non-interest earning account with a view to reinvestment, until We receive further instructions from You. If, where Your Plan is an ISA, You do not provide such instructions within a reasonable

time, We will remit the proceeds to You in accordance with the ISA Regulations.

- 6.3 The cash proceeds of Your Plan will not earn interest or generate any growth after the Maturity Date.

7. Client money and assets

- 7.1 The Client Money Rules were created to ensure that the money You give Us is not mixed with Our money.
- 7.2 Where applicable, We shall pay interest on money standing to Your credit in Your account at Our published rate from time to time.
- 7.3 We may hold Your money with Barclays Bank PLC which is a bank in the same group as Ourselves. Please let us know if You do not wish Your money to be placed with a group bank.

8. Valuation

- 8.1 Unless We notify You otherwise, the Investments in Your Plan will be valued on each Valuation Date on a 'bid' basis, which means the price that We would receive if We were to sell Your Investments on Your behalf on the relevant Valuation Date. The prices We obtain will be used in the statements provided under Term 16.2, or if You ask Us to tell You what the Investments in Your Plan are worth. However these prices are only indicative.
- 8.2 If You make an Early Withdrawal, the amount of cash You receive will be determined by the price at which the Investments can actually be sold on the relevant Valuation Date. This may be lower than the indicative price We obtain under Term 8.1.

9. Validity of instructions

- 9.1 If We receive invalid or unclear instructions from You at any time, We may decline to act on them. If so, We will notify You by post and await Your further instructions. Your communications under these Terms and Conditions are only effective when We receive them.

10. Making withdrawals and closing Your Plan

- 10.1 You may instruct Us to effect an Early Withdrawal for You on any Valuation Date. You must notify Us in writing by the close of business on the Business Day before the next Valuation Date if You wish the withdrawal to take place on that Valuation Date.
- 10.2 Partial withdrawals are not permitted (unless We agree otherwise with You in writing). If You request an Early Withdrawal, We will sell all the Investments in Your Plan at the next Valuation Date after receipt of Your valid instructions, and Your Plan will close automatically. Any other Plans You have will remain open.
- 10.3 You acknowledge that if You request an Early Withdrawal:
- (a) Your Investment Objective may not be met; and
 - (b) Your Capital is at risk, and the amount You receive may be less than You originally invested and less than You would receive if You were to hold Your Plan until the Maturity Date. The amount You receive from Your Early Withdrawal request will be the market value of the underlying investment issued by Barclays Bank PLC which is held on your behalf in the Plan. During the term of the Plan, the price or market value of the underlying investment may go up or down. The market value will be dependent on prevailing market conditions including but not limited to interest rates, rates at which Barclays Bank PLC lends to or borrows from other banks, the perceived ability of Barclays Bank PLC to meet its obligations, the length of time to maturity of the investment and the level of the Index. The market value will not be known and cannot be calculated until We process Your withdrawal request. Should You wish to obtain an indicative market value of Your investment during the term, please contact Your financial adviser or call Woolwich Plan Managers on 0800 234 6021.

- 10.4 You acknowledge that HM Revenue and Customs may treat ISA Plans as void under the ISA Regulations where You have opened more than the allowed number of Stocks and Shares or Cash ISAs in the same tax year. In making Your application to open a Plan, You understand that HM Revenue and Customs will not be able to notify Us whether Your application is void under the ISA Regulations until the financial year following the year of Your application. You understand and agree that We will purchase the Investments pursuant to Term 5 prior to receiving any such notification from HM Revenue and Customs.
- In the event that Your Plan is declared void pursuant to the ISA Regulations, We shall continue to manage Your Investments in order to meet the Investment Objective. However, whilst Your Investments will be retained within the Plan, they will not benefit from the laws and regulations relating to ISAs until such time as HM Revenue and Customs notifies Us otherwise. HM Revenue and Customs refers to this notification as effecting a 'repair'.
- We will, as soon as reasonably practicable, notify You in writing if Your Plan is declared void pursuant to the ISA Regulations. In such circumstances, You will be entitled to withdraw Your Subscription in accordance with Term 10. However, any such withdrawal shall be treated as an Early Withdrawal, with the consequences set out under Term 10.3. Therefore, it is very important for You to do everything You can to ensure that Your Plan will not be declared void pursuant to the ISA Regulations (for example, because You have already utilised Your maximum ISA investment entitlement for the tax year in question).
- In addition, We may, by giving You reasonable written notice, close Your Plan with immediate effect from the expiry of that notice, if:
- (a) We are required to do so by the FSA or under the ISA Regulations;
 - (b) You have materially breached the ISA Regulations or these Terms; or

- (c) Your Plan is an ISA and We cease to act as an ISA manager for any reason (as appropriate) but We shall give You no less than thirty days prior written notice if this is the case or allow You to transfer Your Plan to another manager.

In order to close Your Plan, We will sell the Investments within Your Plan at the next Valuation Date and pay the cash proceeds to You. This may also constitute an Early Withdrawal with the consequences set out under Term 10.3.

We may retain such cash from Your Plan as is necessary (including by realising some of Your Investments) to meet any tax liability for which We must account to HM Revenue and Customs under the ISA Regulations including where We had to effect a 'repair'.

- 10.5 The cash proceeds arising from any Early Withdrawal will be paid to You by direct credit or crossed cheque (as appropriate) within four Business Days after the Valuation Date following receipt of Your valid instructions under Term 10.1 or Our notice to You under Term 10.4, after deducting any charges due and payable under these Terms or the ISA Regulations (see Term 17 for more details).
 - 10.6 Any withdrawal proceeds from selling Your Investments will only be made payable to You, and cannot be made payable to a third party, except:
 - (a) at Our discretion; or
 - (b) in accordance with Term 11.2 or Term 12.
 - 10.7 If Your Plan is an ISA, and We give You notice that Your Plan is to be closed, You may instruct Us to transfer the proceeds of Your Plan to another ISA manager (as appropriate) under Term 11.
 - 10.8 Where any amount due to Your Plan is outstanding at the time We pay the proceeds under this Term, such amounts will, once they are received by Us, be paid to You in accordance with Term 10.5, unless Term 11.3 applies.
 - 10.9 Closure of Your Plan (for whatever reason) will not affect:
 - (a) the completion of transactions undertaken within Your Plan;
 - (b) any liabilities or obligations of either You or Us to the other incurred before the date of closure; and
 - (c) all sums rightfully due from either You or Us to the other becoming payable on the date of closure.
 - 10.10 Unless Term 18.4 applies, closure of Your Plan under this Term 10 will not entitle You to any compensation or damages.
- 11. Closing Your Plan by transferring it to another ISA manager**
- 11.1 You may at any time instruct Us to Transfer a Plan which is an ISA to another ISA manager. If You wish to make such a Transfer, You should contact Us for further information about the relevant procedures and the forms You may be required to complete. The Transfer will take place within such time as You stipulate in Your instruction to Us, subject to a reasonable period of up to thirty days to enable the practical implementation of Your instruction. This will constitute an Early Withdrawal with the consequences set out under Term 10.3, unless the Transfer is effected on or after the Maturity Date. This is because We will have to close Your Plan in order to make the Transfer to the new manager.
 - 11.2 Partial transfers are not permitted. We will sell all the Investments in Your Plan at the next Valuation Date after receipt of Your valid instructions and pay the cash proceeds to Your chosen new ISA manager.
 - 11.3 Where any amount due to Your Plan is outstanding at the time We transfer the proceeds under this Term, such amounts will be paid to Your new ISA manager once they are received by Us.
 - 11.4 Transfer of Your Plan will not affect:
 - (a) any liabilities or obligations of either You or Us to the other incurred before the date of Transfer; or
 - (b) all sums rightfully due from either You or Us to the other becoming payable on the date of Transfer.
- 12. In the event of death**
- 12.1 We need to receive notification of the death of any account holder or signatory

- in a form reasonably acceptable to Us as soon as possible. We will require a registrar's copy of the death certificate in such circumstances;
- 12.2 With the exception of Term 12.1, this Term 12 only applies if you are a sole account holder (including where You are the sole surviving account holder following the death of a joint account holder). In the event of the death of a joint account holder (who is not the sole surviving joint account holder), You should refer to Term 13.1 (e).
- 12.3 The Agreement and the Plan will continue to bind Your estate and Your Legal Personal Representative (LPR). We will advise them of Our requirements to make payment to them or to their order, or (if they wish to arrange for the plan to continue) Our requirements as regards the continuation of the Plan.
- 12.4 Once We receive the grant of representation for Your estate (or such other formal appointment as applicable in Your jurisdiction), We will carry out Your LPR's instructions. The Plan cannot be sold until any re-registration process is completed. If We have not received any instructions after three months of Our receipt of the grant of representation, We may re-register Your Plan into Your LPR's name.
- 12.5 In the event that Your LPR requests that the Investments in the Plan are sold proceeds paid to them or to their order, this will constitute an Early Withdrawal with the consequences set out under Term 10.3.
- 12.6 We will be entitled to Our normal charges in accordance with these Terms until We are satisfied that all Our reasonable requirements have been met in order to make payment.
- 12.7 If Your Plan is an ISA, any increase in the value of Your Plan after the date of Your death will not qualify for tax relief under the ISA Regulations.
- 12.8 If Your estate is too small to warrant a grant of representation, We may in our discretion accept an appropriate indemnity.
- 13. Joint Accounts and Trustees**
- 13.1 Where the Agreement is entered into between Us and more than one person, as regards each person (except where We have agreed otherwise in writing):
- (a) their obligations and liabilities under the agreement are joint and several (which means, for instance, that any one person can sell the entire Plan);
 - (b) they each have authority (as full as if they were the only person entering into the Agreement) on behalf of the others to give or receive any instruction, notice, request or acknowledgement without notice to the others, including an instruction to liquidate the Plan;
 - (c) where separate instructions are given by two or more of them and they are in conflict, We are entitled to act on those instructions or delay acting on those instructions until the conflict has been resolved;
 - (d) any such person may give Us an effective and final discharge in respect of any of Our obligations under the Agreement; and
 - (e) on the death (or, as applicable, dissolution) of any one or more of them, the Agreement and the Plan will not terminate and We may treat the survivor(s) as the only part(ies) to the Agreement as entitled to the Plan, provided that We reserve the right to act on the instructions of the LPR or liquidator of any such person who has died (or, as applicable, been dissolved) on Our receiving proof of their authority.
- 13.2 We may:
- (a) contact and otherwise deal only with the account holder named first in our records subject to any legal requirements or unless You request otherwise; and
 - (b) in our sole discretion require an instruction to be given by all or a number of the persons entering the Agreement before We take any action under the Agreement.
- 14. Ownership**
- 14.1 All certificates and other documents of title relating to Investments within Your Plan will be deposited with an appropriate

securities depository. The Investments will be recorded in the name of the Nominee on Your behalf, but You will be the beneficial owner of them (unless You are a trustee, in which case the beneficial ownership will be determined in accordance with the relevant trust documents).

We will also keep Our own record of Plan Investments which the Nominee holds for You. You must not use the Investments in Your Plan as security for a loan. You may not transfer any interest in them to a third party except to the extent permitted by these Terms and the ISA Regulations.

- 14.2 All Investments within Your Plan will be recorded in the same name as those of other investors in the Plan. As such, they will not be identifiable by separate certificates and, on an insolvency of Us, You might encounter delays in recovering the cash value of Your Investments, and possibly an increased risk of loss if there is a shortfall (shared by all affected investors in the Plan on a pro rata basis).

15. Voting rights and reports

- 15.1 The Nominee will hold the voting rights (if any) in relation to the Investments in Your Plan. The Nominee will have the right to exercise such voting rights (or abstain from exercising them) at its discretion. If You wish, however, You may request Us to arrange for You to attend (and vote at) meetings of holders of securities in relation to Investments in a Plan which is an ISA, to the extent that this is permitted by the terms of the relevant instrument for the Investment(s) concerned.
- 15.2 If You request, and Your Plan is an ISA, We will:
- (a) send to You copies of the annual report and accounts in relation to any Investment in Your Plan (if any); and
 - (b) send to You copies of any offering circular, prospectus or other information available in respect of any Investment which is issued to holders of the relevant securities.

16. Documents You will receive

- 16.1 We will acknowledge in writing Your application to open a Plan. You will receive Your cancellation notice with this acknowledgement (see Term 23). We will post this correspondence to You within one Business Day of accepting Your application.
- 16.2 We will provide You with statements twice a year, as set out in the Schedule. These statements will show the value of Your Plan, the basis on which the Investments in Your Plan were valued, and any changes since the last statement that was sent to You.
- 16.3 By agreeing to these Terms, and because of the nature of the Plan, You confirm that You do not require Us to send You a written confirmation setting out full details of each transaction to purchase or sell Investments for You. However, We will send You all the documents and information that We have agreed in these Terms to provide.
- 16.4 You have the right to inspect copies of all contract notes, vouchers and other entries in Our own records relating to transactions which We have completed for You. We keep records of such transactions for at least six years.

17. Charges and other amounts payable

- 17.1 The returns to which You will be entitled, in accordance with Your Investment Objective, are net of all anticipated charges and expenses (excluding any tax that You may be liable to pay, or charges We may reasonably require you to pay in respect of significant taxation changes). These charges are taken on the Initial Reference Date which are shown in the Schedule and exclude any such tax or charges for taxation changes, but including commission paid to any financial adviser who arranged Your Subscription in the Plan. No other charges are anticipated. In the event of an Early Withdrawal, no further charges will be deducted nor will those taken at the Initial Reference Date be rebated. In the event of cancellation You will receive a full refund of any charges (see Term 23.1). You remain

- assessable to any personal taxes to which You may be liable.
- 17.2 Please note that it is possible that You will be liable to pay additional taxes or costs that are not paid, or imposed, by Us.
- 18. Liability**
- 18.1 We will exercise due care and diligence in managing Your Plan. However, we will not be liable to You:
- (a) for any default by the Issuer and/or the Purchaser;
 - (b) for any default by the Nominee, or any securities depository with whom Your Investments are deposited;
 - (c) for any loss, depreciation or fluctuation in the value of the Investments held within Your Plan, except as a result of Our fraud, negligence or wilful default;
 - (d) if We cannot carry out Our responsibilities because of circumstances beyond Our reasonable control; or
 - (e) for the acts or omissions of any professional adviser who arranged Your Investment in a Plan.
- 18.2 We will exercise Our authority under Term 5 in an appropriate way. However, whilst the Investments will be structured with a view to meeting Your Investment Objective on the Maturity Date, because they are issued by a third party We are unable to (and do not) ensure that Your Investment Objective will be met. You should read and understand these Terms (including the Schedule) and risks and the features of Your Plan as set out in the Brochure provided to You in connection with Your Plan.
- 18.3 In particular, and without limiting Terms 18.1 and 18.2, You should note that Your entitlement under the Plan is dependent on the exact terms of issue of the Investments. These may contain provisions allowing for (a) adjustments to the calculation of entitlements in timings and (b) the termination of the Investments, including (without limitation) in circumstances where We are in default. We cannot be held responsible for any such events or circumstances that may arise, except to the extent that Term 18.1(c) or Term 18.4 apply.
- 18.4 No provision in these Terms will operate so as to exclude or limit Our liability to the extent that this would be prohibited by law or the FSA Rules.
- 19. Regulatory and general matters**
- 19.1 We may delegate Our functions or responsibilities to a third party. However, We will only do so if We are satisfied that any such third party is competent to carry out the relevant functions or responsibilities.
- 19.2 We may not commit You to a financial obligation to add to Your Plan, either by borrowing or committing You to a contract the performance of which may not be possible without such an additional payment. We may not commit any of the assets of Your Plan to any obligation to underwrite any issue or offer for sale of securities without Your instruction.
- 19.3 We may arrange to carry out for You business in which We have a material interest, or in which We are aware another party connected with Us has such an interest. This may arise, for example, because one of Our Affiliates is the Issuer or the Purchaser. In these circumstances We and any other party connected with Us will be entitled to retain any benefit We or they may receive as a result of such a transaction.
- 19.4 We may aggregate Your transactions with those of other customers where We are purchasing or selling Investments for more than one customer on the same day. On some occasions You may benefit from this whilst, on others, You may be disadvantaged but We are required to comply with the FSA Rules when We do this.
- 19.5 If Your Plan is an ISA, We will notify You as soon as reasonably practical of any failure to satisfy any provision of the ISA Regulations which has caused, or will cause, Your Plan to become void for the purpose of the ISA Regulations.
- 19.6 We will require evidence of Your identity in order to enable Us to comply with Our obligations under money laundering regulations. We will tell You what Our requirements are. If You fail to provide satisfactory evidence or are slow to do so, that may result in Your Plan not being

opened, or being closed, or in payments to You being withheld.

- 19.7 Telephone calls may be recorded and monitored so that We can improve the services that We offer to You and for Your security and Our staff development.
- 19.8 If We relax any of these Terms for You, this may be just a temporary measure or a special case. We may enforce them strictly again at any time.
- 19.9 If any Term (or part of any Term) is unenforceable or invalid for any reason, all the other Terms (or the remaining part of the Term in question) will continue to be valid and enforceable to the fullest extent permitted by the law.
- 19.10 You must inform Us if Your bank account details change so that We can keep Our records up to date. If You do not, this may delay redemption proceeds being paid to You.
- 19.11 These Terms and Conditions, together with all other contractual Terms and any other information provided in relation to Your Plan (whether provided before or subsequent to the date on which Your Plan is opened) shall be provided in the English language. All communications entered into, whether before or after the Term of the Plan, shall be in the English language.

20. Notices

- 20.1 Unless otherwise stated, any notice, instruction or other communication to be given by Us will be valid if posted to Your correspondence address, as supplied to Us.
- 20.2 We will only accept instructions or requests from You if they are in writing, sent to the address We have notified to You for that purpose, and accompanied by any other documents We may reasonably require. We will not be bound to act unless the instructions are in Our reasonable opinion, clear and unambiguous. Subject to Term 23.1, instructions and requests from You will not be treated as received until actually received by Us on a Business Day.

21. Variation

- 21.1 We may change these Terms and Conditions and introduce changes to Our services at any time. Changes will be caused by changes in the cost of providing a service to You, predicted changes in legal or other regulatory requirements affecting Us, or any system or product development. We will not change the contractual rate of return payable to You during the term of Your Plan.
- 21.2 We will give You at least 30 days' advance notice of any changes which are to Your disadvantage. We may introduce changes immediately and advise You within 30 days of the change if We reasonably consider the change is not to Your disadvantage.

22. Assignment

- 22.1 We may assign Our rights and obligations under these Terms to another person selected by Us, provided that:
 - (a) We give You one month's prior written notice;
 - (b) We may only assign to a person who is appropriately authorised for the purpose of applicable laws and regulations (including the ISA Regulations, in the case of a Plan which is an ISA); and
 - (c) the assignment is part of an intra-group reorganisation, or else We reasonably believe that the assignment will not prejudice You in any material aspect.
- 22.2 You may not transfer Your legal rights under these Terms to anyone else, subject to Term 22.3 and 22.4.
- 22.3 If You are a trustee, You may assign Your rights and obligations under Your Plan to any successor trustee subject to Our written consent, which We may not withhold unreasonably.
- 22.4 On Your death Your LPR may assign Your rights and obligations under Your Plan in accordance with Term 12.

23. Cancellation rights

- 23.1 You have the option to cancel Your Subscription on the following terms: A cancellation notice will be sent to You (within five Business Days) after We

- have received Your Application Form. In order to cancel, You must post the notice (or a signed letter of cancellation) to Woolwich Plan Managers Limited, PO Box 9283, Brentwood, Essex CM15 8TG within 14 days of the day You receive the application confirmation / cancellation. If You exercise Your right to cancel, You will receive a full refund of Your Subscription. If You do not exercise Your right to cancel You will have entered into a legally enforceable contract under which You have agreed to open a Plan and pursuant to which Investments will be purchased on Your behalf, subject to Your ability to make an Early Withdrawal or close Your Plan after the Start Date pursuant to Term 10.
- 23.2 If You are transferring an existing ISA to Us, a cancellation notice will be sent to You after We receive the proceeds from Your previous ISA manager.
- 23.3 If You have applied to open an ISA, You understand that You will not have any right under the FSA Rules to withdraw Your application once it has been made. This does not affect Your right to cancel under Term 23.1.
- 23.4 Subject to Term 19.10, any proceeds due to You following any cancellation of Your Plan shall be paid to You as soon as reasonably practicable, and in any event, within 30 days of the date upon which Your cancellation became effective.
- 24. Law, Jurisdiction and Language**
- 24.1 The Agreement, Your Plan and Our relationship with You will be governed by, and construed in accordance with, the law applying in the jurisdiction in which We provide services to You under the Agreement and the Plan. The Agreement is supplied in English, and all communication between You and Us will be in English.
- 24.2 The Courts of the jurisdiction in which We provide services to You under the Agreement have, (subject to Term 24.3), exclusive jurisdiction to settle any dispute arising in connection with the Agreement, including its creation, validity, effect, interpretation or performance, and, for such purposes, the parties irrevocably submit to the jurisdiction of the Courts of the jurisdiction in which We provide services to You under the Agreement.
- 24.3 Where We provide services to you outside the UK, either party, in bringing proceedings in relation to this Agreement may choose to bring such proceedings in the courts of England and Wales and the parties agree that, if either party makes that choice:
- (a) the provisions of Term 24.2 above shall not apply;
 - (b) the courts of England and Wales shall have exclusive jurisdiction to settle any disputes of the nature referred to in Term 24.2 above; and
 - (c) the parties irrevocably submit to the jurisdiction of the courts of England and Wales.
- 24.4 Service of legal process or any other documents in connection with proceedings in any Court may be achieved by the registered mailing of copies to your last address shown in Our records or in any other manner permitted by the law applying in the jurisdiction in which We provide services to You under the Agreement, the law of the place of service, or the law of the jurisdiction where proceedings are instituted.
- 24.5 To the extent there is any conflict between the Agreement and Our duties under any applicable laws from time to time, (including the rules and regulations of the stock market in the jurisdiction in which We provide services to You under the Agreement), We will be permitted to act in such manner as We reasonably consider necessary to comply with those laws and will not be treated as having breached the Agreement as a result.
- 25. Complaints & compensation**
- 25.1 If You have a complaint about Your Plan and its operation, You should contact Us by post or by telephone, at: Woolwich Plan Managers Limited, P.O. Box 9283, Brentwood, Essex, CM14 9AQ. Telephone: 0800 234 6021

- 25.2 Details of Our complaints handling procedures are available on request on telephone number 0800 234 6021.
- 25.3 If You are not satisfied with the way in which the complaint is handled, You can refer it to the Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR. Making a complaint will not prejudice Your right to take legal proceedings.
- 25.4 If You make a valid claim against Us in respect of Our management of Your Plan, and We are unable to meet Our liabilities in full, You may be entitled to compensation from the Financial Services Compensation Scheme. The amount depends on the type of business and the circumstance of the claim. Most types of investment business are covered for 100% of the first £30,000 and 90% of the next £20,000 so the maximum compensation is £48,000. Further details of the scheme are available on request or at the Scheme's official website at www.fscs.org.uk.

26. Corporate and Trustee Planholders (Clause not relevant for ISA investments)

- 26.1 If You are a company (including a corporate trustee), by making an application to open a Plan, You confirm that:
- (a) You are a company duly incorporated and validly existing in the United Kingdom;
 - (b) You have the necessary corporate power to make Your Subscription;
 - (c) You have duly authorised, executed and delivered the Application Form in respect of Your Subscription;
 - (d) the Terms constitute Your valid and legally binding obligations, enforceable under English law; and
 - (e) by making Your Subscription You will not violate any of Your constitutional documents.

You agree to provide to Us any documents or information that We may reasonably require in support of the above confirmations, including for example certified copy resolutions and signature certificates.

- 26.2 If You are a trustee, by making an application to open a Plan You confirm that:
- (a) You have been duly appointed as trustee of the relevant trust;
 - (b) You have all necessary power, authority and consents to make Your Subscription;
 - (c) in respect of Your Subscription, You will comply with all internal management procedures of the trust and any other procedural requirement; and
 - (d) by making Your Subscription You will not violate the relevant constituting trust document(s).

You agree to provide to Us any documents or information that We may reasonably require in support of the above confirmations. You acknowledge that, even though the beneficial ownership of the Investments will be determined by reference to the relevant constituting trust document(s), We will treat You as Our customer for all purposes of the Plan and will not otherwise recognise any trust arrangement under which You hold the Investments.

27. Market Disruption

- 27.1 In the absence of manifest error, Our calculation of the Index Level and Our determination of whether a Market Disruption Event as described below has occurred will be conclusive. We will of course act in good faith and in a commercially reasonable manner in making these determinations.
- 27.2 If an Index is materially modified in any way, or the relevant Index Sponsor fails to calculate and announce an Index (either on a particular day or it ceases to do so generally), or its calculation and publication is taken over by another person, or it is replaced by a successor Index or an error in the level of an Index is discovered, then We may make such adjustments to the method of calculating the return as We may reasonably consider appropriate (taking into account market practice and procedures adopted by members of the International Swaps and Derivatives Association). If this action

includes adopting a replacement Index, We will notify You.

27.3 If on any date when We are calculating the return:

- an underlying stock exchange relevant to the calculation of the Return is closed or there is a suspension, limitation or disruption in the trading on that exchange of any security relating to the determination of the Return, and this would be material in Our determination;
- statistics from trading on a relevant Exchange Business Day are not calculated or announced; (each a 'Market Disruption Event'), then We shall, at Our discretion, be entitled to use the statistics, or level of the Index from the first subsequent Business Day, (on which the relevant exchange is open), on which a Market Disruption Event does not occur. Where there is a Market Disruption Event in existence for five consecutive Business Days (on which the relevant exchange is open), We will determine Our good faith estimate of statistics or level of the Index that would have prevailed but for the Market Disruption Event in accordance with market practice and/or procedures used by members of the International Swaps and Derivatives Association. If, as a result of a Market Disruption Event, statistics and/or the level of the Index relating to the calculation of the return cannot be determined, Our determination as to whether a Market Disruption Event has occurred and as to any statistics and/or the level of the Index used when calculating the return will be conclusive and binding on You.

28. Your Information

Using information about You

28.1 In order to provide You with products and services We need to collect, use, share and store personal and financial information about You ("Your information"). This includes information which We:

- (a) obtain from You or third parties, such as employers, joint account holders, credit reference agencies (who may search the Electoral Register), fraud prevention agencies or other

organisations for the purposes of administering or managing Your Plan, or which You or they give to us at any other time; or

- (b) learn from the way in which You use and manage Your Plan, from the transactions You make and from the payments that are made to Your Plan, such as the date, amount and currency.

28.2 Where You provide personal and financial information about others (such as dependants, other family members and a joint account holder, where applicable) You confirm that You have their consent or are otherwise entitled to provide this information to Us and for it to be used in accordance with the Agreement.

28.3 You authorise Us to process and disclose Your information relating to medical, health, lifestyle, ethnic background and criminal offences alleged or otherwise that is provided by You or that We obtain from third parties for the purposes of:

- (a) assessing and identifying products and services;
- (b) applying for a product of an insurance company/organisation;
- (c) detecting and preventing crime (including without limitation fraud and money laundering);
- (d) transferring Your information in accordance with Paragraph 27.10 (f); and
- (e) otherwise meeting Our obligations under the Agreement, including but not limited to this Paragraph 27.

28.4 We and other companies in the Barclays Group will use Your information to manage Your Plan, give You statements and provide Our services and products, for assessment and analysis (including credit and/or behaviour scoring, market and product analysis), to prevent and detect fraud, money laundering and other crime, carry out regulatory checks and meet Our obligations to any relevant regulatory authority, and to develop and improve Our services to You and other clients and protect Our interests.

28.5 We and other members of the Barclays Group may use Your information to inform

- You by letter, telephone (or similar), digital television, email and other electronic methods, about products and services (including those of others) which may be of interest to You. You may tell us at any time if You do not wish to receive marketing communications from us and/or other members of the Barclays Group by writing to us providing Your full name, address and Plan reference number (please refer to the Brochure or Your Application Form for contact details).
- 28.6 Where We and other members of the Barclays Group collect, use, share and store Your information by way of electronic instructions and/or communications.
- 28.7 We give Your information to and receive information from credit reference agencies and fraud prevention agencies. We and other organisations may access and use this information to prevent and detect fraud, money laundering and other crimes and to make credit assessments. Examples of circumstances when Your information or information relating to Your partner or other members of Your household may be shared include:
- checking details on applications for products and services, and credit and credit-related, or other, facilities;
 - managing credit and credit-related accounts or facilities;
 - recovering debt;
 - checking details on proposals and claims for all types of insurance;
 - checking details of job applicants and employees; and
 - making enquiries when You ask for any lending products or investment products and to assist in managing Your account.
- 28.8 Information held about You by the credit reference agencies may already be linked to records relating to Your partner or members of Your household where a financial "association" has been created. Any enquiry We make at a credit reference agency may be assessed with reference to any "associated" records. Another person's record will be "associated" with Yours when:
- You make a joint application;
 - You advise Us of a financial association with another person; or
 - if the credit reference agencies have existing linked or "associate" records. This "association" will be taken into account in all future applications by either one or both of You and shall continue until one of You applies to the credit reference agencies and is successful in filing a "disassociation". We do not give information about savings accounts to credit reference agencies.
- 28.9 Credit reference agencies keep a record of Our enquiries and may record, use and give out information We give them to other lenders, insurers and other organisations. If false or inaccurate information is provided or fraud is suspected, details may be passed to fraud prevention and credit reference agencies. Law enforcement agencies may access and use this information. The information recorded by fraud prevention agencies may be accessed and used by organisations in a number of countries including the jurisdiction in which We provide services to You, the UK and in other countries. Please contact Us if You want to receive details of the relevant fraud prevention agencies.
- 28.10 We may disclose information about You and the management of the Agreement to the following, wherever located:
- other companies within the Barclays Group (that are subject to a similar duty of confidentiality);
 - Our partners, and companies and organisations that provide services or assist Us in reviewing Your financial position, to process transactions in the exercise of Our discretion under the Agreement where applicable or arising from recommendations made by Us to You; for example, to obtain product quotes and recommend and complete a product purchase with a product provider;
 - companies and organisations providing a service to Us or acting as Our agents, including, but not limited to, sub-contractors (including their agents) and professional advisers, on the understanding that they will keep Your information confidential;

- (d) companies and organisations that assist Us to process transactions under the Agreement, including, but not limited to executing trades on an exchange;
 - (e) anyone to whom We may transfer Our rights and/or obligations under the Agreement;
 - (f) any third party as a result of any restructure, sale or acquisition of any company within the Barclays Group, provided that any recipient uses Your information for the same purposes as it was originally supplied to Us and/or used by Us;
 - (g) Your advisers (including, but not limited to, accountants, lawyers or other professional advisers) where authorised by You;
 - (h) Your financial adviser or agent. Where transactions have been carried out through a financial adviser or agent, that person will be deemed to be Your agent to whom full details of Your information under the Plan may be disclosed unless You advise Us to the contrary in writing;
 - (i) any person notified by You as authorised to give instructions or to use the service on Your behalf for the purpose of managing and administering the Plan, to the extent reasonably necessary to enable Us to manage and administer Your Plan; and/or
 - (j) where the Barclays Group has a duty to do so, or if law or regulation allows Us to do so. In order to make or receive payments, the details of the payment (including information relating to those involved in the payment) may be received from or sent to another jurisdiction, where it could be accessible by regulators and authorities in connection with their legitimate duties (for example, the prevention of crime). In instructing Us to make payments, You agree to this on behalf of Yourself and others involved in Your payments.
- 28.11 Where We transfer Your information to a service provider or agent in another country (including, without limitation, countries outside the EEA), We will make sure the service provider or agent agrees to apply the same levels of protection as We are required to apply to Your information and to use Your information in accordance with Our instructions.
- 28.12 We will retain information about You after the termination of the Agreement, or if Your application is declined or abandoned for as long as permitted for legal, regulatory, fraud prevention, financial crime and legitimate businesses purposes.
- 28.13 You can ask for a copy of Your information We hold about You by writing to Us. A fee may be charged for this service as permitted by appropriate law or regulation.
- 29. Electronic Instructions**
- There is no guarantee that the electronic communications detailed in these Terms will be secure, virus free or successfully delivered. We are not liable if, due to circumstances beyond Our reasonable control, electronic communications are intercepted, delayed, corrupted, not received, or received by persons other than the intended addressee(s). However, where We think this has happened with an electronic communication from You, We will try to confirm the communication with You. For security, legitimate business purposes and to maintain service standards, We may monitor internet communications, including emails We send or receive, and any Website We use.
- 30. Conflicts of interest and material interests**
- 30.1 The complexity and size of Our business, Our position within the wider Barclays Group, and Our reliance on third parties at various points can occasionally lead to situations where Our interests and/or those of Our staff conflict with Your interests. Equally, Your interests may occasionally compete with those of other clients.
- 30.2 Where We are aware, including made aware, that We are faced with a situation of competing interests, We will undertake all reasonable steps to protect Your interests and ensure Your fair treatment,

- in line with the duties We owe You as Our client. To this effect, We have a framework in place to handle conflicts of interest, such that We act with an appropriate degree of independence from Our own interests when transacting with You or dealing on Your behalf. This framework comprises:
- (a) a policy that specifies the requirements for staff to identify, prevent and manage conflicts of interest, including ongoing monitoring of the effectiveness of the arrangements designed to protect Your interests in the face of conflicts;
 - (b) the active engagement of senior management in order to ensure Our arrangements remain robust; and
 - (c) mandatory training sessions to familiarise all Our staff with the relevant arrangements.
- 30.3 Where We are not satisfied that Our arrangements to handle conflicts are sufficient to prevent a conflict from potentially harming Your interests, We will:
- (a) disclose the nature and source of the conflict to You; and
 - (b) if appropriate, obtain Your permission to proceed with the service.
- 30.4 On request, We will provide You with further information on how We handle conflicts of interest.
- 30.5 We describe below some of the types of conflicts of interest that could arise so that You are able to understand them and consent to Our acting nonetheless. Examples of such situations include:
- (a) where We or another member of the Barclays Group carry on business on behalf of other clients;
 - (b) where We effect, arrange or give advice on transactions in which We or another member of the Barclays Group benefit from a commission, fee, mark-up or markdown payable otherwise than by You and/or in respect of which We or an associate may also be remunerated by the counterparty to the transaction;
 - (c) where a deal or recommendation involves investments issued by us, another member of the Barclays Group, a client or a client of another member of the Barclays Group;
- 30.6 We will ensure that transactions into which We enter on Your behalf are on terms that are not materially less favourable to You than if no potential conflict had existed. Neither We nor any other member of the Barclays Group will account to You for any profit, commission or remuneration made or received from or by reason of such transactions and these amounts will not be set-off against Our fees except where this is required by Financial Services Regulations (if there is no such requirement in the jurisdiction in which We provide services to You, We will meet the requirements of the Financial Services Authority in the United Kingdom).
- 30.7 When conducting business for You, We may receive from or pay to a third party commissions or other benefits in relation to that business. For any such commissions or benefits, We will ensure that these arrangements provide for an enhancement of the service to which they relate and that they do not prevent us from acting in Your best interests.
- 30.8 For any business where You are introduced by a third party, We may have made a payment to the introducer or pay ongoing commissions. The basis of such payments will be made available to You on request.
- 30.9 When providing services to You, We are permitted to deal in investments with You as agent and/or principal, including dealing in investments issued by Barclays Bank PLC or another member of the Barclays Group. Neither the relationship between You and Us as described in the Plan, nor any other service that We provide to You, will give rise to any duties on Our part or that of another member of the Barclays Group that would prevent us or another member of the Barclays Group doing business of the sort indicated in Paragraph 29.5 except where it would not be permitted under Financial Services Regulations (if there is no such requirement in the jurisdiction in which We provide services to You, We will meet the requirements of the Financial Services Authority in the United Kingdom).
- 30.10 We and any other member of the Barclays Group provide a range of services and may possess information of a confidential or non-public nature which We are under

a duty not to disclose or use for Our own benefit or anyone else. We will therefore be unable to use this information on Your behalf or disclose it to You. In providing Our services under the Plan, We are not obliged to disclose or take into consideration any information, fact or matter that:

- (a) has not come to the actual attention of the individual making the recommendation to You or acting on Your behalf, whether or not it has come to the attention of any other person;
- (b) disclosure of which would be a breach of a duty of confidentiality to any other person or result in a breach of any applicable law or regulation; or
- (c) is held solely in a division of Us or the Barclays Group in a manner that precludes its publication outside that division.

31. Severability

Each provision of the agreement is severable. To the extent that any provision or Term is or becomes invalid, unenforceable or contrary to any applicable law, it will be given no effect and will be deemed not to be included in the Agreement, but without invalidating any of the remaining provisions of the Agreement.

Summary of Our order execution policy

In Woolwich Plan Managers' agreements to purchase notes relating to this product from Barclays Bank PLC, Woolwich Plan Managers determines the best possible result for its clients in terms of total consideration of the order.

Woolwich Plan Managers only allows any other factors (e.g. speed and likelihood of execution) precedence over price and cost considerations in as far as they are instrumental in delivering the best result in terms of total consideration.

Woolwich Plan Managers considers the placement of an order by a client in accordance with the Terms and Conditions to constitute the consent of that client to Woolwich Plan Managers' order execution policy.

Index information

The FTSE 100 Index used to determine the return generated by the Plan is based solely on 'capital return'. This means that it does not take into account any dividends from the companies whose performance the Index tracks. FTSE also compiles a separate 'FTSE 100 Index' based on 'total return' which does take dividends into account, but this is not the Index used for the purpose of the Plan.

Index provider disclosure

The Plan is not in any way sponsored, endorsed, sold or promoted by FTSE International Limited ('FTSE') or by the London Stock Exchange Plc ('LSE') or by The Financial Times Limited ('FT') and neither FTSE nor the LSE nor FT makes any warranty or representation whatsoever, expressly or impliedly either as to the results to be obtained from the use of the FTSE 100 Index (the 'Index') and/or the figure at which the Index stands at any particular time on any particular day or otherwise. The Index is compiled and calculated solely by FTSE. However, neither FTSE nor the LSE nor FT shall be liable (whether in negligence or otherwise) to any person for any error in the Index and neither FTSE nor the LSE nor FT shall be under any obligation to advise any person of any error therein. FTSE, FT-SE and Footsie are trade marks of the London Stock Exchange PLC and The Financial Times Limited are used by FTSE under licence.

Schedule

Defined Returns Plan (Annual Kick Out 100) Maturity Edition

Offer Period	Until 28 December 2009 at the latest
Closing date for ISA transfers	14 December 2009
Initial Reference Date	11 January 2010
Maturity Date	Any one of the Anniversary Dates shown below, depending on the performance of the Index on those dates
Proceeds available by	We will attempt to remit the proceeds to You within seven days of the Maturity Date using the details We have for You in Our records
Anniversary Date	11 January 2011 or 11 January 2012 or 11 January 2013 or 13 January 2014 or 12 January 2015
Early Investment Discount	Equivalent to 0.25% interest gross per annum on Your Capital from the date your payment clears (deemed to be three days) until 10 January 2010
Index	The FTSE 100 Index
Initial Index Level	The closing level of the Index on the Initial Reference Date
Anniversary Index Level	The closing level of the Index on any one of the Anniversary Dates
Investment Objective	To receive a return, equal to 8% for each year the Plan is in force, the Anniversary Index Level must be equal to or higher than the Initial Index Level. Should this occur, the Plan will automatically mature and You will receive the return and Your Capital will be repaid in full. On the fifth Anniversary Date, full repayment of Your Capital will be made if at close of business every day during the term the closing level of the Index is at least equal to or higher than 50% of the Initial Index Level. However, if at close of business on any day during the term the Index closes at a level lower than 50% of the Initial Index Level, You will lose a proportion of Your Capital equivalent to the percentage fall in the Index from the Initial Index Level to the Anniversary Index Level on the fifth Anniversary Date, calculated to two decimal places.
Investment Limits	Direct investment: £3,600 up to £500,000 Stocks and Shares ISA investment: £3,600 to £7,200 ISA transfers: £3,600 up to £500,000 Stocks and Shares ISA investment for individuals aged 50 or over on 5 April 2010: £3,600 to £10,200 Investments in excess of £500,000 are accepted at the discretion of Woolwich Plan Managers
Charges	All charges are taken into account when the Plan is opened and reflected in the terms of the Plan. Charges are expected to be around 6% of your original investment

This item can be provided in Braille, large print or audio by calling 0800 400 100* (via TextDirect if appropriate).

* Lines are open 8am to 8pm UK time Monday to Friday and 9am to 5pm UK time Saturday and UK bank holidays.

Calls to 0800 numbers are free if made from a UK landline. Other call costs may vary – please check with your telecoms provider.

Calls may be recorded so that we can monitor the quality of our service and for security purposes.

Barclays Wealth is the wealth management division of Barclays and operates through Barclays Bank PLC and its subsidiaries. Woolwich Plan Managers Limited is authorised and regulated by the Financial Services Authority. FSA Number: 183887. Woolwich Plan Managers Limited is registered in England. Registered number: 3230386. Registered Office: 1 Churchill Place, London E14 5HP.

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Item Ref: 9910701. September 2009

