

**Investment Fund Services Limited**

**Terms and Conditions – Accounts, IFSLISA**

## Contents

1.	Introduction.....	3
2.	Investment Fund Services Limited .....	2
3.	IFSL's Client .....	2
4.	Applicable Regulations .....	3
5.	Opening an Account.....	3
	General .....	3
	IFSL ISAs.....	3
	Transferring your existing ISA to IFSL.....	4
	ISA Accounts - Additional Permitted Allowance.....	5
	Joint Accounts.....	7
	Registered Bank Account.....	7
6.	The investments in your Account .....	8
	The Funds.....	8
	Title to Shares - Standard Account holders .....	8
	Title to Shares - IFSL ISA holders .....	8
7.	Instructions (e.g. to buy, sell or exchange Shares), Making Payments and Investing your Payments.....	9
	Instructions.....	9
	Instructions - Joint Holders.....	11
	Cash – protecting your money.....	11
	Making payments .....	13
	Regular Savings Plan .....	14
8.	Income.....	15
9.	Switching Funds .....	15
	Switching in your IFSL ISA.....	17
10.	Redemptions, income payments and withdrawals .....	17
11.	Closing your Account .....	18
	General .....	18
	Closure of your IFSL ISA.....	19
	Void ISAs .....	19
	Suspension or Modification of Services.....	19
12.	Transferring your IFSL ISA to another Plan Manager .....	19
13.	Your obligations .....	20
14.	Cancellation Rights .....	21
	IFSL ISAs.....	21
15.	Charges .....	21
16.	Contact with IFSL .....	21
17.	Information on your Account.....	22
	General .....	22
	IFSL ISAs.....	22
18.	IFSL's Liability .....	22
19.	Process in the event of death of Account holder.....	24
	IFSL ISA holders .....	24
20.	Confidentiality .....	24
21.	IFSL's Data Protection Privacy Notice .....	25
22.	Complaints .....	26
23.	Assignment, Delegates and Share Transfers .....	26
24.	Entire Agreement .....	26
25.	Amendment.....	27
26.	Third Party Rights.....	27
27.	Governing Law .....	27
28.	Interpretation.....	27

## 1. **Introduction**

1.1 These terms and conditions govern:

- (A) any Accounts you open with IFSL and the investments you hold through them; and
- (B) any ancillary services which IFSL may provide to you from time to time.

(together the “**Service**” and the “**Service Terms**”).

1.2 You should read these Service Terms carefully as they are legally binding. These Service Terms supersede any terms previously notified to you concerning the Service. Defined terms used in these Service Terms are set out in Section 28.

1.3 You can open the following Accounts with IFSL: a Standard Account (including as Joint Holders) and an IFSL ISA. Unless specifically indicated in these Service Terms, all provisions of these Service Terms will apply to the different Account types.

1.4 When you apply to open an Account, you will be asked to confirm acceptance to the Service Terms by signing and submitting to us your completed Application Form in accordance with the instructions provided to you at that time.

1.5 These Service Terms will take effect and your Account will be opened when your Application Form is accepted by IFSL, which will typically be on the Business Day of receipt.

1.6 When you subscribe for Shares in a Fund through the Service, you do so subject to the relevant Prospectus, KIID and SID of the Fund. These Service Terms should therefore be read alongside these documents.

1.7 These Service Terms together with your duly completed and signed Application Form(s) accepted by IFSL (as may be supplemented and amended from time to time in accordance with these Service Terms) constitute the agreement between us in respect of the Service.

1.8 **Risk warning:** all investment involves capital at risk. You should not invest in a Fund unless you have fully understood the risks associated with such investment and determined that an investment in your selected Fund(s) is suitable for you. In particular, you should note:

- (A) the risk warnings applicable to your selected Fund(s), as summarised in the relevant KIID and Prospectus;
- (B) following on from (A) above, an investment in Shares involves special risks (as summarised in the relevant KIID and Prospectus) and the value of your Shares may depend on fluctuations in the financial markets outside of IFSL’s control;

- (C) IFSL does not provide investment advice, tax advice or legal advice. You should therefore consider the terms of investment in any Fund carefully and, if in any doubt, seek professional advice before making any investment decisions. Please note that any tax treatment will depend on the individual circumstances of each client and may be subject to change in the future;
- (D) by opening an Account and submitting Instructions to invest in a Fund, you accept and confirm to IFSL that you have sufficient knowledge and experience to make your own evaluation of the merits and risks of investing in that Fund, and are making such investment decisions in reliance of your own judgement;
- (E) Subject to the terms of the relevant Prospectus (including, without limitation, in circumstances in which IFSL or a Fund may mandatorily redeem or convert your Shares) IFSL will only execute transactions in the Funds on your Instructions (including any duly authorised representative acting on your behalf). Consequently, IFSL is not required to assess the suitability of an investment in a particular Fund for you. If you are in any doubt about the suitability or appropriateness of a Fund for your personal circumstances, you should talk to your financial adviser.

## **2. Investment Fund Services Limited**

- 2.1 The Service is provided by Investment Fund Services Limited (“**IFSL**”). IFSL is incorporated in England and Wales (registered number: 6110770). Its registered office is: Marlborough House, 59 Chorley New Road, Bolton, BL1 4QP.
- 2.2 IFSL is authorised and regulated by the Financial Conduct Authority of the UK. IFSL’s FCA registration number is: 464193. You can view the FCA’s register of authorised firms at: <https://register.fca.org.uk/>
- 2.3 The FCA’s registered office is at: 12 Endeavour Square, London, E20 1JN. You can contact the FCA on: 0800 111 6768 or 0300 500 8082.
- 2.4 IFSL is approved by HMRC to act as the Plan Manager of your IFSL ISA. IFSL shall manage your IFSL ISA in accordance with the ISA Regulations.

## **3. IFSL’s Client**

- 3.1 In these Service Terms, references to “**you**” and “**your**” shall mean the client of IFSL who opens an Account pursuant to these Service Terms. You should note, however, that the Data Protection Privacy Notice contained in Section 21 of these Service Terms may also apply to certain individuals connected to you and you should notify such terms to any such individual.
- 3.2 You are classified by IFSL as a “retail client” as defined in the FCA Rules. As a retail client, you are entitled to the highest level of protection available under the FCA Rules.
- 3.3 The Services are only available to people and entities who are resident in the UK for tax purposes, (in the case of natural persons) who are 18 years of age or older and who are not a US Person (“**Eligible Investors**”). IFSL may accept non-UK resident persons on a case-by-case basis at its sole discretion. Additional eligibility criteria may apply if you wish to invest in an IFSL ISA (see Section 5.5 below).
- 3.4 IFSL reserves the right to restrict or withdraw the Services in the event that you cease to be an Eligible Investor. You will not be able to make additional investments in the Funds in the event that you are no longer an Eligible Investor.

#### **4. Applicable Regulations**

4.1 These Service Terms and the provision of the Services are subject to the Applicable Regulations. IFSL will comply with the Applicable Regulations when providing the Services to you. This means that:

- (A) in the case of any conflict between these Service Terms and the Applicable Regulations, the Applicable Regulations will prevail only to the extent necessary to give effect to the Applicable Regulations; and
- (B) IFSL may take any action (or refrain from taking any action) where this is necessary to comply with Applicable Regulations. IFSL shall not be responsible to you where it has acted (or omitted to act) in order to comply with the Applicable Regulations.

4.2 IFSL may ask you for information from time to time in order to allow it to comply with the Applicable Regulations. If you fail to provide such information to IFSL promptly and accurately, IFSL will not be able to provide you with the Services and may have to suspend your Account. IFSL will not be responsible to you in these circumstances.

#### **5. Opening an Account**

##### ***General***

5.1 In order to invest in a Fund, you must first open an Account with IFSL by completing and submitting an Application Form (as outlined in paragraph Section 1.5 above). Applications should be returned to IFSL at: Marlborough House, 59 Chorley New Road, Bolton, BL1 4QP or by email to [dealing@ifslfunds.com](mailto:dealing@ifslfunds.com). You must ensure that the information provided in your Application Form is true, accurate and complete.

5.2 IFSL is not obliged to open an Account for you and IFSL shall not be required to give you reasons in the event that it decides not to open an Account for you. IFSL will only open an Account if you satisfy IFSL's account opening, identity verification, anti-money laundering and counter-terrorism financing procedures. IFSL will require you to provide it with certain information as part of the Account opening process. If IFSL is unable to verify your identity to IFSL's reasonable satisfaction, you may be required to provide further evidence (such as a certified copy of your passport) before your Account can be opened and used. Please be aware that there may be delays in opening your Account if you fail to provide IFSL with the information that it has requested, and IFSL will not be responsible to you for any losses that you may incur as a result of such delays.

5.3 Further information regarding IFSL's customer verification, anti-money laundering and counter-terrorism financing policy is set out in the Prospectus for each Fund.

##### ***IFSL ISAs***

5.4 For the purposes of these Service Terms, the IFSL ISA is a "Stocks and Shares ISA". The IFSL ISA is not a Lifetime ISA or a Junior ISA. You should contact IFSL on freephone 0808 178 9321 if you are calling from the UK (+44 1204 803932 if you are calling from overseas) if you wish to open a Junior ISA on behalf of an eligible child (as provided for under the ISA Regulations).

5.5 In addition to the eligibility criteria outlined at Section 3.3 above, an IFSL ISA is only available to investors who are natural persons aged 18 or over. Also, under the ISA Regulations, you are only permitted to open one ISA of the same type (i.e. one Cash ISA and one Stocks and Shares ISA) in each Year. However, you can make additional payments (up to your annual contribution limit – see Section 7.32 below) into your existing ISAs.

- 5.6 If you wish to open an IFSL ISA, your Application Form will cover the Year in which you open an Account and first subscribe to your IFSL ISA and each subsequent Year until IFSL receives no subscriptions for a full Year. In these circumstances, you will be required to complete and submit a new Application Form before subscriptions to your IFSL ISA can recommence.
- 5.7 Subject to the ISA Regulations, your IFSL ISA will be managed in accordance with the directions set out in your Application Form. The Prospectus for each Fund will indicate if the Fund's Shares are eligible to be included within an ISA.
- 5.8 If you open an IFSL ISA, you authorise IFSL to apply to HMRC on your behalf to make all appropriate claims for the repayment of, or credit against, tax in respect of the Shares held through your IFSL ISA and any income such Shares produce. For these purposes you authorise IFSL to provide HMRC with all information IFSL holds about your Account as may be required to make such claims.
- 5.9 You will lose ISA status and tax benefits of your IFSL ISA in the following circumstances:
- (A) if your IFSL ISA is closed (without arranging a transfer to another Plan Manager) or converted to a Standard Account in accordance with these Service Terms;
  - (B) if your IFSL ISA becomes void (see Section 11.10 below);
  - (C) if you make a withdrawal from your IFSL ISA, you will lose the tax benefits in relation to the amounts withdrawn.

#### ***Transferring your existing ISA to IFSL***

- 5.10 You may apply to transfer to IFSL either the whole or part of an existing Cash ISA or Stocks and Shares ISA, subject to and in accordance with the ISA Regulations. You can apply to IFSL to arrange the transfer of an existing ISA by completing and submitting the Application Form (ensuring that the transfer instruction is completed) in the manner set out in Section 5.1. These Service Terms will apply from acceptance by IFSL of your transfer Application Form.
- 5.11 If you choose to transfer an ISA opened in the current tax Year to a IFSL ISA, it must be transferred in full and the minimum subscription amount is detailed in the KIID of the relevant Fund. Your allowance for the tax year will also continue to apply to your new IFSL ISA. ISAs from previous tax years may be transferred in part or in full to an IFSL ISA and there is no maximum amount you can transfer.
- 5.12 Once IFSL has accepted your completed Application Form, it will liaise with your current Plan Manager to arrange for your ISA to be transferred (such transfer date not to exceed 30 calendar days).
- 5.13 As the IFSL ISA can only be used to invest in Funds, if you wish to transfer an existing Stocks and Shares ISA, your current Plan Manager will sell your holdings and send the cash proceeds to IFSL for investment in your selected Funds (this will not affect your allowance). On receipt, the proceeds will be invested at the next Valuation Point for the Fund(s) that you have selected. Please note that the timing of the transfer process is dependent on the existing Plan Manager. Therefore, the value of your ISA may be affected by any rise or fall in markets during this transfer process period.

- 5.14 IFSL does not charge an administration fee for transferring your ISA to IFSL but you should check with your existing Plan Manager to see if you will incur any exit charges. Also, any Initial Charge that applies on investing in a Fund (see Section 15 below) may be charged if you transfer your ISA to the IFSL ISA for investment. Any initial charge applicable to the Funds you will invest in as a result of the transfer will be deducted from the amount transferred.
- 5.15 IFSL will accept into your IFSL ISA income distributions paid by your previous Plan Manager after the date of transfer where such distributions are over £20. IFSL will purchase Shares in the Funds, of the same type and in the same proportions, as were purchased immediately following the ISA transfer. Income distributions of £20 or less will be returned to the previous Plan Manager for issue direct to you.

### ***ISA Accounts - Additional Permitted Allowance***

- 5.16 A one-off additional permitted ISA subscription allowance (“**Additional Allowance**”) is available to the surviving spouse or registered civil partner (together “**Spouse**”) of a deceased ISA investor, where that ISA investor has died on or after 3 December 2014. To be entitled to an Additional Allowance, you must have been living with the deceased ISA investor at the date of death and not be separated under a Court order, under a deed of separation or in circumstances where the marriage or civil partnership has broken down.
- 5.17 If you are entitled to an Additional Allowance, you may make an additional subscription (on top of your annual ISA allowance):
- (a) If the date of death of the deceased ISA investor is on or before 5 April 2018, the additional subscription shall be limited to the value of the deceased ISA investor’s ISA(s) at the date of death; or
  - (b) If the date of death of the deceased ISA investor is after 5 April 2018, the additional subscription shall be limited to the higher of the value of the deceased ISA investor’s ISA(s) at the (i) date of death; or (ii) the date on which the deceased ISA investor’s ISA(s) ceases to be continuing accounts of a deceased investor.

A deceased ISA investor’s ISA ceases to be a continuing account of a deceased investor on the earlier of (i) the completion of the administration of the deceased ISA investor’s estate, (ii) the third anniversary of the deceased ISA investor’s death, and (iii) the closure of the deceased ISA investor’s ISA. You can use your Additional Allowance to make a single subscription or a series of subscriptions, provided you do so within the specified time limits (outlined below) and provided such subscriptions together do not exceed the relevant value stated above. You can only invest your Additional Allowance with one provider. Once invested, such subscriptions will be treated as subscriptions relating to the previous Year.

- 5.18 If you are entitled to an Additional Allowance, you can invest this in an IFSL ISA in one of two ways:
- (A) you can open an IFSL ISA solely to receive additional permitted subscriptions (which will not cause you to breach the “one type of ISA per tax year” rule) up to the limit of your Additional Allowance; or
  - (B) you can use your Additional Allowance to make additional permitted subscriptions to an existing IFSL ISA.

However, you will be required to provide IFSL with certain prescribed declarations (as set out in the relevant Application Form) regarding your status as the deceased’s Spouse before IFSL can accept your Additional Allowance.

- 5.19 Your Additional Allowance must be invested within 3 years of the date of death of your Spouse or (if later) 180 days after the completion of the administration of your Spouse's estate.

- 5.20 If your Additional Allowance is in respect of ISAs held by the deceased with other Plan Manager(s), you can request that your Additional Allowance is transferred to an IFSL ISA, provided that you have not already made additional permitted subscriptions with such other Plan Manager(s). Your Additional Allowance can only be transferred once, and you cannot transfer any unused balance from your Additional Allowance. Cancellation rights may apply to the transfer of your Additional Allowance prior to the completion of such a transfer (see Section 14 below).
- 5.21 If you are transferring an Additional Allowance to an IFSL ISA, IFSL will agree the transfer date with the existing Plan Manager (such transfer date not to exceed 30 calendar days). Once the transfer is completed, IFSL will inform you of the Additional Allowance as confirmed by the Plan Manager of the deceased's ISA.
- 5.22 Once you have made additional permitted subscriptions in your IFSL ISA, you can transfer your IFSL ISA to another Plan Manager in accordance with Section 12. However, you will not be permitted to transfer any unused balance remaining from your Additional Allowance.
- 5.23 If you hold an IFSL ISA, in the event of your death your Spouse may have an Additional Allowance in respect of your IFSL ISA. Your Spouse will be permitted to transfer such Additional Allowance to another Plan Manager of their selection, however, such Plan Manager shall be responsible for making arrangements for the transfer. IFSL will only be able to make the transfer if your Spouse has not already used the Additional Allowance to make additional permitted subscriptions.

#### ***Joint Accounts***

- 5.24 Standard Accounts may be held by up to a maximum of four Joint Holders, after appropriate identification of all proposed Joint Holders has been given to IFSL and provided that each Joint Holder: (i) is an Eligible Investor; and (ii) signs the applicable Application Form. Once a joint Standard Account is opened, all investments and cash in such Standard Account shall be owned jointly by the Joint Holders.
- 5.25 Each Joint Holder will be individually as well as jointly responsible for any amount which may be due to IFSL under these Service Terms. This means that IFSL can take action against one or all Joint Holders, regardless of which Joint Holder was responsible for the amount becoming due.
- 5.26 Upon the death of a Joint Holder, the authorisations provided by you under these Service Terms will continue in force and IFSL will treat the survivor(s) as the only person interested in the cash and investments held in such joint Standard Account.
- 5.27 You cannot be a Joint Holder of an IFSL ISA, as an IFSL ISA is only available to individual investors who are natural persons.

#### ***Registered Bank Account***

- 5.28 If you: (i) wish to make investment payments by BACS or CHAPS; (ii) receive income payments in respect of your Shares; or (iii) receive redemption proceeds direct to your bank account, you will be required to provide us with your bank account details ("**Registered Bank Account**").
- 5.29 It will be your responsibility to ensure that you provide IFSL with the correct bank account details, and to notify us of any changes to your Registered Bank Account details which could affect the payments IFSL accepts from you or makes to you.

- 5.30 IFSL will only accept payments for the Service from your Registered Bank Account or by cheque. If you want to make a payment by other means, you will need to contact IFSL's Investor Support Team on freephone 0808 178 9321 if you are calling from the UK (+44 1204 803932 if you are calling from overseas).
- 5.31 If you have provided IFSL with Registered Bank Account details, payments from IFSL to you in connection with the Services (such as income payments or redemption proceeds) will typically only be paid-out of your Account to your Registered Bank Account. In some circumstances, IFSL may use other payment methods where it considers it appropriate (for example, by cheque). Payments will only be made to bank accounts that are sufficiently verified as being your bank account (except where otherwise agreed by IFSL (at its sole discretion) or where IFSL is otherwise required to make a payment to another bank account).

## **6. The investments in your Account**

### ***The Funds***

- 6.1 You may only hold Shares in the Funds through your Account. IFSL is the authorised fund manager of the Funds available to you via an Account. The regulatory status and structure of each Fund is described in the KIID and the relevant Prospectus.
- 6.2 Current versions of the Prospectus, KIID and SID for each Fund are available to you on the Website or by writing to IFSL at the address given in Section 16.1. If IFSL updates the Prospectus, KIID and/or the SID, such updated documents will be available to you on the Website. Paper versions of these documents will be available to you free of charge on request by contacting IFSL's Investor Support Team on freephone 0808 178 9321 if you are calling from the UK (+44 1204 803932 if you are calling from overseas).
- 6.3 The Prospectus, KIID and SID contain important information about the investment, operation and administration of the relevant Fund. You should read these documents carefully and make sure you understand them before you invest. Each Instruction is subject to the terms of the relevant Prospectus, as well as these Service Terms.
- 6.4 Information concerning each Fund's dealing arrangements (including provisions relating to subscription, redemption and exchanges) and the minimum investment, subsequent investment, redemption and holding thresholds for each Fund are all specified in the relevant Prospectus.
- 6.5 IFSL reserves the right, at any time, to add additional Funds to the Service and to withdraw Funds from the Service. In the event that you are no longer able to deal in Shares in a Fund that you are invested in through the Service, you should contact IFSL's Investor Support Team on freephone 0808 178 9321 if you are calling from the UK (+44 1204 803932 if you are calling from overseas).

### ***Title to Shares - Standard Account holders***

- 6.6 If you hold Shares through a Standard Account, the legal titles to such Shares will be registered in your name only. If you are a Joint Holder, the legal title of the Shares will be registered jointly in the names of the Joint Holders.

### ***Title to Shares - IFSL ISA holders***

- 6.7 The Shares and any other rights or benefits held in your IFSL ISA will be, and must remain, beneficially owned by you at all times and must not be used as security for a loan or otherwise.

- 6.8 Legal title to the Shares in your IFSL ISA will be registered jointly in your name and in the name of a nominee of IFSL (which may be an IFSL group company).
- 6.9 Neither IFSL nor you may lend Shares or the title documents to a third party, and neither IFSL nor you may borrow against the security of such Shares or title documents. You may not assign or transfer to any other person your beneficial or other interest in your IFSL ISA or in the income from it. IFSL will not comply with any assignment of this account you try to make.
- 6.10 IFSL or IFSL's nominee will hold any documents evidencing title to the Investments in your ISA Account.

**7. Instructions (e.g. to buy, sell or exchange Shares), Making Payments and Investing your Payments**

- 7.1 You may invest one or more lump sums in your Account, or use IFSL's Regular Savings Plan as described in Section 7.27 below.
- 7.2 In the event that a Fund in which you are invested in, or wish to invest in, suspends valuations and/or dealings, your ability to buy, sell or exchange Shares via your Account may be restricted or suspended. Details of each Fund's suspension powers are set out in the relevant Prospectus.

***Instructions***

- 7.3 You may instruct us to buy, sell or exchange Shares either via your financial adviser or to IFSL directly. Deal Instructions are accepted by post at Marlborough House, 59 Chorley New Road, Bolton, BL1 4QP, by email to [dealing@ifslfunds.com](mailto:dealing@ifslfunds.com), by fax to +44 120 453 3045 and by telephone to +44 808 145 2501.
- 7.4 In the case of Shares purchases up to the value of £100,000, all new applications must be accompanied by a cheque for payment of Shares.
- 7.5 Share purchases with a value exceeding £100,000 must be paid via bank transfer to the following account details:  
  
IFSL - Client Account  
Sort code 40-05-30  
Account no. 54597761
- 7.6 You may instruct us to sell some or all of your Shares at any time, using the methods referred to in Section 7.3 above. If you provide your Instruction by email, fax or telephone you may be required to sign and return to IFSL a completed Renunciation Form before IFSL can pay the redemption proceeds to you (Section 10 explains this process in more detail). The Renunciation Form, if applicable, will be sent to you with your contract note the day after your Shares are sold.
- 7.7 Existing Account holders who contact IFSL's dealing team to place a deal via telephone will have their call recorded. IFSL reserves the right to require you to submit a written Instruction before it proceeds with the transaction (but is not obliged to do so).
- 7.8 These Service Terms apply to each Instruction and related transaction. However, each Instruction and related transaction is a separate contract between you and IFSL, IFSL acting for itself and as agent for the relevant Fund(s). Subject to the Applicable Regulations, IFSL may reject each Instruction at its absolute discretion without giving you reasons, although IFSL will notify you promptly in the event that it rejects an Instruction. Any payments submitted by you in relation to a rejected Instruction will be returned to you.

7.9 For Share subscriptions, the processing of your Instruction will be delayed if: (i) you do not confirm that you have read the relevant KIID for the Fund(s) in which you are investing; or (ii) if your Instruction is unclear or incomplete.

- 7.10 Instructions received on a day that is not a Dealing Day will be processed on the next Dealing Day for the relevant Fund. Instructions received before the Cut-Off Point on a Dealing Day will normally be executed at the next Valuation Point (in the case of subscriptions, subject to Section 7.7 above). Orders received after the Cut-off Point will normally be executed prior to the next Valuation Point, in accordance with the terms of the relevant Fund's Prospectus (again, in the case of subscriptions, subject to Section 7.7 above).
- 7.11 IFSL does not guarantee that it will be possible to amend or rescind your Instruction after you have submitted it. If you believe that you have submitted an incorrect Instruction, you should immediately notify IFSL's Investor Support Team on freephone 0808 178 9321 if you are calling from the UK (+44 1204 803932 if you are calling from overseas).
- 7.12 Following the execution of an Instruction and receipt of your payment (as described below), IFSL will send you a contract note by email (or by post where IFSL does not hold your email address).
- 7.13 IFSL will only carry out Instructions where it reasonably believes they are from you or your authorised representatives (such as any financial adviser, portfolio manager or under a power of attorney).

#### ***Instructions - Joint Holders***

- 7.14 Each Joint Holder authorises IFSL to accept subscription Instructions submitted by any of you and you confirm that where any one of you submits an instruction to subscribe IFSL may rely fully on such Instructions as binding on each of you. All other instructions, including any account / register updates, require all joint holders to authorise the change / instruction. In the case of trust investors, all instructions and requests will be handled and accepted by IFSL provided that such instructions or requests have been given in accordance with the relevant provisions of the trust deed(s) relating to such trust (where the relevant trust deed(s) have been provided to IFSL).
- 7.15 This authorisation shall apply to any further Shares purchased in the joint Account and shall remain in force unless and until IFSL receives notice in writing of its termination or replacement and shall be without prejudice to the completion of transactions already initiated pursuant to this authorisation.

#### ***Cash – protecting your money***

##### Client Money

- 7.16 Cash should only be held for your Account temporarily for the purpose of investment in the Funds. Your Account is not a bank account and should not be treated as such. No interest will accrue on un-invested cash balances held for your Account.
- 7.17 IFSL shall treat money that IFSL receives from you, or holds on your behalf, in connection with dealings with the Funds as Client Money in accordance with the FCA Rules until such time as your money is invested in the Funds (in the case of subscriptions or income reinvestment) or paid out to you (in the case of Fund redemptions, returned un-invested subscriptions, withdrawals and, in certain cases, income received for your Account). IFSL will bank such money directly in a Client Money Account.
- 7.18 Cash held as Client Money in a Client Money Account will be held in the UK with an authorised bank, as IFSL may select from time to time (the "**Bank**") in accordance with the FCA Rules. The Bank is required to hold any such Client Money in a bank account separate to any account used to hold money belonging to IFSL.

7.19 IFSL is not responsible for the actions of the Bank. In the event of the Bank's failure or insolvency, IFSL will have a claim against the Bank on behalf of you and other investors using the Services. If the Bank cannot repay all of its creditors, any shortfall may have to be shared proportionately by all of the Bank's creditors (including IFSL and its clients). In such circumstances, you may be entitled to compensation under the Financial Services Compensation Scheme (see the SID for information on the FSCS). We can provide You with further information about the FSCS compensation arrangements if you contact us at [ifslclientsupport@ifslfunds.com](mailto:ifslclientsupport@ifslfunds.com) or You can visit the FSCS website at [www.fscs.org.uk](http://www.fscs.org.uk).

### Unclaimed Client Money

- 7.20 When you close your Account or have instructed us to sell your Shares in any funds, IFSL will use reasonable efforts to pay-out the proceeds to you (see Section 10 below). However, if IFSL is unable to return any payments to you, the money will be held in a non-interest bearing Client Money Account.

### Transfer of business

- 7.21 In the event that IFSL transfers all or part of its business to a third party, you agree that (subject to this paragraph) IFSL may also transfer to that third party any Client Money that it holds on your behalf that relates to the transfer. In the event of such a transfer, IFSL agrees with you that: (i) it is required to ensure that the third party recipient will hold your Client Money in accordance with the FCA's Client Money rules or otherwise has adequate measures in place to protect such Client Money; and (ii) you shall be entitled to have such Client Money returned to you as soon as practicable at your request. IFSL will write to you in the event of any such transfer of your Client Money, informing you: (i) whether or not the sums will be held in accordance with the FCA's Client Money rules and if not how the money transferred will be held; (ii) the extent to which the money will be protected under any compensation scheme; and (iii) reminding you that you have the right to request the return to you of your Client Money.

### ***Making payments***

#### Subscriptions

- 7.22 Following receipt of your Instruction to invest in Shares, IFSL will (acting as your agent) instruct the Trustee / Depository (as applicable) of the Fund(s) to create the Shares in the relevant Fund and will register the Shares in accordance with Sections 6.6 or 6.7 above. The Shares will typically be created at the Valuation Point on which your Instruction is executed as outlined in Section 7.8 above (the "**Issue Date**"). You will owe the Fund the settlement price for such Shares from the Issue Date.
- 7.23 All payments for any Shares that you have subscribed for should be received by IFSL by no later than the last Business Day stated for receipt of subscription monies in the relevant Prospectus (being the "**Settlement Date**"). In the event that:
- (A) in respect of payments made by direct debit, CHAPS or BACS, you fail to pay for your Shares by the end of the day on the Settlement Date;
  - (B) in respect of payments made by cheque, the cheque is rejected or otherwise has not cleared to the Client Money Account within six Business Days following the Issue Date,
- 7.24 IFSL reserves the right to cancel the relevant Shares and correct the Share register. In such circumstances, IFSL reserves the right to charge you for the reasonable losses, costs and expenses incurred by it and/or the Fund for cancelling such Shares (unless it is due to a processing error on IFSL's part). If the payment is the first payment for your Account, IFSL reserves the right to close your Account. Please also note that if a subscription is cancelled, the amount returned to you may be less than the amount you invested if there has been reduction in the value of your investments caused by market movements.

- 7.25 Your money shall be held in the Client Money Account until the earlier of: (i) the Cut-off Point on the Settlement Date; or (ii) in the case of late payments received prior to the Cut-off Point, the money will be held until the Cut-off Point that same day; or (iii) in the case of late payments received after the Cut-off Point, the Settlement Date following receipt by IFSL of your payment (the “**Payment Point**”). At the Payment Point your payment shall, where applicable, be paid from the Client Money Account or from IFSL’s own funds to the relevant Fund in settlement of the debt owed for your Shares. Where monies are paid out of the Client Money Account in full settlement of the debt owed to the Fund for your Shares, they shall no longer be regarded as Client Money.
- 7.26 IFSL reserves the right to pay the relevant Fund for your Shares out of its own funds (acting on your behalf and as your agent) at the Cut-Off Point on the Settlement Date. In such circumstances, from the Cut-Off Point on the Settlement Date you shall owe IFSL the settlement price for your Shares instead of the Fund. This means that, at the Payment Point, your payment shall be paid from the Client Money Account to IFSL in settlement of the debt owed by you to IFSL for your Shares and such money shall no longer be regarded as Client Money.
- 7.27 Payments made by you will be invested (less any charges – see Section 15 below) in accumulation or income Shares in the Fund selected by you in your Application Form or Instruction (as applicable), at the price calculated at the next Valuation Point. If you send IFSL a payment without specifying the Share type and/or Fund in which you wish to invest, IFSL will try to contact you to clarify your wishes. If IFSL is unable to contact you, your Instruction will be rejected and your payment returned to you.
- 7.28 Unless the Shares you are investing in are denominated in a different currency (as set out in the Prospectus), all payments made by you or IFSL in respect of your Account shall be in UK Pounds Sterling. If IFSL agrees with you: (a) to accept a non-Sterling payment; or (b) to make a payment to a non-Sterling bank account, IFSL will not pay any costs for currency conversion which shall be your responsibility. IFSL reserves the right to recover from you any charges incurred by it in respect of a non-Sterling currency payment relating to your Account.

### **Regular Savings Plan**

- 7.29 A regular savings plan facility is available to allow you to make monthly payments into your Account which can be automatically invested in the Fund or Funds you select (“**Regular Savings Plan**”). The minimum amount that can be invested each month under a Regular Savings Plan is set out in the Prospectus of the relevant Fund. The maximum amount that can be invested each month under a Regular Savings Plan is £10,000.
- 7.30 If you set up a Regular Savings Plan, the monthly payments will be deducted on or about the relevant date each month (the “**Collection Date**”) by direct debit. You can instruct us to set up or cancel a Regular Savings Plan at any time on giving IFSL 10 Business Days’ prior notice to the Collection Date. To set up a Regular Savings Plan you must complete an Application Form including the signed direct debit mandate section - this will enable IFSL to debit monies from your bank account each month and for the dealing instruction you have given under your Regular Savings Plan to be placed. To cancel a Regular Savings Plan please contact IFSL by post, fax, phone or email as outlined in Section 7.3 (Instructions) above.
- 7.31 Where you have set up a Regular Savings Plan, IFSL will treat your initial instruction to set up the Regular Savings Plan as a single investment decision. Up-to-date versions of the KIID will always be published and available to you on the Website. By setting up a Regular Savings Plan, you expressly agree to IFSL providing you with updates to the KIID in respect of each investment that you make through that Regular Savings Plan by means of making the updated KIID available on the Website.

- 7.32 The Instruction to purchase the Fund or Funds you have selected for your Regular Savings Plan will be executed when IFSL receives your payment. In the event that IFSL is unable to collect a payment in respect of your Regular Savings Plan, your order will not be executed and your Regular Savings Plan may be terminated.
- 7.33 IFSL may terminate your Regular Savings Plan at any time and will notify you accordingly.

#### Regular Savings Plan in IFSL ISAs

- 7.34 You may invest in your IFSL ISA one or more lump sum payments, or make regular payments via the Regular Savings Plan, subject to the overall annual contribution limits stated by HMRC or, in the case of additional permitted subscriptions, subject to your Additional Allowance. It is your responsibility not to exceed the overall annual contribution limits stated by HMRC.
- 7.35 If IFSL becomes aware that you have placed an Instruction in excess of your annual contribution limit for a Year, IFSL will reject the Instruction in its entirety, and will use best endeavours to notify you of this by telephone on the same day to request confirmation whether you wish to proceed with a new Instruction within the scope of your annual contribution limit for the Year. Where IFSL is unable to reach you by telephone it will write to you the next Business Day to request confirmation of whether you wish to proceed with a new Instruction within the scope of your annual contribution limit for the Year.

### **8. Income**

#### Reinvesting income

- 8.1 Unless you indicate on your Application Form that you require income to be paid out to you, income that accrues in respect of your Shares will either be accumulated (where accumulation Shares are available in your selected Funds) or automatically reinvested at no initial charge (where only income Shares are available in your selected Funds) in the same Share class in the same Fund on your behalf. Income that is paid out by a Fund pending reinvestment for your Account will be held in the Client Money Account.

#### Distributing Income

- 8.2 If you have selected to receive income from your Account income shall be paid out to you directly by the relevant Fund on the Income Allocation Date, except for in certain limited cases where such income will first be received into the Client Money Account and then paid out to you (for example, where the income is required to be paid overseas). Further details regarding each Fund's income paying arrangements are as set out in the relevant Prospectus.
- 8.3 If you invest via an IFSL ISA, in the event that you terminate or transfer your IFSL ISA (see below), any income accruing to you will be paid as soon as practicable after receipt of such income by IFSL.

### **9. Switching Funds**

- 9.1 You may give IFSL Instructions to sell Shares and to reinvest the proceeds in other Shares to be held within your Account (see Section 7.3 to 7.11 above for dealing procedure). Once your instruction has been received, it cannot subsequently be changed or cancelled.
- 9.2 Provided you have given IFSL a valid and complete Instruction, IFSL will sell your original Shares at the next Valuation Point for the Fund. The new Shares that you are switching to will be purchased at the Valuation Point for the Fund which coincides with the Share sale (if available) or otherwise they will be purchased at the next available Valuation Point for the

Fund you are switching into. See Section 7.14 to 7.17 for how your money may be held between the sale and purchase transactions.

- 9.3 If you invest in a Fund via our Regular Payments Plan, these payments will continue into the original Fund or Share class (as applicable) unless you tell IFSL otherwise.
- 9.4 Where permitted by the Prospectus and KIID for the relevant Funds, there may be a charge applied for switching between Funds and/or Share classes. If applicable, switching charges will be deducted from the sale proceeds of your original Shares before the investment is made in your new Shares.

#### ***Switching in your IFSL ISA***

- 9.5 If you hold Shares in a Fund via an IFSL ISA, you may not be able switch into some Funds and Share classes. Details of whether or not a Fund / Share class is eligible to be held within your IFSL ISA are set out in the relevant Prospectus.

#### **10. Redemptions, income payments and withdrawals**

- 10.1 You may make full or (subject to the minimum redemption and holding requirements for your Funds) partial withdrawals from your Account. The procedure for giving and processing Instructions is as set out in Sections 7.3 to 7.11 above. Unless IFSL needs to confirm or clarify your Instruction, any Instructions received before the Cut-Off Point on a Dealing Day will be executed on that Dealing Day and the Depository / Trustee will cancel your Shares at the next Valuation Point for the relevant Fund(s). Any Instruction received after the Cut-Off Point on a Dealing Day will be processed on the next Dealing Day. Once your Instruction has been received by IFSL, it cannot subsequently be changed or cancelled.
- 10.2 Subject to the Prospectus for the relevant Fund, redemption proceeds will normally be credited to your Account within 4 Business Days of the Valuation Point on the relevant Dealing Day when your Shares are cancelled (the "**Payment Date**"). IFSL will, acting as agent of the Fund, receive redemption proceeds from the Fund into its Client Money Account and will hold such monies on your behalf in accordance with Sections 7.14 to 7.17 above.
- 10.3 Subject to these Service Terms, provided that IFSL has received your signed Renunciation Form or other valid payment instruction (please see Section 7.6 for more information) and IFSL's anti-money laundering and client identification checks are satisfied (as disclosed in the Prospectus), IFSL will pay amounts due to you on the Payment Date, either directly from the Client Money Account or from IFSL's own funds in full settlement of the amounts owed to you by the Fund.
- 10.4 If IFSL pays the amounts owed to you out of its own funds, you acknowledge that IFSL does this on behalf of the relevant Fund and shall be entitled (as reimbursement for the amounts it has paid to you) to the corresponding amounts received into the Client Money Account from the Fund. Following the transfer-out of the Client Money Account in settlement of the debt owed to you and/or IFSL (as applicable) such money shall no longer be regarded as Client Money.
- 10.5 No interest will be earned by your Account between the date your Shares are sold and the date the payment is received by you.
- 10.6 Subject to Section 10.3, if you have provided IFSL with details of your Registered Bank Account, payments will be paid out in accordance with Section 5.31. If you do not have a Registered Bank Account, payments will be paid out by cheque. Any redemption proceeds to be paid to you by cheque will be held as Client Money until such time as the cheque is presented.
- 10.7 In the case of partial withdrawals:

- (A) IFSL reserves the right to make a full withdrawal and close your Account if the requested partial withdrawal will cause the value of your Account to fall below the threshold value set out in the Prospectus of the relevant Fund;
- (B) if your requested withdrawal will cause your investment in a Fund to fall below the minimum holding threshold for that Fund, IFSL reserves the right to make a full withdrawal of your investment from that Fund;
- (C) unless you give IFSL specific Instructions with your withdrawal request your request will be rejected if we are unable to contact you within the required timeframes.

10.8 If you request a full withdrawal, IFSL may treat this as an Instruction to close your Account (see Section 11 below).

10.9 IFSL may deduct from any withdrawal to be paid to you any outstanding fees, charges, expenses, taxes and other levies due in accordance with these Service Terms and may also retain such sums as IFSL may reasonably estimate to be required to meet any tax liability for which IFSL must account to HMRC or any other relevant tax authority. Any such amount due may be held in IFSL's Client Money Account (on your behalf) pending payment to HMRC or any relevant tax authority. Payments may be delayed in accordance with IFSL's security and anti-money laundering procedures (as described above and in the Prospectus).

## **11. Closing your Account**

### ***General***

11.1 You may close your Account by giving written notice to IFSL which will be effective on receipt, subject to the settlement of all outstanding transactions.

11.2 IFSL may close your Account immediately:

- (A) if you are using, or allowing another person to use, your Account illegally or for criminal activity;
- (B) in the event of your bankruptcy or fraud;
- (C) if a withdrawal from your Account reduces the value of your Account below the threshold value set out in the Prospectus of the relevant Fund;
- (D) in the case of IFSL ISA holders, if your IFSL ISA is voided in accordance with the ISA Regulations (as set out below).

11.3 IFSL may also close your Account immediately by notice to you if you:

- (A) have materially breached any of the Service Terms or have otherwise provided IFSL with false or misleading information;
- (B) have behaved in an inappropriate manner (for example, if you abuse any of IFSL's staff);
- (C) cease to be an Eligible Investor;
- (D) are no longer invested in Shares in any of the Funds.

- 11.4 Your Account shall also close automatically in the event that IFSL ceases to be sufficiently authorised and regulated by the FCA. IFSL may otherwise terminate your Account by giving you 30 Business Days prior notice in writing.
- 11.5 The closure of your Account will not prevent the completion of any transactions already initiated in respect of your Shares prior to the closure. Any termination of these Service Terms is subject to the discharge of all of your and IFSL's settlement and other obligations relating to your Accounts with IFSL.
- 11.6 Following the closure, IFSL will (where relevant, subject to Section 11.7 below) sell the Shares in your Funds and pay you cash proceeds in accordance with Section 10 above, subject to any retentions or deductions IFSL may be entitled or bound to make under these Service Terms, the terms of the Prospectus or (if applicable) under the ISA Regulations.

#### ***Closure of your IFSL ISA***

- 11.7 When an IFSL ISA is closed by IFSL, it will typically sell the Shares and pay you the proceeds together with any cash balance held, subject to and in accordance with the ISA Regulations. Interest will not be paid on any cash balance. IFSL may also agree with you to transfer the Shares into your name (or in the case of an ISA transfer, into the name of your new Plan Manager - see Section 12 below), to be held outside of the IFSL ISA; in such circumstances, your Shares will be held in a Standard Account pursuant to the applicable provisions of these Service Terms.
- 11.8 IFSL may deduct any charges or other amounts due to it, any tax liabilities under the ISA Regulations, and any additional expenses reasonably incurred in terminating the ISA.
- 11.9 If your IFSL ISA is closed, unless you instruct IFSL to transfer your ISA to another provider (see Section 12 below) you will lose the tax status and benefits of your investment.

#### ***Void ISAs***

- 11.10 IFSL will notify you if, by reason of any failure to satisfy the provisions of the ISA Regulations, your IFSL ISA has or will become no longer exempt from tax by virtue of the ISA Regulations. If your IFSL ISA is voided, IFSL will convert your IFSL ISA into a Standard Account, transferring the Shares into your name. IFSL may sell Shares and deduct any charges or other amounts due to it and for any tax liabilities under the ISA Regulations.
- 11.11 IFSL is only authorised to repair, and will only repair, your IFSL ISA where HMRC requirements allow it to do so.

#### ***Suspension or Modification of Services***

- 11.12 IFSL reserves the right to suspend or modify the Services at any time.

### **12. Transferring your IFSL ISA to another Plan Manager**

- 12.1 If you intend to transfer either (i) the whole of your IFSL ISA; or (ii) part of your IFSL ISA ("a **partial transfer**"), then at first instance you should make an application via the proposed Plan Manager. The proposed Plan Manager should forward your instructions to IFSL, to transfer your IFSL ISA to the proposed Plan Manager in accordance with the ISA Regulations relating to transfers. IFSL will then transfer your IFSL ISA to the proposed Plan Manager in accordance with the instructions and with the ISA Regulations relating to transfers.

- 12.2 When transferring an IFSL ISA for the current tax Year, the transfer must be made in respect of all subscriptions (including any related income) made by you that tax Year. You can transfer all or some of the subscriptions you have made in previous tax Years. Your selected Plan Manager will contact us to arrange the transfer. The transfer will take place on your instruction and will be completed by your chosen date (or such date as you may otherwise agree with IFSL), subject to you allowing IFSL a reasonable period, not exceeding 30 days, to carry out your request.
- 12.3 You may instruct us to either: (i) transfer title to your Shares to your new Plan Manager; or (ii) sell your Shares in accordance with the procedures outlined above and transfer the cash proceeds to your new Plan Manager:
- (A) in the event that you select a cash transfer, the cash proceeds of the sale of your Shares will be held in the Client Money Account until transferred to your new Plan Manager;
  - (B) in the event that you select a Share transfer, this will be subject to the agreement of your new Plan Manager. You will also be required to sign a re-registration agreement in order for us to register title to your Shares in the name of your new Plan Manager.
- 12.4 IFSL reserves the right to require that some or all of your Shares will be transferred to your new Plan Manager, in which case you acknowledge that the transfer of your IFSL ISA will not proceed until you enter into a re-registration agreement in respect of such Shares.
- 12.5 Outstanding charges or payments due to HMRC in accordance with the ISA Regulations may be deducted from your IFSL ISA before it is transferred to your new Plan Manager.
- 12.6 In the case of a partial transfer, the Shares remaining after the transfer must, unless otherwise permitted by IFSL or specified in the relevant Prospectus: (i) have a minimum value in each Fund that is equivalent to, or in excess of, the threshold value set out in the Prospectus of the relevant Fund, failing which IFSL may treat your instruction as an instruction to transfer the whole amount allocated to that Fund; and (ii) have a minimum value of £500 in respect of your IFSL ISA overall, failing which IFSL may treat your instruction as an instruction to transfer the whole ISA.

### **13. Your obligations**

- 13.1 By entering into these Service Terms, opening an Account you confirm to IFSL that:
- (A) you are an Eligible Investor;
  - (B) you are domiciled and resident in the United Kingdom and on each occasion that you access the Service, are doing so from the United Kingdom;
  - (C) all information which you provide or have provided to IFSL when using the Service is true, accurate and not misleading in any material respect at the time it is supplied to IFSL and you agree that you will not omit or withhold any information which would cause the information you supplied to be false, inaccurate or misleading in any material respect; and
  - (D) you will notify IFSL if the statements listed (A) to (C) above are no longer true or accurate.

## **14. Cancellation Rights**

- 14.1 These Service Terms will remain binding on you until your Account is closed in accordance with Section 11.
- 14.2 In respect of each investment you may make in a Fund, your cancellation rights (if any) are as set out in the relevant Application Form, Prospectus and/or SID.

### ***IFSL ISAs***

- 14.3 In cases where you have received advice, you may cancel your application to open an IFSL ISA or transfer your ISA to IFSL by completing and returning to IFSL the written cancellation notice. Where applicable IFSL will send you a cancellation notice (in the case of new IFSL ISAs) when your Application Form is accepted or (in the case of ISA transfers) when the first transfer payment is received by IFSL. You will have 14 calendar days from receipt of your cancellation notice to return it to IFSL to cancel your application.
- 14.4 Cancellation payments will typically be made to the original source of payment unless exceptional circumstances mean that this is not possible. In the case of ISA transfers, you must request that your investment is either transferred back to your original ISA Plan Manager (and that they are willing to accept it) or that the investment is transferred to a new ISA Plan Manager in accordance with Section 12. If you fail to select such a transfer option, your ISA will be closed and you will lose the tax benefits of your investment.
- 14.5 Please note that the amount returned to you when you cancel your IFSL ISA may be less than the amount you invested if there has been reduction in the value of your investments caused by market movements.

## **15. Charges**

- 15.1 IFSL does not charge a fee in relation to the Services. However, charges will apply to your investments in the Funds as detailed in the Prospectus and KIID.
- 15.2 IFSL may introduce or increase charges in respect of any Services you have elected to receive on giving you 60 calendar days' prior written notice. If you are unhappy with the introduction or increase of such a charge, you can transfer your IFSL ISA to another Plan Manager or close your Account in accordance with these Service Terms. IFSL will not charge you in these circumstances. The circumstances and methods by which the Funds may introduce or change their charges are detailed in the relevant Prospectus.
- 15.3 IFSL shall be entitled to deduct and retain all charges payable under these Service Terms (including Fund charges) and may apply any cash or sell any Shares to pay such charges or to pay any tax liabilities in connection with your Account.

## **16. Contact with IFSL**

- 16.1 You may communicate with IFSL by telephone on freephone 0808 178 9321 if you are calling from the UK (+44 1204 803932 if you are calling from overseas) or e-mail at [ifslclientsupport@ifslfunds.com](mailto:ifslclientsupport@ifslfunds.com). The language of communication between you and IFSL shall be English. Any documents and other information that you receive from us will be in English. In the event that you wish to write to IFSL, any correspondence, including identification evidence and legal notices should be sent to: Marlborough House, 59 Chorley New Road, Bolton, BL1 4QP and marked for the attention of the Investor Support Team.

- 16.2 IFSL may send e-mails to the e-mail address you have registered via the Service so that IFSL can provide communications to you in relation to the service of your Account, such as notifications, e-mail alerts about your Account and to notify you of changes to the Services, and you consent to receiving notifications and instructions in this manner. IFSL reserves the right to telephone you, if necessary, so that it can provide the Services.
- 16.3 If IFSL is required to send you information or otherwise contact you by post, it will write to you at the last known address that you registered with IFSL. It is your responsibility to ensure that your contact details are up-to-date.

## **17. Information on your Account**

- 17.1 The Prospectus for each Fund sets out the reports and information that: (i) you will be sent; and (ii) you are entitled to request from IFSL, in respect of your Shares in the relevant Fund.

### ***General***

- 17.2 IFSL will send you contract note via email (or by post where IFSL does not hold your email address) or other confirmation after each Share transaction. Among other things, it will show the dealing date, amount and value of the Shares of the transaction. If you invest via a Regular Savings Plan, this information will be shown in statements which will be sent to you every six months.
- 17.3 If you are a Joint Holder, all information and reports will be sent (unless IFSL has specifically agreed with you otherwise) to the first person named on the Fund's register of investors.
- 17.4 IFSL will send to you, where it is required to do so, an annual statement of the Client Money that IFSL is holding for your Account at the end of the period covered by the statement.

### ***IFSL ISAs***

- 17.5 IFSL will send IFSL ISA holders a statement, every six months, with details of the number and value of the investments in your IFSL ISA and details of all transactions undertaken within the IFSL ISA during the preceding six months. Such statements will not include any measures of the IFSL ISA's investment performance.
- 17.6 If you have invested in a Fund via an IFSL ISA, you will be able to attend meetings of the Fund's shareholders and exercise voting rights at such meetings by giving IFSL a letter of direction instructing IFSL how to vote on your behalf.
- 17.7 We will arrange for you, if you request us to do so in writing, to:
- (A) receive a copy of the annual report and accounts of the Fund(s) in which your IFSL ISA is directly invested; and
  - (B) receive, in addition to the documents referred to in (A) above, any other information issued to investors of the Fund(s).

## **18. IFSL's Liability**

- 18.1 IFSL accepts responsibility for any losses, damages or costs suffered or incurred by you in respect of the Services as a direct result of IFSL's negligence, wilful default or fraud, and/or IFSL's material breach of these Service Terms or breach of its duties under the Financial Services and Markets Act 2000 and/or the FCA Rules. IFSL will not be responsible for any other losses, damages or costs suffered or incurred by you.

18.2 IFSL does not accept responsibility for any loss, damages or costs that you may incur:

- (A) as a result of any cause beyond IFSL's reasonable control;
- (B) that are indirect or consequential losses that do not specifically relate to your investments in the Funds;
- (C) because of a fall in value of your investment in the Funds;
- (D) as a result of any delay in the payment or transfer of your money to IFSL for investment;
- (E) as a result of IFSL taking any action, or omitting to take any action, to the extent it is required to do so under the Applicable Regulations.

18.3 No provision of these Service Terms will be deemed to restrict, qualify or exclude any liability for your death or personal injury or duty owed to you under the Applicable Regulations.

**19. Process in the event of death of Account holder**

19.1 If you are a Joint Holder, your Account will continue in the names of the surviving first named holder and any Joint Holder(s).

19.2 If you are not a Joint Holder, until such time as IFSL receives instructions from your personal representatives, your money will remain invested in Shares and any income to be distributed shall be held by the relevant Fund(s) in its/their distribution account(s). These Services Terms are binding on your personal representative(s).

19.3 IFSL will require evidence of proof of death and entitlement of your personal representatives to administer your estate, such as a copy of the death certificate and a grant of probate or letters of administration as appropriate. Once IFSL has the information it needs to proceed, your personal representatives may instruct us to sell your Shares at the next Valuation Point and to close your Account (see Section 11 above for procedure). Alternatively, your personal representatives can instruct IFSL to transfer the Shares into the names of one or more of your beneficiaries (see Section 23 for the procedure).

***IFSL ISA holders***

19.4 Under the current ISA Regulations, your IFSL ISA automatically ceases to be exempt from tax on your death and will terminate. This means that the tax benefits of an IFSL ISA will not apply to any interest or gains due following your death, but the tax benefits accrued prior to death will be preserved. IFSL will continue to hold the investments in your IFSL ISA until IFSL receives instructions from your personal representatives. IFSL may continue to deduct any charges or other amounts due to it, and any tax liabilities under the ISA Regulations, from your IFSL ISA.

**20. Confidentiality**

20.1 IFSL will treat as confidential any information which you provide to it and will not disclose the same to anyone (other than to the Funds, the Funds' service providers, members of IFSL's group and other providers of services necessary to provide the Service). However, IFSL may disclose such information where:

- (A) such information is or becomes public knowledge (other than by IFSL's breach of its confidentiality obligation to you);
- (B) such information is received from a third party who lawfully acquired it and who is under no obligation to restrict its disclosure;

- (C) it is necessary or desirable in order to be able to provide the Service to you under these Service Terms;
- (D) such disclosure is made: (i) to those who provide services to IFSL or act as its agent; (ii) to credit reference agencies or other similar organisations in the course of carrying out identity, fraud prevention or credit control checks; (iii) to HMRC, the FCA and other applicable regulators, governmental or quasi-governmental agencies or authorities; or
- (E) where otherwise permitted under these Service Terms or where you otherwise consent to such disclosure.

## **21. IFSL's Data Protection Privacy Notice**

- 21.1 We use your personal data and store it on IFSL's systems and otherwise process it for the purpose of supplying You with the relevant Services. For further information on how IFSL uses Your personal data and how You can exercise Your rights in relation to IFSL's use of Your personal data, please see the IFSL Privacy Policy at the following link: <https://ifslfunds.com/data-privacy/> (as updated from time to time) (the "**Data Protection Privacy Notice**"). By using the Services, You confirm that You have understood and accept the Data Protection Privacy Notice.
- 21.2 You must inform IFSL as soon as reasonably possible of any material change to Your (or Your Child's) personal data, for example, a change in Your address or contact details.

## **22. Complaints**

- 22.1 If you have any complaints about the Service, please contact IFSL's Investor Support Team in the first instance on freephone 0808 178 9321 if you are calling from the UK (+44 1204 803932 if you are calling from overseas). Further details on how to make a complaint are available in the SID for each Fund.
- 22.2 You may have the right to complain to the Financial Ombudsman Service. Further details are available from IFSL on request or by visiting [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

## **23. Assignment, Delegates and Share Transfers**

- 23.1 You may not assign your Account or all or any of your rights or benefits under these Service Terms.
- 23.2 IFSL may assign all or any of its rights or benefits under these Service Terms to an appropriate member of IFSL's group on giving you reasonable notice.
- 23.3 Where permitted by the FCA Rules and (where relevant) the ISA Regulations, IFSL may appoint any person to advise on or perform any of its functions or responsibilities to you under these Service Terms. However, IFSL must satisfy itself that any such person is competent to perform such functions and responsibilities. IFSL's liability to you in respect of the Services shall not be affected by any delegation of its responsibilities under these Service Terms.
- 23.4 Where permitted by the Prospectus for a particular Fund that you have invested in, you may instruct us to transfer the Shares in your Account into the name of another person (a "Transferee"). IFSL will only be required to effect such a transfer if:
- (A) you complete and submit to IFSL a Stock Transfer Form (available from IFSL on request);
  - (B) the Transferee provides IFSL with such information as it may reasonably request, including to satisfy IFSL's identity checks and anti-money laundering procedures; and
  - (C) the Transferee confirms to IFSL that it has read, understood and accepted these Service Terms in respect of the Shares to be transferred to it.

Any Shares so transferred shall no longer form part of your Account.

## **24. Entire Agreement**

These Service Terms, together with any documents referred to in these Service Terms, constitutes the whole agreement between IFSL and you relating to the Services.

## 25. **Amendment**

- 25.1 IFSL reserves the right to amend these Service Terms and the Service at any time on giving you reasonable notice where it has a valid reason for doing so, including to reflect changes in the way that IFSL provides the Service, a change to the Applicable Regulations, and changes in the Funds. If you use the Service after you have been notified of the amended Service Terms, you will be deemed to have accepted the changed terms.
- 25.2 If you are concerned about any change that IFSL makes to the Service Terms, please contact IFSL's Investor Support Team on freephone 0808 178 9321 if you are calling from the UK (+44 1204 803932 if you are calling from overseas). You can also close your Account in accordance with these Service Terms.

## 26. **Third Party Rights**

No person who is not a party to these Service Terms shall have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of these Service Terms.

## 27. **Governing Law**

These Service Terms and any non-contractual obligations arising from or connected with it shall be governed by English law and these Service Terms shall be construed in accordance with English law. The courts of England and Wales shall have non-exclusive jurisdiction to settle any disputes or claims (including non-contractual disputes or claims) arising out of or in connection with these Service Terms or its subject matter or formation.

## 28. **Interpretation**

- 28.1 Except where the context otherwise requires, in these Service Terms the following words and expressions shall have the meanings set out below:

**"Account"** means an account (Standard Account or IFSL ISA) opened in your name to effect and redeem, and in the case of an IFSL ISA hold, Shares in the Funds;

**"Additional Allowance"** has the meaning given to it in Section 5.16;

**"Applicable Regulations"** means: (i) the FCA Rules or any other rules of a competent regulatory authority; (ii) in the case of an IFSL ISA, the ISA Regulations and (iii) all other applicable laws, rules and regulations, including anti-money laundering regulations as in force from time to time;

**"Application Form"** means an IFSL application form to open an Account, which may include (if relevant) an ISA Application Form and/or an ISA transfer form, the current version of which is available on the Website;

**"Bank"** has the meaning given to in Section 7.16;

**"Business Day"** means Monday to Friday excluding UK public bank holidays, 24 and 31 December, any day on which the London Stock Exchange is not open for the normal full duration of its trading hours and any day on which IFSL is not open for normal business;

**"Client Money"** shall have the meaning given to the term in the FCA Rules;

**"Client Money Account"** means a current or deposit account opened with the Bank by IFSL

for the purposes of holding Client Money only. Each Client Money Account may hold the money of more than one investor in the Services, however, it may not hold IFSL's own funds;

**"Collection Date"** has the meaning given to it in Section 7.28;

**"Cut-off Point"** means the relevant point prior to which orders to buy, sell, convert or switch Shares must be received in order for them to be determined at the relevant Valuation Point for a Dealing Day (London time), as described in the Fund's Prospectus;

**"Data Protection Privacy Notice"** means the notice contained in Section 21 and which, among other things, explains how your personal data may be processed in connection with these Service Terms;

**"Dealing Day"** shall mean each Business Day on which IFSL determines dealings in respect of a Fund, as described in the Prospectus for the relevant Fund;

**"Depository"** means, in respect of those Funds that are open-ended investment companies, the entity appointed from time to time to act as depository in accordance with the FCA's Rules. The current Depository for each Fund is specified in the relevant Prospectus;

**"Eligible Investor"** has the meaning given to it in Section 3.3;

**"FCA"** means the Financial Conduct Authority of the United Kingdom and any successor body or bodies from time to time;

**"FCA Rules"** means the FCA's Handbook of Rules and Guidance, as amended from time to time;

**"Funds"** refers to the authorised unit trusts and open-ended investment companies operated by IFSL (as described in the SID) and **"Fund"** shall be construed accordingly. For the purposes of these Service Terms, "Funds" may (if the context requires) refer to a sub-fund an open-ended investment company operated by IFSL.

**"HMRC"** means HM Revenue & Customs;

**"IFSL"** has the meaning given to it Section 2.1;

**"IFSL ISA"** means an ISA to which IFSL acts as Plan Manager and is established to hold Shares;

**"Income Allocation Date"** means the date a Fund allocates and (in the case of income Shares) distributes income to shareholders, as set out in the relevant Prospectus;

**“Initial Charge”** means any initial or entry charge that may be charged when subscribing for Shares in a Fund, as set out in the relevant Prospectus;

**“Instruction(s)”** means any order submitted to IFSL to purchase, exchange or redeem Shares;

**“ISA”** means an individual savings account satisfying the conditions prescribed in the ISA Regulations;

**“ISA Regulations”** means the Individual Savings Account Regulations 1998 (as amended);

**“Issue Date”** has the meaning given to it in Section 7.20;

**“Joint Holder”** means an investor who holds a Standard Account with another person or persons;

**“KIID”** means a Key Investor Information Document;

**“Payment Date”** has the meaning given to it in Section 10.2;

**“Payment Point”** has the meaning given to it in Section 7.23;

**“Plan Manager”** means the person approved by HMRC to act as an ISA account manager;

**“Prospectus”** means the most recent prospectus of the relevant Fund;

**“Registered Bank Account”** has the meaning given to it in Section 5.28;

**“Regular Savings Plan”** has the meaning given to in Section 7.27;

**“Renunciation Form”** means the form that you will need to complete, sign and provide to IFSL for it to pay redemption proceeds to you, as further described in Section 7.4;

**“Service”** has the meaning given to it in Section 1.1;

**“Service Terms”** has the meaning given to in Section 1.1;

**“Settlement Date”** has the meaning given to it in Section 7.21;

**“Share(s)”** means (as the context requires): (i) a share or shares in a Fund that is an open-ended investment company; or (ii) a unit or units in a Fund that is an authorised unit trust;

**“SID”** means the Supplementary Information Document;

**“Spouse”** has the meaning given to it in Section 5.16;

**“Standard Account”** means an Account, or part of an Account, which is not an ISA;

**“Trustee”** means, in respect of those Funds that are authorised unit trusts, the trustee of the relevant Fund. The current Trustee for each Fund is specified in the relevant Prospectus;

**“US Person”** means, generally, any natural person who is a US citizen or resident;

**“Valuation Point”** means the point on any Dealing Day at which the relevant Fund is valued and the Share price calculated. The Valuation Point for each Fund is described in the relevant Prospectus and/or KIID;

**“Website”** means IFSL’s website at [www.ifsifunds.com](http://www.ifsifunds.com);

**“Year”** means a tax year beginning on 6 April in any calendar year and ending on 5 April in the following calendar year;

**“you”** and **“your”** has the meaning given to it in Section 3.1, except for in Section 21 (Data Protection Privacy Notice) where “you” or “your” is given a wider meaning.