

4b. Schedule of charges for intermediary only services

The following charges are payable to Close Brothers Asset Management for investments held on either Aegon or Fidelity FundsNetwork. Please note additional charges are levied by each platform and fund manager in relation to your investments.

Please refer to the documentation provided by each platform for a full list of fees and charges.

Close Brothers Intermediary Ongoing Fee (Aegon) <i>Effective from 7 April 2014</i>	0.35% per annum payable to Close Brothers on all clean (commission-free) share class funds.
Close Brothers Intermediary Ongoing Fee (Fidelity FundsNetwork) <i>Effective from 7 February 2014</i>	0.35% per annum payable to Close Brothers on all amounts held*.

*This charge is payable on all your investments once you make a transaction on your account. For any existing investments where the ongoing commission would have been payable to Close Brothers Asset Management, the value of the commission will be paid back into your account on a quarterly basis in the form of units.

Printed and archived information	
The sending of printed research information including fund manager factsheets and analysis that are available online through our Platform.	£50 per year, to receive a maximum of 10 printed documents as required during a calendar year (1st January to 31st December).
Copies of contract notes, vouchers and copies of entries in books or electronic recorded media relating to your transactions for a period of six years from the date of the transaction.	£10 one off fee for each request.

5. Close SIPP – Schedule of Additional Fees

Fee type	Fee amount	When is the fee taken?
Standard fees		
Establishment fee	Nil	N/A
Annual administration fee	Nil	N/A
Contributions		
As part of establishing a Close SIPP	Nil	N/A
Subsequent single contributions	Nil	N/A
Starting and variations to regular contributions	Nil	N/A
In-specie contribution	Nil	N/A
Direct Debit collection and amendment	Nil	N/A
Transfers In		
As part of establishing a Close SIPP	Nil	N/A
Cash transfer in	Nil	N/A
In-specie transfer in	Nil	N/A
Transfers Out		
Transfer out to UK scheme	Nil	N/A
In specie transfer out	Nil	N/A
Transfer out to overseas scheme	Nil	N/A
Residual cash transfer out	Nil	N/A
Benefits and payments fees		
Setting up drawdown pension	£50 + VAT	Upon completion of transaction
Review of income limits*	£75 + VAT	Upon completion of transaction
Uncrystallised Funds Pension Lump Sum (UFPLS) payment fee	£50 + VAT	N/A
Income payments from the fund	Nil	N/A
Arranging death benefits	£250 + VAT	Upon completion of transaction
Arranging a serious ill health lump sum	£75 + VAT	Upon completion of transaction
Investment administration fees		
Ad-hoc valuation fee	Nil	N/A
Duplicate paper statement or valuation	Nil	N/A
Corporate Actions	Nil	N/A
Miscellaneous fees		
Excess fund repayment (refund of overpaid contribution)	£75 + VAT	Upon completion of transaction
Implementing pension sharing order	£500 + VAT	Upon completion of transaction

* Capped Drawdown only

6. Important information about Close Investments

What if I have a complaint?

If your complaint is about the service you have received from Close Brothers Asset Management, please write to us at the address shown in the 'How to contact us' section at the back of this booklet. You can ask us for a copy of our complaints procedure at any time. If you're not satisfied with the way your complaint is dealt with, or if your complaint is not dealt with in eight weeks, you can contact:

The Financial Ombudsman Service
Exchange Tower
London E14 9SR
Telephone: 0800 023 4567

If you have a complaint regarding an individual investment, this should be directed to the specific fund manager or company concerned. A copy of our complaints procedure is available on request. Making a complaint will not affect your legal rights.

Client categorisation

We classify you as a 'retail client' under Financial Conduct Authority rules. This means you will receive the highest level of regulatory protection available for complaints and you will receive information in a straightforward way. Most retail clients are also eligible to claim under the Financial Services Compensation Scheme.

Conflicts of Interest Policy

Close Asset Management Limited is part of the Close Brothers Group. The Close Brothers Group has a policy on the management of conflicts of interest, covering all parts of the Group, to ensure that our clients are not adversely affected.

Details of our conflicts of interest policy are available on request.

Where can I see your Terms and Conditions?

Your rights as the holder of a Close Stocks & Shares ISA, Close Investment Account and a Close SIPP are set out in the Close Brothers Asset Management Terms and Conditions, which may be subject to change in the future and are available on our website.

How is this affected by the law?

The laws of England and Wales govern the relationship we have with you prior to, and on conclusion of any contract, and the parties submit to the exclusive jurisdiction of the Courts of England.

Taxation information

Any taxation information contained in this guide is based on our interpretation of current legislation and HM Revenue & Customs practice. Please remember that current tax benefits may change in the future.

7. Can I Claim Compensation? – The Financial Services Compensation Scheme

What is the FSCS?

We are members of the Financial Services Compensation Scheme ("FSCS") - the UK's compensation fund for customers of authorised financial services organisations, which may pay compensation if a firm is unable, or likely to be unable, to pay claims against it. In the event we are unable to meet our liabilities, you may be eligible for compensation within the rules of the FSCS.

What are you covered for?

- **Investment - Funds and other non-cash holdings**

The maximum level of compensation for claims against firms in default is £85,000 per person per fund manager. If you are a Close Brothers Self-Directed Service client you shall not share in the full protection offered by FSCS in respect of receiving bad or misleading advice. We do not offer advice through this service.

- **Deposit holders**

In respect of Close Brothers Limited deposits, an eligible depositor is entitled to claim up to £85,000. For joint accounts, each account holder is treated as having a claim in respect of their share so, for a joint account held by two eligible depositors, the maximum amount that could be claimed would be £170,000. The £85,000 limit relates to the combined amount in all the eligible depositors' accounts with the bank, including their share of any joint account, and not to each separate account.

Please see the FSCS Information Sheet below for detailed information regarding how the scheme applies to Close Brothers Limited deposits.

More information

For further information about the compensation provided by the FSCS (including the amounts covered and eligibility to claim) please refer to the FSCS website www.fscs.org.uk or call the FSCS on 020 7741 4100 or 0800 678 1100. Please note only compensation related queries should be directed to the FSCS.

For holders of Close Brothers Limited Fixed Term Deposits only

Financial Services Compensation Scheme Information Sheet

Your rights explained

Please retain this Information Sheet for your records.

Basic information about the protection of your eligible deposits

Eligible deposits in Close Brothers Limited are protected by:	the Financial Services Compensation Scheme ("FSCS") ¹
Limit of protection:	£85,000 per depositor per bank / building society / credit union ² The following trading names are part of your bank / building society / credit union: Close Brothers Treasury and Close Brothers Savings are trading styles of Close Brothers Limited ('CBL'), a subsidiary of Close Brothers Group plc.
If you have more eligible deposits at the same bank / building society / credit union:	All your eligible deposits at the same bank / building society / credit union are "aggregated" and the total is subject to the limit of £85,000. ²
If you have a joint account with other person(s):	The limit of £85,000 applies to each depositor separately. ³
Reimbursement period in case of bank, building society or credit union's failure:	20 working days ⁴
Currency of reimbursement:	Pound sterling (GBP, £) or, for branches of UK banks operating in other EEA Member States, the currency of that State.
To contact Close Brothers Limited for enquiries relating to your account:	Close Brothers Limited 4th Floor 10 Crown Place London EC2A 4FT Tel: 020 7655 3416
To contact the FSCS for further information on compensation:	Financial Services Compensation Scheme 10th Floor Beaufort House 15 St Botolph Street London EC3A 7QU Tel: 0800 678 1100 or 020 7741 4100 Email: ICT@fscs.org.uk
More information:	http://www.fscs.org.uk

¹ Scheme responsible for the protection of your eligible deposit

Your eligible deposit is covered by a statutory Deposit Guarantee Scheme. If insolvency of your bank, building society or credit union should occur, your eligible deposits would be repaid up to £85,000 by the Deposit Guarantee Scheme.

² General limit of protection

If a covered deposit is unavailable because a bank, building society or credit union is unable to meet its financial obligations, depositors are repaid by a Deposit Guarantee Scheme. This repayment covers at maximum £85,000 per bank, building society or credit union. This means that all eligible deposits at the same bank, building society or credit union are added up in order to determine the coverage level. If, for instance a depositor holds a savings account with £70,000 and a current account with £20,000, he or she will only be repaid £85,000.

This method will also be applied if a bank, building society or credit union operates under different trading names. Close Brothers Limited also trades under Close Brothers Treasury and Close Brothers Savings. This means that all eligible deposits with one or more of these trading names are in total covered up to £85,000.

In some cases eligible deposits which are categorised as "temporary high balances" are protected above £85,000 for six months after the amount has been credited or from the moment when such eligible deposits become legally transferable. These are eligible deposits connected with certain events including:

- (a) certain transactions relating to the depositor's current or prospective only or main residence or dwelling;
- (b) a death, or the depositor's marriage or civil partnership, divorce, retirement, dismissal, redundancy or invalidity;
- (c) the payment to the depositor of insurance benefits or compensation for criminal injuries or wrongful conviction.

More information can be obtained under <http://www.fscs.org.uk>

3 Limit of protection for joint accounts

In case of joint accounts, the limit of £85,000 applies to each depositor.

However, eligible deposits in an account to which two or more persons are entitled as members of a business partnership, association or grouping of a similar nature, without legal personality, are aggregated and treated as if made by a single depositor for the purpose of calculating the limit of £85,000.

4 Reimbursement

The responsible Deposit Guarantee Scheme is the Financial Services Compensation Scheme, 10th Floor Beaufort House, 15 St Botolph Street, London, EC3A 7QU, Tel: 0800 678 1100 or 020 7741 4100, Email: ICT@fscs.org.uk. It will repay your eligible deposits (up to £85,000) within 20 working days until 31 December 2018; within 15 working days from 1 January 2019 until 31 December 2020; within 10 working days from 1 January 2021 to 31 December 2023; and within 7 working days from 1 January 2024 onwards, save where specific exceptions apply.

Where the FSCS cannot make the repayable amount available within 7 working days, it will, from 1 June 2016 until 31 December 2023, ensure that you have access to an appropriate amount of your covered deposits to cover the cost of living (in the case of a depositor which is an individual) or to cover necessary business expenses (in the case of a depositor which is not an individual or a large company) within 5 working days of a request. Again, there are specific exceptions to this obligation.

If you have not been repaid within these deadlines, you should contact the Deposit Guarantee Scheme since the time to claim reimbursement may be barred after a certain time limit. Further information can be obtained under <http://www.fscs.org.uk>.

Other important information

In general, all retail depositors and businesses are covered by Deposit Guarantee Schemes. Exceptions for certain deposits are stated on the website of the responsible Deposit Guarantee Scheme. Your bank, building society or credit union will also inform you of any exclusions from protection which may apply. If deposits are eligible, the bank, building society or credit union shall also confirm this on the statement of account.

Exclusions list

A deposit is excluded from protection if:

- (1) The holder and any beneficial owner of the deposit have never been identified in accordance with money laundering requirements. For further information, contact your bank, bank building society or credit union.
- (2) The deposit arises out of transactions in connection with which there has been a criminal conviction for money laundering.
- (3) It is a deposit made by a depositor which is one of the following:
 - credit institution
 - financial institution
 - investment firm
 - insurance undertaking
 - reinsurance undertaking
 - collective investment undertaking
 - pension or retirement fund¹
 - public authority, other than a small local authority.

For further information about exclusions, refer to the FSCS website at www.FSCS.org.uk

¹ Deposits by personal pension schemes, stakeholder pension schemes and occupational pension schemes of micro, small and medium sized enterprises are not excluded