

TSC FAQ core

March 2019

This document contains key information that you may find useful in making a decision about your account. It is important to review the options available and instruct your chosen option.

If you are in any doubt about what action to take, we recommend that you consult an authorised financial adviser. If you do not currently have one and are based in the UK, you can find one at www.unbiased.co.uk. This document does not constitute investment advice.

General Transfer Questions

1 What is the cut off date for each option?

OPTION 1 - TRANSFER YOUR ACCOUNT TO THE SHARE CENTRE	OPTION 2 - TRANSFER TO ANOTHER PROVIDER OF YOUR CHOICE	OPTION 3 - RE-REGISTER INTO A CERTIFICATE	OPTION 3 - SELL YOUR INVESTMENT
Please return your client instruction form in the pre-paid envelope as soon as possible.	We must receive the transfer forms from your chosen provider by 29 August 2019.	We must receive your instruction by 29 August 2019	We must receive your instruction to sell your full holding by midday on 27 September 2019. The deadline for partial withdrawals is midday on 24 September 2019.

2 If I return a client instruction form when will the transfer to The Share Centre take place?

Your account will be transferred on 28 September 2019.

3 Is there a cost to transfer to The Share Centre, or another provider?

There is no cost to transfer to The Share Centre and they will provide a free transfer out within the first six weeks if you are not happy with their service. We will not charge you to transfer to another provider however please refer to the alternative providers own Terms and Conditions for any possible charges they may levy for transfers in.

4 Can I transfer/hold certificates directly in my name?

In the case of JPMorgan Investment Trusts, yes. If you wish to transfer your holdings to certificates, then please instruct this in writing by **29 August 2019.**

We will arrange for the re-registration to take place and the Registrar of the trusts, Equiniti, will send a share certificate(s) to your account address. Please note if you were to re-register any Investment Trusts within an ISA, you will lose your tax efficient ISA status.

6 What will happen to any income generated by my investments?

Once your transfer to The Share Centre (or another provider) is complete, any final income generated by your investments with us will depend on your income preferences. If your account is set up for income to pay out then we will send this to you, if you normally have your income reinvested then we will send this to your new provider. In the case of The Share Centre this will be added to your account as cash.

After a transfer of your account to The Share Centre, you will need to set up new income preferences. They will contact you with more details on the options to either reinvest, pay to a bank account in your name or hold it as cash on your account.

7 Will I still receive the same information about my shares?

Information about our Investment Trusts is available at <https://am.jpmorgan.com/gb/en/asset-management/gim/per/products/investment-trusts>.

This includes the Key Information Document, the annual and half-year report and accounts and other information about each fund. In addition you can sign up with The Share Centre to receive the trusts annual and half-yearly reports via post or electronically.

Account Queries

5 Will my account number change?

Yes, The Share Centre will inform you of all new details and information regarding your account administration shortly after your account is transferred on 28 September.

8 What about quarterly statements?

You will receive a final statement from us in line with our standard quarterly statement dates; this will be your closing statement.

If you transfer to The Share Centre then you will receive an annual statement in April and if you have not signed in during the quarter, a summary statement in July, October and/or January. Your statements will be available online. You can receive your statements by post without charge for the first 14 months, after which point a standard postal charge will apply.

If you transfer to an alternative provider you should discuss your options for statements with them.

General Questions

9 Will my Terms & Conditions change?

Yes. The existing Terms and Conditions will cease to apply and will (assuming you transfer to The Share Centre) be replaced by The Share Centre Account Key Features and their Terms of Business which you must read carefully.

10 What will happen to my regular savings facility?

Transfer Date	Collection Date	Last Collection
28 September 2019	1st	1st September 2019
	15th	15th September 2019

After the last collection we will not be able to accept any payments by direct debit into your account and we will cancel your direct debit instruction with us. If you are transferring to another provider you must complete a new direct debit mandate and instruction.

The Share Centre offers a choice of three direct debit collection dates the 3rd, 16th and 30th of the month. If you are transferring to The Share Centre they will inform you how to set up a new direct debit in-struction shortly after your account is transferred.

11 I have a joint account, how does this work?

You can transfer to The Share Centre by completing the Client instruction form enclosed with our letter and returning it in the pre-paid envelope. All account holders will need to sign the form to show they have read and agreed to The Share Centre's Account Key Features and their Terms of Business.

12 Can I keep my Financial Adviser on my account?

Your account would be transferred to The Share Centre without an agent. If you wish to add them for information only then you can do this after 28 September 2019.

There are other fund platforms available where your financial adviser can stay linked to your account. We have written to impacted advisers with the options, so if you are unsure which to take please contact your financial adviser about this.

13 Will I be charged an annual account fee between now and 28 September?

There is a temporary waiver on annual account fees and dealing charges up until 28 September 2019.

14 Will I benefit from The Share Centre's introductory tariff if I transfer to them earlier than 28 September 2019?

No, the introductory tariff will only apply if you are included in the bulk transfer that we will be completing on 28 September 2019.

If you were to transfer to them directly earlier then you would be subject to the standard charges in their what it costs for your account document.

15 What will happen if I don't select an option?

If you do not provide us with an instruction we will transfer your holding(s) and any cash to The Share Centre on 28 September 2019.

If you have not returned your Client instruction form then The Share Centre will only be able to provide limited services to you until such time that you sign the relevant transfer forms or otherwise actively confirm acceptance of their Terms and Conditions.

Therefore, we strongly encourage you to select one of the options available to you in order to avoid any account limitations.

WHO DO I CONTACT WITH FURTHER QUESTIONS?

If you have any further questions then please contact your financial adviser or our Client Administration Centre.

If you have any questions relating to The Share Centre's service offering, please go to www.share.com/JPMorgan, contact them directly on +44 1296 41 46 70 or via JPMorgan@share.co.uk