

# Action required

<Title, Surname>  
<Address 1>  
<Address 2>  
<Address 3>  
<Address 4>  
<Address 5>  
<Address 6>

**Client Administration Centre**  
J.P. Morgan Asset Management  
Client Administration Centre  
PO Box 12272  
Chelmsford CM99 2EL  
Tel 0800 20 40 20 / +44 1268 44 44 70  
**Fax 0330 1233684**

Account number: < Client Code>  
Letter Ref: H01

Dear <Title, Surname>

## Important information about your account

I am writing to you to inform you that from 27 July 2019 we will no longer offer ISA and Investment Accounts, therefore we will no longer be able to manage your account.

You will be able to remain invested in our funds and investment trusts but you will need to transfer to another service provider to do this.

## We now need you to choose an option:

**Option 1 – Transfer your account to Hargreaves Lansdown.** Hargreaves Lansdown is the UK's number one 'investment supermarket' for private investors, offering online account management and dealing, as well as the option to manage investments by telephone, post and using applications for smartphones and tablets. They also offer a wide range of investment products through which investments may be purchased.

To show the charges that they currently offer a comparison table is enclosed. We have also included Hargreaves Lansdown's service factsheets and their Terms and Conditions and Key Features documents.

**To take this option please sign the Client instruction form and return it in the pre-paid envelope (please note that the envelope provided should only be used for this option).**

**If you have any questions about Hargreaves Lansdown,** please go to [hl.co.uk/contact-us](http://hl.co.uk/contact-us).

Alternatively, you can contact them directly on **0117 314 6215** or via [helpdesk@hl.co.uk](mailto:helpdesk@hl.co.uk). They're available Monday to Thursday, 8:00am to 7:00pm, Friday 8:00am to 6:00pm and Saturday 9:30am to 12:30pm.

**Option 2 – Transfer to another provider of your choice.** You should contact your chosen provider to arrange this. You will need to allow sufficient time to contact them as they will need to submit your instruction by close of business on 27 June 2019 to enable the transfer. If we have not received their instruction by this time then your account will be transferred to Hargreaves Lansdown, subject to their acceptance. Hargreaves Lansdown will only be able to provide limited services to you until such time as you sign the relevant transfer form or otherwise actively confirm acceptance of their Terms and Conditions.

**Option 3 – Sell your investment.** You can instruct us to sell your investment. Please note that if you withdraw from an ISA this would lead to your investments losing their tax-efficient status.

## Choosing the best option for you

It is important that you review the important information within this letter and enclosures and send us your instruction.

Some options may have tax consequences therefore we recommend that you carefully read the enclosed documentation and seek tax advice where appropriate before proceeding. As we are unable to give advice on the right option for your account, please speak to a financial and tax adviser; if you do not already have one then you can find one in your area by going to [www.unbiased.co.uk](http://www.unbiased.co.uk).



Steve Doyle  
Head of UK Investor Services

**Enclosures:**

Client instruction form & pre-paid envelope  
Frequently asked questions  
Charge comparisons  
Hargreaves Lansdown's service factsheet  
Hargreaves Lansdown's Terms and Conditions  
Hargreaves Lansdown's Key Features