

# HL 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](http://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 HARGREAVES LANSDOWN	OPTION 2 - TRANSFER TO ANOTHER PROVIDER OF YOUR CHOICE	OPTION 3 - SELL YOUR INVESTMENT
Please return your client instruction form in the pre-paid envelope <b>as soon as possible</b> .	We must receive the transfer forms from your chosen provider by <b>27 June 2019</b> .	We must receive your instruction to sell your full holding by <b>midday on 26 July 2019</b> . The deadline for partial withdrawals is midday on 23 July 2019.

### 2 If I return a Client instruction form when will the transfer to Hargreaves Lansdown take place?

Form Received	Transfer Date
By 10 May 2019	18 May 2019
Between 8 May 2019 & 7 June 2019	15 June 2019
After 7 June 2019	27 July 2019

If Hargreaves Lansdown is unable to accept the transfer of your account for whatever reason then we will let you know the remaining options available to you.

### 3 Is there a cost to transfer to Hargreaves Lansdown, or another provider?

There is no cost to transfer to Hargreaves Lansdown. 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.

## Account Queries

### 4 Will my account number change?

Yes, Hargreaves Lansdown will inform you of all new details and information regarding your account administration on receipt of your Client instruction form.

### 5 What will happen to any income generated by my investments?

Once your transfer to Hargreaves Lansdown (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.

After the transfer of your account to Hargreaves Lansdown, 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.

### 6 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>, and information about our funds can be found at <https://am.jpmorgan.com/gb/en/asset-management/gim/per/products/oeics>

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 Hargreaves Lansdown to receive the trusts annual and half-yearly reports via post or electronically.

### 7 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 your account is transferred to Hargreaves Lansdown they recommend you sign up to their paperless service, where you can view your quarterly statement online. There is no charge to do this and you can sign up to the service online or by telephone.

If you prefer to receive a paper statement, the Hargreaves Lansdown charge a fee of £10 plus VAT each six months. There will be no charge for the first four statements you receive from them, however you will be charged for any subsequent postal statements.

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

## General Questions

### 8 Will my Terms & Conditions change?

Yes. The existing Terms and Conditions will cease to apply and will (assuming you transfer to Hargreaves Lansdown) be replaced by the Hargreaves Lansdown's Key Features and Terms and Conditions of business which you must read carefully.

### 9 What will happen to my regular savings facility?

Transfer Date	Collection Date	Last Collection
18 May 2019	1st	1st May 2019
	15th	15th April 2019
15 June 2019	1st	1st June 2019
	15th	15th May 2019
27 July 2019	1st	1st July 2019
	15th	15th July 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 Hargreaves Lansdown or another provider then you must complete a new direct debit mandate and instruction.

### 10 I have a joint account, how does this work?

You can transfer to Hargreaves Lansdown 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 Hargreaves Lansdown's Key Features and Terms and Conditions.

### 11 Can I keep my Financial Adviser on my account?

Not if your investments are transferred to Hargreaves Lansdown, as their platform does not accept advised accounts.

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.

### 12 I already have an account with Hargreaves Lansdown, what action do I need to take?

You still need to follow the instructions in our letter to transfer your account over. Once your transfer is complete you will be able to see your transferred investments alongside the investments you already hold.

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

If you do not provide us with an instruction in line with the cut offs in question 1 then we will transfer your holding(s) and any cash to Hargreaves Lansdown on 27 July 2019.

If you have not returned your Client instruction form then Hargreaves Lansdown 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 take 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 relating to your JPMorgan Account then please contact your financial adviser or the Client Administration Centre.

If you have any questions relating to Hargreaves Lansdown's service, please contact them directly on **0117 314 6215** or visit their website at [www.hl.co.uk](http://www.hl.co.uk) and click the 'contact us' link in the top right of the page.