

TAVISTOCK - *THE* PLATFORM SERVICE

Key Features

Introduction

The Tavistock Platform is powered by Platform One Limited which is authorised and regulated by the FCA (542059). Platform One Limited are the provider of the platform services and act as the custodian of your assets. Platform One Limited are also the ISA Manager and authorised by HMRC (Z1896). The Financial Conduct Authority (FCA) is the independent financial services regulator. It requires Platform One Limited to give you this important information to help you decide whether the Tavistock Platform is right for you.

This document provides you with the key features of the Tavistock Platform. You should read this document carefully together with your personalised illustration, if applicable, our terms and conditions and our charges document. These documents will help you understand what you are buying and should be kept in a safe place for future reference.

Key Features of the Tavistock Platform

What is the Tavistock Platform?

The Tavistock Platform allows you to view all your investments and their up to date values at any time via the internet. You will be able to discuss the performance of your portfolio with your adviser and decide what should be sold and bought. Platform One Limited are the ISA Manager for the Tavistock Platform.

Aims of the Tavistock Platform

To allow you, with the assistance of your financial adviser, to select and purchase investments from a wide range of equities, bonds, unit trusts and Open Ended Investment Companies (OEICs) and other investment schemes and cash.

With advice from your adviser you can select the most appropriate product within which to hold these investments to optimise tax advantages and best reflect your financial objectives.

You and your adviser can view, value and place a trade of your investments at any time via the internet.

Aims of each Wrapper

A tax wrapper can be used to wrap around your portfolio and may enable you to pay less tax (e.g. an ISA or a SIPP).

The General Investment Account (GIA) holds your investments that are subject to normal UK tax (i.e not in a tax wrapper).

In an ISA you can invest up to the HM Revenue and Customs (HMRC) subscription limit each year and also transfer ISAs taken out in previous years from other product providers.

Tavistock offers a Junior ISA as well as a Stocks and Shares ISA.

A Third Party Product (TPP) account allows you to hold investments which are part of another product

'wrapper', (e.g. a SIPP), provided by a third party with whom Tavistock and Platform One Limited have an arrangement.

Your Commitment

You may be required to maintain at least 1% of all assets held in each wrapper in the form of cash to meet charges, adviser remuneration and withdrawals. You agree to read the available fund information, especially that provided by your adviser and/or the fund manager, before you commit to the investment.

You must keep your login security details private and not share them with others.

You agree only to make regular and/or a single contribution within HMRC limits for an ISA with us for a specific tax year. You also agree not to invest in the same type of ISA elsewhere with another provider.

Risk Factors

- The value of these investments and the income generated from them can fall as well as rise and you may not get back what you originally invested or transferred into your Tavistock Platform Account.
- Past performance is not a guide to future performance.
- The performance of your fund will be reduced by the effect of charges including the Tavistock Platform charges, adviser charges, fund manager charges and product provider charges.
- Income generating funds sometimes deduct expenses from capital in order to improve income. This means that capital growth will suffer.
- Withdrawing income from your fund can reduce capital growth especially where performance is poor and the level of income withdrawn is high.
- The risks in your investment portfolio will depend on the funds selected.
- Investments in foreign assets are subject to currency risk (i.e. as well as the risk for the underlying asset).

Frequently Asked Questions about the Tavistock Platform

How can I invest via the Tavistock Platform?

You should first consult your adviser in order to choose the appropriate product wrapper (e.g. ISA, GIA or Pension) and the appropriate asset allocation and investment strategy. Your adviser can then open a Tavistock Platform account for you upon completion of a Tavistock Platform application form signed by you. We will not open the account until funds are available.

Funds may be sent either:

- Electronically by bank transfer, direct debit or by cheque from you personally or your financial adviser.
- By means of a transfer of funds from another product provider.
- From a newly selected third party product provider that already hold your funds.

What investments are available?

Your Tavistock Platform Account can invest in a wide selection of collective funds including Unit Trusts and OEICs and cash, as well a wide range of securities offered by the London Stock Exchange (LSE)

including Exchange Traded Funds (ETFs), investment trusts, bonds and gilts. It is very important that you read the information the fund manager provides about your chosen funds before you commit to the investment via your adviser.

If the investments in your Tavistock Platform Account do not match your attitude to risk they may not perform in line with your investment strategy.

If you and your Adviser do not review the investments within your Tavistock Platform Account and monitor their performance, they may fail to meet your expectations.

How can I see what I have invested in?

When you open your account we will send you a welcome email. You will need this to log in to create your password. You will then be able to visit the Tavistock website and see your investments.

You will be able to print off a full valuation of your investments in your Tavistock Platform Account whenever you wish.

How frequently can I buy or sell investments?

The Tavistock Platform is designed to offer maximum flexibility to you. You may have as many holdings as you want within your account and instructions to buy or sell investments may be given online via your Financial Adviser.

You have the ability to trade often as you wish, however certain investments may incur a charge. Please refer to our Schedule of Charges for further information.

Can I transfer my investment?

Yes, although transfers are subject to charges as detailed in the Tavistock Platform Schedule of Charges.

What are the costs?

Platform Charges:

Tavistock will charge you the following on all investments and cash held within your Tavistock Platform Account:

- 0.10% per annum, charged monthly in arrears on the value of assets and cash held between £0 and £1.5m
- 0.05% per annum, charged monthly in arrears on the value of assets and cash held between £1.5m and £2m
- 0.02% per annum, charged monthly in arrears on the value of assets and cash held over £2m

Transaction/Dealing Charges:

- Dealing charges on exchange traded products - 0.035% per line of stock up to a maximum of £3.50 per line of stock
- Non-standard investment transactions - £25 per trade
- Transfer of investments to another nominee or your own name - £25 per transfer

Notes:

1. Non-standard investment transactions are those requiring the submission of an application form and an advance payment. These include manual/paper based applications for initial offers and any investment requiring a non-standard process to execute and settle.
2. Ancillary charges may apply for certain transactions. These typically would include exchange, regulatory and tax charges (e.g. PTM Levy, Stamp Duty, IRS QI charges).
3. A charge of £25 applies to arrange attendance and voting at company meetings, for supplying, on request a Company's Interim Report or Annual Report and Accounts.
4. The costs of services by third parties may be incurred on certain transactions (e.g. overseas transactions and custody or transfer services). Where applicable, these charges will be passed on.

Please refer to the Tavistock Platform Schedule of Charges document for further details.

Adviser Charges

This will be agreed between you and your adviser and stated clearly on the application form, which you must sign to confirm your agreement. This will cover the agreed initial and on-going annual charge. The deduction of the initial charge will be viewable in the transaction listings in your deposit account. An initial charge may also be applied to individual investments. You must authorise any additional adviser charges or changes to previously agreed charges.

Product Provider Charges

The product charges are specific to the product selected by you and your adviser. You should read the Key Features and Terms and Conditions of each product selected.

Other Third Party Charges

These charges may be agreed between you and your adviser, such as discretionary fund manager charges. Please contact your adviser for more details.

How do you keep my money and securities safe?

To provide you with added protection we place your cash with a carefully selected panel of regulated banks. Your cash is at all times kept separate from Platform One's assets.

Whilst your securities are held by us or a delegated custodian, you remain the beneficial owner unless the securities are held within a third party product wrapper (e.g. insurance bond, pension account, etc.). In this case the assets are held on behalf of the respective third party product provider (e.g. the life company, SIPP trustee, etc.).

If you choose to invest in FCA regulated funds, your assets will benefit from the protections offered by the Financial Services Compensation Scheme (FSCS). Details of their terms can be found on their website.

Additional Information

Your Client Category

The Financial Conduct Authority (FCA) is the UK financial services regulator. They require companies to categorise their clients based on their involvement in and familiarity with financial services. This helps to ensure we send the right information to the right people.

Your Cancellation Rights

Should you wish to cancel, please send your notification to Tavistock Client Services, Platform One Limited, Peartree Business Centre, Cobham Road, Wimborne, Dorset, BH21 7PT. You are able to cancel your account up to 30 days after you receive our confirmation of its establishment. However, if you have asked us to invest your cash, you may get back less than you have invested. Please refer to our terms and conditions document for full details.

Conflicts of Interest

There are situations where the activities and interest of a company may conflict or compromise the best interests of its customers and clients. Tavistock and Platform One are committed to making clear all our activities or situations that could give rise to a conflict of interest. The company aims to minimise conflicts as far as possible. Where conflicts cannot be eradicated, Tavistock and Platform One look to manage them in the best interests of its clients.

How to Complain

We hope you will never be unhappy with our service. If this does happen, your first step is to contact us to discuss your concerns and we will aim to resolve them straight away. If you are still not entirely satisfied, we have an internal complaints procedure, which follows the standards required by the FCA. Initially please contact us at:

Telephone: 0345 366 5445 (9am to 5pm Monday to Friday)

Email: investing@tavistockplatform.com

Address: Platform One Limited, Peartree Business Centre, Cobham Road, Wimborne, Dorset, BH21 7PT.

A copy of our complaints policy is available on <http://www.platform1online.com>. If you are not satisfied with our response, you have the right to refer your complaint to the Financial Ombudsman Service.

How to Contact the Financial Ombudsman Service

The contact details for the Financial Ombudsman Service are as follows:

Telephone: 0800 023 4567

Email: complaint.info@financial-ombudsman.org.uk

Address: The Financial Ombudsman Services, South Quay Plaza, 183 Marsh Wall London, E14 9SR

Contact Us

If you would like to learn more, please get in touch.

Call us on 0330 123 9830

Lines are open 8.30am to 5pm, Monday to Friday. As part of our commitment to quality service and security, telephone calls may be recorded.

Email us at investing@tavistockplatform.com

We aim to provide an initial response to your query on the same working day.

By post

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