



TERMS & CONDITIONS

WEALTH TRACKER LIMITED

ADVISORY (WITH/WITHOUT DFM) SERVICE

Publication Date: 1st July 2022

Effective Date: 1st July 2022

ADVISORY CLIENTS

(with or without DFM)

These Terms & Conditions (“T&Cs”) represent a legal agreement, or contract, between us Wealth Tracker Limited, (trading as Wealthtracker), Hubwise Securities Limited, and you. We provide this information to help you decide whether our Services and the Platform are right for you. You should read this document very carefully and obtain independent professional advice if anything is unclear. It is a legally binding agreement and contains important information about the Services that we provide to our customers, so please keep it safe for future reference.

Please do not use our Services if you are unclear about anything in this document, or if you do not agree to any of its terms. If you use our Services, you will be deemed to have agreed to this document, and it will establish a contract between you, us and Hubwise.

This agreement is governed by English law.

The Parties

These T&Cs are agreed between:

You or Your (“the Client”), the person, the Primary Holder, or representative acting for such person, or in the case of an Account opened for a child – the Registered Contact, or all the persons who appear as joint holders, or the Nominated Contact for the trustees of a Trust Account (1);

Wealth Tracker Limited (trading as Wealthtracker and an appointed representative of Hubwise Securities Limited) (“we”, “us”, “our”), as the provider of the overall Platform Solution) whose registered office is at Endeavour House Crawley Business Quarter, Manor Royal, Crawley, England, RH10 9LW (2);

and

Hubwise Securities Limited (“the Platform Service Provider” or “Hubwise”) is the regulated Platform Service Provider (as defined in the FCA Handbook) of custody, execution and related services, the provider and manager of the Wealthtracker ISA and Wealthtracker JISA, and the provider of the technology that powers the Platform whose registered office is at Waverley Court, Wiltell Rd, Lichfield, Staffs WS14 9ET (3).

The Arrangement

Wealth Tracker Limited, has entered into an agreement with Hubwise, as the Platform Service Provider, and your DFM (if applicable), to provide you with access to the Platform provided by Hubwise (see below) and our associated Services, as your agent.

DEFINITIONS

Except where the context requires otherwise, the following definitions apply to all sections of these Terms and Conditions.

ACCOUNT: a unique account that you will have with Hubwise with a designated account reference number (Account ID). Your Account will contain your personal details, including those of your Nominated Bank Account, and will contain a summary of transactions you have executed using the Platform and our Services, as well as your Available Balance.

ACT: the Financial Services and Markets Act 2000.

ADVISER: a person whose FCA permissions include "Advising on Investments", in this case Wealth Tracker Limited.

ADVISER FEES: the fees agreed between you and your Adviser, for the services they provide, as detailed in the Application.

ADVISER SERVICE: refers to the services provided to you, as a Retail Customer, by your Adviser and in compliance with FCA rules and as referred to in these T&Cs.

"AMC": the Annual Management Charge that is levied by the fund manager for managing the fund's investments.

APPLICATION: an online application completed by your Adviser, on your behalf, to open your Account on the Platform.

ASSETS: are securities and funds, income, interest, cash balances and any other rights and entitlements from time to time held within your account.

AVAILABLE BALANCE: the cash balance(s) in your Account(s) that you can use to buy Securities or Units, or to pay the Platform Charge, Product Charges, Adviser Fees and DFM Fees on the Platform. This amount can be topped up through a transfer of funds from your Nominated Bank Account, or through the sale of Securities that you hold. Your Available Balance will only increase once the relevant sale instructions have settled, and the proceeds have been allocated to your account. Similarly, your Available Balance will decrease when you buy Securities or Units and any related Expenses are deducted prior to settlement. Withdrawal of funds by you will also decrease the amount of your Available Balance.

BUSINESS DAY: any day, other than a Saturday, Sunday or Bank Holiday, on which banks are open for business in London.

BUYING POWER: to enable the maintenance of Model Portfolios without any fixed percentage allocation to cash and to ensure that your Assets are not needlessly divested to generate sufficient cash to cover future obligations (such as Charges and Fees or regular withdrawals), the Platform will automatically estimate and 'ring-fence' sufficient cash to cover future Expenses. This is calculated to be sufficient for between a three (3) and twelve (12) month fee period and, where requested, to cover between one (1) and six (6) months' withdrawals, in line with our or the Adviser's request. This 'ring-fenced' or uninvested cash will automatically be re-calculated each time a cashflow event occurs namely a transaction, contribution or withdrawal.

CASH RESERVE: a Client Account balance within your ISA or JISA used solely for money destined for eventual investment in one or more Investments available on the Platform.

CLEAN SHARE CLASS: Units where the AMC is the charge the manager applies for managing the Funds, with no rebates.

CLIENT: an individual or corporate entity opening an Account on the Platform.

CLIENT ACCOUNT: a Client Money trust account held with a bank, designated in accordance with the FCA Client Money Rules and managed by us.

CASH ACCOUNT: the Client Account balance held in your GIA and used solely for money destined for eventual investment, or to hold the cash reserved under the Buying Power algorithm pending withdrawal or Expenses settlement once due.

CLIENT ASSET RULES: has the same meaning as defined in the FCA Handbook.

CLIENT MONEY: any and all of your money held in your Account(s) with us, which is subject to trust protections in line with the Client Money Rules.

COLLECTIVE: an investment vehicle such as a Unit Trust, Investment Trust, Exchange Traded Fund (ETF) or Open-Ended Investment Company (OEIC), where a Fund manager pools your money with that of other investors to buy Securities.

CLIENT MONEY RULES: has the same meaning as defined in the FCA Handbook.

CONFLICTS OF INTEREST POLICY: a written document which details how a business identifies and manages any conflicts of interest or potential conflicts of interest it may have with its Clients. Further details are available below and the policy for Hubwise can be viewed at: www.hubwise.co.uk in the Company section, while the policy for Wealth Tracker Limited can be viewed on request.

CONTRACT NOTE / LIST / CONFIRMATION NOTE: an electronic record detailing the particulars of any Deals carried out on any of your Accounts.

CUSTODIAN: this has the meaning given in the FCA Handbook and is essentially a firm with permission to "safeguard and administer investments" or to hold Custody Assets, in both cases belonging to another person, in electronic or physical form.

CUSTODY ASSETS: means Securities and Funds to which the Client Asset Rules apply.

DATA PROTECTION LEGISLATION: means any law, statute, declaration, decree, directive, legislative enactment, order, ordinance, regulation or rule, (as amended, consolidated or re-enacted from time to time) which relates to the protection of individuals with regards to the processing of Personal Data to which a party is subject including the Privacy and Electronic Communications Regulations 2003 (as amended by SI 2011 no. 6), the UK Data Protection Act 2018 and the EU GDPR as each is amended in accordance with the Data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit) Regulations 2019 (as amended by SI 2020 no. 1586) and incorporated into UK law under the UK European Union (Withdrawal) Act 2018. As amended to be referred to as "PECR", "DPA 2018" and the "UK GDPR" respectively.

DEAL: means to buy or sell Securities and Funds (and cognate expressions, such as dealings, trades, transactions, shall be construed accordingly).

DEALING CUT-OFF TIME: the time by which an instruction needs to be received by the Platform for the trade to be placed at the next Valuation Pricing Time.

"DFM" OR DISCRETIONARY FUND MANAGER: is a firm authorised by the FCA to manage investments under a discretionary mandate, as appointed by you or your Adviser on your behalf. If your Adviser holds permissions from the FCA to manage investments under a discretionary mandate, your Adviser and DFM may be the same firm.

"DFM FEES": the fees agreed between you and /or your Adviser and your Discretionary Fund Manager, for the services they provide, as detailed in the Application.

"ETF": an Exchange Traded Fund.

EXECUTION VENUES: a Regulated Market, Multilateral Trading Facility (MTF), an authorised firm that executes orders off its own book, a market maker, a liquidity provider and the fund managers or their administrators using EMX, Calastone, Allfunds Bank, Winterfloods Business Services or other proprietary messaging/trading links.

EXPECTATION: an amount notified by your Adviser, as funds due to be received onto your Account(s) on the Platform, whether as a direct contribution or via transfer in from another Custodian.

EXPENSES: the Platform Charge, Product Charges, Adviser Fees, DFM Fees and any other fees or charges which you incur through the use of the Platform and which are payable by you.

"FCA" THE FINANCIAL CONDUCT AUTHORITY: the regulator for the UK's Financial Services Industry, which can be contacted at 12 Endeavour Square, London E20 1JN or through its website www.fca.org.uk.

FCA HANDBOOK: the rules and guidance of the FCA, as set out in the Act, as amended, replaced or supplemented from time to time.

"FSCS" FINANCIAL SERVICES COMPENSATION SCHEME: the compensation fund of last resort for customers of authorised financial services firms. If a firm becomes insolvent or ceases trading, they may be able to pay limited compensation to its customers.

FUND(S): an authorised Unit Trust, recognised scheme or Open-Ended Investment Company (OEIC), or sub-fund thereof and certain ETFs.

WEALTHTRACKER GIA (GIA): a simple taxable account (General Investment Account) to hold investments outside of tax wrappers (such as pensions and ISAs).

"HMRC": Her Majesty's Revenue and Customs.

WEALTHTRACKER ISA (ISA): an Individual Savings Account managed by Hubwise under the ISA Regulations. The Wealthtracker ISA is a 'flexible' stocks and shares ISA, as defined by HMRC.

WEALTHTRACKER JISA (JISA): a Junior Individual Savings Account, managed by Hubwise, that can be opened by a parent or guardian to save for a child's benefit at age 18.

HUBWISE OFFSHORE BOND: an Offshore Bond arranged with a third party, Royal London 360, part of the International Finance Group and available on the Platform.

ILLUSTRATION: a personal illustration showing the potential growth you may expect to receive from your account under various economic conditions, taking into account applicable Expenses.

IN-SPECIE: a phrase describing the transfer of an asset in its present form, rather than selling it and transferring the cash.

INCOME: any payments received as income on your Account, including dividends, interest, and any tax payments we reclaim for your Account.

ISA MANAGER: Hubwise Securities Limited (HMRC ISA Manager No. Z1723) acting in its capacity as manager of your Wealthtracker ISA and JISA (as the case may be).

ISA REGULATIONS: the Individual Savings Account Regulations 1998 as amended, supplemented and modified from time to time.

JOINT HOLDERS: one additional person who can invest in the same investments within a GIA.

KEY FEATURES DOCUMENT: a document which sets out the key features and risks of an Account held on the Platform, together with any Wrapper used.

"KIID" KEY INVESTOR INFORMATION DOCUMENT: a document that provides essential information and key facts about individual Funds to help investors assess whether a particular Fund meets their needs.

MODEL PORTFOLIO: a selection of Assets selected by your Adviser, or managed by your DFM, as suitable to achieve a particular investment strategy or goal.

NATIONAL CLIENT IDENTIFIERS: these are required to allow the platform to comply with European and FCA regulation regarding transaction reporting. For a UK citizen this will be their national insurance number. For other nationals this will be the prescribed identifier.

NATURAL INCOME: Income derived from the Assets held on the Platform and not including any shares or other 'capital'.

NOMINATED BANK ACCOUNT: a UK Bank or Building Society account of yours chosen by you at the time you register for the Platform, or as changed by you from time to time, which is associated with your Account(s).

NOMINATED CONTACT (FOR TRUSTS): the individual we have accepted as the nominated contact for a trust account and who is the only person from whom we will accept instructions in relation to that Account.

NOMINEE/NOMINEE COMPANY: a Custodian, either Hubwise Nominees Limited (the wholly owned subsidiary of Hubwise Securities Limited), or any other approved third-party custodian with an account held to our Order appointed by us.

OMBUDSMAN: the Financial Ombudsman Service who may be contacted at Exchange Tower, London E14 9SR.

ONGOING CHARGES FIGURE (OCF): (very similar to the total expense ratio (TER) but also includes any one-off charges or performance fees); is a more accurate measure of what it costs to invest in a particular Fund and is made up of the AMC and a variety of other operating costs, which cover the cost of running the fund.

PERSONAL DATA: personal information which identifies you which we receive or otherwise obtain in respect of your use of the Services provided under these T&Cs and processed in connection with these T&Cs.

PHASED INVESTMENT: the ability to 'drip feed' money into the market over a longer period in order to benefit from 'pound cost averaging'. This is available for a minimum period of 3 months - from the date of the initial investment to the final investment date and is only permitted where the overall investment is at least £3,000.

PLATFORM: the investment platform and associated Platform Services provided by Hubwise, to which we provide you with access via the Services.

PLATFORM CHARGE: the Charge payable by you to Hubwise for provision of the Platform Services, collected by Hubwise from your Account, when using the Platform, as detailed later in these T&Cs.

PLATFORM SERVICES: has the same meaning as in the FCA Handbook, including Custody of your Assets, and Execution and Settlement of Deals.

PORTFOLIO: the Assets belonging to you and held within your Account as detailed on the Platform.

PRIMARY HOLDER: the first named applicant on the Application.

PRODUCT CHARGES: charges for a SIPP or Offshore Bond as detailed in the Schedule of Charges.

REBALANCE: a service which may be made available by your Adviser or DFM (if appointed) that enables them to align and maintain your Assets to the percentages specified in a Model Portfolio.

REGISTERED CONTACT FOR A JISA: the person identified in the relevant application with whom Hubwise, as JISA Plan Manager, contracts with.

REGULAR CONTRIBUTIONS: a service that enables you to set up regular contributions into your Account. It includes a regular savings facility for Wealthtracker GIA, Wealthtracker ISA/Wealthtracker JISA and SIPP Accounts (where the minimum contribution is £50 per month).

REGULAR WITHDRAWAL: an option available whereby you request a specific amount to be paid out of your Account (GIA Cash Account, Wealthtracker ISA Cash Reserve, or SIPP Scheme Bank Account), on a regular basis (subject to the minimum regular monthly withdrawal being £50). This option is not available from a Hubwise JISA. This option is known as "Drawdown" when taken from a SIPP. (See Buying Power for information on the basis for ensuring funds are available to meet regular withdrawals).

RETAIL CLIENT: has the meaning given to that term in the FCA Handbook; this is someone who is not a Professional Client or an Eligible Counterparty.

RING-FENCE: the ability to protect a specified amount of cash within an Account from being invested.

SCHEDULE OF CHARGES: details of all additional/ ancillary charges, as varied from time to time, which apply to your Account on the Platform. The current Schedule of Charges is available to view at: www.hubwise.co.uk in the Company section.

SECURITIES: equities, fixed interest securities, investment trusts, ETFs, structured products and other exchange tradable securities available on the Platform.

SERVICES: the services that we agree to provide to you under these T&Cs giving you access to the Platform (and which are not Platform Services).

“SIPP” OR SELF-INVESTED PERSONAL PENSION: a specific type of personal pension that offers customers a wider choice of assets in which to invest as opposed to just a selection of Funds and Securities. SIPPs typically allow the customer to take control of the underlying assets, or to appoint an Adviser to do this on their behalf.

“SIPP ACCOUNT”: a unique account that you will have with Hubwise with a designated account reference number and containing information regarding any SIPP we hold on the Platform on your behalf.

WEALTHTRACKER SIPP: a self-invested personal pension for a Client provided by Hubwise Securities Limited and Hubwise Nominees Limited, as authorised pension provider.

SWITCH: is where an Asset is sold, and the sale proceeds reinvested into another Asset.

TERMS, OR T&CS: these terms and conditions.

TEX: the cross-industry transfer arrangement, established by The Investing & Saving Alliance (TISA), that works to agreed standard service levels to improve the processing of transfers between platforms and Fund Administrators.

THIRD PARTY PENSION PROVIDER (TPPP): a company that provides the services of trustee, operator and administrator of pension schemes and maintains all the necessary legal authorisations and regulations to enable it to provide a SIPP).

UNITS: units or shares of any class in a Fund, including any fractions or decimals of units.

US PERSONS: any individual or non-individual (i.e., corporate entity) that meets any one or more of the criteria of a US Person as defined by either the US Securities Act or US Internal Revenue Service as amended from time to time.

VALUATION PRICING TIME/VALUATION POINT: on a Business Day, the time set by the Fund managers when the Fund is valued, and the price of Units set.

WRAPPER: any Wealthtracker GIA, Wealthtracker ISA, Wealthtracker JISA, SIPP or Offshore Bond on the Platform.

YEAR: a year beginning on 6th April and ending on the following 5th April, commonly known as the tax year.

THE WEALTHTRACKER SOLUTION

CLIENT CATEGORISATION

For the purpose of providing you with the Services outlined in these T&Cs, you are categorised as a Retail Client. This means you will be afforded the highest level of protection under the FCA's regulatory regime. However this does not necessarily mean that you will be automatically be eligible to bring a claim under any investor compensation scheme or ombudsman service.

Under these T&Cs, depending on the services provided to you and in addition to your existing relationship with your Adviser, you will therefore be a Retail Client of the following:

- (a) Wealth Tracker Limited as the provider of the Services as part of the overall Platform Solution;
- (b) Hubwise as the provider of the Platform and Platform Services;
- (c) Hubwise as ISA Plan Manager, for any Wealthtracker ISA or Wealthtracker JISA;
- (d) Hubwise as the provider of the Wealthtracker SIPP, or any other TPPPs who may be nominated by the Adviser and available on the Platform, for any SIPP; and
- (e) RL360, or other third-party Bond providers, for any Offshore Bond.

OUR SERVICES

Wealth Tracker Limited and Hubwise, are working together and combining their services to offer the Platform Solution to you under this agreement only as the customer of an Adviser and conditional upon that Adviser holding all relevant regulatory permissions and authorities to act as your agent in providing the Services and in appointing Hubwise to provide you with the Platform. By entering into this Agreement and signing the Application, you will have provided your Adviser, and/or DFM, all the necessary authorisations and consents to act on your behalf in relation to the services provided by the Platform, in accordance with and subject to these T&Cs.

The respective services, roles and responsibilities of Wealth Tracker Limited and Hubwise under this Agreement are separate and distinct and are independently, not jointly, undertaken. Hubwise does not have any responsibility to provide or underwrite any of the services or obligations of Wealth Tracker Limited under this agreement; nor does it have any responsibility to review your Portfolio or investments. Similarly, Hubwise does not provide financial advice about the suitability of any Accounts or Wrappers on the Platform, any Model Portfolios available via the Platform, or any of the individual Assets that you hold on the Platform. Those services will be provided to you by Wealth Tracker Limited under separate terms, in exchange for which you will pay the Adviser Fees and DFM Fees.

YOUR ADVISER

Your Adviser is responsible, at all times, for ensuring that the Platform and any Model Portfolios available to you on it, including any changes to the services provided under this agreement, are suitable for your specific needs and circumstances. Your Adviser is responsible for providing all advisory and financial planning services, including appointment of a DFM where appropriate, to you under your separate agreement directly with them. You

authorise us to give your Adviser and DFM all and any information about you and your Account necessary for them to perform their respective duties.

Under these T&Cs, you authorise your Adviser to:

- (a) Give instructions to Wealth Tracker Limited and Hubwise via the Platform on your behalf;
- (b) Receive information, reports and notices from Hubwise, which will be passed to you as applicable; and
- (c) Instruct Hubwise, including in respect of the transfer of cash, Securities or Funds, to meet your settlement or other obligations, including any transfer of Assets to another Custodian of your choice.

All communications relating to your Account(s) are supplied to your Adviser, any DFM, and to you through online access (when sanctioned). Communications will always be sent in this way unless you have requested specifically to receive them by post and expressly agreed to the additional administration charges this will incur.

Hubwise is entitled to and will rely on the accuracy of, and act without further enquiry upon, any instruction or information given to Hubwise by your Adviser and/or DFM, or which Hubwise in good faith believes is on your behalf.

If Hubwise receive an instruction which is incomplete or unclear, Hubwise reserve the right to take no action pending clarification of such instruction and will not be responsible for any loss which you may incur as a result.

You should direct all enquiries regarding the Platform or your Account(s) to your Adviser/Wealth Tracker Limited, as your Adviser will contact the relevant party on your behalf. For as long as you are a Client of your Adviser, Hubwise will not accept instructions from you directly, though we may correspond directly with you regarding any complaints raised about the Platform.

ABOUT HUBWISE

Hubwise Securities Limited is authorised and regulated by the Financial Conduct Authority ("FCA") with registration number 502619. Hubwise is a member firm of the London Stock Exchange and a limited company incorporated in England (registration number 06071374).

While Hubwise is incorporated in England, they may operate their services from locations all around the world – in particular, the systems that Hubwise use may be based in other countries. Hubwise may also use or rely on third-party service providers, agents, contractors, custodians, market and utility providers and others to be able to offer their services and perform their functions. You agree that there is no restriction on Hubwise's ability to use these third parties.

Further details are available on the FCA website at www.fca.org.uk/register or by contacting the FCA on (0845) 1116768.

PLATFORM CHARGE

Platform Charge	Ø000 to 150K at 0.30% Ø0150K to 1.25M at 0.20% Ø01.25M to 5M at 0.15% Ø05M upwards at 0.10%
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The Platform Charge is split between Hubwise and Wealth Tracker Limited, to reflect their respective parts of the provision of the overall Platform Solution. The exact split varies according to the level of assets held on the Platform by clients of Wealth Tracker Limited from month-to-month, but is approximately 70/30.

Any additional Charges incurred and payable to Hubwise when using the Platform will be in accordance with the Schedule of Charges in force at the time they are incurred. The Schedule of Charges is available at www.hubwise.co.uk in the Company section and forms part of your contract with Hubwise.

Expenses will be applied to the Account in which the Assets that generated the Expenses are held, except that Expenses relating to Assets held within a Wealthtracker ISA, Wealthtracker JISA, or a SIPP may be applied to the GIA providing that a GIA exists and has sufficient cash to cover the Expenses. You have the ability to request that Expenses be applied to a specific Account of yours and you can instruct Hubwise in this regard, via your Adviser, if you wish to.

PLATFORM REMUNERATION

All Platform Charges are calculated daily, based on the Account value. Platform Charges in respect of the previous month, will be deducted from the respective Cash Account(s) by the end of the first full working week of the month. If your Account does not have sufficient cash available to meet the Platform Charges, Hubwise will divest holdings in accordance with the Buying Power algorithm. Where Hubwise divest to clear a debt on any Account, the minimum sale amount will be £10.

By signing the Application, you have authorised Hubwise to collect any Platform Charges and other Expenses due in respect of the Platform Solution provided to you.

In the event of your Account being transferred, withdrawn or terminated, Expenses will be payable until the date of notification of transfer, withdrawal or termination and further Expenses to cover transactions may also apply. We reserve the right to pass on any Expenses imposed by any third parties incurred by any transfer, withdrawal or termination.

We and/or Hubwise reserve the right to charge additional Expenses for additional services. If we or Hubwise agree to provide an additional service, we will notify you of the relevant Expenses beforehand. We will not proceed unless your Adviser approves the additional Expense.

No Expense is levied for dealing those Funds included on the Platform's Serviceable Asset list electronically. There may be additional transaction Expenses applied where your Adviser or DFM wishes to deal in Funds or Asset classes not already on the Platform's Serviceable Asset list. Any additional transaction or servicing Expenses will be detailed on your Quarterly Statement.

Hubwise reserve the right not to accept an Asset onto the Platform.

OUR RIGHTS TO USE YOUR ASSETS

Where Hubwise reasonably believes that you will be unable or unwilling to make payments when due under this Agreement, Hubwise may, to the extent permitted by applicable law or regulation, retain, transfer and/ or sell any of your Assets as reasonably required to pay any of your outstanding liabilities or settle any transactions entered into on your behalf.

If you owe Hubwise money, including under any Account or bank account, but you have failed to pay us any sums that are due to Hubwise under this Agreement, we may, again where applicable law and regulation permits, use the money we owe you to reduce or repay the amount you owe to us (this is known as a right of "set off").

Hubwise may use its set off right even if the amount owed by you is dependent on another event or has not yet become due if it reasonably believes that you will be able to pay us in full when the

amount becomes due (and Hubwise may do so without telling you in advance if it reasonably believes that you will do something to prevent us from recovering the sums due to us in this way).

If you have informed Hubwise that money you hold on account in your name is not yours, Hubwise will not use our set off right against the money in that account. Hubwise may use the set off right where you have joint accounts as well as accounts which are only in your name.

Where you owe us any money under these T&Cs, we may keep possession of your investments as security against payment (which is known as a right of "lien").

Hubwise may also, as permitted by applicable law or regulation grant similar security interests, liens or rights of set-off to third party custodians, nominees, companies and agents engaged by it or on its behalf in the provision of services to you in connection with these T&Cs to secure costs and charges relating to the administration and safekeeping of Assets or of any depository or settlement system.

You are responsible for meeting the costs associated with exercising any of the rights or powers reserved to Hubwise under this section (which may include the costs of realising assets and legal costs associated with enforcing the security).

The proceeds of sale assets will be applied towards the discharge of any liabilities owed to Hubwise (including the costs associated with such sale) and you will remain liable for any outstanding amounts owed.

Where any of the rights in this section are exercised, Hubwise will not be liable for the decisions as to which Assets it realises in order to meet your liabilities, nor is Hubwise responsible for any legal, tax or other consequences for you.

CHANGES TO OUR CHARGES

Expenses may be subject to change for a number of reasons and we and Hubwise each reserve the right to vary our Expenses where we believe it is necessary, or fair and reasonable to do so. This may include:

- (a) changes to the way in which we provide our Services of Hubwise, provide the Platform (including changes in technology) or to reflect any changes in the cost of providing the Services/the Platform;
- (b) to reflect market conditions (including any legal or regulatory change) and general good industry practice;
- (c) to take account of changes to the law, regulation, codes of practice or the way in which we and Hubwise are regulated; or
- (d) to take account of a decision by any court, regulator, ombudsman or similar.

Where we or Hubwise decide to vary Expenses in the manner described above, we or Hubwise will only do so where we have provided you with a reasonable period of notice. We anticipate that in most cases any changes to Expenses would be communicated to in writing, to your Adviser, no less than 30 days before those changes take effect. However, such advance notice may not be possible including where an Expense is, for example, imposed as a consequence of legal or regulatory change.

ISA FEES

Upon the transfer-out, withdrawal or termination of any Wealthtracker ISA or Wealthtracker JISA held on the Platform, the amount of any pro-rata Platform Charge, Adviser Fee, and DFM fees that have accrued up to the date of such transfer-out, withdrawal or termination, will be paid from monies then available

within the Wealthtracker ISA or Wealthtracker JISA or, upon receipt of a written request, from the Cash Account in your Wealthtracker GIA. Payment of these Expenses will be deducted before your Wealthtracker ISA or Wealthtracker JISA account is closed or the final balance transferred to a new provider.

PAYMENTS TO YOUR ADVISER AND DFM

In entering into this Agreement, you are authorising Hubwise to collect Adviser Fees and, where applicable DFM Fees, the details of which are displayed in your personal Illustration, with the amount and frequency displayed in your Account statement.

If there are insufficient monies within your Account, Hubwise reserve the right to sell Assets from the Portfolio, normally on a proportionate basis to meet the shortfall, in line with the Buying Power algorithm.

You should be aware that the sale of Assets for this purpose may occur at a disadvantageous time or may result in a tax charge, for which neither we nor Hubwise shall be liable.

If we are instructed to facilitate the deduction of your Adviser or DFM fee from any Account, it will be deducted by Hubwise either prior to investment in the Account or from the relevant Cash Account. You should speak to your Adviser directly if you require more information about your agreement with them regarding their Fees.

FUND MANAGER FEES

The manager of each Fund in your Account may receive an initial charge, normally of up to 5.25% of the amount that you invest in that Fund. However, Hubwise has negotiated with most Fund managers to reduce the initial charge to 0%.

An Annual Management Charge ("AMC") and other fees, charges or expenses properly payable to the Fund manager (which together forms the Ongoing Charges Figure ("OCF")) may be paid out of the property of that Fund. A Key Investor Information Document (KIID) will have been provided to you by your Adviser which will have a breakdown of all component Expenses within relevant Funds held in your Account.

YOUR RESPONSIBILITIES TO US

Information

When you open an Account on the Platform, and at any other time during which these T&Cs are in force, we may ask you to provide us with certain documentation and information that we need in order to provide you with the Services and that Hubwise need in order to provide the Platform. You agree to provide such information or documentation promptly, to ensure we can provide the Services, and Hubwise can provide the Platform, to you.

You warrant that any information you provide to us of Hubwise is complete and correct and that you will notify us promptly if there is any material change to such information.

When you have provided us with your contact email address, it is imperative that you notify us, via your Adviser, of any change to this email address, to ensure important communications are received by you. You should also notify us, via your Adviser promptly, in writing, if you change your permanent residential address so that we can update your details on the Platform.

You must provide us with all the information requested in any Account application(s) including details of your nationality/ies and National Client Identifier(s), which for UK citizens will normally be your National Insurance Number.

You acknowledge that we and Hubwise rely on the information you provide in your Application(s) and that if any of this is incorrect or misleading, we reserve the right (acting reasonably) to instruct Hubwise to suspend, or even close, your Account(s).

Whilst initial money laundering identity verification will be carried out by your Adviser, possibly using electronic data sources available through the Platform, we may require additional validation or identify checking in connection with individual transactions or when changes are requested to your details held by us.

For example, we may require verification of your Bank details for certain transactions and may access or rely on, either directly or through an independent third-party organisation, electronic data sources for identity verification for the prevention of money laundering and combating the financing of terrorism purposes. We reserve the right to request further information via your Adviser in order for your Application to be accepted.

Changing Your Adviser Relationship

If you decide you no longer wish to invest your money via your existing Adviser, it is likely that you will not be able to maintain your Account(s) on the Platform. You should provide your existing Adviser with:

- a) written confirmation, including your Account Reference or, failing that, clear details to identify yourself and your Account(s) on the Platform;
- b) a request that no further instructions be given on your Account(s); and
- c) confirmation of whether you wish to close your Account(s) and sell all of the existing Assets (which may create a personal capital gains tax liability) or transfer these to an alternative platform and/or Adviser.

Having received notification from you and your Adviser of your instructions to close or transfer your Account(s), these will continue to operate as normal until your Adviser either instructs the sale of your Assets in order to close the Account(s) and pay the balance (after any outstanding Fees and Charges) to your Nominated Bank Account; or until Hubwise receive notification from a new platform and/or adviser that you are instructing Hubwise to transfer your Assets and any cash balance (after deducting any outstanding Fees and Charges) to that new provider. Please note, notwithstanding the above, it may be possible to retain your Account on the Platform if your new adviser or provider is also a user of the Platform. Please speak to your Adviser and/or new provider to confirm whether any change of Account will be required.

WEALTHTRACKER SERVICE TO YOU

Opening Your Account - Application Process

To open your Account, you must complete and sign the relevant application form(s) and submit it together with payment, if applicable, through your Adviser. Hubwise will then inform your Adviser promptly if there are any queries regarding your Application.

Nominated Bank Account

During the Application process, you will be required to enter details of your Nominated Bank Account.

Your Nominated Bank Account is a UK Bank or Building Society Account, held in your own name (or a joint account on which you are one of the joint account holders) and which you specify you wish to be attached to your Account(s). Your Adviser is responsible for initial money laundering and identity verification checks that will verify that the Account belongs to you and the Adviser will then confirm to Hubwise that the Account is validated. Once Hubwise have this confirmation, you can then make payments to and receive payments from your Account on the Platform. Transfer instructions from your Adviser to or from your Nominated Bank Account will normally be processed within one Business Day of receipt.

You may only have one Nominated Bank Account with the Platform at any given time and your Nominated Bank Account is the only account Hubwise will make payments of any kind (withdrawals) to, from your Account(s) on the Platform. Please note that it is not part of the Platform Service for Hubwise to pay money out of your Account(s) on your instruction to third parties, other than to other FCA Regulated Persons.

When paying monies into your Account on the Platform, from your Nominated Bank Account, you **must** quote your Account Reference. If you have set up Regular Contributions by direct debit, the direct debit **must** be set up to go out of your Nominated Bank Account. Your Nominated Bank Account will also be used to receive Income from your Assets or Regular Withdrawals, if you select this option.

If you need to change your Nominated Bank Account at any time, you will need to notify your Adviser and they will then request the details and documentation that they need from you to enable them to instruct Hubwise to process this change in line with their prevention of fraud policies and this will incur a Charge, as set out in our Schedule of Charges.

Subject to completing any checks Hubwise may require to be carried out, Hubwise will make the change and replace your Nominated Bank Account on the Platform usually within five Business Days of receipt of your Adviser's written instruction.

It is also possible to request Hubwise, via your Adviser, to add an additional bank account (in your own name) to the Platform at any time, which may then be used to make contributions to your Account(s), but the process will again incur an Expense, as set out in the Schedule of Charges, as Hubwise will undertake external verification in line with their prevention of fraud policies.

Initial Investment (Contributions)

Contributions to your Portfolio can be made through bank transfer, cheque (drawn on your Nominated Bank Account and made payable to Hubwise Securities Limited), or direct debit, and by internal transfers between Accounts where you hold more than one Account on the Platform. Third party transfers from other regulated entities may also be permitted but Hubwise reserve the right to verify 'source of funds' using external validation services and to levy an Expense Charge for this service in line with the Schedule of Charges. Bank transfers and direct debits must be made from your Nominated Bank Account (or validated as an additional bank account on your Account).

Your Account ID should be quoted on all payments to be credited to your Account. Failure to do this could result in failure to identify the relevant Account and the monies being returned to you.

In the case of contributions to the SIPP, please follow the instructions on the SS&C Hubwise or other TPPP application form. In the case of contributions to a Hubwise Offshore Bond, please follow the instructions on the RL360 or other third-party Bond Provider application form.

Automatic Matching and Investment Expectations

On receipt of contributions from your Nominated Bank Account, and where there is an Expectation on your Platform Account – provided by your Adviser – the Platform will verify the bank details of the contribution against your details and when these match, the funds will be applied to your Account and invested **automatically**, in line with your Application and your Adviser's instructions. If Hubwise receive a contribution which does not match the Expectation on your Account(s), within a set tolerance, your contribution will be credited to your Cash Account and your Adviser will be asked to clarify your investment instructions prior to any investment.

If Hubwise receive a payment from you, from an account which has **not** been registered as your Nominated Bank Account (or validated as an additional bank account on your Account), this will be held pending verification, in line with Hubwise's responsibility to verify source of funds under UK prevention of crime rules. In this instance Hubwise will attempt to check the account as belonging to you via an external verification service. Where this initial verification fails, Hubwise will contact your Adviser and attempt to check the source of funds by requesting a certified copy of a bank statement, demonstrating the relevant details, which the Adviser will confirm has been seen by them and accepted as an original. Once verification has been obtained, through either of these means, the payment will automatically be applied to your Account and invested in line with your Adviser's instructions.

Where Hubwise and/or your Adviser are unable to verify the account from which the funds were received, within a 10 day period (during which time this money will be protected as Client Money but will not be available for investment), the funds will be returned directly to the source account.

An Expense for initial check via the external verification service will be charged, whether successful or not; and a fee for supplementary verification via your Adviser where required, will also be charged, again whether successful or not – as set out within the Schedule of Charges.

Minimum Investments

The minimum initial Account investment is £500, with subsequent top-up investments needing to be a minimum of £100. Minimums for Regular Contributions and balance requirements are also contained in the Key Features Document.

Once your contribution(s) has cleared through the banking system your initial investment(s) will automatically be invested as per your Adviser's instructions.

We will also set up any arrangements for Regular Contributions or Regular Withdrawals that you request in your Application. Should you want a drawdown facility from your SIPP, this will be set up by the TPPP. Where investment instructions are pending, monies will be held on deposit in your Cash Account.

Changing Your Mind

You can change your mind about proceeding with opening an Account on the Platform or making an additional or subsequent investment.

From the date we confirm that Hubwise have carried out an instruction for you, such as opening an Account or making an initial or subsequent investment into an Account, you have a period of 14 days (for the Wealthtracker GIA, Wealthtracker ISA and Wealthtracker JISA) and 30 days for the SIPP, to cancel the instruction.

Should you wish to do so please contact your Adviser via email, detailing your full name and Account number and your instruction to cancel. You must email your instruction on or before the 14th (or for SIPPs, 30th) day after the day Hubwise first carried out your instruction.

You should also specify whether you wish to cancel an individual Account, just your most recent investment, or all your Accounts. For Accounts which are held by Joint Holders we will require all applicants and authorised signatories to agree to the cancellation.

Hubwise will return your money, but you should be aware that the amount which is repaid will depend on a number of factors including market conditions at the time, particularly if your money has already been invested by the time you tell us to cancel. Any loss, or gain, which arises from the sale of your Assets will be reflected in the amount you receive, and this may mean that you receive less than the original amount you placed with Hubwise.

Hubwise will deduct any payments that Hubwise made to your Adviser and/or DFM, in accordance with your Adviser's instructions, when returning your monies following cancellation.

You should also note that if you cancel a transfer of existing investments on to the Platform, the company you are transferring from might not be obliged to take the transfer back - although you may be able to transfer to an alternative arrangement.

CLIENT MONEY

Status and Protections

Hubwise maintain Client Accounts with a range of leading Banks, Building Societies or other authorised institutions, all of which are "approved banks" as defined in the FCA Handbook, and which may vary from time to time.

Client Accounts are held as trust accounts and are segregated from Hubwise's own corporate monies. Client Accounts are held as pooled accounts, which means Hubwise include the balances of other Clients, but they are operated and administered in accordance with the FCA Client Money Rules, which means that the Hubwise system retains a record of your individual Client Money balance at all times.

If one of those Banks fails or becomes insolvent you may not be able to recover all the monies deposited in the Client Account(s) maintained for you. However, you may be entitled to claim compensation under the FSCS, up to £85,000 per institution, of any loss. The level of compensation will be reduced if you already hold an account with the Bank outside of the Platform. Further information is set out below under 'Financial Services Compensation Scheme'.

Monies held within Client Accounts are generally held in instant access accounts, meaning that funds can be withdrawn at any time. At times, and in line with FCA Client Money Rules and Hubwise's Treasury Management Policy, Hubwise may hold your funds in a Client Account which has a fixed term or notice period. Where Hubwise does this, funds cannot be withdrawn until the expiry of the fixed term or notice period. This increases the risk of funds not being available immediately if Hubwise experience a sudden increase in the demand for withdrawals, however Hubwise mitigate this by adhering to strict maximums of overall funds held on fixed term or notice at any given time, in line with Hubwise's Treasury Management Policy, to manage the ability to meet expected and even unexpected levels of withdrawals from the Platform, and this should ensure that your money is available whenever you request it. Hubwise's Treasury Management Policy is available on request via your Adviser.

Contributions held pending investment within your GIA are held within your Cash Account; uninvested Wealthtracker ISA Account(s) monies will be held in a Cash Reserve Account; and

SIPP deposits pending investment will be held in a Scheme Bank Account. The balances on these accounts are all held in a Client Account and all are entitled to protections under the FSCS.

You are required to hold 12 months' worth of Expenses - and where you elect to take regular withdrawals, 6 months' worth of withdrawals - in cash, to meet the Expenses and withdrawals. This is automatically allowed for under the "Buying Power" algorithm, which ensures that this is adjusted every time there is a transaction on your Account(s), and this money will be held within your Cash Account and protected as detailed above.

In order to ensure that the "Buying Power" algorithm functions properly, Hubwise reserve the right to sell Assets held within your Portfolio, to meet these requirements. You should be aware that the sale of Assets for this purpose may occur at a disadvantageous time or may result in a tax charge for which neither Hubwise nor your Adviser shall be liable.

Interest

Interest is paid on cleared cash held in your Cash Account, Cash Reserve Account and SIPP Account, and will be credited at blended net rates, calculated daily and applied half yearly in June and December, as received by Hubwise. If interest is no longer payable on these accounts Hubwise will notify you. Hubwise may deduct from these accounts any charges, including negative interest if applicable, charged on such accounts.

Multiple Client Accounts may be held in order to safeguard your cash and benefit from FSCS protection, and this is why a blended rate of interest is offered, to treat all Clients fairly.

The Platform undertakes its core business in pounds sterling and does not pay interest on non-sterling balances.

Taxation

Under the personal savings allowance (PSA) basic rate taxpayers can currently earn £1,000 interest without paying tax and higher rate taxpayers £500.

You acknowledge that tax treatment will depend on your individual circumstances and may change from time to time. You should seek professional advice if you are unsure of the tax treatment of interest paid.

Interest received on the SIPP Account is not normally taxable. Interest received on the Cash Reserve Account (Wealthtracker ISA) is tax free. All interest payments will be detailed on your annual consolidated tax certificate.

Capital Gains Tax

Within a Wealthtracker ISA, Wealthtracker JISA, or a SIPP there is currently no capital gains tax liability on the sale of Securities and Funds.

Within the (flexible) Wealthtracker ISA you can withdraw money and, as long as you return it to your Wealthtracker ISA account prior to the end of the tax year in which you withdrew it, and subject to the overall ISA limit for that year, you will not incur a capital gains tax liability. However, once you have withdrawn money from your Wealthtracker JISA you will lose the future tax benefits on the amount withdrawn.

For Wealthtracker GIAs, you may incur a capital gains tax liability on any gain realised through the sale of Securities and Funds. See the Wealthtracker GIA Key Features document supplied, speak to your Adviser, or seek specialist advice for more information.

Foreign Dividends

Hubwise will not automatically reclaim tax on foreign dividends received on investments held on the Platform. Please speak to your Adviser or an independent Tax Adviser if you think a tax reclaim may be possible to assist you with your claim. Dividends received will be credited to your Account in Sterling.

Dormant Balances

If you have an Account(s) on the Platform and there have been no transactions (other than deduction of routine charges or application of interest due) for a period of at least six years, Hubwise may write to you at your registered address – as detailed on the Platform – informing you of the intention to treat the Account as dormant and to transfer any monies held off the Platform. Hubwise will also write to your Adviser and make reasonable efforts to locate you if your registered address is no longer accurate. You will have 28 days to claim the monies held on your behalf and after this date Hubwise will treat any remaining balance as required by the relevant regulations at that time.

CUSTODY OF INVESTMENTS

Safe Custody

By entering into these T&Cs with us you are also appointing Hubwise to act as Custodian in respect of your Custody Assets. Your Custody Assets will normally be held in a pooled account, i.e. with those of other Clients of Hubwise, in the name of its Nominee company, Hubwise Nominees Limited. Hubwise maintain full records of your individual holdings within these pooled accounts at all times.

Hubwise Nominees Limited is a non-trading, wholly owned subsidiary company of Hubwise, established purely to hold your Custody Assets. Sometimes, perhaps due to the type of Custody Assets being held, they may need to hold your Custody Assets to their Order in another custodian's nominee for example when holding international investments.

In the event of the failure of Hubwise Nominee Limited or any external custodian appointed by them, your claim would be for a share of the pooled investments held. In the event of an irreconcilable shortfall following the default of any Nominee responsible for pooled investments, you may not receive your full entitlement and may share in that shortfall pro rata. It is also possible that where international investments are held, under the laws of that region, your holdings may not be separately identifiable and this increases the risk to you of holding such investments.

Hubwise is responsible and liable to you for the acts or omissions of Hubwise Nominees Limited, as Hubwise is for its own acts or omissions, including for the avoidance of doubt, losses to the extent arising from its fraud, willful default or negligence.

However, Hubwise does not accept responsibility or liability for acts, omissions to you arising from its acts or omissions as a Custodian except to the extent that such losses are determined to be caused by a breach of Hubwise's obligations hereunder resulting directly from its negligence, fraud or willful default. In addition, Hubwise does not accept responsibility or liability for the acts, omissions or default of third party service providers such as nominees (other than Hubwise Nominees Limited), custodians, brokers, agents, market systems or central counterparties except to the extent that such liabilities arise as a direct result of the fraud, willful default or negligence of Hubwise in the selection, use and monitoring of such third parties. Hubwise has insurance in place to provide further protection of the Custody Assets held in its Nominee, details of which are available on request.

The FSCS may also provide compensation of up to £85,000 per investor for eligible claimants in respect of UK Securities and Funds held in custody following the failure of the company responsible.

Beneficial Ownership

You are and remain the beneficial owner of the Custody Assets in your Account. You may not create (or have outstanding) any charge or security on or over any of the Assets held in your Account on the Platform.

In respect of a SIPP Account (where applicable) the legal owner of the Assets will be Hubwise Nominees Limited or other TPPP with whom you have your SIPP, but you will remain the beneficial owner. In the case of the Hubwise Offshore Bond, the beneficial owner of the Assets will be RL360. For other third-party Bond Providers with whom you have an Offshore Bond, held on the Platform, the third-party Bond Provider will be the beneficial owner of the Assets.

OPERATING YOUR ACCOUNT(S)

Reviewing and/or Changing Your Investments

Your Assets will at all times be invested in line with your arrangement with your Adviser, and DFM if applicable. If at any time you wish to change the existing arrangements that apply to your Account, in terms of the Assets or Model Portfolios that you are holding - for example should your financial circumstances change - you should contact your Adviser and/or DFM who will make the necessary arrangements through the Platform.

Order Execution

By accepting these T&Cs you authorise your Adviser and/or DFM, to pass dealing instructions via the Platform in respect of the Assets and/or Model Portfolio(s) in which your Account(s) are invested.

Hubwise may seek clarification or confirmation of any instruction from you, your Adviser or your DFM, depending on the source of the instruction (including any instruction which Hubwise believe to be unclear or incomplete) and Hubwise may delay and/or decline to act, or refrain from acting, in accordance with an instruction, if satisfactory clarification or confirmation is not received.

An instruction may be declined if it may cause a breach of any applicable law or be contrary to any rules of any exchange or trading system. Your Adviser will be notified as soon as possible in such event.

When an instruction is received to trade a Security that has been suspended by an Exchange, or the Exchange is closed for a public holiday, the instruction will be undertaken on the next day that trades are permitted. Instructions to trade suspended Funds will only be undertaken when the suspension is lifted. Cancellation of any such trade will be your or your Advisers responsibility.

Hubwise will take all sufficient steps to obtain the best possible result for Clients (known as 'Best Execution') by abiding by their Order Execution Policy, whilst observing an overriding duty to act honestly, fairly and professionally in accordance with the best interests of Clients at all times.

The Hubwise Order Execution Policy sets out the approach taken when executing orders to establish the best possible result for you - taking into account price, costs, speed, likelihood of execution and settlement, size, nature or any other consideration relevant to the execution of the trade.

Hubwise accept and transmit Client orders as Agent, either themselves or, at their discretion, by passing these onto another entity ('Third Party') for execution.

There are two methods Hubwise use when executing orders on behalf of Clients:

- (a) Transmission - where Hubwise place an order with another entity for that Third Party to execute. In such scenarios, while Hubwise will owe their Client a duty of Best Execution, Hubwise will also receive a duty of best execution from the third party.
- (b) Execution - where Hubwise execute an order directly against an Execution Venue. In these instances the duty of Best Execution will apply.

Hubwise review their execution policy annually, as well as whenever there is a material change that affects their ability to continue to obtain the best possible result for the execution of orders on a consistent basis.

The current Hubwise Order Execution Policy is available at: www.hubwise.co.uk in the Company section.

Dealing and Settlement

When Hubwise receive instructions from your Adviser and/or DFM to buy, switch or sell investments, on your behalf, a corresponding deal with the Regulated Market and/or Fund manager of the relevant Fund(s) will be placed. Where your Adviser or DFM is using Model Portfolios with multi asset types that have different settlement cycles, the Platform's dealing algorithm will operate in the following manner:

- (a) Buy-orders will only be executed once all sales have been completed (with confirmed prices received for Funds); and
- (b) Buy-orders will be executed (on such dates as necessary) to ensure settlement matches with receipt of sale proceeds.

Buy-orders will only be placed if sufficient cleared cash is available in your Cash Account/Cash Reserve/SIPP Account. Hubwise will not be responsible for any losses which may be incurred if your Adviser or DFM places a Deal in error.

Units in the chosen Funds are bought, sold and switched directly through the Fund manager through a process of "aggregating orders" (adding up all individual purchase instructions and all individual sale instructions to come up with a total purchase or sale with that Fund manager).

The Fund manager sets Unit prices at a specific Valuation Pricing Time each Business Day (although some Funds are priced weekly). Fund managers price Units after the sale and purchase orders of the day have been received and the Funds have been re-valued (forward pricing), so you will not know in advance what price you will receive.

To be able to buy or sell at the price set at the Valuation Pricing Time, orders must be placed on the Platform by a specified 'Dealing Cut-Off Time'.

The Dealing Cut-Off Time is 9.00 a.m. and all orders received by 9.00 a.m. will be executed on the date of receipt or the next Valuation Pricing Time, provided the Account has sufficient Buying Power.

Fund orders are usually processed in full and aggregated for the first Valuation Pricing Time following receipt of your instruction and payment, and all orders for that Valuation Pricing Time are met by the Fund manager. Hubwise will not split orders between Valuation Pricing Times (splitting could mean you receive two different prices for parts of the same order, or, in an aggregated deal, some investors could get one price and others, another price), except in exceptional circumstances dictated by the Fund, for example, if the Fund is suspended. In these cases, Hubwise check their records of your instructions match the Fund managers' records and will check that your instruction is processed.

The Platform's normal business practice is to buy/sell Units in Funds at the Valuation Pricing Time following receipt of your instruction and payment. This will normally be the same Business Day, provided the relevant Dealing Cut-Off Time is met. However, in some instances, including but not limited to when unusually large numbers of instructions are received, your instruction may be placed on the subsequent Business Day at the next available Valuation Pricing Time.

Your Adviser and/or DFM may be operating one, or a series of, Model Portfolio(s) for you, depending on your original choices for investment. At times they will carry out what is known as a 'Rebalance', whereby they will adjust the portfolio holdings back to the original Model Portfolio weightings. Due to the large number of switches that may be required to rebalance a Model Portfolio, these switch instructions are handled separately. Where the Portfolio consists entirely of Funds, irrespective of the time a rebalance instruction is received by us, the instruction will normally be placed no later than the Business Day following receipt.

Due to forward pricing, the proportionate value of the holdings may differ slightly from the specified percentages after the switches have been carried out.

Any sale instructions, either from you, your Adviser, or your DFM, or as part of a rebalance of a Model Portfolio, which would raise 98% or more of a single holding, will be rounded up to ensure the sale of the entire holding.

Regular Contributions investments (whether into your GIA or Wealthtracker ISA or Wealthtracker JISA), will be made 3 Business Days following receipt of the funds or the next available Valuation Pricing Time.

Income reinvestment investments, where selected, will be made into your Model Portfolio in line with your allocated investment strategy. These will take place on the 22nd of each month.

Transactions in Securities (i.e., not Funds or Collectives) will be executed as soon as reasonably practicable on the same dealing day provided the relevant Regulated Market is trading within business hours (08.00 to 17.00 GMT daily).

Model Portfolio transactions in Securities will be undertaken based on market location:

- (a) UK - 09:30
- (b) North America - 15:00
- (c) Europe (non-UK)- 09:00 or 10:00 (depending on the instrument's exchange)

As with Fund investments, multiple Client orders in a single Security may be aggregated as a single bulk trade.

In all circumstances, Hubwise process instructions in the order in which they are received. It is possible, in theory, for the process of aggregating orders to act to your disadvantage. However, in practice, Hubwise always endeavour to make sure that you are not disadvantaged and will place you in the position you would have been in if the disadvantageous process had not taken place.

All Business Day commitments in these T&C's are subject to events beyond Hubwise's reasonable control including unusually large number of instructions being received around the same time.

Automatic Investment - Order and Priority

As the Platform is intended primarily for investment, all Accounts are set-up automatically to invest any uninvested cash held on them, where that cash is not subject to a specific ring-fence, where the Account itself is not flagged for non-investment or where a phased investment process is underway on the Account. This means that if certain events take place on your Account, these will result in the 'automatic investment' of any available cash, in line with the instructions on your Account, or the Model Portfolio(s) already held.

These events, and the order of priority they will take place in, are where:

1. an Income reinvestment takes place (on Accounts where there are no other restrictions, Income is automatically reinvested on the 22nd of every month);
2. a switch is carried out on the Portfolio;
3. a rebalance against the Model Portfolio is carried out; and/or
4. there is a surplus cash event, which would only take place where the Account is set up to receive Regular Contributions as the system then looks to see, on receipt of the contribution, if there is surplus cash on the Account and auto-reinvests anything that is not ring-fenced, over and above the Buying Power sum retained at all times.

When any of the above events take place, and where cash is not already subject to a ring-fence, a phased investment, or the Account subject to a flag preventing any investment, the system will automatically invest any and all cash on the Account, subject to the Buying Power algorithm.

Where cash isn't to be invested, your Adviser will be responsible for ensuring that a specific amount is ring-fenced (and once instructed, a ring-fence will remain until it is removed, or amended, again by the Adviser).

Your Adviser is also responsible for managing and monitoring any such ring-fencing and needs to be aware that where there is an active ring-fence instruction on your Account and that if a rebalance or switch instruction takes place and leaves a lesser amount available post that action, the system will automatically divest holdings from your Account, proportionately across your Assets, in order to ensure that the cash is equivalent to the applied ring-fence amount once again.

Your Adviser and/or DFM also has the option of adding a flag to your Account to prevent all dealing (sales or purchases), while they are building your investment proposition or perhaps waiting for additional cash or Securities to be credited to the Account following transfers onto the Platform.

Types of Units

INCOME UNITS – Units which pay distributions of Income in cash to the beneficial holder. This can either be withdrawn on a regular basis or reinvested into your Portfolio by the Platform.

REINVESTMENT UNITS – Units which pay distributions in the same way as Income Units but these distributions are then automatically reinvested back into the Fund to purchase additional Units for you and you will see this reflected in an increase in your Unit holding.

ACCUMULATION UNITS – Units which do not receive Income distributions but instead automatically benefit from the reinvestment of all Income back into the underlying Fund – this is known as “notional distribution” and is reflected in the price of the Units.

CLEAN SHARE CLASS – Funds where the managers no longer pay trail commission. We will only deal and hold these Fund Units in your Account.

Your Adviser and/or DFM will be responsible for instructing the Platform to undertake transactions in the appropriate Units.

Currency Risk

All currency exchange risk in respect of any transaction in overseas investments shall be borne by you. The default currency for Accounts is Sterling (GBP) and transactions will be settled in GBP unless Hubwise receive a specific instruction otherwise from your Adviser and/or DFM.

Dealing Errors

If a dealing error or Fund manager error occurs in relation to a transaction that we carry out for you (for example, the Securities or Units are bought rather than sold or the Fund manager calculates the Unit price incorrectly), Hubwise will amend their records to reflect the correct position as soon as practicable.

However, Hubwise reserve the right to take no action and leave the record as it is if the amount of the adjustment required to your holding is £10 or less, in which case this amount will not be processed or kept by the Platform.

Please note that you are responsible for checking the accuracy of Statements, Valuations and other documents as soon as possible and informing your Adviser immediately if there appears to be an inaccuracy.

Unpaid Amounts

If for any reason payment into your Account(s) of an amount required to settle the purchase of an investment fails, with the result that the transaction is delayed or is entered into and must be reversed later, you will be responsible for any loss that may arise due to market movements and any interest charges levied.

Platform Buy-List Fund Additions and Withdrawals

The Platform reserves the right to introduce new Funds to the Platform and to withdraw existing Funds.

Where a Fund in which your Adviser or DFM has invested is withdrawn from the Platform, Hubwise reserve the right to:

- (a) cancel any pending buy instructions in that Fund; and
- (b) provide your Adviser or DFM with an option to switch Fund.

If your Adviser or DFM opts to remain invested in the withdrawn Fund, your Account will:

- (a) remain invested in it; and you will
- (b) be unable to add to your original investment; and
- (c) may or may not be able to sell your investment via the Platform.

Suspended Funds

If a Fund is suspended by the Fund manager, Hubwise reserve the right to hold or reject instructions to deal in that Fund until the suspension is lifted.

TRANSFERS

General Arrangements

Transfers of existing investments onto the Platform can be achieved by completing a transfer request form for those investments held by another Custodian.

Where transfers are required of Special or non-Clean Share Class Units, the other Custodian (known as the ‘ceding party’) will need to arrange for these to be switched into Standard or Clean Share Class Units prior to any in-specie transfer being requested. Alternatively, the holdings can be sold, and the proceeds transferred to your Account as cash and then reinvested into Standard or Clean Share Class Units of the same Fund, or as directed by your Adviser or DFM in line with any selected Model Portfolio.

Your Adviser will be able to tell you how investments may be transferred to your Account and will provide you with the appropriate documents to authorise this. Where Advisers do not follow Hubwise procedures for uploading transfer documents

electronically to the Platform system, which enables faster and more automated transfer processing, Hubwise reserve the right to make an additional charge, as per the Schedule of Charges.

If a Fund is suspended it will probably still be possible to transfer it into your Account, subject to the ceding party agreeing this. If the request is refused, then it will remain open in the previous Custodian's records until such time as the Fund is either liquidated - in which case Hubwise will receive a cash transfer; or the suspension is lifted and Hubwise can proceed with the transfer.

Residual Payments

If you transfer holdings to your Account from a third-party investment manager or another platform, and Hubwise subsequently receive a payment from them - such as a distribution or tax reclaim - the payment will be credited to your Cash Account, Cash Reserve or SIPP Account, as appropriate.

In-Specie Fund Transfers – Limits and Restrictions

If the Funds currently held by the ceding party and being transferred, are included on the approved list of assets ("Buy List") then the option is available for the holding to be transferred onto the platform in-specie, provided there are no circumstances outside of the Platform's control which would prevent Hubwise from carrying out this request.

Should a Fund be held that is available on the Buy List but the Share Class Units currently held do not match those Hubwise offer, then a conversion to a Share Class that is available on the Platform can be instructed by your Adviser - any conversions will need to be arranged by the Ceding Party, prior to the in-specie transfer taking place.

If the ceding party is not a TEX member, it may be quicker and more efficient for ISA and SIPP Account holdings to be sold and transferred onto the platform as cash, as these Accounts benefit from tax concessions and are not subject to CGT. In-specie transfers usually take at least four weeks and sometimes as many as eight weeks, depending on the ceding party and the Fund Manager's ability to process requests in a timely and automated fashion.

Transfers in cash (i.e., selling the holding on the ceding party's platform and re-purchasing on the Platform) do expose you to a level of market risk but typically complete in a much more timely fashion. Your Adviser will be able to help you decide which method is the most suitable for you.

If a Fund to be transferred onto the Platform is not included on the Buy List, regardless of whether the Fund Manager or the ceding party is or isn't a TEX member, the holding will need to be sold and the cash transferred onto the platform, as this will result in a more timely transfer than would be the case if a new arrangement needed to be established with the Fund Manager.

If any individual holding is for less than one Unit, and/or is worth less than £100, this will always need to be sold and the cash transferred onto the platform.

Investments which cannot be transferred into your Account(s) or cannot be transferred to another provider and are required to be sold on transfer, as set out above, may incur a personal capital gains tax liability where they do not benefit from tax concessions within ISA or SIPP Accounts. Further information about the transfer process is contained in the GIA and Wealthtracker ISA Client Agreements contained in these T&Cs below.

Certificated Holdings

Hubwise does not hold or offer to hold any share certificates or similar instruments in physical form. Certificated holdings need to be dematerialised and transferred to the Nominee at the outset of your relationship with Hubwise should you wish to hold these in your Account(s).

ADDITIONAL PLATFORM OPTIONS

Regular Contributions

You can opt at any time to start regular monthly contributions into your Wealthtracker GIA, Wealthtracker ISA, Wealthtracker JISA, and/or SIPP or to change an existing arrangement for Regular Contributions subject to specific product constraints.

Regular Contributions set up online must be paid for by Direct Debit from your Nominated Bank Account and must be for a minimum of £50 per month.

When making a Regular Contribution into Wealthtracker GIAs, Wealthtracker ISAs and Wealthtracker JISAs, Direct Debit instructions must be received 10 working days prior to the next available collection date, and the first Direct Debit collection will be made on or just after the 18th calendar day of that month or the following month if the instruction is not received in time.

All future Regular Contributions will be taken on the 18th calendar day of the month or the next working day thereafter.

Amendments to Regular Contributions must be received by Hubwise five Business Days before the 18th calendar day of the month if you wish them to take effect that month.

If a Regular Contribution to a Wealthtracker ISA exceeds the permitted HM Treasury limit in any tax year, a GIA will be created and the contribution will be added to that Account and invested in line with the investment strategy your Wealthtracker ISA. Hubwise will notify your Adviser, who will contact you for instructions.

If a regular contribution to a Wealthtracker JISA exceeds the permitted HM Treasury limit in any tax year, the funds will be rejected and returned to the account from which they were received. Again, Hubwise will notify your Adviser to contact you for instructions.

Monies to fund Regular Contributions into a SIPP will be taken from the Nominated Bank account linked to your SIPP on the monthly calendar date chosen by you.

If you wish to change the amount of your Regular Contributions into your SIPP, please notify your Adviser accordingly.

Income Withdrawal or Reinvestment

Through your Adviser, you can instruct the Platform at any time to pay all Natural Income received on Assets held within your GIA and/or your Wealthtracker ISA to you at monthly, quarterly, half yearly or annual intervals.

Where Hubwise is paying all Natural Income received on the Account, this will be paid on the last Business Day of the month or the next Business Day thereafter, into your Nominated Bank Account at the selected interval.

The frequency of distributions paid by the Funds and the dividends on Securities in which you invest will affect the amount you receive in any one month. If the Funds you hold only pay Income quarterly, half-yearly or annually, then depending on the payment interval you have selected, where the Income available on the Account is less than £10, no payment will be made for that period.

Where you elect to have Natural Income reinvested in your Portfolio, instead of being paid out to you, the minimum reinvestment value is £10.

Regular Withdrawals

Through your Adviser you can instruct the Platform at any time to pay a specific amount from your Cash Account(s) to your Nominated Bank Account on a regular monthly, quarterly, half-yearly or annual basis. Hubwise then pay the agreed amount, on the last Business Day of the month or the next Business Day thereafter, into your Nominated Bank Account at the selected interval. An instruction to take Regular Withdrawals will automatically replace any existing arrangement for payment of Natural Income.

The minimum Regular Withdrawal amount that Hubwise will set up and process is for £50 per month.

If you have insufficient cash available, having elected to take Regular Withdrawals from your Cash Account(s), Hubwise will use the Buying Power function and sell your Portfolio's investments, on a pro-rata basis to cover the Regular Withdrawals in line with your Adviser's instruction.

You should be aware that such sales could result in a tax charge. Hubwise shall not be responsible for any loss you may incur as a result of such sales. The minimum divestment, carried out to meet a Regular Withdrawal and in line with the Buying Power function, is £10.

Unless you are cancelling or closing your Account you may only make withdrawals to the extent that the minimum required balance is maintained (please see "Buying Power" in the Definitions above).

One-Off / Ad-Hoc Withdrawals

Requests for withdrawals can be made via your Adviser and they will be sent out by bank transfer to your Nominated Bank Account. You must specify the Account(s) from which the withdrawal is to be taken (if you have more than one). Unless otherwise stated the redemption will take place proportionately across all of your Assets within an Account, in line with the investment strategy agreed with your Adviser.

The minimum sum which can be requested for an ad-hoc withdrawal, and therefore the minimum which can be divested to meet such withdrawal, is £100.

Because Units are forward priced, Hubwise cannot precisely calculate the amount that your deal will realise, which may result in an over/under payment in respect of the withdrawal amount you require.

Proceeds from the sales of Securities will be available on settlement day, and from Funds within five Business Days of the Valuation Pricing Time of the last Fund sold, so the withdrawal will not be sent out until all sales have settled.

Income/Regular Withdrawal Changes

If you want to set up a new arrangement with regard to Income or Regular Withdrawals, or to amend an existing one, you should contact your Adviser, who can instruct Hubwise to do this. If your Adviser's instruction is received within seven Business Days of the monthly payment date, and a divestment is required to provide the monies for withdrawal, then this may not be actioned until the following month.

Payment/Withdrawal Priorities and Ring-Fencing

For Adviser and/or DFM Fees, and for Regular Withdrawals set up to go out of your Cash Account, Cash Reserve or SIPP Account, certain monies will be 'ring-fenced' to pay for them (in accordance with our Buying Power algorithm).

Any ring-fenced monies will reduce your Available Balance, so that your Adviser and/or DFM will not be able to carry out transactions using the ring-fenced sums.

For the Cash Account and Cash Reserve Account Hubwise will use the Available Balance to meet payments in the following order:

- (a) Platform Charge and any ancillary charges;
- (b) Adviser and DFM Fees; and
- (c) Regular Withdrawals.

For the SIPP Account, Hubwise will use the Available Balance to meet payments in the following order:

- (a) Product Charges;
- (b) Platform Charge and any ancillary charges;
- (c) Adviser and DFM Fees; and
- (d) Retirement drawdown.

Hubwise will notify your Adviser if insufficient funds are available to meet Fee and Charge requirements, as Hubwise reserve the right to sell Assets to meet Fees and Charges.

Your Adviser will seek instructions from you, or your DFM will raise the necessary monies on a bespoke basis. If no instructions are received, in the first instance monies will be transferred from Income where available and/or the money will be raised from the Portfolio Assets on a pro-rata basis and you authorise Hubwise to undertake such a sale of Assets in this event.

SIPP Account money can also be ring-fenced separately to meet any retirement drawdown you have arranged with your Adviser.

During working hours on a Business Day, any money received into your Cash Account, Cash Reserve or SIPP Account which increases the Available Balance sufficiently to enable further investment, will be used for that purpose, before any other type of transaction.

Intra-Account Transfers

You may instruct Hubwise to sell Assets in your Wealthtracker GIA and to reinvest the proceeds in your Wealthtracker ISA, Wealthtracker JISA and/or Wealthtracker SIPP (for a TPPP please refer to their specific T&Cs as this might not be permissible). Hubwise are required to wait for the cash proceeds from the sale of any Assets to be received before using them to make a subscription to the receiving Account. The sale of Assets in your GIA will be made proportionately across all Assets held unless Hubwise is instructed otherwise.

You should be aware that any instruction for an intra-Account transfer may give rise to a personal capital gains tax liability. Should the transaction cause the remaining balance in your Wealthtracker GIA to fall below the minimum GIA investment balance, Hubwise reserve the right to sell the remaining holding and suspend your Account; this position will remain until you make an additional contribution (either one-off or regular) which lifts your Wealthtracker GIA balance back above the minimum. This in turn will then automatically reactivate your Account and the available balance will be invested in your chosen Model Portfolio or in line with your current instructions.

Good Discharge

Hubwise will be entitled to pay any amounts owing to you, under or in connection with these T&Cs, into your Nominated Bank Account as detailed on your Account.

Any such payment will be a good discharge of the obligation to pay the relevant amount.

Discretionary Mandate to DFMs

If you and your Adviser opt to invest using Model Portfolios managed by a DFM, reviews of the investments comprising your Model Portfolio(s) will be undertaken at intervals as considered appropriate by your DFM.

Reviews will either result in:

- (a) no action; or
- (b) the Model Portfolio's constituents needing to be realigned to the original percentages (Rebalance) where, as a consequence of price movements, these may have altered; or
- (c) a decision to replace one or more existing holdings with alternatives (Switch).

Any decision by your DFM to change the constituents of the Model Portfolio will be taken under the discretionary mandate which you have given the DFM at the start of your relationship. Any changes to the Model will therefore automatically be undertaken and the DFM is not required to report to you after the event, instead these will be reflected in your next quarterly statement.

Switching

Where instructions are received by Hubwise from your Adviser or DFM, if appointed, to sell a Security or Fund and reinvest the proceeds in another Security or Fund, this is known as a 'switch'.

When undertaking a switch involving Funds, you will be 'out of the market' whilst the orders are transacted. The sale will normally be placed at the first Valuation Pricing Time following receipt of your Adviser or DFM's instruction and the purchase will normally be placed the Business Day following receipt of the sale price from the Fund Manager.

Corporate Actions

A corporate action is something that will bring about a change to the investments you hold. Information will be issued by a fund manager or its Third Party Administrator (TPA) or the Regulated Market, and will be relayed to your Adviser and/or DFM.

Where you have a DFM, they will, under their discretionary mandate, take such actions or elections as it deems appropriate within the Model Portfolio.

Where you do not have a DFM, your Adviser will make every effort to contact you and is responsible for notifying you of any actions to be taken.

This shall include, but is not limited to, instructing the Platform as to:

- (a) the take up of any rights issues;
- (b) the exercise of conversion or subscription rights;
- (c) dealing with takeovers or other offers or capital changes;
- (d) exercising voting rights; and
- (e) the right to take up the default option.

If Hubwise does not receive timely instructions from your Adviser, or DFM, where a notification has been provided, you authorise Hubwise and Hubwise shall have full authority to allow the default decision of the registrar to be applied, in each case. Hubwise will not be responsible or liable for any financial consequences or delays without limitation, for any failure by you, your Adviser, or your DFM, to respond within the timeframes.

Reporting to Authorities

There are a variety of circumstances which require a Client to make disclosures either to the Regulated Market or the Regulatory Authorities.

Examples of such disclosures include:

- (a) the sale or purchase of shares during a takeover;
- (b) the acquisition of a significant stake in a company; and

- (c) dealings in a listed company as a Director.

You accept that it is impossible for Hubwise to know the cumulative total of your holdings at any time, as you may hold assets elsewhere. For this reason, Hubwise cannot accept the responsibility for making such reports, and you accept that it is your responsibility. However, should you need advice on your reporting responsibilities please seek professional advice, ideally in conjunction with your Adviser, and Hubwise will endeavor to assist them in making any report necessary on your behalf.

Minimum Investment Balance

You must retain a minimum amount of £100 value of Assets in your Account, and £10 per individual Asset. If your investment(s) values fall below these thresholds then Hubwise reserve the right to sell the holdings and leave the cash on your Account, awaiting your instructions

Should the value of your holding in a Security or Fund fall below the individual holding thresholds as a result of your own or your Adviser or DFM's instruction to sell, Hubwise may require you to sell your entire holding in that Security or Fund at that time.

DOCUMENTATION

Account Confirmation

Once your Account(s) has been set up, Hubwise will send your Adviser notification confirming your Platform Account Reference.

Online Access to our Platform

Where your Adviser relationship allows you online access to the Platform, to view or print valuations and transactional information regarding your Account(s), you will be provided with an email invitation to set-up your online access. Please refer to your Adviser for details. Where online access is not part of the service offered by your Adviser, you can always obtain specific information on your investments and the constituents of your Model Portfolio(s), from them.

Contract Notes/Lists/Confirmations

A Contract Note/List/Confirmation will be issued by the Platform on the next Business Day following receipt of your initial contribution to any Account(s) and/or following confirmation of any transactions within any markets or Fund managers. This will also be the case following any subsequent one-off contribution, or any one-off withdrawal. This will include the essential details of the transaction, including details of all of the individual Assets either bought or sold. Orders shall only be effective when the Contract Note/List/Confirmation has been received. Hubwise does not send contract notes for Regular Contributions.

When your DFM carries out changes (either switches or rebalances) to your Model Portfolio, under the Discretionary Mandate they hold from you, they are not obliged to provide you with individual Contract Notes /Lists /Confirmations. However, you will be able to view changes to the Model Portfolio at any time via your online access to your Account(s) (where applicable).

Consolidated Tax Certificate

A consolidated tax certificate (CTC) will be sent to you annually by your Adviser detailing all and any deductions of tax from the Income or interest received on your investments, held within your Account(s) for the previous tax year.

Capital Gains Tax Report

You will also receive an annual Capital Gains Tax Report, which details any sales from your relevant Account(s) - i.e. Wealthtracker GIA - that have taken place during the previous tax year.

You are responsible for reporting all Income and gains/losses to HMRC on your tax return.

Regular Statements

Statements will be issued quarterly and also, where required, annually.

Hubwise will make available to you electronically an Account Statement showing details of all Assets within your Account on the statement date and all transactions made since the previous statement date, including investment and interest Income. If you are unable to receive an electronic copy your Adviser will forward a paper version and this will be charged for as set out in the Schedule of Charges.

Valuations, to the extent that your account includes assets that are subject to a bid price are based on the bid price as at the date shown on the statement.

Annual Illustrations of Cost

Each year an Illustration of actual costs and the performance of your Account will be issued to you, in line with regulatory requirements, electronically. If you are unable to receive an electronic copy your Adviser will forward you a paper version and this will be charged for as set out in our Schedule of Charges.

Portfolio Depreciation Reporting

Where you are using the services of a DFM, there is an obligation to report to you - on the same working day - any depreciation of 10% or multiples of such, since the last statement of valuation (as per reporting periods) was issued. To facilitate this, your Adviser/DFM will be informed of the details of such circumstances and they will contact you directly with the information.

Records

You may request additional copies of Contract Notes /Lists/ Confirmation, tax vouchers and entries held by Hubwise on their books or electronic media relating to reportable transactions on your Account, should you require them, via your Adviser.

Hubwise keep these records for at least five years.

Ad-hoc requests will be subject to a fee of £50 and a request for duplicate documents will incur a fee of £20.

Complaints

If you would like to complain about any of the services you have received from Hubwise, in relation to the Platform, please direct your complaint in writing, in the first instance, to the Hubwise Compliance Officer, setting out clearly what your complaint is about, via email to compliance@hubwise.co.uk. Together Wealth Tracker Limited and Hubwise will handle your complaint in accordance with the FCA rules governing complaints.

If you would like to see a copy of the current Hubwise Complaints Policy please request this via the compliance@hubwise.co.uk email address and if you would like to see the Wealth Tracker Limited Complaints Policy please request this via the [insert email address] email address; but in both cases, the relevant policies will be included with any acknowledgement response to your complaint.

If your complaint concerns the services you have received from Wealth Tracker Limited, your Adviser or DFM, for example regarding advice you have been given or the management of your investments within your Model Portfolios, please send this to Wealth Tracker Limited, your Adviser or DFM, as appropriate, directly. If your complaint concerns services provided by both Wealth Tracker Limited, your Adviser, any DFM, and Hubwise, or you are unclear who is responsible for the particular area of service you are unhappy with, please direct the complaint to both

Hubwise and Wealth Tracker Limited, your Adviser and/or DFM. In all cases, we will work co-operatively with Hubwise, Wealth Tracker Limited, your Adviser and/or DFM to ensure a swift, fair and clear investigation and resolution of any complaint.

Of course, if you are not entirely satisfied with the response you receive from either Hubwise, Wealth Tracker Limited, your Adviser and/or DFM, you can refer your complaint to the Financial Ombudsman Service, an independent dispute resolution scheme, at: Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR. Taking your complaint to the Financial Ombudsman Scheme will not affect your statutory rights.

CLOSING YOUR ACCOUNT

Instruction to Close

Instructions to close your Account should be given by email to your Adviser, who will notify Hubwise and provide them with the appropriate authority, where required. Your instruction should request either the sale of all of your Assets and the withdrawal of the resulting cash, via payment to your Nominated Bank Account, or the transfer of your Assets to another manager or pension provider as appropriate.

Closing your Account does not affect any transactions initiated before the closure began, i.e. before Hubwise received your Account Closure Instruction. These T&Cs continue to apply until Hubwise complete all outstanding transactions and meet all liabilities.

If you request to sell all Assets and withdraw the cash from the Platform before the due date of forthcoming payments from your Cash Account, Cash Reserve or SIPP Account, your Adviser can request that Hubwise override the 'ring-fence' associated with these payments to allow all of the money to be paid out to you with the exception of the monies ring-fenced for Fees and Charges incurred, which will be paid as scheduled.

You should refer to the Schedule of Charges which details any costs associated with closing your Account.

Withdrawals and Closing Payments

Hubwise may deduct from any amount to be paid to you any outstanding Fees, Charges and expenses due from you. In addition, Hubwise may keep an amount which they reasonably estimate will be enough to meet any tax liability for which we must account to HMRC for you under the ISA Regulations or otherwise.

Hubwise may delay paying any sale proceeds and cash balances until they know that any payments made by you have cleared and they have received all amounts which you owe to them.

Third party payments can only be requested to be made to another FCA regulated firm.

Any receipt in excess of £1 subsequently received by Hubwise, or due to you from Hubwise, for example representing Income or interest paid on your Assets prior to their sale or transfer, but not received until after they have paid the balance from your Account, will be paid to your Nominated Bank Account within 6 months of receipt. Any payment of £1 or less will not be paid over to you and will be retained by Hubwise for their own account, though the Account will be reviewed six months after closure and should there be more than a £1 balance in total, this will be paid to your Nominated Bank Account.

In the Event of Your Death

Upon your death, your legal representative should inform Hubwise and your Adviser as soon as reasonably possible.

Hubwise will continue to hold your Assets and monies on the Platform until they receive a Sealed Grant of Probate or equivalent document, together with instructions from your Adviser as detailed by your personal representatives, upon whom these T&Cs become binding.

Once Hubwise receive notification of your death, they will cease to reinvest any Income received by your Account(s), but instead will hold it in your Cash Account until they can pay it as your personal representative directs.

The procedure for investments held in a SIPP will depend on the specific T&Cs for the SIPP in question i.e. the Wealthtracker SIPP or the SIPP provided by a TPPP. As the Pensions Administrator, they should also be informed of the death as soon as possible. Hubwise will act in accordance with their instructions thereafter.

VARIATION, AMENDMENT OR TERMINATION T&CS

Changes to These T&Cs

Either Hubwise or Wealth Tracker Limited may introduce changes to the services provided and to these T&Cs from time to time. If Hubwise wish to make such a change your Adviser will receive at least 30 days advance notice of any change, except where the change does not disadvantage you or it is required in order to comply with a legal or regulatory requirement. Your Adviser will contact you to explain any changes that may affect your Accounts on the Platform, as appropriate.

If you are not happy with a change, you can discuss this with your Adviser for a more detailed explanation of the change. If you are still unhappy with the change you can close your Account by giving an Account Closure Instruction, either to sell all of your Assets and withdraw the cash, or to transfer your Assets to another Custodian, ISA manager or pension provider, as appropriate.

Nothing in this section shall affect the right of Hubwise to vary the Platform Charges (or other Expenses) as set out in these T&Cs under "Changes to Charges".

Termination

Either Hubwise or Wealth Tracker Limited may terminate this Agreement at any time by giving you, via your Adviser and/or DFM, a minimum of 30 days' notice.

Hubwise may also close an Account where they believe it reasonable and appropriate to do so and in order to comply with legal obligations, for example if you are no longer eligible to contribute or subscribe to the Account or following receipt of a court order or other official order legally binding on Hubwise. Hubwise will endeavour to give you notice if they propose to close an Account.

Upon termination, Hubwise will realise all your Assets and pay the proceeds, together with any other monies in your Account(s), to your Nominated Bank Account, or Hubwise will transfer your Assets in-specie to your new provider. In the event of a withdrawal, termination or transfer, any Charges not paid or due to Hubwise will be retained prior to termination or transfer.

For SIPP Account investors only, Hubwise will notify your existing TPPP that your Account is to be terminated. They will contact you directly to explain your options and any associated charges.

EXTENT OF LIABILITY

Our Responsibilities

Hubwise's responsibility to you for any loss or damage which you may suffer from the provision of the Platform or otherwise in connection with this Agreement shall be limited to circumstances to the extent where such loss or damage has arisen directly as a result of a breach by Hubwise of its obligations under these T&Cs caused by negligence, fraud or wilful default by Hubwise.

Hubwise shall not, under any circumstance, be liable to you for indirect or consequential losses (whether or not such losses were foreseeable or the possibility of such losses was in the contemplation of the parties).

Where Hubwise is liable to you its liability extends only to losses that are reasonably foreseeable. Nothing in these T&Cs excludes or limits our duties or obligations under the FCA Rules or for any other matter which at law Hubwise is not entitled to restrict liability.

Hubwise will not be liable for any losses incurred by you due to any advice or instructions given to you by anyone or any act, omission or delay of your Adviser and/or DFM or for acting on the instructions of your Adviser.

Hubwise will not be liable (whether under any express or implied term of the Agreement) for any:

- (a) loss arising from the insolvency, default, fraud, wilful default or negligence of any Bank or third-party Custodian which holds your cash or investments, whether appointed by Hubwise under the Agreement, or not;
- (b) loss arising from the insolvency, default, fraud, wilful default or negligence or any other act or omission of you or your Nominated or Registered Contact;
- (c) loss of Income, loss of business, loss of revenue; loss of profits, the ability to invest or disinvest or wasted expenditure;
- (d) loss arising from delays in the processing of Transfers, Transfers Out or Withdrawals;
- (e) loss arising from delays in processing Payments, Contributions or Subscriptions made by direct debit or other electronic means;
- (f) loss arising from any delays in the execution of instructions, settlement of orders, or for market movements between the time that an instruction was placed and the time it was executed; or
- (g) loss arising from the unauthorised use of a password resulting from your negligence, or the negligence of your Nominated or Registered Contact;
- (h) loss of goodwill or loss or damage to reputation;
- (i) loss or corruption of data (except to the extent that such loss arises from a breach of Hubwise's responsibilities as a data controller or data processor under applicable Data Protection Legislation).

The Platform is not permitted for use outside the United Kingdom where such use would not be compliant with any applicable laws or regulations. Hubwise shall not be liable for any loss arising as a result of or in connection with any breach of any such applicable laws or regulations.

You should notify Hubwise through your Adviser as soon as you become aware of any error or defect in respect of the Platform or any information provided to, by, or on the Platform.

Hubwise will not be responsible for losses which occur as a result of following an instruction which Hubwise reasonably believes to be from you, your Adviser, or your DFM, but which subsequently turns out to be a fraudulent or incorrect transaction.

Hubwise shall not be responsible for declining to act on any instruction which they believe is fraudulent, incomplete or incorrect or that would be a breach of applicable laws and regulations.

Where reasonable care has been taken, Hubwise is not responsible for any loss or damages arising from the use of the data on the Platform, any reliance on the data on the Platform is made at your own risk.

Where Hubwise is liable to you under or in connection with this Agreement (howsoever that liability has arisen), and Hubwise accepts such liability, including any claim for market or trading losses (including where the loss is due to adverse price movement or where there is a loss of investment opportunity due to price movement, or a delay in investment or disinvestment), unless required by law or by the FCA Rules to pay in excess of these amounts total liability to you will be limited:

- (a) for each and every Instruction, to the lesser of £500 (Five Hundred Pounds Sterling) and the amount of that Instruction, and
- (b) overall, to £1,000 (One Thousand Pounds Sterling) in any one calendar year.

Your Responsibilities

You will be responsible for any liability or loss suffered or incurred by Hubwise or its Nominee (including taxes for which you are primarily liable, and any expenses reasonably and properly incurred) as a direct result of you breaching these T&Cs or providing untrue or inaccurate information to Hubwise or your Adviser, in connection with your Account. Hubwise shall be entitled to be reimbursed for such liabilities and losses and may, provided that it has first given prior written notice to you and not received payment from you within 30 calendar days of such notice, add the same to the Fees and Charges.

Circumstances Beyond Our Control “Force Majeure”

Hubwise will not be responsible for any loss that you suffer as a result of events or circumstances which are beyond their reasonable control including without limitation any breakdown or failure of transmission or any computer failure or communication, network overloads, malicious blocking of access by third parties, internet malfunctions, interruptions or other deficiencies on the part of internet service providers, delays in transmission of instructions or notification, postal or other strikes or similar industrial action, terrorism, war, act of government, plague or epidemic, failure of any relevant Exchange, clearing house and/or broker or fund manager to perform its obligations. Hubwise will also not be liable for any loss which you incur as a result of any circumstances arising from a natural disaster such as a flood, hurricane, or earthquake.

GENERAL T&C TERMS

Delegation

Hubwise may appoint one or more third parties to assist in providing the Platform under these T&Cs. Hubwise will check that any person they delegate to is competent to carry out these functions and responsibilities.

Hubwise will exercise appropriate oversight where this is the case to ensure that the Platform is delivered in accordance with these T&Cs. You authorise Hubwise to disclose to such delegate information regarding your Account as may be necessary for such purpose.

Data Protection

In the course of providing our services under these T&Cs both Hubwise and Wealth Tracker Limited will obtain and process your Personal Data.

Both Wealth Tracker Limited and Hubwise will be data controllers of your Personal Data when providing their services under these T&Cs which means they are responsible for deciding how your Personal Data is used.

When complying with regulatory obligations relating to the services provided under these T&Cs or when using Personal Data solely for their own purposes, they will both be independent data controllers (meaning they make their own decisions on how your Personal Data is used).

When they provide their services to you, they will be joint data controllers (which means they are acting together to provide you with the services and to determine how your Personal Data is processed).

All Personal Data relating to you that is held or processed for the purpose of providing services under this Agreement is held in accordance with the requirements of Data Protection Legislation.

The privacy policies below sets out more information on how Wealth Tracker Limited and Hubwise use your Personal Data, who it may be shared with, the legal basis for doing so and your rights under Data Protection Legislation.

The Hubwise privacy policy is available to download at www.hubwise.co.uk/company.

The Wealth Tracker Limited Privacy Policy is available [here](#).

You can contact each organisation by telephone or email if you would like to know more about how your Personal Data is processed.

Conflicts of Interest

Both Hubwise and Wealth Tracker Limited are always determined to treat their Clients fairly. In case conflicts arise between Hubwise/Wealth Tracker Limited interests, Hubwise/Wealth Tracker Limited employees and Clients, or between Clients, Hubwise and Wealth Tracker Limited have policies in place to ensure that they always identify and handle any conflicts fairly and treat Clients with honesty and integrity.

A copy of the Hubwise Conflicts of Interest Policy is available from: www.hubwise.co.uk in the Company section, and a copy of the Wealth Tracker Limited Conflicts of Interest Policy is available from [can be viewed on request](#).

Use of Our Website

Your Adviser may provide you with your Account Reference and password to enable you to gain online access to your Account(s). Access will make it possible for you to view and print a valuation of your Assets, confirm cash balances on your Cash Account, Cash Reserve or Scheme Bank accounts and view Contract Notes/Lists and Statements.

Hubwise will use reasonable endeavours to ensure the accuracy of information available via the website and to correct any errors or omissions within their control as soon as practicable once aware of them.

However, Hubwise makes no representation as to the accuracy, completeness or timeliness of the information available on the Platform. Hubwise does not accept responsibility for information obtained from third parties and use reasonable endeavours to identify such information.

You agree you will not disclose any login and password details issued to you to access your Account details via the Platform. If you become aware your login and password security has been breached, you agree you will notify your Adviser and Hubwise immediately.

Access to the Platform is only for your personal use and must not be used or copied for any commercial purposes.

You must not use the Platform for any unlawful, obscene, abusive or libellous purpose and shall not modify, damage or impair the Platform or interfere with the use or availability of any facilities available on the Platform.

Hubwise makes no warranty or representation that the Platform can always be accessed and reserve the right to limit availability of the Platform for maintenance and other operational reasons. Hubwise will use reasonable endeavours to ensure that maintenance is performed outside normal business hours however you acknowledge this may not be possible for emergency maintenance.

Notices

Except as otherwise provided, notices to us should be sent to our Administration Address - Hubwise Securities Limited, Waverley Court, Wiltell Road, Lichfield, Staffordshire, WS14 9ET.

Governing Law

These T&Cs (including non-contractual disputes or claims) are governed by and are to be construed in accordance with English law. The information contained in these T&Cs and the Application is based on understanding of current legislation and HMRC practice and could be affected by changes in legislation and practice.

Third Party Rights

A person who is not party to this agreement may not enforce any of its terms under the Contracts (Rights of Third Parties) Act 1999.

If any clauses or terms within these T&Cs are deemed by a competent authority to be invalid or unenforceable, that shall not mean that the validity of any other clauses or terms shall be assumed to be questioned.

GENERAL INVESTMENT ACCOUNT CUSTOMER AGREEMENT

These T&Cs are in addition to those applicable to the Platform above and are GIA specific.

Account(s), Title and Registration for joint accounts, trust accounts

Since the point of the UK leaving the EU, as at 31 December 2020, Hubwise only offers the Platform to UK Resident customers. Hubwise may consider non-UK Resident customers on a case-by-case basis in conjunction with your Adviser, depending on appropriate cross-border permissions being obtained.

Title and Registering Investments in Joint Names or for Trusts

You may open a GIA jointly with another person. Hubwise permit up to two joint holders of one GIA. In accordance with the general terms Joint Holders will always be jointly and severally liable to Hubwise for each other's obligations.

For applications for trustees Hubwise permit up to four trustees as joint holders for one GIA, however only one of these can be the Nominated Contact. In accordance with the general terms Joint Holders will be jointly liable for each other's obligations.

You may open a GIA designated by you in favour of one or more other persons. There are specific conditions which need to be met regarding verification of the ID and status of the designated person and this designation will be treated as irrevocable and will create a bare trust in favour of the designated person(s), with you as the trustee.

Hubwise will not make any withdrawal payments to any designated person. Acceptance of notification of a designated person for a GIA is not intended to confer third party rights under the Contracts (Rights of Third Parties) Act 1999.

Opening Your Account

These T&Cs will take effect when Hubwise accepts your Application, which normally takes place on the day it is received. Hubwise has discretion to reject an Application without providing a reason.

Tax

Assets held within your GIA may be subject to various taxes including Income, capital gains and inheritance tax. The taxation will vary depending on your individual circumstances. You should speak to your Adviser for more information on the tax implications of investing through a GIA.

Transfers into a GIA

Hubwise may accept the transfer of existing investments held with another provider into your GIA. You can elect in the Application to transfer funds by re-registration. Please see the section in the main T&Cs regarding transfers in cash and in-specie and the restrictions which apply.

If any Assets held with another provider cannot be re-registered for whatever reason, your ceding provider will sell the relevant investments and the cash proceeds will be transferred to Hubwise.

You may lose Income and potential capital growth while your money is not invested in the market during a cash transfer, however this is likely to take less time than an in-specie transfer – which can take anywhere between one and three months on average; during which time you are unable to trade in your transferring holding in any way.

Where your holdings are sold and cash proceeds transferred to Hubwise, you may incur a capital gains liability as a result of the sales. You should speak to your Adviser for more information on any tax implications in connection with cash transfers.

Transfers out of a GIA

Upon receipt of instructions, Hubwise can arrange for the transfer of your GIA to another investment account provider as selected by you provided that such investment account provider agrees to the transfer and subject to any retentions or deductions Hubwise may be entitled or required to make under these T&Cs.

Transfers from your GIA may be achieved by re-registration subject to the agreement of the receiving provider.

Hubwise will not be responsible for any loss or delay caused in the transfer or payment of proceeds where this is due to something, Hubwise cannot reasonably control, such as delays caused by third parties, e.g. Fund Providers.

ISA AND JISA CUSTOMER AGREEMENT

These T&Cs are in addition to those above and are ISA specific.

The Role of Hubwise

You appoint Hubwise Securities Limited to act as ISA Plan Manager for your ISA Account(s). Hubwise Securities Limited (HMRC ISA Manager No. Z1723) acts in its capacity as plan manager of your ISA.

ISA Regulations

Hubwise Securities, as ISA Plan Manager, makes all necessary claims for tax relief relating to your Account(s) and the Assets held in them.

Your ISA will be managed in accordance with the HMRC regulations in force at the relevant time.

If there is any conflict between these T&Cs and the ISA Regulations or other legislation relating to your Account, the ISA Regulations and/or other legislation will prevail.

Wealthtracker ISA

As the Wealthtracker ISA is a Flexible ISA, it allows you to replace cash you have withdrawn from your ISA, without the replacement counting towards your annual subscription limit. Where a cash withdrawal is made from your ISA Account(s), any subsequent subscriptions in the same tax year that would otherwise count towards the subscription limit, will do so only to the extent that previously withdrawn amounts have been fully replaced.

No application or declarations are required in respect of replacement subscriptions; however, these must be made to the account from which the withdrawal was made, and in the same tax year.

Monies removed from the ISA:

- (a) by way of an ISA transfer to another provider,
- (b) by HMRC to cover a tax debt,
- (c) on the instruction of HMRC to remove invalid subscriptions,
- (d) on cancellation,
- (e) on authority of a court order, or
- (f) by the ISA plan manager to cover fees, charges and penalty charges,

are not withdrawals of cash for this purpose and cannot be replaced without the replacement subscription counting towards the annual subscription limit.

Where a withdrawal closes your ISA no replacement of any previous year funds withdrawn but not replaced in the current year will be possible, unless the plan manager re-opens the ISA.

Opening Your Account - ISA and JISA Applications

A Wealthtracker ISA or Wealthtracker JISA Account is opened when Hubwise receive and accept the correctly completed Wealthtracker ISA or Wealthtracker JISA Application, account submission

and payment. If there is no clear instruction accompanying the Application, your contribution(s) will be automatically placed into a Cash Reserve Account pending receipt from your Adviser of your investment instruction.

Your Wealthtracker ISA or Wealthtracker JISA Application covers the current tax year and each subsequent tax year. Where Hubwise receive no contributions into your Wealthtracker ISA or Wealthtracker JISA during any Tax Year a new Wealthtracker ISA or Wealthtracker JISA Application will be required for a future investment.

A Direct Debit instruction authorises Hubwise to collect Regular Contributions from your Nominated Bank Account until you notify Hubwise to the contrary.

In the event that your contributions exceed the permitted HM Treasury limit in any Tax Year, the excess will be transferred to a GIA either in, or opened in, your name. Your Adviser will seek instructions from you if this situation occurs. If you are applying for a Wealthtracker ISA or Wealthtracker JISA for the next tax year, Hubwise can be asked to hold your money in your GIA Cash Account until the 6th April.

On the first working day of the new Tax Year Hubwise will then open your Wealthtracker ISA or Wealthtracker JISA pending receipt from your Adviser or DFM of your investment instructions.

In applying for the Wealthtracker ISA or Wealthtracker JISA you are confirming you have not and will not breach the prevailing ISA Regulations and subscription levels. This includes any ISAs and/or JISAs which you may already hold or intend to open with any other ISA plan manager.

ISA and JISA Transfers-In

Hubwise may accept transfers from your existing ISA plan manager or Child Trust Fund (CTF) provider, in the case of Hubwise JISAs. Transfers for Hubwise JISAs will need to be in the form of cash, however you can elect in the Application to transfer ISA funds by re-registration, where the ceding provider is a member of TEX and can utilise electronic transfers, or you can request for the transfer to be carried out in cash.

If any assets held in your current ISA account cannot be re-registered for whatever reason, or you are transferring a JISA, your ceding provider will sell the relevant investments and the cash proceeds will be transferred to Hubwise. You may lose Income and capital growth while your money is not invested in the market during the transfer. Transfers via TEX and in-specie are all subject to the limits set out in the earlier general clause on Transfers.

Transfers will only be accepted from an account in your name.

Hubwise will not be responsible for any loss or delay caused in the transfer or payment of proceeds where this is due to something, Hubwise cannot reasonably control.

You will not have access to your Wealthtracker ISA or Wealthtracker JISA until the transfer is complete.

If following re-registration, Hubwise receive Income and/or cash in respect of any investments transferred to a Wealthtracker ISA and/or Wealthtracker JISA, Hubwise will credit your Account with these, pending investment instruction, or it will be utilised as available cash.

Where you have transferred to Hubwise your current Year's ISA or JISA investment, you may reactivate your Account by restarting payments into your Wealthtracker ISA or Wealthtracker JISA although you must submit another Application if Hubwise receives no payments for one full year.

Hubwise generally makes no charge when receiving plans from other managers but reserve the right to do so. Hubwise can accept partial transfers.

Shares received through a public offer for sale will not be eligible for a transfer in-specie into a Wealthtracker ISA or Wealthtracker JISA.

Transferring Existing Investments Held by Hubwise into an ISA or JISA

In order to place your GIA Assets into an Wealthtracker ISA or Wealthtracker JISA, Hubwise will sell your investments and apply the proceeds as a cash payment into your Wealthtracker ISA or Wealthtracker JISA Cash Reserve Account. New Securities and Funds will then be purchased, as directed by your Adviser, within your Wealthtracker ISA or Wealthtracker JISA. Normal dealing fees and charges, if applicable, will be payable on both sales and purchases.

In order to ensure that this transaction is processed in the current Tax Year, your application and subscription monies must be received by Hubwise no less than five Business Days before the end of the Tax Year. Exact deadlines may differ depending on the working days approaching the Tax Year end and these will be notified to your Adviser, who will advise you.

Contributions and Withdrawals

You may make contributions and withdrawals, either one-off (ad-hoc) or Regular Contributions/Withdrawals, in accordance with the Platform General Terms and Conditions as set out above.

Over-subscriptions for your Wealthtracker ISA will default to a GIA and be invested in accordance with the Wealthtracker ISA investment strategy.

Over-subscriptions into a Wealthtracker JISA will not be accepted, but instead will be returned to the account from which they were received.

ISA Account Closure

All or part of the Investments held in your Wealthtracker ISA and proceeds arising from those investments can be transferred to another ISA Plan Manager, or withdrawn and paid to you, the plan holder.

In the case of a Wealthtracker JISA, except where otherwise permitted in these T&Cs, no monies can be paid to the plan holder until the child is 18.

There is no charge for partial withdrawals of cash from your Wealthtracker ISA. These shall be treated as capital, not interest, under ISA Regulations. When liquidating a Wealthtracker ISA before transferring the cash proceeds, normal dealing fees apply.

Tax Status

You may not subscribe to your Wealthtracker ISA Account while not resident in the UK for tax purposes unless you qualify as a Crown employee (a person holding public office or employment under the Crown and paid out of the public revenue of the UK and Northern Ireland), their spouse or civil partner.

You must inform Hubwise immediately if you stop being resident in the UK for tax purposes, or if as a non-resident you stop being a Crown employee, their spouse or civil partner. Interest paid on cash is tax free.

Timing

These T&Cs will take effect if Hubwise accept your Application for a Wealthtracker ISA or Wealthtracker JISA, which normally takes place on the day of receipt. Hubwise have discretion to reject an Application without providing a reason.

In the case of an ISA or JISA transfer, the date of transfer is the date agreed between the Plan Managers.

Cash Reserve Account

The Cash Reserve provides a temporary shelter for your cash pending investment. Under ISA Regulations monies held in this way must be destined for investment in one or more of the Assets available on the Platform. Money held within your Cash Reserve is always protected and treated as Client Money, as explained in the general T&Cs previously.

Void Accounts

Hubwise will notify your Adviser if, by reason of any failure to satisfy the provisions of the Regulations, your Wealthtracker ISA or Wealthtracker JISA has or will become no longer exempt from tax.

If your Wealthtracker ISA or Wealthtracker JISA is voided, Hubwise will sell the investments and after deducting any cash available to cover any tax that Hubwise must pay or repay, pay you the proceeds together with any remaining cash balance held in your Wealthtracker ISA or Wealthtracker JISA.

If you pay a contribution into your Wealthtracker ISA or Wealthtracker JISA by direct debit or bank transfer that is subsequently reversed, that contribution will be treated as if it had never been made for the purposes of these T&Cs and the ISA Regulations.

ISA Transfers-Out

Upon receiving your written instructions, Hubwise will transfer all the Wealthtracker ISA or Wealthtracker JISA Assets, with all your rights and obligations under it, to another ISA Plan Manager who has agreed to accept the transfer.

In the case of your current year payments, you may transfer these as part of a transfer of the whole of your Wealthtracker ISA to another ISA Manager.

Transfers from your Wealthtracker ISA or Wealthtracker JISA may be achieved by re-registration (in-specie) subject to the agreement of the receiving provider, provided they have the ability to receive the transfer of Assets electronically. While under normal circumstances Hubwise will carry out the transfer within the time requested, occasionally it may take longer to complete due to circumstances outside of our control and Hubwise cannot be responsible for any delays which arise in these circumstances.

Any transfer will only be made, whether in-specie and or cash, after deducting all Expenses due to Hubwise.

If Hubwise subsequently receive any Income arising from Assets transferred out, Hubwise will send this to the new, receiving ISA Plan manager.

These T&Cs continue to apply to your Wealthtracker ISA while being transferred until the transfer is complete, all outstanding transactions have been settled and all liabilities met.

Hubwise will aim to complete the transfer request within 30 days of receiving your written instruction from your Adviser.

ISA Termination in the Event of Death

If Hubwise is notified of your death your Wealthtracker ISA will immediately be designated a 'continuing account of a deceased investor', until the earlier of completion of the administration of your estate, closure of the Wealthtracker ISA or the third anniversary of the date of your death.

Your Adviser will advise your executors or personal representatives of their options, including that the ISA can continue during the administration period for a maximum term of three years.

A 'continuing account of a deceased investor' will continue to receive the tax advantages as per the ISA Regulations and any interest, dividends or gains arising from the date of death are exempt from tax.

No subscriptions can be made into a 'continuing account of a deceased investor'.

Active management of assets held within the Account will continue by your DFM, where applicable, in the Model Portfolio selected and in accordance with these T&Cs.

The DFM fee, where applicable, will continue to be deducted. Any servicing agreement with your Adviser and any Adviser fees being paid will terminate on your death. Your executors or personal representatives will need to agree and sign a new agreement with your Adviser if they wish to continue to receive advice relating to your Wealthtracker ISA.

Your executors or personal representatives cannot request the transfer of a 'continuing account of the deceased investor' to an alternative ISA manager.

If, after a period of three years, the administration of the Account is ongoing and the Wealthtracker ISA has not been closed, the Wealthtracker ISA will cease to be a 'continuing account of the deceased investor'. In this case, on the next business day following the third anniversary of your death, Hubwise will remove the ISA wrapper from the Account and all subsequent income or gains will become taxable in the hands of the estate.

Subject to HMRC rules, the surviving spouse or civil partner, if over 18, of a deceased ISA holder who died on or after 3rd December 2014, can pay in additional subscriptions in cash on top of the annual subscription limit up to the value of the deceased's ISA at the date of their death, provided they have not transferred these rights to another ISA.

A Wealthtracker JISA may also be terminated if the child is terminally ill. A definition of terminally ill and the procedures to release the Assets are covered in the Wealthtracker JISA Key Features Document.

If the child dies, any money in the Wealthtracker JISA will be paid to whoever inherits their estate which is usually one of the child's parents but could be their husband or wife if they were over 16 and married.

The Registered Contact does not have to notify HMRC but will need to contact Hubwise, who will need to see the death certificate before being in a position to close the child's Wealthtracker JISA.

Termination by the Platform

If Hubwise decide to cease to act as an ISA manager, Hubwise shall give you at least 30 days' notice in writing and the Wealthtracker ISA account will need to transfer to another manager.

WEALTHTRACKER SIPP CUSTOMER AGREEMENT

These T&Cs are Wealthtracker SIPP specific and should be read in conjunction with the respective "Key features documents", and they are in addition to the general T&Cs applicable to the Platform above.

The Wealthtracker SIPP is a Registered Scheme approved by HMRC and governed by a Declaration of Trust and Rules and any subsequent deeds amending these. A copy of the Rules and amendments to the SIPP is available by writing to the Administrator, at the "Point of contact" address below.

Pension Provider

The Wealthtracker SIPP is approved by HMRC and arranged through Hubwise Securities Limited which operates and acts as the operator of the SIPP and Hubwise Nominees Limited which is the trustee of the SIPP.

The Trustee is the legal owner of all the Assets of your SIPP, which it holds in Trust for you and/or your beneficiaries.

Point of Contact

All queries relating to your SIPP investments should be addressed in the first instance to your Adviser. For queries regarding the pension plan itself, you should contact Hubwise Securities Limited directly – their contact details will be provided in the application pack.

Information for the Platform

You must complete the relevant Wealthtracker SIPP Account Application Form and return this to your Adviser. You must tell your Adviser promptly of any changes to your personal details/circumstances that occur after completing your Application.

Eligibility

You must be a UK resident in order to apply for a Wealthtracker SIPP. Applications from non-UK residents will be rejected.

Valuations

If you require a valuation of your SIPP at any time, please contact your Adviser. If you have access to the Platform directly, you can view or download one there.

Transferring or Drawing Benefits From Your Pension

If you wish either to transfer your pension to another Registered Pension Scheme, or to draw all or part of the benefits from it, you will need to speak to your Adviser who will make the necessary arrangements.

In the Event of Death

On your death, the assets held within your SIPP will be distributed in accordance with the regulations, your age on death and your wishes.

Your SIPP will not normally be classed as being part of your estate.

It is the responsibility of your personal representative to notify the operator of your SIPP, Hubwise Securities Limited, of your death and the intended distribution of the assets.

The regulations dictate that all assets must be distributed within two years from the date of death. If your SIPP still holds assets after this date, these may be liable to a tax charge.

Transfers-In

You may arrange for a transfer of any other pension arrangement you may have into your SIPP on the Platform, provided it is consistent with the transfer rules applicable to Registered Pension Schemes and you will need to have obtained specialist advice before doing this.

Cash transferred in will not be available for investment until the TPPP is satisfied the transfer is acceptable and the cash has been received.

The TPPP does not check transfers for suitability. It is the responsibility of you and your Adviser to decide that the SIPP is suitable and appropriate to your needs.

General

The Wealthtracker SIPP allows securities and funds to be held and traded on the Platform. It enables your Adviser and/or DFM to:

- (a) buy and sell Securities and Funds on your behalf;
- (b) hold monies destined for purchasing Securities and Funds in the SIPP Scheme Bank Account;
- (c) create pending trades;
- (d) create a Regular Contribution Instruction.

You can only have one Wealthtracker SIPP at any given time.

Taxation

Interest on the SIPP is paid without deduction of tax.

Tax Relief on dividend or interest Income will be collected and applied to the account as per the terms of the product.

Dealing Within the SIPP Account

To purchase Securities and Funds using monies held within your SIPP, or to sell existing Securities and Funds held within the SIPP, please refer to your Adviser and/or DFM, who will deal with your request. Hubwise will only process the transaction upon receipt of a valid instruction from them.

Payments-In

All new contributions to your SIPP should be made payable as per the instructions on the Wealthtracker SIPP Application Form.

All Income from, and proceeds of any sales of Securities and Funds from, within the SIPP will be paid into your SIPP Account.

Payments-Out

Monies held may only be used to purchase Securities and Funds or they will be available to provide pension benefits for you. Monies may also be available to purchase an annuity on the open market, to transfer out of your pension or transfer to a third party.

Regular Contribution Instruction

You can set an instruction up on your SIPP to automatically invest into Securities and Funds, on a monthly basis, a specified amount of the monies available in your SIPP cash account, subject to the Buying Power facility outlined in 'Definitions' in the general T&Cs above.

Where applicable the monies will be presented for investment in line with the Regular Investment (Direct Debit) schedule, however where Hubwise does not receive funds from the TPPP in time for these to be invested in line with the standard investment schedule, Hubwise will present the monies for investment on the next available investment date following receipt.

Instruction

If you wish to make Regular Contributions into Securities or Funds within your SIPP Account, you will need to ask your Adviser to set this up with Hubwise on your behalf.

Timing

Monies to fund Regular Contributions will be invested from your SIPP Account on the date selected by your Adviser and set up for your SIPP. Hubwise must receive seven working days' notice for your instruction to take effect that month.

Even if you also have another Cash Account, the monies for a Regular Contribution into your SIPP will always be invested directly from your SIPP Account, so you must have sufficient Available Balance in this account.

If, on the first investment date of your Regular Contributions you have insufficient monies within your SIPP to fund your first investment as instructed, Hubwise will not invest until the next month if sufficient funds are available then.

If you wish to alter your Regular Contribution, your Adviser needs to update the instruction at least five (5) Business Days prior to the existing investment date, for your SIPP, of the month in order for your amendments to take effect in that month's Regular Contribution.

Failure of Regular Contributions

If on the investment date for two consecutive months Hubwise cannot make the necessary investment because there are insufficient monies held in your SIPP Accounts Hubwise will cancel your Regular Contributions.

If you wish to reinstate Regular Contributions you must ask your Adviser to make a new request

Regular Withdrawals Within your SIPP Account (Retirement Drawdown)

The Regular Withdrawal (retirement drawdown) facility allows you to withdraw a predetermined fixed amount of monies from your SIPP Account.

This facility can only be used in conjunction with drawdown of unsecured Income. Natural Income is treated separately.

Requests for Regular Withdrawals must be made through your Adviser.

Your Regular Withdrawal (retirement drawdown) can be paid monthly, quarterly, half-yearly or annually, to your Nominated Bank Account and can only be actioned once you have set up an instruction through your Adviser.

Expenses

The Expenses payable under the Wealthtracker SIPP are described in the Key Features provided by Hubwise Securities Limited Pensions.

The Product Charges for the Wealthtracker SIPP will be deducted automatically from your SIPP account, unless you make other arrangements.

RL360 OFFSHORE BOND

These T&Cs are specific to the RL360 Offshore Bond and should be read in conjunction with the respective "Key features documents", and they are in addition to the general T&Cs applicable to the Platform above.

The RL360 Offshore Bond is provided in association with Royal London 360, which is based in the Isle of Man. The product is only available on receipt of a recommendation from your Adviser.

Your Contract with RL360

The contract is governed by the following documentation:

- (a) your application form;
- (b) the Key Features Document;

- (c) the RL360 Product T&Cs;
- (d) your Policy Schedule;
- (e) any Endorsements to your Policy Schedule; and
- (f) any other documentation that evidences a change in the contract between you and RL360.

All documentation specific to this product is available from your Adviser.