

Permitted Investments and Service Charter for the James Hay Modular iPlan and Wrap



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EQi is recognised as one of the UK's leading "execution-only" brokers and has been operating since 2000.

As EQi's expertise is in stockbroking, the product administration is left to the experts. We have, therefore, developed a specialised share dealing account in conjunction with James Hay Partnership to give you the wide choice and ease of execution you want to plan your own pension investments. Your investment choice includes UK equities (including AIM and NEX Markets) and all major European and North American markets where settled through the CREST settlement system in sterling, as well as ETFs, Investment Trusts, gilts and bonds, warrants and covered warrants. See below for further details about permitted investments.

Your share dealing account enables you to carry out purchases and sales of investments, both online through our easy-to-use share dealing platform or by phone directly with our dealers (see below for the prices for online and telephone trades) and your assets are held in our Nominee account. James Hay Partnership continues to provide expert administration of your product whilst we enable you to carry out your investment strategy using the full range of tools and information available via your James Hay Partnership account.

Features of your share dealing account include ready access to news, tips and valuable information aimed at helping you make informed investment decisions, including:

- The ability to place At Best and Limit/Stop orders online or by telephone
- Limit and Stop orders available for up to 90 days
- View and amend/delete open Limit or Stop orders
- Receive electronic contract notes straight after executing your trade
- View a full statement history outlining your share dealing history and money movements in your share dealing account
- View your portfolio value (prices delayed by up to 15 minutes or using the values at market close)
- Read and respond to secure messages relating to your share dealing account
- Company and Market news
- Analysts' consensus information
- Directors' dealing data
- Advanced charting
- Portfolio, market and stock news

Investment Process

Our easy-to-use website enables you to trade online 24/7. All dealing instructions should be given direct to EQi, either online via your account or by telephone.

Please bear in mind that instructions to transfer money to/from your share dealing account must always go via James Hay Partnership. EQi will be unable to accept funds paid directly to your share dealing account or transfer funds to any other bank account. Money must be transferred between your James Hay Partnership cash account and your share dealing account using James Hay Partnership's online cash movement facility.

You are responsible for transferring cash between James Hay Partnership and EQi. James Hay Partnership will not accept investment instructions; these must be arranged directly with EQi.

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EQi Permitted Investments List

UK equities: invest in all UK equities (including AIM and NEX Markets) where settled through the CREST system in sterling.

International equities: all major European and North American markets where settled through the CREST settlement system in sterling. We give you access to multiple countries and Exchanges across Europe, USA and Canada to trade in global household names.

Investment Trusts: collective investment companies listed on the London Stock Exchange which invests in the shares of other companies. These have a limited number of shares (close-ended) and the price varies with supply and demand.

Gilts and corporate bonds: Often favoured by investors looking for income or protection against inflation, they are priced in pounds and traded in 'blocks' of £100 nominal value. Gilts and bonds are generally viewed as being of lower risk than shares or funds, although their prices can also fall as well as rise and investors should consider the creditworthiness of the issuer before trading.

Exchange Traded Funds (ETFs) and Commodities (ETCs): An Exchange Traded Fund (ETF) is an investment vehicle traded on stock exchanges, much like stocks or bonds. It tracks assets such as stocks or bonds and trades at approximately the same price as the net asset value of its underlying assets over the course of the trading day. However, unlike an equity, where structures are broadly similar, ETFs do not share a common structure – some are simple trackers, whilst, for example, others use derivatives to 'short' the market or to provide leverage.

An Exchange Traded Commodity (ETC) is an investment vehicle that tracks the performance of an underlying commodity or basket of commodities. 'Single commodity ETCs' follow the price of a single commodity, whilst 'index-tracking ETCs' follow the movement of a group of associated commodities, such as cattle, energy or metals.

However the term ETCs covers a wide range of investments, many of which use derivative structures, such as swaps, futures and options, so it is important you read the Prospectus to understand exactly what you are investing in, how it is structured and the risk associated with it. We classify ETCs as complex instruments – see next section.

Warrants and other securitised derivatives: Warrants, Covered Warrants, Turbos and Structured Products are deemed to be complex instruments and are best suited to more experienced investors. This is due to the leveraged nature of these products, which means that profits or losses are magnified. As such, special risks apply. These risks are documented in a formal risk warning notice. For your protection, and to satisfy the regulations, it is important that you read and understand the contents of this warning and that you complete our appropriateness assessment before we can permit you to deal in complex instruments.

The price and value of any investments and the income, if any, from them, can fluctuate and may fall against the investor's interest. An investor may get back less than the amount invested. Information on past performance, where given, is not necessarily a guide to future performance. Changes in rates of exchange may have an adverse effect on the value of non-UK shares.

The investments and investment services offered by EQi may not be suitable for all investors.

If you are unsure as to the suitability of a specific investment, you should consult a Financial Adviser who is regulated by the Financial Conduct Authority to advise on such investments.

If you have any questions regarding the content of this document, please visit www.eqi.co.uk or call **0333 207 6371**.