

## Smith and Williamson Fund Administration Limited Supplementary Information Document

The information in this document should be read in conjunction with the Key Investor Information Document for your chosen fund.

**IMPORTANT: You will not be able to invest if you have not read the most recent Key Investor Information Document for your chosen fund, even if you are already invested in the fund. Please ensure you have received the latest version of the Key Investor Information Document. You can obtain this by calling 0141 222 1151, or by writing to our Transfer Agency Team (see Contact details).**

### If you change your mind

You have the right to cancel any purchase of shares or units in a fund for up to 14 days after you receive your contract note. If you cancel your contract, you will receive a refund of the amount you invested including the entry charge either in full or less a deduction to reflect any fall in the share/unit price since you invested. This may result in a loss on your part. Please note that in certain circumstances, there may be a delay in returning your investment.

If you wish to exercise your right to cancel please write to our Transfer Agency Team (see Contact details), quoting your contract reference number.

You will not have the right to cancel if more than 14 days have passed after you received your contract note.

### How to complain

We trust you will be satisfied with your chosen fund and the service you receive from Smith & Williamson Fund Administration Limited. However, if for any reason you are not happy you have the right to complain and we would like to hear from you.

If you wish to make a complaint or would like a copy of our Complaints Handling Procedure, please contact our Transfer Agency Team (see Contact details), or alternatively write to:

The Compliance Director  
Smith & Williamson Fund Administration Limited  
25 Moorgate  
London EC2R 6AY

If your complaint is not resolved by us to your satisfaction you may be entitled to refer this to:

Financial Ombudsman Service  
Exchange Tower,  
London E14 9SR,  
United Kingdom  
Telephone no. 0800 023 4 567

We will inform you of your rights when answering your complaint.

### If we can't meet our obligations to you

We are covered by the Financial Services Compensation Scheme (FSCS) which offers compensation when a UK authorised firm is unable to pay claims against it. You may be entitled to compensation from the scheme if we cannot meet our obligations to you.

Most types of investment business are covered for 100% of the first £50,000 of the claim per person.

Further information about compensation arrangements is available from:  
Financial Services Compensation Scheme  
PO Box 300  
Mitcheldean  
GL17 1DY

FSCS Helpline: 0800 678 1100 or 020 7741 4100      FSCS website: <http://www.fscs.org.uk>

## **When we hold money for you**

No interest will be paid on client money that we hold. Some client money (no more than 20%) may be held with a bank within the same group as Smith & Williamson Fund Administration Limited.

## **How to buy and sell shares/units**

For your first investment in a fund, you will need to complete an application form (please contact our Transfer Agency Team to obtain an application form). This should be sent together with a cheque (up to a maximum value of £50,000) payable to "Smith & Williamson Fund Administration Limited" to our Transfer Agency Team. We may also (at our discretion) accept an electronic transfer to our bank account – please contact our Transfer Agency Team in advance if you would like to arrange this. Where payment is made by bank transfer, we will not normally place any deals until we can see the payment in our account. Please note that any payments over £50,000 must be made by bank transfer. You will also need to provide documents to prove your identity – details of what is required are given on the application form.

You can make further investments, switch to a different fund or convert to a different share/unit class in the same fund by writing to our Transfer Agency Team. You will need to confirm you have read the latest Key Investor Information Document for the fund or share/unit class you are investing in/switching into and provide payment (where applicable) in advance of placing the deal.

You can sell your shares/units by writing to our Transfer Agency Team.

## **Contact details**

All instructions and enquiries should be addressed to:

Transfer Agency Team  
Smith & Williamson Fund Administration Limited  
206 St Vincent Street  
Glasgow  
G2 5SG

Dealing: 0141 222 1150  
Enquiries: 0141 222 1151  
Fax: 020 7131 8261

Email (enquiries only): [SWFADealing@smithandwilliamson.com](mailto:SWFADealing@smithandwilliamson.com)

Our Transfer Agency Team is normally available between 9.00am and 5.00pm Mondays to Fridays (excluding Bank Holidays in England). Please note that telephone calls may be recorded for training and monitoring purposes.

## **About us**

Smith & Williamson Fund Administration Limited is authorised and regulated in the UK by the Financial Conduct Authority. The registered and head office of Smith & Williamson Fund Administration Limited is 25 Moorgate, London EC2R 6AY.