

# FREQUENTLY ASKED QUESTIONS

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## How do I buy units/shares (Subscriptions)?

If you are over 18 you can subscribe to any of the funds on our website (see individual funds and share classes for restrictions).

We do not accept phone deals; all subscriptions and redemptions need to be made in writing.

Please complete an application form from the relevant Fund page, this can then be scanned or clearly photographed and emailed to the address given on the form. Alternatively, it can be printed and sent to:

Valu-Trac Investment Management Limited  
Orton, Moray  
IV32 7QE

## What happens once I have invested?

On receipt of your subscription, we will place your deal in your chosen fund(s) at the next available valuation point, we will then send you a contract note. This will give you all the details about your investment such as the number of units/shares you receive, the price you paid and the date your investment was made. You should keep this document safe for future reference.

## How do I sell my investments (Redemptions)?

You can redeem all or part of your holdings at any point. Redemption requests must be made in writing, we do not accept redemption requests over the phone.

When instructing a redemption request via any of the methods below, it is important that you provide the bank details of where you would like the proceeds to be paid. We can only pay them into an account in the name of one or more of the account holders. If we are unable to verify your bank details, we may request evidence of your bank account details.

### In Writing

Any redemption instructions that you send to us in writing must be signed by all named account holders. Instructions should be sent to:

Valu-Trac Investment Management Limited  
Orton, Moray  
IV32 7QE

### Via Email

Any redemption instructions you send to us via email must be received from an email address registered on the account. Where there are multiple holders, the other holders must be CC'd into the email request using the email address we have registered for them on the account. Where there is no email address registered on the account, a written instruction, signed by all holders, can be attached to the email. The request should be sent to your relevant fund's email address (found on the relevant funds page).

## Can I switch between different funds?

Yes. Send a written instruction to the fund email, or Valu-Trac postal address stating the fund and amounts that you wish to transfer between.

## How are costs and charges applied?

Any subscription or redemption charges, if applicable, is taken from your initial investment amount.

The ongoing fund charges, including the Annual Management Fee, Trustee Fees/Depositary Fees, Auditors Fees, and Transaction Fees, are taken from the fund's assets, and are reflected within the unit/share price.

There may be taxes which you are liable to pay as part of your investment. These costs are not paid via the fund, and it is your responsibility to understand your tax liabilities. Valu-Trac do not provide tax advice and you should therefore consider the impact of tax on your investment carefully and, if in any doubt, seek professional advice before making any investment decision.

Further information relating both to the initial charges and fund costs can be found in the Fund Prospectus and KIIDs on the relevant Fund page.

## How do I keep track of my investment?

You may email or phone the relevant fund team to request a valuation of your investments. (Both contact points found in the relevant fund page)

## How do you protect my money?

All Funds are essentially separate entities and the investments held in them are strictly monitored and accounted for.

During a subscription or redemption request, when your money is in transit, we hold this in specific Client Money accounts. Your money is never held with Company Funds without your express consent.

Should the Fund go into Administration, your money is protected by the Financial Services Compensation Scheme, up to a maximum of £85,000. Please see the [FSCS website](#) for further information.

Should Valu-Trac, itself, go into administration, due to the structure of the funds, it would be expected that the Fund would transfer and continue operating with a replacement ACD.

Valu-Trac also have strict AML requirements in place to ensure that when a redemption request or other change to an account is made, we are confident that it is a genuine request. Please see the "How do you verify my identity?" section of this document.

## When are statements sent?

If there is an email address on your account, statements will be emailed to you on a periodic basis, usually at least every 6 months. Some Funds may release statements more frequently.

## How am I notified of distributions paid?

For all share classes, a Distribution Voucher, is created and sent to you either by post or to an email address, if we hold one. You should usually receive these on or just after the Fund's pay date.

If you are in an accumulation share class or have elected to reinvest your distributions, you will still receive the vouchers.

For income share classes, the distribution payments will be made to your nominated bank account on the Fund's pay date.

Pay dates relevant to your fund can be found in the Fund's Prospectus.

## Are there any non-dealing days?

Our non-dealing days match those of the London Stock Exchange and can be checked [here](#).

## How do you verify my identity?

Also known as Anti-Money Laundering Checks (AML), Valu-Trac has strict processes in place to ensure that only you, or your named representatives can access your holdings. To allow us to do this and to check that it is you making any requests, we will request some or all of the following:

- Requesting you confirm some of the personal details we hold about you on phone calls, including transaction history if relevant.
- Where we do not already hold AML documentation for you, our rules require us to request it before processing any transactions.
- The following documentation will be required from individuals or their representatives:
  - Certified (see below) copy of passport or drivers' licence;
  - Two original/certified true copies of utility bills (not older than 3 months and with the same address as that on the application form).
  - For joint applicants, documentation in respect of each applicant is required.

If for any reason you are unable to provide the above, we will work with you to find alternative verification methods.

## Keeping your account records up to date

If you need to update any of your details, you can email or phone the appropriate Fund Team in the first instance, where our team will then be able to inform you what they will require to make those changes.

## How do I notify you of a change of address?

You can notify us of a change of address in writing, by sending us a signed instruction which includes your VT Account Number, name, old address and new address.

We will then send a letter to your old and new address to confirm the changes.

## How do I register a Power of Attorney?

In order to allow Valu-Trac to register a Power of Attorney on your account, we require the following documentation:

- A certified copy of the Power of Attorney (or sight of the original).
- Anti-Money Laundering documents on all the named executors (see "How do you verify my identity?").

## If an Investor has died.

In order to allow Valu-Trac to either sell or transfer the investment, we require the following documentation:

- A certified copy of the Will and Testament and a certified copy of the Grant of Probate. How to certify a document can be found at [Certifying a document - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

- Anti-Money Laundering documents on all the named executors (see “How do you verify my identity?”).
- A signed written instruction from all executors detailing the amount to be redeemed with a note of the bank details in which the monies are to be paid to.
- Back up documents of the banking details (voided cheque, bank statement etc).
- If the transferee is not a client, we would require an account to be opened.

## How to certify documents.

More information can be found at “[Certifying a document - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/certifying-a-document)”

Your document must be certified by a professional person or someone of good standing in your community.

For instance, you could ask an FCA-registered individual, a lawyer or solicitor, a chartered accountant, a bank official, a teacher, a doctor, a dentist, or a nurse.

They cannot be a family member, living at the same address or in a relationship with you.

They also cannot be a trainee in their profession.

The certifier must:

- write “Certified by me to be a true copy of the original seen by me” on the document,
- sign and date the document
- print their name under their signature
- add their occupation and address and telephone number