

## Why are we doing this?

- **Why is this being done now?**

You will be aware of the heightened risk to financial crime, fraud and identity theft that we all face today. The volumes of these attempts are increasing and we are seeing ever more sophisticated methods, not least with the advent of Artificial Intelligence.

As a firm who you place trust in, with respect to part or whole of your investments, Valu-Trac Investment Management Limited take the responsibility for the protection of your investment incredibly seriously. As a result, we are currently enhancing a wide range of our financial crime detection and prevention measures and this is why we are asking you to complete this verification process.

- **Why are you asking for this when you already have my ID?**

We regularly re-verify all investors to ensure we have your most recent information and to protect investors and their investment from any risk of fraud or malicious account take over.

- **What is it you actually want and why?**

To assist us in verifying your details, we would kindly ask that you provide the information requested on the Information Request Form issued to you and return it in the prepaid addressed envelope provided or by email to the relevant fund email address which can be found on our website ([www.valu-trac.com](http://www.valu-trac.com)). A copy of the information Request Form can also be found at [www.valu-trac.com/investorrelations/investor\\_support/](http://www.valu-trac.com/investorrelations/investor_support/).

Smartsearch will then ask you to complete the next process of the verification by uploading a photo of your proof of identity, i.e. a valid passport or driving licence, followed by a facial recognition process, which involves capturing a live image of yourself (selfie).

The two images will then be compared by Smartsearch to prove that it is you that is in possession of your identity document and it has not, for example, been intercepted in the post.

## I'm finding the process complicated

- **I need a step by step walk through of the process**

We previously issued to you a step by step guide in the document entitled "Facial recognition – a step-by-step guide".

This is also available on our website [www.valutracs.com/investorrelations/investor\\_support/](http://www.valutracs.com/investorrelations/investor_support/) or should you require a paper copy please contact our Investor Services team.

- **Can you walk me through this over the phone?**

If you are experiencing difficulties please refer back to the document entitled "Facial recognition – a step-by-step guide" to complete the identity verification process. If you still feel you are unable to do this please contact our Investor Services team who will be able to assist you.

## I've tried to submit documents but I am having difficulty completing the verification

- **I haven't received a link to start the verification process**

When your Information Request Form is processed by us a link will be sent to you via SMS (text-message) to the mobile number provided to us. However, if you have not received a text message from Smartsearch after you have returned the Information Request form please check through the following steps:

- i) Please check that the mobile number given was correct. If it has been sent to an incorrect number, please contact us and we can arrange for this to be corrected.
- ii) It is possible that the mobile phone you have provided the number for is not a smartphone. If this is the case, the message can be requested to be sent to an alternative mobile number or an email address instead. This will allow the verification process to be completed on a device with a camera e.g. iPad, laptop, tablet or PC
- iii) If a mobile number was not provided at the outset, this link will automatically be sent via email to your email address instead. Please also check your spam or junk mail folder as it may have been automatically moved there by your email platform.

- **I can't open the Smartsearch application on my phone**

If you are having difficulty accessing the Smartsearch application, in the first instance, please double check that the phone you are using is a smartphone (e.g. an iPhone or Android phone). If it is not a smartphone, please let us know and we can arrange for the link to be sent via an email so the application can be completed on another device with a camera i.e. iPad, laptop, tablet or PC.

- **I have been trying to access the link for a number of days and it does not appear to work**

The link is set to expire after 5 days. However, a replacement will be sent shortly after this point. If you are still unable to access the Smartsearch portal, please contact our Investor Services team.

- **Why am I receiving repeat reminders?**

Once the Smartsearch Verification process has commenced, Smartsearch will send you a text message with the link to follow, with 2 reminders over the next 5 days until the verification process is completed by you. This link will expire in 5 days but we will automatically send a new link if you have not yet completed the verification process to allow you more time to do this. If you are still receiving reminders this means that the process has not been completed. If, however, you believe that all the verification steps are complete, please contact Investor Services who will be able to investigate.

## Is there another way to do this?

- **Can you send all the details to me in the post?**

While the Smartsearch verification process can only be completed online, we can send out replacement copies of the Information Request form and document entitled "Facial recognition – a step-by-step guide". Please contact our Investor Services team to request these.

- **I am not able to complete this process on-line**

We would encourage all investors to complete the Smartsearch verification process where possible, however, we appreciate that under some circumstances this may not be possible. If, for example, you do not possess the required documentation or do not have access to a smartphone or device with a camera e.g. iPad, laptop, tablet or PC, please contact our Investor Services team.

- **I don't have any documents I can use**

If you do not have a valid driving license or Passport please contact our Investor services team who can discuss alternative verification methods.

## Contact details for our Investor Services Team

By email: [investorservices@valu-trac.com](mailto:investorservices@valu-trac.com)

By phone: 01343 357246.