

# **General Investment Account Key Features and Terms & Conditions**



## What is the purpose of this document?

This document provides you with the Key Features and Terms & Conditions of True Potential Investments' (TPI) General Investment Account (GIA) and should be read in conjunction with the:

- Discretionary Management Service Agreement (where applicable)
- True Potential Portfolio Factsheet
- Personal Illustration;
- SEI Custody Terms & Conditions;
- TPI Dealing and Custody Service Agreement, and
- Best Execution Policy.

These documents are designed to provide you with enough information to enable you to decide whether opening a GIA is the right for you. You should read these documents carefully and keep them in a safe place.

For the purposes of this document "we" or "us" refers to True Potential Investments LLP.

**Please note:** Later this year True Potential Investments will be taking over as custodian of assets held on the Wealth Platform, a role currently fulfilled by SEI Investments (Europe) Limited. This change will make us a more streamlined business, allowing us to integrate with new technology and develop new features at a faster pace.

This means therefore, that these Terms & Conditions will be updated to reflect the change of custody of your account.

We have provided you with the SEI Custody Terms and Conditions which reflect the current arrangements, and the TPI Dealing and Custody Agreement that will apply when these changes have been made. Please read through these documents and get in touch if you have any questions.

**You will not have to take any action and you will be notified via your client site when this change happens. We will also provide you with updated Terms & Conditions.**

The updated Terms & Conditions will see the following amendments:

Section	Title/Header	Changes
(A) Key Features	Document Purpose	Replaced the reference to SEI Custody Terms & Conditions with the new TPI Dealing & Custody Service Agreement
(A) Key Features	Fees and Charges	Removal of the £50 Account Closure fee
(B) Terms & Conditions	1.6.5 Cash held in your account	References the new client money bank accounts held at the Royal Bank of Scotland
(B) Terms & Conditions	1.9 Our role	Replaced the reference to SEI, and explains TPI's new role as Custodian
(B) Terms & Conditions	1.9.1 Our Wealth Platform	
(B) Terms & Conditions	1.9.2 Safe custody of assets	
(B) Terms & Conditions	1.9.3 Cash deposits and client money	References the new client money bank accounts held at Royal Bank of Scotland
(B) Terms & Conditions	3. Best Execution Policy	Replaced the reference to SEI, and explains TPI's Best Execution Policy
(B) Terms & Conditions	4.1 Steps to recover losses/damages caused by a third party	Replaced the reference to SEI, and explains the steps TPI will now take to recover losses/damages caused by a third party



## Section A - Key Features

This section gives you the main points about our GIA.

### The Firm and our Services

True Potential Investments was launched in 2007 in the aim of revolutionising the way wealth management is delivered. We believe that by using technology to deliver financial services, we empower clients to take control of their financial futures. In order to achieve this aim, True Potential Investments has become a regulated platform operator, investment manager, and pension operator and administrator and we own our own platform (True Potential Wealth Platform).

### Who Regulates Us

We are authorised and regulated by the Financial Conduct Authority. Their address is 25 The North Colonnade, Canary Wharf, London E14 5HS. Our firm reference number is FRN 527444

### What questions should I ask before I invest?

This document gives you the answers to some very important questions. These are set out on the following pages and will help you decide whether our GIA is suitable for you.

### Aims of our GIA

- To give you the opportunity to invest a sum of money in to a range of investments through the True Potential Portfolios discretionary managed service with the aim of increasing the value of your investment
- To allow you to make one-off or regular payments or contributions
- To allow you to transfer an existing GIA in to the True Potential GIA
- To allow you to take one-off or regular withdrawals

### Your commitment

- You must take care to read all of the relevant literature and information provided to you
- You will pay the associated fees and charges, as set out in the Fees and Charges section
- You will make at least one payment into your GIA to open the account
- You can only open and hold a True Potential GIA on the True Potential Wealth Platform
- Where instructions are placed online via your account, the True Potential Wealth Platform will take in good faith that you placed them personally. You must keep your unique login details secure.
- Before opening a True Potential Investments GIA, consider whether you have sufficient experience of investing and decide whether you are prepared to be responsible for the investment decisions you make

### Main risk factors

- With investing, your capital is at risk
- Investments can fluctuate in value and you may get back less than you invest
- What you get back will depend on future performance, nothing is guaranteed. Past performance is no guarantee of future performance.
- The charges below may increase
- If you withdraw from your investment, you may get back less than your goal because
- Your investments grow less than illustrated;
- You have taken money out; and/or
- You do not invest as planned
- Tax rules and government pension policy can change at any time
- If you transfer from another GIA the benefits may not be comparable
- If you cancel and your investments have fallen in value, you will not get back the full amount you invested or transferred
- True Potential Investor does not offer or provide advice. If you need financial advice then you should consult a qualified professional financial adviser.



## Fees & Charges

Fee	Amount	Frequency
Platform Fee	0.40% of the value of your investments per year	Monthly
CHAPS Payment Fee	£15 per CHAPS transfer	One-off when you request a payment by CHAPS. Note there is no charge for a BACS payment
Account Closure Fee	£50 per account if closure leaves you with no money invested with True Potential Investor	On account closure

Fees are taken from cash holdings, if there is not a sufficient cash balance on your account to cover the fee, the remainder will be raised by selling units from the largest holding.

True Potential Investments calculate the fee daily based on the value of the Investments held in your portfolio at the close of business and then collect fees automatically from your investments once a month.

The Platform Fee of 0.40% covers:

- Administration of investments
- Custodian service
- Safekeeping of your assets
- 24/7 access to your account
- Live chat, email and telephone support

## Questions and Answers

### Who might our GIA be suitable for?

A client who:

- May be looking to transfer existing GIA's from other providers;
- Is looking to invest through the True Potential Portfolios discretionary management service; and If you are unsure about any of these points you should seek help from a Financial Adviser
- Would like unrestricted access to funds
- Is content to deal directly with True Potential Investor, without the need for a financial adviser. Please note True Potential Investor is unable to provide advice.

### Who can open our GIA?

You must:

- Be aged 18 or over;
- Be resident in the UK, or a crown servant (e.g. diplomatic or overseas civil service) or a spouse or civil partner if you do not live in the UK
- Not be a United States person and;

**How can I open a True Potential Investments GIA?**

You will need to:

- Read this Key Features and Terms & Conditions document
- Complete an online submission, confirming that you agree to the Terms and Conditions

Your investments will be held on our Wealth Platform. Please refer to Section B - Terms and Conditions for more information.

**Are there any minimum or maximum contribution limits?**

There is no limit on how much you can invest into your GIA. The minimum contribution you can make is £1.

**How can contributions be paid?**

We can accept:

- Debit card payments.

Once your GIA is set up you can pay single and/or increase/decrease your regular subscriptions at any time.

**How do I obtain a valuation of my GIA?**

You will have access 24 hours a day to valuations at [www.tpinvestor.com](http://www.tpinvestor.com) and through our mobile apps, where you can also give instructions to manage your account.

**When can I take money out of my GIA?**

Cash can be taken out of a GIA at any time as either a one-off payment or by setting up a regular withdrawal arrangement. You can either withdraw the full balance held in your GIA, or withdraw part of the balance. There is no charge for withdrawing money from your GIA if you choose to receive the money by BACS, however if you choose to receive the money by CHAPS then a £15 payment charge will apply.

You can arrange to set up a regular withdrawal of a fixed amount. Payments will be made to your nominated UK bank/building society account by BACS. Money will be in your bank account within 10 working days.

**How do I manage my True Potential Investor account?**

You will have access 24 hours a day at [www.tpinvestor.com](http://www.tpinvestor.com) and through our mobile apps, where you can also give instructions.

**Can I save money in cash?**

No, your money will be 100% invested through the True Potential Portfolio discretionary management service.

**What tax will I pay?**

A GIA is not a tax-exempt product. Please refer to Section B – Terms & Conditions.

**What happens when I die?**

When we are notified of the death of an account holder we immediately freeze the account until such time as we receive an original Grant of Probate (or a copy certified as a true original by a solicitor, barrister, notary public or Court official). This means we will no longer accept instructions until we receive official notification.

We construe the personal representative(s) of the estate as the account holder.

**What if I change my mind?**

You have a legal right to cancel your GIA, if you change your mind. If you wish to cancel then you must do so within 14 days of the date that you agreed to the terms and conditions in this document.

Cancellation rights also apply if you transfer an investment to us. You will have 14 days from the date that you agreed to the terms and conditions in this document to exercise your right to cancel.



**What if I have a query or complaint?**

If you have a complaint, please contact us at the following:

True Potential  
Investor Newburn  
Riverside Newcastle  
Upon Tyne NE15  
8NX

T: 0191 500 9172

E: [TPICompliance@tpllp.com](mailto:TPICompliance@tpllp.com)

Secure message: via your online account at [www.tpinvestor.com](http://www.tpinvestor.com)

Your complaint will be handled in accordance with our internal procedure and the Financial Conduct Authority (FCA) rules governing complaints. We will register your complaint on the date that we receive it and will respond within five business days of that date.

A copy of our Complaints Management Procedure is available online at [www.tpinvestor.com/complaints/](http://www.tpinvestor.com/complaints/) or can be requested via any of the above channels and will be provided free of charge.

If your complaint is not dealt with to your satisfaction the matter may be referred to the Financial Ombudsman Service at Exchange Tower, London E14 9SR

T: 0800 023 4567 or 020 7964 1000

E: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) W:

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Any such action will not affect your right to take legal action.

**What is the Financial Services Compensation Scheme (FSCS)?**

Your cash and investments are held separately to our own accounts. As such, in the event that we or a depositor we use failed financially, your cash and assets would remain yours as they are segregated. As part of any wind down process, the administrator is obliged to return them to you. In the event that we, a depositor or a fund manager are unable to meet the liabilities to you in full, you may be entitled to redress from the Financial Compensation Scheme (FSCS).

Further information is available from:

**FSCS at 10th Floor**  
**Beaufort House**  
**15 St. Botolph Street**  
**London, EC3A 7QU.**

T: 0800 678 1100

We ensure that any depositors used (e.g. banks) are covered by the Financial Services Compensation Scheme (FSCS). This means that you could be covered by the FSCS up to the prevailing rate for each separately authorised deposit taker – subject to eligibility for compensation.

Should one of our underlying Fund Managers fail financially, your investments will be covered at the relevant FSCS rates at the time, the maximum level of compensation for claims under the Investment Business section of FSCS is £50,000 per person, per firm that defaults – subject to eligibility for compensation. This information will be available in the Fund Prospectus.

For further information visit the FSCS website: [www.fscs.org.uk](http://www.fscs.org.uk)



## Section B - Terms & Conditions

This section provides the Terms & Conditions for our GIA.

Changes to these Terms and Conditions (including any changes to the charges) will be made by giving you 30 days' notice subject to legal, regulatory requirements or other official requirements. We don't provide any recommendations or advice in relation to the suitability of any account or investment. The availability of the True Potential Portfolios and True Potential Investments GIA doesn't imply that it is necessarily suitable for you and you should seek advice from a Financial Adviser if you are unsure.

### 1. Important information about your investment

#### 1.1 About the True Potential Platform

The True Potential Platform is a collection of services and tools that you use to arrange, manage, and track your investments easily. The platform holds circa 3000 investments which, depending on your circumstances, could be used to achieve your investment objective. The True Potential platform has been in operation from November 2011 and we have a great deal of experience in helping people access to and manage their investments effectively. The platform is designed to enable intermediaries and clients manage their investments more easily and either through an intermediary or directly (where appropriate) you can instruct us to buy, sell and switch your investments.

If you have existing investments with other providers you can arrange to transfer these to the True Potential Wealth Platform, either through your intermediary or your personal client site. If you wish to withdraw money from your account, you can request this either through an intermediary (if you have one), or if you invest directly, by sending a secure message to our support team through your online account.

You will receive a contract note for every transaction that takes place on your account and you can also view the value of your investments 24 hours a day on your personal client site. You may also receive other statements such as tax statements and these are available on your personal client site for reference. Your ability to cancel depends on your product specific terms and conditions.

#### 1.2 Your application

- The Application is for the establishment of your General Investment Account and, as such, must satisfy the requirements set out. We cannot open an account for you without an online application, subject to passing our identity verification checks
- Your application won't proceed if your identity and address certifications are incomplete
- You will inform us of your current Tax Residency and will keep us informed if your Tax Residency changes
- Investments within your General Investment Account are held in the name of our Custodian (SEI) but will always remain in your beneficial ownership and will not be lent to third parties or used as security for loans
- We rely on the information and declarations contained in your application in considering whether or not to hold your investments. If it comes to light that any of this information or these declarations are false or misleading in any material way, we reserve the right to amend or terminate your investments
- We reserve the right to request supplementary documents from you at any point during the term of your investments being held without giving any reasons
- We reserve the right to reject all or any of your application for any reason, at our discretion

#### 1.3 Retail clients

Our policy is to treat all clients referred to us as Retail Clients in order that they receive the fullest regulatory protections and avenues of recourse available. If this status does not apply to you, you can inform us of your correct status in writing.



#### 1.4 Fees & charges

See Section A – Key Features for the charges applicable to your TPI GIA.

There is a more detailed description of the charges in your Portfolio Factsheet and Personal Illustration.

#### 1.5 Carrying out transactions in your True Potential Investor account

##### 1.5.1 Form of instructions

We will only act on instructions from you as communicated through your True Potential Investor Account. If we receive an instruction from a third party, for example another financial services provider, we will always require your approval before acting on that instruction.

Where you fail to provide the information required, or fail to comply with these terms, or where the instruction in question is otherwise incomplete or ambiguous, we shall be entitled, at our discretion, to:

- Delay the acceptance of the instruction whilst we seek clarification from you or, in the case of a cash transfer instruction, identify the True Potential Portfolio in question;
- Reject the instruction; or
- Execute the instruction in respect of the investment, or such class or designation of the investment, which appears to be the closest to the True Potential Portfolio described in your instruction, without liability to you for any loss which you may incur as a result. Where you request that we cancel an instruction, prior to completion of the transaction in question, we will use reasonable steps to cancel the instruction. However, if we are unable to cancel the instruction in question, we shall have no liability.

The details of an instruction, which we have received and accepted, will be set out in your True Potential Investor account as well as a contract note, which will be available online through your True Potential Investor clientsite.

##### 1.5.2 Withdrawal instructions

You can elect, by way of a valid instruction, to have withdrawals paid to your Nominated Account on a single or regular basis, subject to any applicable contractual, legal or regulatory restrictions and to such Instruction being for no less than any minimum that might apply.

Payments of regular withdrawals will be made:

- Monthly, quarterly, biannually or annually; and
- On the 1st of the month (or, where this is not a Banking Day, the immediately preceding Banking Day).

All withdrawals are subject to a right of set-off against any monies which you owe to us but which remain unpaid at the time in question.

##### 1.5.3 Instruction conditions

- Instructions for cash withdrawals will only be paid by direct credit to the Nominated Account linked to your account
- All instructions are deemed to be inclusive of costs, expenses and charges unless expressly notified otherwise by us
- You are prohibited from giving any instructions if, at the time in question, you are situated in the USA

##### 1.5.4 Variation to normal business hours in December

Notwithstanding anything to the contrary in these Terms & Conditions, our offices will close at 12pm on the Business Day immediately before Christmas Day and on the Business Day immediately before New Years' Day.

#### 1.6 Cash

##### 1.6.1 Cash deposit instructions and cleared funds

Where the balance of cash falls to £0, we may, at our discretion, sell investments in your TPI GIA to a value equal to or as



near as possible (rounding up) to the value of any withdrawals for which we have instructions to settle within 10 working days of the sale date, subject additionally to the minimum investment sale.

#### **1.6.2 Interest**

Where your TPI GIA has a cash balance, we will credit it with cash interest each month if applicable. The interest applied is calculated by taking the Gross amount of interest periodically received from the financial institutions which have custody of our client account monies and then applying this in proportion to each client's average daily cash balance over the same period.

#### **1.6.3 Use of cash**

Cash will be used to debit from you:

- The amount of any payments made to our Trustee bank account in respect of which we have received an instruction from you;
- The amount of our Wealth Platform charges payable

To credit to you as new cash:

- Cash deposits which you make from time to time;
- The proceeds of sale of True Potential Portfolios in respect of the TPI GIA (net of all costs, charges, fees, expenses, duties or other liabilities in connection with such sales);
- Income (including, without limitation, dividends) received in respect of Investments allocated to the TPI GIA;
- Interest, in accordance with the provisions set out previously; and where it is not permissible by law and/or regulation to debit or credit such amounts from, or to the cash balance of the TPI GIA in question, or where we from time to time consider such debit or credit of cash would be prejudicial to the operation of the TPI GIA or to the tax or regulatory status or integrity of the TPI GIA, we will make such debits and/or credits from and/or to your cash account instead.

#### **1.6.4 Settlement**

Where a transaction relating to Customer Assets is due to take place on a particular date, our Custodian may record it as happening on that date, even if there is a delay. However, if the problem is not resolved promptly, our Custodian may adjust its records to show that the transaction did not in fact take place.

#### **1.6.5 Cash held in your account**

The Cash within your TPI GIA is held in an interest-bearing, client money account at HSBC Bank plc and these accounts are operated in accordance with the client money rules of the FCA.

Any income accruing to the investments held within your TPI GIA will be credited to your account net.

#### **1.7 Electronic Documentation**

By agreeing to these Terms & Conditions you, agree to all your documents relevant to your transactions (Contract Notes, Statements and Custody Statements etc.) being placed electronically within your True Potential Investor clientsite.

Should you require paper copies of documentation please contact us in writing at:

**True Potential  
Investor  
Newburn Riverside  
Newcastle upon  
Tyne  
NE15 8NX**

Copies of documentation will be provided within five working days from receipt of the request.



## 1.8 Closing of your account

### 1.8.1 Closure by you

Generally, the manner in which accounts are closed will be for the investments to be:

- Encashed and the net sale proceeds to be transferred to the provider operating the particular General Investment Account in which they were previously held; or
- Transferred to another True Potential Investor account.

We will follow your instruction to the extent that it complies with these Terms & Conditions and does not breach any legal or regulatory restrictions.

There will be no charge incurred for closing an account.

Immediately prior to the withdrawal or transfer of cash and/or Investments, we will first deduct all costs, charges, fees, expenses, taxes, levies or other liability of whatever description which have accrued in respect of the TPI GIA in or before the date of the transfer or withdrawal and which are calculated but have not yet been paid.

Notwithstanding the closure of your TPI GIA, you will remain liable for any, costs, charges, fees, expenses, or other liability of whatever description which have accrued in respect of your TPI GIA prior to the date of such transfer or withdrawal but which have not been so deducted until such time as they are paid in full by you.

### 1.8.2 Closure by us

We are entitled to close your TPI GIA where:

- You have failed within a reasonable timeframe to provide any documentation we have requested from you in order that we can fulfil our regulatory or statutory obligations (including, but not limited to, the failure to provide suitable evidence to enable you to verify your identity in accordance with anti-money laundering rules and regulations in force); or
- We are obliged or instructed to do so by the terms of a Court Order.

During the period from the date of the notice of closure and the date on which the final cash is returned to your GIA provider or deposited in to your Nominated Account(s), your TPI GIA will be frozen.

Where the balance of your Cash within the TPI GIA cannot be returned to your GIA provider or transferred to your Nominated Account due to a legal or regulatory restriction, we will accept your instruction as to where to transfer this balance to, provided that the instruction does not breach any legal or regulatory restriction.

We will not be liable to you for any, costs, charges, fees, expenses, taxes, levies or other liability of whatever description which are triggered, accrued or crystallised by the closure of your TPI GIA.

The provisions for us to close or wind up the scheme whereupon we will cancel its contract with you, are contained in the Trust Deed and Rules. These are available on request.

## 1.9 Our role

True Potential Investments has full authority to:

- a) Execute actions on your behalf which may be reasonably required to enable True Potential Investments to execute a transaction on your behalf;
- b) Communicate orders to our Custodian on your behalf;
- c) Instruct our custodian to hold your account(s) and undertake any necessary custodial, settlement or administrative steps in order to administer that account;
- d) Instruct our Custodian on to transfer cash or investments, which they hold on your behalf, in connection with the settlement of transactions;
- e) Allow our Custodian to select trading venues to effect transactions on your behalf (for further details of this please



refer to SEI's Best Execution and Order Handling Policy).

- f) Amend, negotiate, execute or otherwise bring into effect all such relevant agreements in the name of, bringing against, and on behalf of you;
- g) To take any other action (inclusive of, and without limitation, day to day decisions) that True Potential Investments reasonably considers to be necessary or desirable under these Terms and Conditions.

In order for True Potential Investments to carry out our services under these Terms, you will execute and deliver any authorisations and documents as may be reasonably necessary.

We will not:

- Provide investment or tax advice;
- Assess the suitability of the TPI GIA.

### 1.9.1 Our Wealth Platform

A 'Wealth Platform' is a place where a variety of different investment related processes and activities can be conveniently carried out. Our Wealth Platform is where True Potential Portfolios are placed, held and managed.

TPI has entered into an agreement with SEI, whereby TPI have arranged for SEI to act as the Custodian for the assets. By declaring the acceptance of the Terms & Conditions with TPI you have accepted SEI as the Custodian. In addition, SEI is responsible for the Client Money Bank Accounts ("Client Money Accounts"). These accounts are used for the administration of any cash received and paid to you for the purposes of investments.

When SEI places trades for you as instructed by TPI, they are placed in the name of SEI Global Nominees on behalf of TPI /on the behalf. Once the transactions have been completed, the assets are held in the name of SEI Global Nominees on behalf of TPI/on the behalf.

Full SEI terms and conditions are available on request

### 1.9.2 Safe custody of assets

All client custody accounts are operated in accordance with the applicable FCA Regulations. TPI will arrange for the Custodian to provide a custody service which holds your assets and money. Under the applicable regulations, our Custodian is required, amongst other things to "make adequate arrangements so as to safeguard clients' ownership rights and to prevent the use of safe custody assets belonging to a client on the firm's own account".

Our Custodian has procedures in place designed to meet the following obligations:

- Records and accounts are kept as necessary to enable the Custodian to distinguish safe custody assets held for one client from the safe custody assets held for any other client and from the Custodian's own applicable assets; and
- Reconciliations are made to the Custodian's own internal accounts and records and those of any third parties with whom safe custody assets are held (i.e. Sub-Custodians).

In accordance with the Custodian's Custody Terms & Conditions, our Custodian may appoint the use of a third party Sub-Custodian to administer and hold certain asset types. In appointing such a party, all client assets may be held in an omnibus position by the third party Sub-Custodian. This means that certain securities may therefore be registered collectively in the same name for all the Custodian's clients therefore your individual entitlements may not be identifiable by separate certificates or other physical documents of title.

TPI shall be entitled to rely on the statements of the Custodians when performing its obligations under the Terms and Conditions.

TPI shall have no responsibility for any matters properly relating to your relationship with the Custodian including, without limitation, the safekeeping of your investments and the settlement or clearing of your transactions (however TPI shall take reasonable steps to ensure such actions take place).



### 1.9.3 Cash deposits and client money

All client cash deposits and redemption proceeds are held in a client money bank account at HSBC Bank Plc. All the Custodian's client money accounts are operated in accordance with the applicable FCA Client Money Rules.

Our Custodian has made arrangements to ensure that all client money bank accounts are segregated from their own assets and the name of the client money accounts also makes it clear that the assets held within the account are for the benefit of clients and not the Custodian. Whilst the Custodian's client money accounts are currently held at HSBC, client money accounts can be opened with other authorised banks held outside the EEA in accordance with FCA client money rules.

Our Custodian regularly reviews their policy for the selection of banks; with the security of client's money being the primary consideration. All client money bank accounts are pooled meaning that they are held together with other client assets held for us (i.e. they do not have an individual client money bank account for each client). However, our Custodian is at all times able to distinguish between the assets held for one client and the assets held for another client. In the event of a failure of the bank where it is unable to meet any of its liabilities, compensation may be available under the Financial Services Compensation Scheme (FSCS).

Full details of the arrangements under the FSCS are available on their website at [www.fscs.org.uk](http://www.fscs.org.uk).

## 2. Communications with you

We will rely on any communication, which we reasonably believe to have been made by you. We have appropriately strict security procedures in place to help protect your account and to verify your identity, so you will be required to honour any instruction made by you or on your behalf and you will be responsible for expenses incurred.

You are responsible for providing us with correct and up to date contact details, including your postal and email address. If you change your postal or email address in the future, please tell us immediately.

Our main form of communication with you will be through your online account and by email to the address you have provided. When we write to you by post we will do so by standard class mail (or on request, we can send it by registered post at your expense).

We are not responsible for the loss of any documents, or the cost of replacing them, or for any other loss, cost or expense resulting from delay, or failure of delivery of, any communication we send or receive. Provided that we send you correspondence to the email address and/or postal address you have provided, we will not be deemed to have failed in any duty of privacy, nor be liable for any losses, costs or expenses which may arise from a third party intercepting the communications.

Please note that all communications made by True Potential Investments will be made in English.

All of SEI's communications with you will be through TPI (unless SEI are obligated to do otherwise by the FCA).

## 3. Best Execution Policy

All orders are transmitted to our Custodian in a timely manner as covered in our Best Execution Policy and in turn our Custodian will be, responsible for the transmission of these instructions on our behalf.

Our Custodian and our own processes for aggregating orders can sometimes act to your disadvantage. Where that happens, both parties will always put you back in the position you would have been had the disadvantage not been suffered. All Instructions are carried out in accordance with our Best Execution Policy to ensure that, in the course of transmitting, routing and placing Instructions on your behalf on an aggregated basis, we obtain the best possible result for you on a consistent basis.

## 4. Limitation of liability

TPI gives no assurances or guarantee that the value of your investments will not go down or that your investments will generate a profit or income.

TPI does not guarantee your savings goals will be achieved and will not be held responsible for some or all of your investment objectives not being achieved.



TPI shall not be liable for any error of judgement or any loss suffered by you in connection with the services it provided to you under these Terms and Conditions unless such losses arise from the negligence, wilful deceit, dishonesty or fraud by it or any of its employees. TPI shall not be liable for any losses suffered by you including losses arising from:

- a) negligence, wilful default, fraud or insolvency of any other person
- b) TPI carrying out or relying on instructions or any information provided or made available to TPI by you, the Custodian, or any person appointed by you
- c) Market conditions or changes in market conditions
- d) Any delayed receipt, non-receipt, loss or corruption of any information contained in an email or for any breach of confidentiality resulting from an email communication.

TPI shall not be liable to you for any, costs, charges, fees, expenses, taxes, levies or other liability of whatever description which are triggered, accrued or crystallised by following an Instruction from you (or which we, acting in good faith, believe to be from you), or by us exercising our rights under these Terms & Conditions.

TPI will not be liable to the other in contract, tort (including negligence), or otherwise for any indirect or consequential loss or damage, however arising (including, but not limited to, indirect economic loss, loss of business, loss of data, loss of profits and third-party claims), whether or not that loss or damage was foreseeable.

Notwithstanding the foregoing, nothing in the provisions of the above terms operate so as to limit liability for death, personal injury, gross negligence, wilful default, or any other liability in respect of which limitation is prevented by law.

TPI Shall not be liable for any default of any counterparty, bank, sub-custodian or other entity which hold money or investments on behalf of you or with whom transactions are conducted by you. TPI shall not be liable to you for any losses incurred by you as the acts or omissions of the custodian, except where such losses are caused by TPI's negligence, wilful default or dishonesty in complying with clause 1.8.2.

#### **4.1 Steps SEI will take to recover losses/damages caused by a third party**

SEI will take commercially reasonable steps to recover any losses or damages arising in connection to your assets where caused by the negligence, fraud or wilful default of a third party, but it cannot guarantee that it will be able to do so. Other than in relation to third parties whom SEI has appointed directly, SEI is entitled to be reimbursed for its reasonable costs and expenses incurred in taking such steps.

#### **5. Conflicts of interest**

Conflicts may arise in the course of our services. Accordingly, we maintain and operate effective arrangements to enable us to take all reasonable steps to identify conflicts of interest between you and us, or between you and another client, in order to ensure fair treatment. In determining what steps are reasonable, we will take into consideration the level of risk that the conflict may constitute to your interest together with its nature and materiality. We will notify you of any such conflicts identified which may entail a material risk to your interests. A copy of our Conflicts of Interest Policy is available on request.

#### **6. Complaints**

Please refer to Section A – Key Features for our complaints procedure.

#### **7. Financial Services Compensation Scheme**

Please refer to Section A – Key Features for more information on the Financial Services Compensation Scheme.

#### **8. Data protection**

True Potential Investments hold a current and appropriate authority under the Data Protection Act 1998 to maintain and store your personal data. As such True Potential Investments will process and keep information obtained by True Potential Investments or given by you in respect of your dealings with True Potential Investments. True Potential Investments will only give out this information to people with whom True Potential Investments deal in the day to day operation of your Wrapper(s)/True Potential Investments Account(s), to people who are acting as our agents, to anyone to whom True Potential Investments transfer or may transfer our rights and duties, to you, as necessary in the general course of



our business, or as required by law, court order or regulation on the understanding that the information will be kept confidential. Otherwise True Potential Investments will keep your personal data confidential. From time to time True Potential may contact you with pertinent marketing information that may be of use to you. True Potential Investments may transfer your data/ information to other countries outside of the European Union but only on the basis that those to whom True Potential Investments pass it provide a level of protection consistent with our own requirements/standards.

## 9. Our contact details

You can contact us at

Telephone: 0800 046 8007

Secure Message: via your online account at [www.tpinvestor.com](http://www.tpinvestor.com)

Email: [support@tpinvestor.com](mailto:support@tpinvestor.com)

Post:

True Potential  
Investor Newburn  
Riverside Newcastle  
upon Tyne NE15 8NX

Please note, all communications between yourself and True Potential Investments will be made in English.

## 10. Applicable law

Unless otherwise provided, the terms of your GIA are governed by the laws of England and Wales.

## 11. Your True Potential Investments GIA

A True Potential Investments GIA serves as an investment account and enables you to invest in True Potential Portfolios.

### 11.1 About you

To be eligible to invest in our GIA, you must:

- Be aged 18 or over;
- Be a UK individual;
- Not be a United States person and;
- Not be an un-discharged bankrupt.

An individual is a relevant UK individual for a tax year if they:

- Have relevant UK earnings chargeable to income tax for that tax year;
- Are resident in the United Kingdom at some time during that tax year,
- Were resident in the UK at some time during the five tax years immediately before the tax year in question and they were also resident in the UK when they joined the pension scheme; or
- Have for that tax year general earnings from overseas Crown employment subject to UK tax (as defined by section 28 of the Income Tax (Earnings and Pensions) Act 2003); or
- Are the spouse or civil partner of an individual who has for the tax year general earnings from overseas Crown employment subject to UK tax (as defined by section 28 of the Income Tax (Earnings and Pensions) Act 2003).

You must be:

- a) Aged 18 or over and be resident in the UK for tax purposes; or
- b) A trustee of a trust that gives you the authority to invest in a True Potential Investments GIA.

### 11.2 Minimum and maximum payments

There is no upper limit to the amount of money that can be held within your account.



### 11.3 Tax

While there is no special tax treatment of investments held within your True Potential Investments GIA, it will be subject to Income Tax and Capital Gains Tax in accordance with your individual tax position.

You have unrestricted access to the account at any time and chargeable gains (from all sources) will be taxable only if they are above the Annual Allowance set by HMRC.

At the end of each tax year, we send you a tax statement detailing all dividends and interest received which may help with your tax self-assessment, a copy of this will also be uploaded to your personal clientsite. You may wish to speak to a Financial Adviser for help with your personal tax position.

### 11.4 Transfers into your GIA

You can transfer investments to your True Potential Investments GIA, subject to the following terms:

- Our acceptance of your application in accordance with all applicable laws and regulations;
- Our appointment under these terms will start from the date of activation of your True Potential Investments GIA, following receipt and our acceptance of a valid transfer application submitted; and
- Upon completion of the transfer of your investments to us, your True Potential Investments GIA will be subject to these terms.
- All transfer requests will be carried out within a reasonable timeframe and in an efficient manner

You acknowledge that any such transfer may require True Potential Investments to carry out additional identity checks and that you agree to provide to True Potential Investments additional information to confirm your identity and circumstances upon request. In specie transfers are not permitted.

### 11.5 Transfers from your True Potential Investments GIA

Before transferring out of your True Potential Investments ISA you should be aware of the following information:

- You can arrange to transfer out the whole or part of your True Potential Investments GIA;
- Your investments cannot be transferred in specie, this will be in cash;
- The receiving provider may make a charge for accepting the transfer; and
- As you're transferring your GIA in the form of cash, it will not be invested for the period of the transfer
- All transfer requests will be carried out within a reasonable timeframe and in an efficient manner.

If you are charged for re-registering an investment you will need to settle these charges directly. We don't pay re-registration fees, nor will we deduct such fees from your investments.

### 11.6 Cancelling your GIA

Your TPI GIA can be closed at any time. However, you should be aware that you will receive back the contribution or other form of deposit in question less any amount by which any relevant investments may have fallen in value.

You must take into consideration the date on which:

- We accept your application;
- You make any single contribution or other form of deposit; and
- The first deposit is made in respect of regular deposit.

You have a 14 day cancellation period, from the date of your client site data submission via your online TPIInvestor account, during this period, if no investment purchases or cash transfers have been made, there will be no net cost to close your GIA. We will act on your notification of cancellation the date it was dispatched.

If you have made a request to transfer an existing account from another provider then notify us that you wish to cancel, if the funds have not been received from the original provider we will contact them on your behalf and ask that the transfer is cancelled. If the funds have been received from the original provider, again we will contact them and ask that they allow the funds to be returned. Please be aware that this is subject each provider's cancellation terms and may differ.



If you open your GIA by an investment purchase through your client site, and we receive a notification to cancel, we will return the funds to the account from which they came by BACs. If the funds have been invested, then it will take ten working days to sell down into cash to return.

If you decide to cancel your TPI GIA, please write to:

**True Potential  
Investor  
Newburn Riverside  
Newcastle upon  
Tyne  
NE15 8NX**



Your capital is at risk. Investments can fluctuate in value and you may not get back the amount you invest. Tax rules can change at any time.

**Head Office: Gateway West, Newburn Riverside, Newcastle upon Tyne, NE15 8NX**

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