

Mr Name Surname
Address line 1
Address line 2
Address line 3
TOWN/CITY
County
POSTCODE

Date: 20 August 2015

Client reference number: <<insert client reference number>>

Dear <<Salutation>>

Important information about your Santander Sharedealing account held in your James Hay plan - action required

We would like to share some important news with you about Abbey Stockbrokers Limited which trades under the brand name of Santander Sharedealing.

Following a comprehensive review, we are sorry to tell you that the business will cease trading in October 2015.

As a result, Santander Sharedealing and Pershing Securities Limited, (who provide clearing, settlement, safe custody, nominee and other associated services for your account) want to notify you that the contract for your **Sharedealing account(s)** will end on **4 October 2015**.

Your contract terms and conditions with James Hay Partnership will stay the same.

How will this affect you?

We want to make sure that you can continue to receive a high quality service. Through a careful selection process we've made arrangements to transfer your investments to Selftrade, part of the Equiniti Group and a trading name licensed to Equiniti Financial Services Limited.

Whilst James Hay Partnership supports the move to Selftrade, to allow us to complete this transfer, we also need your consent. If you consent, we will transfer your account to Selftrade. We've planned the transfer to take place over the weekend of 3 and 4 October. If you also hold a SIPP with James Hay Partnership you will receive a separate letter specifically relating to SIPP accounts.

Selftrade is fully committed to supporting you and offer a number of service features including:

- Online trading access
- Single sign on to your Selftrade account via James Hay Online

We've enclosed more information to answer any questions you may have

The enclosed Question and Answer document explains more about the proposed transfer. It outlines how the transfer will affect you, including the differences between your current Sharedealing account and the Selftrade account. It also explains your options, so please take the time to read it carefully.

We've also enclosed a copy of the James Hay Wrap Service Selftrade Important Information Booklet. This includes the Selftrade Terms and Conditions that will apply from Monday 5 October 2015, if you choose to agree to the transfer. Details of the Selftrade charges via the James Hay Partnership plan you hold can be found online at jameshay.co.uk/Sharedealing

What you need to do

So that we can arrange the transfer to Selftrade, **we need you to sign and return** the enclosed consent form to us **by 21 September 2015**. If you have more than one Sharedealing account within your James Hay ISA, Modular GIA or WRAP Investment Portfolio, you will need to complete a consent form for each account.

The first time you log into your James Hay Online account from 5 October 2015, you will need to agree to the Selftrade Terms and Conditions before you can use the service. You'll get more details about this nearer the time of the transfer. If you don't have a James Hay Online account you can register for one by going to jameshay.co.uk

If you don't want to transfer to Selftrade, you'll need to arrange one of the following options:

- transfer your shares and other securities to another stockbroker permitted by James Hay Partnership in the plan you hold by 18 September 2015. You should contact James Hay Partnership to arrange this. Details of the permitted stockbrokers for the plan you hold can be found at jameshay.co.uk
- close your Sharedealing account, sell your shares and other securities and have the money on your account returned to your James Hay Partnership product bank account. You should contact James Hay Partnership to arrange this by 18 September 2015.

If you tell us that you don't consent, but don't choose an alternative by 18 September 2015, we'll sell your shareholdings and return the cash to your James Hay Partnership product bank account.

What will happen if you don't return the consent form?

If you don't do anything your investments will be transferred to Selftrade over the weekend of 3 and 4 October 2015. However you will not be able to access your account until you consent to the Selftrade Terms and Conditions.

If you are in any doubt about the impact of the transfer for you, you may want to get professional advice.

Nil Value Accounts

If you don't consent and your Santander Sharedealing account has a nil balance and it holds no shares or other securities as at 23 September 2015, it won't be transferred to Selftrade and will be closed.

Here to help

Santander Sharedealing

We hope the enclosed Question and Answer document will help you with most of your questions. If you do have any other queries please call us on **0800 670650** and we'll be happy to help. We're available Monday to Friday from 9am to 5pm, and on Saturday 22 and 29 August from 9am to 1pm.

James Hay Partnership

For James Hay Partnership specific queries, or alternative transfer and closure instructions, you should contact James Hay Partnership directly on <<Insert tel team number>> Monday to Friday 9am to 5pm. Information will also be available from jameshay.co.uk/Sharedealing, with more details being added as the transfer progresses.

Yours sincerely

Jon Howe

Director, Wealth Management

Enclosures – Frequently Asked Questions, Consent Form, Selftrade WRAP Terms and Conditions and reply paid envelope.



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SANTANDER SHAREDEALING CONSENT FORM Agreement to transfer to Selftrade

Please make sure you read the Question and Answer document carefully before you complete and return this form.

Client Reference Number<<INSERT Root Account Number>>

CONSENT TO THE TRANSFER TO SELFTRADE

I CONSENT TO:

- Pershing Securities Limited, as nominee, reregistering my shares and other securities currently held in the above named account into the name of Wealth Nominees Limited, a wholly owned subsidiary of Equiniti Financial Services Limited, or to a custodian, which will hold them to the order of Wealth Nominees Limited.
- Pershing Securities Limited transferring any client money held on my behalf to Equiniti Financial Services Limited on 5 October 2015.
- I have read and accepted a copy of the Selftrade Terms and Conditions and agree to be bound by them.

I DO NOT CONSENT TO THE TRANSFER TO SELFTRADE

I understand that the service provided by Santander Sharedealing will cease on 5 October 2015 and that I must instruct James Hay Partnership of my preferred choice by 18 September 2015. If I do not instruct James Hay Partnership by this date, the investments on my account will be sold and the remaining balance will be returned to my James Hay Partnership product bank account.

If you would prefer not to transfer to Selftrade, you have the following options:

- transfer your shares and other securities to another stockbroker permitted by James Hay Partnership in the plan you hold by 18 September 2015. You should contact James Hay Partnership as soon as possible to arrange this transfer.
- Close your Sharedealing account, sell your shares and other securities and have the money returned to your James Hay Partnership product bank account. You should contact James Hay Partnership to arrange this by 18 September 2015.

If you would like further details on the alternative options, please refer to our Question and Answer document or call us.

By signing in the box below, you are confirming the choice you have made above that you either consent or do not consent to such a transfer. Please note that if you do not sign this letter to indicate your choice, this may delay the transfer of your account.

SIGNATURE(S) REQUIRED FOR CLIENT REFERENCE* : <<INSERT Root Account Number>>

***All accounts attached to this client reference will be included in your instruction**

| |
|--|
| Authorised Signatory 1: <<Insert Name>> Signed:..... Date:..... Print full name in upper case:..... |
|--|

Transfer of Santander Sharedealing accounts to Selftrade

Here are answers to questions you may have about the transfer of your account to Selftrade. If you need further information, please call us on **0800 670650**, or from outside the UK **+44 1277 315177**.

We're available from 9to 5pm Monday to Friday, and on Saturday 15, 22 and 29 August from 9am to 1pm. Calls may be recorded or monitored. Consent forms should be sent to **Santander Sharedealing, PO Box 681, WINCHESTER SO23 5AF** or use the reply paid envelope provided.

| Sharedealing | | |
|--------------|--|---|
| 1. | Who is Santander Sharedealing? | <p>Santander Sharedealing is the stockbroking arm of Santander UK. Our Offices are based in Billericay, Essex. We offer execution-only share dealing services relating to the following products:</p> <ul style="list-style-type: none"> ▪ James Hay SIPP accounts ▪ James Hay WRAP accounts ▪ Share Organiser Nominee ▪ Self-Select Stocks and Shares ISA ▪ Certificate Trader accounts ▪ Santander Sales Accounts |
| 2. | Why has this decision been taken? | <p>We work hard to provide high quality products and value for money services, and this means changes are required from time to time. Following a detailed review of Santander Sharedealing we have taken the decision to close the business. However, to make sure you continue to have access to a Sharedealing service, we have worked with Selftrade to provide this.</p> |
| 3. | How do I contact Santander Sharedealing after 2 October 2015? | <p>You will be able to contact Santander Sharedealing for buying and selling shares and other securities up until 4.30pm on 2 October 2015. Our customer service lines will remain open until 9pm on 2 October 2015.</p> <p>Both the Santander Sharedealing customer service team and access to www.santandersharedealing.co.uk will be available for a reasonable time after the transfer. Further details will be provided nearer the time of transfer.</p> <p>If you're happy to transfer to Selftrade, you will be provided with new contact numbers for Selftrade nearer to the time of transfer.</p> |
| 4. | Will this affect any of my other Santander accounts or products? | <p>If you have any other Santander accounts or products, outside of Santander Sharedealing, these will be unaffected by this change.</p> |
| Selftrade | | |
| 5. | Who is Selftrade? | <p>Selftrade is one of the UK's largest execution-only stockbrokers with a reputation for operating on the basis of open, transparent pricing. Selftrade provides its services to thousands of customers to help them invest and trade shares, funds, Exchange Traded Funds and other assets from a range of 8,000 available spanning UK and international markets.</p> <p>Selftrade's advanced online platform offers access to UK and international markets, and means customers can manage day-to-day trading, tax-efficient investing or investment planning through a wide range of accounts.</p> |
| 6. | Who is Equiniti? | <p>Equiniti works with some of the best known brands in the UK including around 50% of the FTSE 100, supporting 18 million shareholders and 7.4 million pension scheme members.</p> <p>Equiniti Financial Services Limited has been providing share dealing services in the execution-only market for more than 10 years maintaining approximately 450,000 customer accounts. Their branded investment solutions, investment</p> |

| | | administration, systems and custody services are used by some of the industry's leading providers. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-------------------|---|--|--|------------------------|-----------|-------------|---------------------|---------------------|-------------|---------------------|----------------------|--|------------------------|-----------|------------|--------|--------|--|-----------|-----------|--------------|--------|--------|------------------|--------|--------|-------------------|--------|--------|--------------|--------|--------|
| 7. | Where can I find out more about Selftrade? | You can find more information on their website at www.selftrade.co.uk | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8. | How do their services differ to Santander Sharedealing? | <p>Key Changes - Charges</p> <ul style="list-style-type: none"> For James Hay WRAP accounts you can place 20 trades per annum without charge. Any subsequent trades in that year are £15.00 per trade For James Hay Modular GIA or Modular ISA plans each trade placed with Selftrade is £15.00 <p>Charge Comparison for WRAP plans</p> <p>Telephone or Online</p> <table border="1"> <thead> <tr> <th></th> <th>Santander Sharedealing</th> <th>Selftrade</th> </tr> </thead> <tbody> <tr> <td>1-20 trades</td> <td>£0.00 on all trades</td> <td>£0.00 on all trades</td> </tr> <tr> <td>21 + trades</td> <td>£0.00 on all trades</td> <td>£15.00 on all trades</td> </tr> </tbody> </table> <p>Charge Comparison for Modular GIA and Modular ISA plans</p> <p>Online</p> <table border="1"> <thead> <tr> <th></th> <th>Santander Sharedealing</th> <th>Selftrade</th> </tr> </thead> <tbody> <tr> <td>All trades</td> <td>£15.00</td> <td>£15.00</td> </tr> </tbody> </table> <p>Telephone</p> <table border="1"> <thead> <tr> <th></th> <th>Santander</th> <th>Selftrade</th> </tr> </thead> <tbody> <tr> <td>Up to £2,500</td> <td>£15.00</td> <td>£15.00</td> </tr> <tr> <td>£2,500.01-£5,000</td> <td>£25.00</td> <td>£15.00</td> </tr> <tr> <td>£5,000.01-£10,000</td> <td>£35.00</td> <td>£15.00</td> </tr> <tr> <td>Over £10,000</td> <td>£45.00</td> <td>£15.00</td> </tr> </tbody> </table> <p>Commission free purchases for Santander shares will no longer be available.</p> <p>Full details of all Selftrade charges within the James Hay Partnership plan(s) you hold can be found at jameshay.co.uk/Sharedealing</p> <p>Key Changes – Dealing</p> <p>Paying for Purchases</p> <ul style="list-style-type: none"> To buy and pay for shares in a Selftrade account you must have cleared cash with Selftrade before the trade will be placed. If there is not sufficient cleared cash in your Selftrade account, you must instruct James Hay Partnership to move cash from your product bank account to your Selftrade account before you can buy shares and other securities. You can move money to | | Santander Sharedealing | Selftrade | 1-20 trades | £0.00 on all trades | £0.00 on all trades | 21 + trades | £0.00 on all trades | £15.00 on all trades | | Santander Sharedealing | Selftrade | All trades | £15.00 | £15.00 | | Santander | Selftrade | Up to £2,500 | £15.00 | £15.00 | £2,500.01-£5,000 | £25.00 | £15.00 | £5,000.01-£10,000 | £35.00 | £15.00 | Over £10,000 | £45.00 | £15.00 |
| | Santander Sharedealing | Selftrade | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1-20 trades | £0.00 on all trades | £0.00 on all trades | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 21 + trades | £0.00 on all trades | £15.00 on all trades | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Santander Sharedealing | Selftrade | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| All trades | £15.00 | £15.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Santander | Selftrade | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Up to £2,500 | £15.00 | £15.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| £2,500.01-£5,000 | £25.00 | £15.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Over £10,000 | £45.00 | £15.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| | | <p>Selftrade via the investment manager cash transfer tool on James Hay Online or via secure message</p> <p>Reduced Settlement Period</p> <ul style="list-style-type: none"> Settlement periods for shares and some other securities will be on a two working day settlement rather than the five working day settlement period we currently offer. This is in line with most other brokers and the market. <p>Change to Trading in Overseas Shares</p> <ul style="list-style-type: none"> Overseas shares can only be traded in CREST, domestic settlement will no longer be available. <p>Limit Orders and Stop Losses</p> <ul style="list-style-type: none"> No limit orders or stop losses will be migrated. Once your account has been transferred, you will be able to set up new instructions. Further details will be provided nearer the time of transfer. <p>Key Changes –Servicing</p> <p>Online Access</p> <ul style="list-style-type: none"> Single sign on to your Selftrade account is available via James Hay Online. If you do not have a James Hay Online account you can register at jameshay.co.uk <p>Charges for Telephone Calls</p> <ul style="list-style-type: none"> The new contact number for Selftrade is a 0845 number rather than a Freephone number so there will be a charge for calls that you make. Calls will cost 8p per minute plus your phone company's access charge. <p>Changes to Opening Hours</p> <ul style="list-style-type: none"> The opening hours at Selftrade are 7.45am to 7pm (UK time) rather than 7.45am to 9pm (UK time). However overseas trading is supported online between 7pm and 9pm Monday to Friday. <p>Authority to Deal Access</p> <ul style="list-style-type: none"> An adviser authorised by you to access or instruct on your James Hay Partnership plan will also be able to access or instruct on your Selftrade account. |
| 9. | What are my options now? | <p>It is very important you let us know what you would like to do. You have the following options available to you:</p> <ul style="list-style-type: none"> Transfer to Selftrade <p>We need your consent for us to transfer your shares, other securities and any cash held across and your confirmation that you have read and accept the new Selftrade Terms and Conditions. If you don't provide consent this could either delay the transfer or mean you may be unable to access your account or trade after the transfer. Therefore it is important that you let us know what you would like to do as soon as possible.</p> <ul style="list-style-type: none"> Transfer to another stockbroker permitted by James Hay Partnership <p>If you want to transfer investments to another provider you will need to contact James Hay Partnership to arrange this by 18 September 2015. Please be aware it can take several weeks to complete this process. James Hay Partnership may apply additional charges to your plan depending on the stockbroker you select. You should ensure you understand any additional charges before making your decision. Details of these charges can be found at jameshay.co.uk</p> <ul style="list-style-type: none"> Close your account |

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| | | <p>If you decide to close your account with us, you can sell your shares and other securities and have the cash returned to your product bank account at James Hay Partnership. You will need to contact James Hay Partnership to arrange this.</p> <p>Please note that no charge will be made to you by Santander or Selftrade for any of the above options.</p> |
| 10. | Where do I find more information on this to help me make a decision? | <p>There is some further information in the "Point of Transfer" section of this document.</p> <p>Alternatively you can call our customer service team who can talk you through your options, although we are unable to provide any advice. Information will also be available from the James Hay Partnership website jameshay.co.uk/Sharedealing with further details being added as the transfer progresses.</p> <p>If you are in any doubt about the impact of the transfer for you, you may want to seek appropriate independent professional advice.</p> |
| 11. | What happens if I don't do anything? | <p>If we don't hear from you by 18 September 2015 your account will be transferred to Selftrade over the weekend of 3 and 4 October 2015, however until you accept Selftrade's Terms and Conditions via your James Hay Online account you will be unable to access your Selftrade account or trade after the transfer. Therefore it is important that you let us know what you would like to do as soon as possible.</p> |
| 12. | What if I would prefer to stay with Santander Sharedealing? | <p>Unfortunately there is no option to stay with Santander Sharedealing. The business is closing and the options available to you are detailed in question 9.</p> |
| Between Now and October | | |
| 13. | What will happen next? | <p>Santander Sharedealing will liaise with all parties to ensure a smooth transfer. We will work closely with our current settlement and custody agents, Pershing Securities Limited and the new provider, Selftrade, to move your shares, other securities and any cash held between the two parties. As Pershing Securities Limited currently holds all your shares and other securities, they will arrange the transfer with Selftrade. This is expected to happen over the weekend of 3 and 4 October. Whatever cash, shares and other securities are held on this date will be transferred.</p> <p>There may be some items that cannot be transferred on this date, which includes pending trades, pending corporate actions and pending dividends. These will be transferred as soon as possible following receipt by Pershing Securities Limited. If at this time there is something that can't be transferred, we will contact you to discuss this item specifically. The termination of the contract will not affect the completion of any outstanding transactions.</p> <p>We will write to you again, to confirm further details, a few weeks before the transfer date.</p> |
| 14. | What will happen between now and October? | <p>You can continue to buy and sell shares up until 4.30pm on 2 October 2015 unless you choose to close your account or transfer it to another permitted stockbroker. Our customer service telephone lines and website will stay open for a reasonable period following the transfer.</p> |
| 15. | Will you write to me again with more information? | <p>Yes. We will write to you again a few weeks before the transfer confirming your choice and what will happen in the lead up to the</p> |

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| | | transfer. This will contain all the information you will need to use your new account including Selftrade's contact details. |
| 16. | Can I still use my Sharedealing account? | Yes. You can buy and sell shares as normal up until 4.30pm on 2 October 2015 unless you choose to close your account or transfer it to another permitted stockbroker. Our customer service lines and website will stay open for a reasonable period following the transfer. |
| Point of Transfer | | |
| 17. | What data about me will transfer to Selftrade? | If you consent to the transfer to Selftrade or do not give us your instructions, the information that Santander Sharedealing holds about you and your account(s) will transfer to Selftrade. From that date Selftrade will be the controller of the data and will use your data in accordance with their Privacy Policy which may be viewed on their website at www.selftrade.co.uk and in the enclosed Important Information Booklet. |
| 18. | What will happen with my Marketing preferences? | If your information is transferred to Selftrade, this will include any marketing preferences you have given to Santander Sharedealing. Selftrade will use these Marketing preferences and the Selftrade Terms and Conditions to communicate with you. If you choose to transfer your account to a new provider, you will need to tell them directly about your marketing preferences. |
| 19. | Will the terms and conditions of the service change? | Yes. The existing Santander Sharedealing Terms and Conditions which include the Pershing Securities Limited Terms of Business will not apply once the transfer is completed. Your account will be serviced under the Selftrade Terms and Conditions that we have enclosed. Please read and understand these before consenting to the transfer. If for any reason, your investments and cash cannot be transferred to Selftrade on the transfer date and your account has not been closed, it will remain subject to the existing Santander Sharedealing Terms and Conditions until your account is transferred or closed. |
| 20. | Can all my shares be transferred across to Selftrade? | The majority of shares and other securities can be transferred. However there are a small number of customers who hold non transferrable shares. If you hold any shares or other securities that we are unable to transfer then we will contact you separately to make alternative arrangements. The termination of the contract will not affect the completion of any outstanding transactions. |
| 21. | What will happen to the Limit Minder and Stop Loss Service? | Selftrade offers a Limit Minder and Stop Loss Service where you can set these type of orders for up to 90 calendar days. Any existing limit orders and stop losses that you have with Santander Sharedealing will be cancelled at 4.30pm on Friday 2 October 2015. No limit orders or stop losses will be migrated. Once your account has been transferred, you will be able to set up new instructions. Further details will be provided nearer the time of transfer. |
| 22. | My adviser has authority to place instructions on my account, will this be transferred across? | The authority they have on your Santander Sharedealing account will not transfer across. However, any instructions relating to your adviser having authority on your James Hay account will transfer across to Selftrade. As you and your adviser will now access your new share dealing service via James Hay On Line, whatever access they already have will be available on your Selftrade account. |
| 23. | What are the opening hours of the Selftrade service? | Telephone lines are open 7.45am to 7pm (UK time). |
| 24. | Am I still able to trade in overseas shares? | Yes, you are able to trade in overseas shares with Selftrade both over the telephone and online. Please note that all shares will be held in CREST and all settlement must be in sterling. |

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| 25. | Who should I contact with any queries or complaints on my account? | If you have any queries or complaints relating to the service provided by Santander currently or historically, these should be raised with Santander Sharedealing. Once your account has been transferred, if you have any queries or complaints relating to the new service, these should be raised with Selftrade. Up until the closure of Santander Sharedealing, you can call us directly, or email or write to us. Once the Santander Sharedealing business is closed, you will be able to make queries or complaints to the central Santander teams. We will provide further details nearer the time of transfer. |
| 26. | What will happen to my existing Direct Debit Mandate? | Your existing direct debit on your Sharedealing account that is connected to your James Hay Partnership product account will be cancelled upon transfer. In order to trade on your Selftrade dealing account you will be required to have cleared cash on your Selftrade account before you can buy shares and other securities. |
| 27. | I have recently asked to close or transfer out my account, so why have you written to me? | We have written to all current customers. If you have recently requested an account closure or a transfer to another provider, this will still be carried out. We wanted to make everyone aware of what was happening in case, for any reason their closure or transfer instruction changes. If you would like to confirm or check any details of your transfer or closure requests, please call our team on 0800 670650 and we'll be happy to help. |
| 28. | Can I still transfer in shares to you from another provider? | We will process transfer in requests until 21 September 2015. Please note that any shares transferred into your Santander Sharedealing account will be included in the transfer to Selftrade. If you consent to the transfer, you can transfer any shares or other securities into your Selftrade account from 5 October 2015. |
| 29. | I have signed a W-8Ben form in place with Santander Sharedealing, will this be transferred across? | Yes. All details of existing W-8Ben forms will be transferred across to Selftrade. You will be contacted by Selftrade when this needs to be renewed. |
| 30. | I have completed and passed an appropriateness form to allow me to trade in complex instruments. Will this be transferred across? | Yes. All details of any completed tests for appropriateness to trade in complex instruments will be transferred across |