

Introduction

Following a review of the Prime Minister's announcement, all Credo operational staff are now working remotely. In light of this, there are a few items to be considered:

Post

Credo will not be accepting any post received any later than Monday 30th March, nor will be processing any documentation which is received after this date.

Contact Us

Any communication or documentation to be sent must be emailed to the relevant department for processing. Please utilise the document: Contact Us within MyCredo Help Section.

Cash Receipts

Please advise Investors to send funds electronically - refer to the Welcome Email for the payment details. Any cheques which are sent to Credo will not be processed and will be returned to the sender when possible.

Cash Payments

Please utilise the form: Payment Instruction within MyCredo Help Section. This is an editable PDF and can be signed electronically (refer to the guide: Digital Signature as to how to create a signature). Once complete, please email Client Services and we shall process accordingly

ISA Transfers

Please email the ISA Transfer Form to Client Services. We shall work with Pershing to establish whether the counterparty will accept a copy.

US Tax Form

Please arrange for Investors to complete and sign the electronic form located on the respective IRS website. Refer to the guide: Digital Signature (within the MyCredo Help Section) as to how to create a signature. We shall, however, accept scanned copies of the hand written form until further notice, but please ensure to post the original in due course if they are not completed electronically.

Share Certificates

Please do not post original share certificates as these will not be processed.

Credo Website

We have updated the Credo website with a link for Covid-19. Within this link, we shall communicate any changes or updates which are relevant.

We shall continue to monitor the situation as it evolves, and Credo will issue any further communications when applicable.

Our priority remains to maintain the service levels we provide to you as our client.