

Purpose

This document outlines the process of arranging an in-specie transfer in.

General Investment Account (GIA)

1. Financial Intermediary (FI) submits the *Credo Application Form* (Individual or Trust/Company)
2. Credo opens a GIA account, and notifies FI that the account is open (Welcome Email)
3. FI/Investor to contact existing GIA provider and obtain their requirements to close/transfer account to FI/Credo (see Letter of Instruction template below)
4. FI/Investor submits Letter of Instruction to ceding GIA provider. Note the Letter of Instruction must include:
 - Account details and cash payment details (notified by Credo in the Welcome Email)
 - In addition, this instruction is sent to both the FI and Credo to facilitate asset transfer
5. Upon receipt of copy of Letter of Instruction for transfers in, Credo will contact the ceding GIA provider and arrange transfer of assets

Individual Savings Account (ISA)

1. FI submits the *Credo Application Form* (Individual), together with:
 - *ISA Application Form*, and
 - *ISA Transfer Form*
2. Credo opens the ISA and notifies the FI that the account is open (Welcome Email)
3. Upon receipt of original ISA Transfer Form, Credo will contact ceding ISA provider and arrange transfer of assets

Trust Accounts (SIPP / Onshore Bond / Offshore Bond)

1. FI/Investor opens a trust account with provider
2. FI/Investor requests from and sends to ceding provider:
 - Discharge Forms for closure of an existing trust account, or
 - Asset transfer requirements for change of custodian (see Letter of Instruction template below)
3. FI submits the *Credo Application Form* (Individual)
 - For 'SIPP/Onshore Bond/Offshore Bond only' accounts, above Application Form is required to capture Investor data and account instructions
 - FI to provide Credo with the provider's account number
4. Credo requests the provider to complete a *Credo Application Form* (Trust/Company) on behalf of Investor
5. Credo opens a trust account on behalf of Investor
6. Credo notifies the provider and the FI that the account is open on the platform (Welcome Email). Notification includes details to arrange transfer of assets
7. Once the ceding provider notifies Credo that they are ready to commence asset transfer, Credo will actively liaise with all parties until completion of asset transfer

General

1. Assets will be reflected on MyCredo at the point of initiation, except for funds which are upon completion. Time taken for asset transfers is dependent on the ceding custodian process and asset type being transferred
2. FI is to provide details for update of book cost (refer to *Historical Information*). Should no instructions be received, the book cost will be zero within the system

Letter of Instruction Template

[Client Name]
[Client Address]
[Date]

[Existing Provider Name]
[Address]

Dear Sir / Madam

RE: [Client Name and Account Number]

Please accept this letter as my/our authority to transfer my/our account [Account Number] with you to [Financial Intermediary], who use Credo (Credo Capital Ltd) as their custodian. Please ensure the below mentioned account details are quoted for all asset transfers:

Account Name at Credo:

Account Number at Credo: CC

Please liaise with –

- Credo Asset Transfer (assetinstruct@credogroup.com, +44 (0)20 7968 8300) in respect of the asset transfers.
- For cash transfers, please find attached bank transfer details for pound sterling, US dollar and euro.

Please ensure a valuation is sent to assetinstruct@credogroup.com to assist with monitoring and confirmation of receipt of all the investments/cash and the associated book costs and acquisition dates.

Once the asset transfers are complete, please send a closing account statement to me/ourselves and [Financial Intermediary].

Client Name

Client Name [Joint Accounts]

Cc: [Financial Intermediary, contact person/s]
[Existing Provider, contact person/s]
Credo Asset Transfer In (assetinstruct@credogroup.com)