

Exit fees reimbursement form

Please complete in BLOCK CAPITALS. Any applications received with errors may incur delays and the form may have to be returned to you. **Please ensure you send this from the email address you used to register with Moneyfarm.**

This form should be sent to support@moneyfarm.com with a copy of a relevant document from your previous provider confirming what the fee is, such as a statement or letter confirming the exit fees, within six months from the date when your investments have been transferred to Moneyfarm. Please note we will cover exit fees for up to a maximum of £500 per person and you must transfer a minimum of £5,000.

Personal details

Title

Surname

First name

Postcode

Contact phone number

Previous provider details

Name of previous provider

Exit fees charged

Previous provider account number

Declaration and signature

I authorise Moneyfarm to make an exit fee reimbursement by direct credit transfer to the available cash of my Moneyfarm account.

By completing and signing this form, I confirm that I am a Moneyfarm customer and I understand and agree to the terms and conditions set out below:

- Moneyfarm will reimburse the exit fees and dealing charges charged to a customer by their former provider/s when they move their investment (minimum of £5,000) to Moneyfarm, up to a maximum amount of £500 per customer.
- An exit fee is an administration charge which is imposed by the former provider and arises directly as a result of processing the transfer of the customer's investments to Moneyfarm. Moneyfarm will



not reimburse the customer for any loss of investment returns, loss of interest, penalties for transferring investments before their maturity dates or any other charges associated with your transfer.

- Where an account is closed as part of moving an investment to Moneyfarm, Moneyfarm will cover any account closure fees charged by the customer's former provider/s. The total refund a customer will be able to receive cannot exceed £500 per customer. Moneyfarm will not cover any bid-offer spreads or any capital gains tax liability arising as a result of these transactions.
- Exit and account closure fees reimbursement must be claimed within a six month period from the date the transfer of the customer's investments to Moneyfarm is effective.
- Exit fees will be reimbursed for transfers and re-registrations and account closure fees will be reimbursed provided the conditions above are met.
- A customer must keep their money invested with Moneyfarm for at least 12 months, and their account balance should not drop below £5,000. If this term is breached Moneyfarm reserves the right to withhold the value of the refund from the customer.
- Products included: Moneyfarm Personal Pension (SIPP) and Moneyfarm Stocks & Shares ISA.
- To qualify for the reimbursement, the fees from the customer's former provider must have been triggered as a direct result of the transfer to Moneyfarm, or the closure of an account where the customer has subsequently (within six months) invested at least £5,000 through Moneyfarm.
- If the customer is transferring investments to more than one provider from their former provider at the same time, Moneyfarm will only reimburse the fees which are incurred as a result of direct transfer to Moneyfarm. Other fees or charges not connected with the transfer will not be reimbursed.
- The completed Exit Fee Reimbursement Form and documentary evidence of the charge will need to be provided in order for the exit fees to be reimbursed to the customer. To claim the reimbursement of any account closure fees, documentary evidence of the closure fee levied will need to be provided to Moneyfarm, along with confirmation that a minimum of £5,000 has been invested with Moneyfarm within six months of incurring such closure fee.
- The documentary evidence referred to above, must be either a copy of the charge confirmation letter from the former provider or a statement showing the charge being deducted.
- Payment will be made within three months of the form being sent to Moneyfarm, provided all details are correct.

Signature

Date