

Guide

M&G Wealth Platform

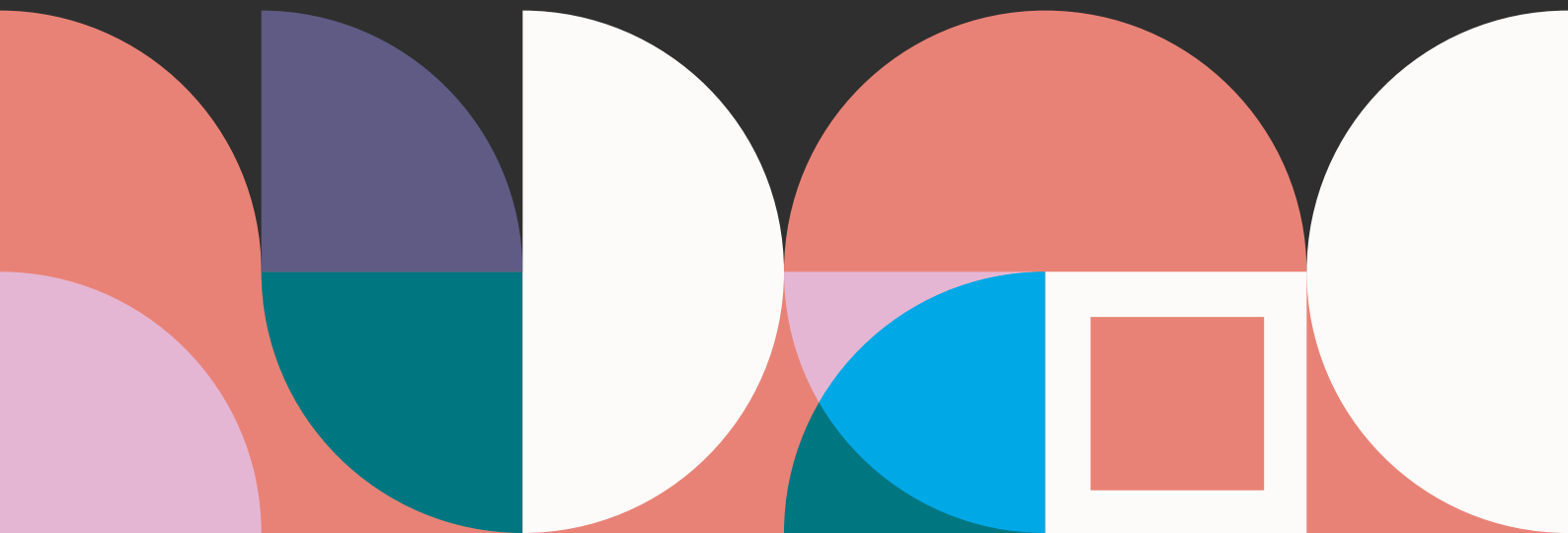
This guide gives you important information about the M&G Wealth Platform (the Platform). You should read it carefully so that you understand what you are buying and, if you have any questions, ask your Financial Adviser.

If we make any changes we will update this guide and make it available on the Platform. Your Financial Adviser is responsible for assessing whether investing through the Platform, and any Investments, are right for you and your individual circumstances.

Please note that the Platform may not be suitable for you if you have a limited amount to invest.

Investment Funds Direct Limited (IFDL) acts wholly independently of all product and investment providers on the Platform, and undertakes not to influence the choices that you and your Financial Adviser make, in any way.

We do not provide or offer financial, legal or tax advice. You should seek your own advice on these matters from a financial adviser or another suitably qualified professional.



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1 The Platform

The Platform is an advised service which means that your Financial Adviser will manage your Account(s) and you will make decisions on your Investments together with them. It is offered online and this allows you and your Financial Adviser to view your Investments and their value at any time. You can hold a number of Accounts on the Platform.

When we write to you we will use certain terms when we are referring to your Investments on the Platform:

- Client Portfolio – when we mean all of your Investments on the Platform we will refer to your Client Portfolio.
- Account – and we will say Account when we mean a particular Account you hold on the Platform, such as a pension. We give each Account a unique number which we and your Financial Adviser will use when communicating with you. If you hold more than one Account on the Platform, these Accounts together make up your Client Portfolio.

The terms of your Accounts and your rights as the investor on the Platform are set out in another document, the Terms, which may be subject to change in the future. The most up to date version of the Terms will always be available on the Platform, from your Financial Adviser, or from us. You can contact us using the details on the last page of this guide.

Risks of investing

There are risks in investing and these will depend on the Investments you have chosen. Past performance is not a guide to future performance. You should consider your Investments as medium to long term, for example five years or longer.

The value of investments and the income generated from them can fall as well as rise and you may not get back what you originally invested or transferred into your Account(s).

The value of your Investments will be reduced by the effect of Charges, including our Platform Charges, and those of your Financial Adviser, Fund managers and product providers.

It is important to ensure that there is always enough cash in your Account(s) to pay charges or make any payments which are due. If there is not enough cash available to make these payments, we will sell Assets, without notification, as stated in the Terms. This may happen at a disadvantageous time and may have a material effect on the balance of Assets within a Model Portfolio and might lead to a Capital Gains Tax liability.

Accounts available on the Platform

Through the Platform you can access a number of financial products:

GIA

A General Investment Account allows you to invest any amount you wish. Investments in this Account will usually be subject to UK tax.

ISA

A Stocks and Shares Individual Savings Account allows you to invest in stocks and shares and cash holdings, up to the subscription limit set by HM Revenue & Customs (HMRC). No tax is payable on any investment income or gains within your ISA.

For more on investing in a ISA see the [Individual Savings Account Factsheet](#).

Junior ISA

A Stocks and Shares Junior Individual Savings Account allows you to invest for the benefit of a child, up to the HMRC Junior ISA annual subscription limit, in a Junior ISA.

For more on investing in a Junior ISA see the [Junior Individual Savings Account Factsheet](#).

SIPP

A Pension Account allows you to make contributions and to transfer pensions from other UK registered pension schemes. Investing through the SIPP allows you to save towards your retirement income in a tax efficient Account.

You can find more information in the [M&G Wealth Pension Account Key Features](#).

TPPA

A Third Party Product Account allows you to invest the cash held in a product provided by a third party (e.g. an offshore bond or pension) on our Platform. You should ask your Financial Adviser or the third party product provider for more information.

2 Questions and Answers

You may have questions about opening and holding an M&G Wealth Platform Client Portfolio; here are some questions and answers which might be helpful.

Account opening

Who can open a Client Portfolio?

A Client Portfolio can be opened by:

- an individual aged 18 or over;
- a UK registered corporate entity or charity; or
- trustee investors.

The eligibility terms for different types of Account will vary.

A US Person or EEA Resident may not open a Client Portfolio or any Account. If, once you have opened a Client Portfolio, your circumstances change and you become a US Person or EEA Resident you must tell us immediately.

How can I open a Client Portfolio?

Your Financial Adviser can help you to choose the appropriate Account(s) e.g. ISA or pension and discuss your investment approach, including your attitude to risk. If you decide to go ahead, they will complete an Application for you to open one or more Accounts.

If we accept your Application, we will open the Account(s) in your Client Portfolio once the money you invest has cleared.

How can I pay money in?

You can make lump sum or regular payments into your Account(s), or transfer existing plans or accounts you have elsewhere, subject to our acceptance of the transfer.

How can I view my Client Portfolio?

When you open your Client Portfolio, we will write to you and explain how to set up your online access. We will send you step-by-step instructions about how to log in and create your password. You may print off a valuation of your Portfolio whenever you wish and every three months we will provide you with a valuation statement of your Account(s). If you would like us to post your valuation statements to you, your Financial Adviser can arrange this with us.

General Investment Account

Can I open a Joint General Investment Account (GIA)?

Yes, you can open a Joint Account for two people. The first named individual on the Application form will become the primary Account holder and be primarily responsible for the Account. Please note, any changes to, or withdrawals from, a Joint Account will need both signatures before we will action them.

What is the tax position in a GIA?

There may be tax to pay on income from a GIA. If you complete self-assessment you may be required to declare income tax on any income that you receive into your GIA and there may be tax to pay. If you make a capital gain, this will be assessed against your annual allowance and there may be tax to pay. We will send you a consolidated tax voucher that shows all of your taxable income received in a tax year.

If you do not pay tax at all, the same forms can be used to help you reclaim the tax from HMRC.

Please note, tax rules are unique to your individual circumstances and may change in the future.

Can I transfer Investments into or out of my GIA?

Yes, you can transfer Investments into or out of your GIA subject to our acceptance of the transfer.

Investments

What investments are available?

The Accounts in your Client Portfolio may be invested in a wide choice of investments. Those available will depend on the type of Account you choose.

What are the risks of investment?

There are risks associated with particular types of investments and these will be described in the information provided by the investment manager. Your Financial Adviser is responsible for ensuring that you understand the risks of investing, in general and any particular risks of the investments you are considering.

Your Financial Adviser will choose with you the investments which suit your needs and objectives. They will give you specific information about the investments they recommend to you and this will detail the risks that apply to each investment.

It is very important that you read carefully the information given to you about the investments you are considering, especially that provided by the investment manager, before you commit to investing.

Where can I find documents specific to the investments I am considering?

As well as the information your Financial Adviser will provide to you, you may also find some information on the Platform, together with charges for different investments. Each asset shown contains documents that can be viewed by clicking on 'Details'.

How are investments bought and sold?

Investments are bought and sold through online access to the Platform. Your Financial Adviser, or Discretionary Fund Manager (DFM) if you appoint one, can do this on your behalf.

You will agree separately with your Financial Adviser what authority they have to act on your behalf. We take all of the instructions placed via your Accounts in good faith that they were placed with your agreement. Your Financial Adviser will actively manage the cash in your Accounts to ensure that there is sufficient cash available for any orders they place.

If you do not have a Financial Adviser authorised on the Platform, you will not be able to place orders to buy investments.

Can I hold cash in my Account(s)?

Yes, any cash held in your Account is placed with banks we choose for their financial strength. Although we do our best to give you competitive interest returns, our Cash Accounts are principally designed to hold cash ready for investing, cash arising from a sale, as well as any dividend and interest received.

Any money which remains uninvested will be held in a Cash Account and may earn interest. The rates of interest are shown on the Platform.

What happens to income from investments?

Income from investments in your Accounts will be paid to your Cash Account. Your Financial Adviser can ask us to pay money from your Cash Account, or investment income, to your selected bank account. If there is not enough cash in your Account to meet the income payment, we will sell Investments to meet it, as stated in the Terms.

What happens to income from Investments in a Third Party Product Account?

This depends on the terms and conditions of the third party product provider. Please refer to these or ask your Financial Adviser.

Can my Financial Adviser use a Model Portfolio?

Yes, they can use a Model Portfolio. This is a defined collection of investments chosen to follow a pre-determined investment strategy. Model Portfolios normally reflect a certain level of investment risk. Your Financial Adviser can tell you more.

Can I switch my investment from one Investment to another?

Yes. This will be treated as a 'sell' and a 'buy' transaction which means that the investment will be sold and the cash then used to buy another investment. This means that your money will not be invested while the receipts of the 'sell' instruction are confirmed and before the 'buy' instruction can be made. This process may take a number of days to complete.

Charges

What are the Charges?

We will take the Charges as detailed in a separate Charges Document. Your Financial Adviser will give you information about Charges in general and an illustration showing those that apply to your Account(s). There are different types of Charges.

How do Charges affect my Investment?

The impact of Charges on your Investment depends on a number of factors including the Funds selected and the level of Financial Adviser Charges and any product Charges. This will be shown on the illustration from your Financial Adviser.

Types of Charges

These are the Charges we make for setting up and running your Client Portfolio. We will start taking these Charges as soon as you have transferred cash and/or assets to the Platform. The Charges Document gives you information about these Charges.

Financial Adviser	<p>These Charges will be agreed between you and your Financial Adviser in the course of making your Application and recorded in the Application you make.</p> <p>Once you're set up, they're also available to view in the 'Account Statement', which you can access in the Correspondence section of the online Platform.</p> <p>If the Financial Adviser Charges change in any way, you must consent to this and authorise the change.</p>
DFM	<p>These charges will be arranged between you and your Financial Adviser.</p>
Investment specific	<p>These charges, such as those made by an investment manager, are shown on the Platform.</p>
Third Party Product Provider	<p>If you invest in a Third Party Product Account, additional charges may be applied to these Accounts. These are set by the product provider of your Third Party Product Account as applicable. Please refer to the product provider's literature and your Financial Adviser for details of these charges.</p>

Cancellation or closing an Account

Can I change my mind?

Yes. When you set up an Account or request a transfer you have the right to change your mind. We will write to you to confirm that your Account has been opened. If you wish to cancel you need to tell us within 30 days from the date of our letter. If you wish to cancel a transfer you have up to 30 days from the completion of the transfer.

If your Investments have been made before you tell us that you wish to cancel, you may get back less than you invested. If you do wish to cancel your Account, or a transfer, please write to us at the address shown in the 'How to contact us' section at the end of this document. Remember to include your full name, address and Account number.

How do I close my Account?

Just tell your Financial Adviser that you wish to close your Account and they will arrange this through the Platform. Depending on the Accounts you have, you may be able to take the value in cash; or you may need to transfer your cash or Investments to another provider.

What happens if my arrangement with my Financial Adviser ends?

If the arrangement between you and your Financial Adviser comes to an end we will get in touch with you to explain what this means for you and your Client Portfolio on the Platform.

You may choose to appoint another Financial Adviser on the Platform, or to move your investments away. Whilst you are a client without a Financial Adviser, some restrictions will apply to your Accounts. For more on this please see section 18 of the [M&G Wealth Platform Terms](#).

3 Important information

Compensation

IFDL is covered by the Financial Services Compensation Scheme (FSCS) in respect of the Platform and the Accounts within it. If you make a valid claim against us in respect of your Investments and we are unable to meet our liabilities in full, you may be entitled to redress, from the FSCS, of up to £85,000.

Your cash and Investments are always held separately from our own accounts and from those with whom we place the Investments. As such, any insolvency practitioner should be obliged to return your cash and Investments to you as part of the wind down process.

If your investment provider fails financially, as long as you have selected one covered by the FSCS, your Investment, with that provider, will be covered by the scheme. The fund prospectus, or similar document, will tell you if your investment provider is a member of the scheme. Such Investments should be covered up to a limit of £85,000, per provider. Insured Funds, covered by FSCS, receive protection of 100% of the Investment and are not subject to an upper limit of protection. The FSCS does not protect you against losses if the Investment were to fall in value.

The banks we use acknowledge your money is held as client money which is protected in the event of the insolvency of IFDL. In the event of the insolvency of one of the banks we use, any client money we hold for you is protected under the FSCS up to a maximum of £85,000 for each client and bank with whom client money is held. This limit is applied to banks that are separately authorised and can only be applied once, therefore banks operating under different brands within the same authorisation are covered under the same limitation. The compensation limit of £85,000 includes any other money held by you in accounts with the authorised banks we use, therefore if you have current or deposit accounts with the same bank these will all count towards the compensation limit of £85,000.

Temporary high balances of up to £1 million are protected for a limited period of 6 months from when the amount was first credited to the account or became legally transferrable, the FSCS website has further details on the definition of a temporary high balance.

For further information please visit the Financial Services Compensation Scheme (FSCS) website (www.fscs.org.uk)

Financial Services Compensation Scheme, 10th Floor
Beaufort House, 15 St Botolph Street, London EC3A 7QU
Telephone: 0800 678 1100 or 020 7741 4100

Conflicts of Interest

Conflicts of Interest occur when, in the course of doing business with you, we or another customer of ours have an

interest in obtaining a different result than the one that may be best for you.

We establish, operate and maintain effective policies and procedures within our business which are designed to:

- identify potential conflicts of interest which carry a risk of damage to our customers' interests;
- ensure that we take reasonable steps to prevent such conflicts arising; and
- provide a framework for us to follow to manage such conflicts to protect our customers' interests.

An example of a conflict of interest which may arise in connection with our Platform service is when we are buying or selling assets: the timing of these deals and the order in which they are struck could affect the prices that customers get and so create conflicts between customers, and/or make a difference to the administrative workload and so create conflicts between what is easy for us and what is best for the customer. We address these potential conflicts by having an Order Execution Policy. Further details of our Conflict of Interest Policy are available upon request.

How to make a complaint

If you have any concerns, or are dissatisfied with our service, please contact us to discuss this and we will aim to resolve your issue straight away. If you are not entirely satisfied, we have an internal complaints procedure which follows the standards required by the Financial Conduct Authority.

Please contact us at: 0345 120 3022

Our lines are open 9:00am to 5:00pm Monday to Friday
Complaints Team, M&G Wealth, Trimbridge House, Trim Street,
Bath BA1 1HB

platformcomplaints@mandg.com

A copy of our Complaints Policy is available on the Platform. If you are not satisfied with our response, you have the right to refer your complaint to the Financial Ombudsman Service.

The contact details for the Financial Ombudsman Service are:

0800 023 4567 – calls to this number are free on mobiles and landlines

0300 123 9123 – calls to this number cost no more than 01 and 02 numbers

The Financial Ombudsman Service, Exchange Tower,
London E14 9SR

complaint.info@financial-ombudsman.org.uk

Law

The Terms relating to the Platform are governed by the law of England and Wales.

Contact us

0345 076 6140

Our lines are open 8:30am to 5:30pm Monday to Friday.
Telephone calls may be recorded for training and security purposes.

Client Services, M&G Wealth Platform, Trimbridge House, Trim Street,
Bath BA1 1HB

platformsupport@mandg.com

mandgwealth.com/platform

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