



# Thomas Grant & Company Ltd

Date as postmarked

Dear Sir/Madam

This pack contains:

**Client Information Sheet**

**Executor Information Sheet (please complete a form for each executor)**

**Probate Services Supplementary Terms**

Please complete and return these.

---

**Order Execution Policy**

**Probate Services Sheet**

**Terms of Business**

**Privacy Notice**

These documents are for your information purposes.

Please complete the Client and Executor Information Sheets fully and return to us with the necessary identification or IDVC for all individuals including the Deceased.

**Identification requirements**

To comply with applicable legislation and regulations we are required to collect evidence of identity from clients to aid the detection of possible money laundering or terrorist financing activity. Where you are unable to provide an IDVC, we will need ID for the Deceased and from all executors, and any beneficiaries that are having stock transferred to them from the Deceased's estate.

We require two pieces of identification, one from each of the lists below: one to confirm your clients name and another to confirm your clients address. We cannot accept one document to cover both lists i.e. Driving Licence.

- **Copy** letter from HM Revenue & Customs less than 12 months old
- **Copy** letter from Department for Work & Pensions less than 3 months old
- **Copy** of current Shotgun or Firearms Certificate
- **Copy** of your current UK Passport
- **Copy** of your current UK Driving Licence
- **Copy** Gas, Electric, or Telephone bill (not mobile telephone) less than 3 months old
- **Copy** UK Bank or Building Society Statement less than 3 months old
- **Copy** Mortgage Statement less than 12 months old
- **Copy** Water or Council Tax Bill less than 12 months old

If you should have any questions about the account opening process please ring the office on 0116 2255500 alternatively you can email [probates@thomasgrant.co.uk](mailto:probates@thomasgrant.co.uk) and we will be happy to answer your queries.

Yours faithfully

Thomas Grant & Company Ltd





# Thomas Grant & Company Ltd

## Client Information Sheet

Thomas Grant Account Reference

For office use only

All information given will be treated in confidence and is subject to the Data Protection Act 2018.

If shares are to be transferred please supply identification for all beneficiaries.

### Details of deceased

Name

Address

Postcode

National Insurance No.

Date of Birth

DD/MM/YYYY

Date of Death

DD/MM/YYYY

Grant of Probate/Small Estates

Applied for

Obtained

Registered with Registrar

(please delete as appropriate)

MiFID II Regulations mean that we are required to submit a Date of Birth and National Insurance Number. If we do not have this information, we will not be able to carry out financial transactions on your behalf.

### Details of beneficiary (registration details if applicable)

Title

Forename(s)

Surname

Address

Postcode

National Insurance No.

Date of Birth

DD/MM/YYYY

### Details of additional beneficiary (registration details if applicable)

Title

Forename(s)

Surname

Address

Postcode

National Insurance No.

Date of Birth

DD/MM/YYYY

Please photocopy this form for any additional beneficiary details

PROOF OF IDENTITY- To satisfy UK Money Laundering Regulations we are required to confirm the identity and address of your client(s). Please provide us with a copy of your IDVC or refer to the introductory letter for details of documents required for each individual. Thomas Grant & Company Limited may obtain verification from an electronic reference agency.





# Thomas Grant & Company Ltd

## Executor Information Sheet

Thomas Grant Account Reference

For office use only

All information given will be treated in confidence and is subject to the Data Protection Act 2018.

Please complete a form for all Executors.

Total number of Executors

### Executor Details

Title

Forename(s)

Surname

Address

  

Postcode

Contact No.

Email

### Previous address if less than 3 years at the above

Address

  

Postcode

MiFID II Regulations mean that we are required to submit a Date of Birth and National Identifier for all trades.

- For a UK national this is your National Insurance Number.
- For all other nationalities please email [info@thomasgrant.co.uk](mailto:info@thomasgrant.co.uk) stating your name and nationality for further advice.

Without this information, we will not be able to carry out financial transactions on your behalf.

Date of Birth

DD/MM/YYYY

Nationality

National Insurance No./ Identifier

Country

### For official use only

### COMPLIANCE APPROVED

Signature

Date

PROOF OF IDENTITY– To satisfy UK Money Laundering Regulations we are required to confirm the identity and address of your client(s). Please provide us with a copy of your IDVC or refer to the introductory letter for details of documents required for each executor. Thomas Grant & Company Limited may obtain verification from an electronic reference agency.

Please find the enclosed extra forms for additional Executors.

IDVC(s) enclosed, or

Copy documents enclosed for identification purposes.

I/We confirm that the information given in this form is correct and that any alterations will be notified to Thomas Grant & Company Limited immediately.

Signature

Date



# Thomas Grant & Company Ltd

## Probate Services Supplementary Terms

Please complete all fields and indicate your acceptance of the Terms by signing at the end of this document.

Company Name

Address

Postcode

Contact No

Email

All business is conducted on the basis of our published Terms of Business and these Supplementary Terms (receipt of both which you acknowledge). Thomas Grant & Company Limited are regulated by the Financial Conduct Authority (FCA) FRN 163296 and services which we provide to you under this Agreement are subject to the rules of the FCA (the rules). The text of these rules can be accessed from the FCA website at [www.handbook.fca.org.uk](http://www.handbook.fca.org.uk)

Thomas Grant and Company Limited are registered in England and Wales our registered number is 2788515 and our registered office is 40a Friar Lane, Leicester, LE1 5RA. In these supplementary terms “we” or “our” refer to the Company. These terms of business govern only our probate services and not any other services provided by the Company.

Your relationship is solely with the Company, and the Company has sole legal liability for the work done for you and for any act or omission in the course of that work. No director, consultant or employee of the Company will have any personal legal liability for that work whether in contract, tort or negligence. In particular, the fact that an individual member or employee signs in his or her own name any letter or other document in the course of carrying out that work does not mean he or she is assuming any personal legal liability for that letter or document.

### **Our relationship**

We value our relationship with you and welcome any suggestions for its improvement. We will not appoint an agent or subcontract our work to anyone else without your consent.

Our offices are open from 9.00am to 5.00pm on weekdays (excluding bank holidays). Dealing hours are from 8.00am to 4.30pm.

### **Our duty**

We have a duty to act on your reasonable instructions, subject to our legal and professional duties as an FCA regulated firm. We will keep you regularly informed of progress. Our relationship is with you, and we owe a duty of care only to you.

## **Confidentiality**

We will keep confidential all information about you and your clients and not disclose it to anyone outside the Company without your consent. You do consent to that disclosure:

- in the proper handling of your work;
- on a confidential basis to auditors who make random checks of files;
- to our professional indemnity insurers;
- where compelled by professional regulations or by law, such as a court order;
- on a confidential basis to any external provider of administration services.

If we are compelled to disclose information, or if you ask us to object to disclosure, we may charge for the work involved. Any personal details that we use to provide or promote our services to you will not be passed to any third party organisation for marketing purposes without your permission.

We respect the privacy of personal email accounts and we store your email address as securely as any other personal information we hold. We will not send you unwanted email messages or junk mail and your details will not be passed to any organisation without your permission.

## **Email**

We routinely use email to communicate, and whilst we have normal levels of security in place, you accept the risk that email communications may not be secure.

## **Safe Custody**

We currently do not charge for the short term safe custody of share certificates. Although if we have to hold them for six months or longer we will charge £25.00 plus VAT for the Statement of Assets Held and any subsequent statements that we are required under FCA rules to issue to you.

## **Money laundering activity and proceeds of crime**

You accept that we must comply with the law and professional rules about money laundering and proceeds of crime. To satisfy UK Money Laundering Regulations please provide us with a copy of your IDVC for all executors, beneficiaries and the Deceased. Thomas Grant & Company Limited may obtain verification from an electronic reference agency. We also have to report, without telling you, any activity that we suspect may involve the proceeds of crime. We may in some circumstances have to stop acting for you as a result of the money laundering legislation.

## **Sale of shares or Transfer of beneficial ownership under MiFID II**

Under MiFID II (Markets in Financial Instruments Directive) when handling market transactions we are under an obligation to report not only transaction data but certain information, giving regulators additional opportunities to monitor the market for certain abuses. If we do not have access to this information, we will not be permitted to carry out financial transactions on your behalf. In order to report these transactions and any stock transfers into beneficiary names we will be required to submit a Date of Birth and National Insurance Number for all clients.

## **Data Protection**

We comply with the current law on data protection. We store and process information about our clients in the context of our business. We are able, in most circumstances, to supply you on request with copies of the information which we store about you.

## **Charges**

Our current fees for Probate Services are as detailed on our Probate Service Charge Sheet which you will have been supplied with. In addition to our fee we will pass on all third party expenses if applicable. VAT is payable on fees and expenses at the applicable rate. Our VAT registration number is 620 0495 79.



## Transfer of money

Where we have to transfer money on your behalf we cannot do so until the money has been paid to us. If the money has not been cleared we will not make the payment for you. We may charge you an administration fee for money transfers made on your behalf.

## Money we hold

We will deal with any money you have with us in accordance with the rules of the Financial Conduct Authority Client Asset Regulations, which require us to hold your money in a bank account at an approved bank. Please see section 16 of the Terms of Business for more detail on how we treat client money.

## Invoices

Please pay Invoices as promptly as possible, they can be deducted from any sale proceeds or paid by cheque or bank transfer.

If you have a query on an invoice, please discuss it as soon as possible with the person who is dealing with your work.

## Declaration

We confirm that we act for the above and have the clients authorisation required to engage your services in the administration of the deceased client's estate.

We have received, read and agree to be bound by Thomas Grant & Company Limited's Terms of Business, Order Execution Policy and this Agreement and Supplemental Terms. We shall seek clarification promptly if there is anything that we do not understand.

<b>Name</b>		<b>Signature</b>	
<b>Position</b>		<b>Date</b>	





# Thomas Grant & Company Ltd

## Order Execution Policy

### 1. Introduction

The purpose of this document is to provide information to our clients regarding our approach to executing orders on your behalf in relation to financial instruments in accordance with the Markets in Financial Instruments Directive (MiFID). In order to execute a deal with us you will have been provided with this document and by placing the deal you will be deemed to have read and consent to the Policy.

This Order Execution Policy applies to our clients whether we execute an order on your behalf (either as agent or principal), or receive and transmit an order for you, or work an order for you. We will take reasonable steps to achieve best execution of those orders. Our commitment to provide our client's with best execution does not mean that we have any fiduciary responsibilities over and above the specific regulatory obligations placed upon us or as may be otherwise contracted to.

### 2. What is Best Execution

Best execution is the requirement to take all reasonable steps to obtain the best possible result when either executing transactions on your behalf or using other affiliates or brokers to execute transactions on your behalf, taking into account the following execution factors:

- Price – this is the price a financial instrument is executed at;
- Costs – this includes implicit costs such as the possible market impact, explicit external costs e.g. exchange or clearing fees and explicit internal costs which represents the firm's own remuneration through commission or spread;
- Speed – time it takes to execute a client transaction; Likelihood of execution and settlement – the likelihood that we will be able to complete a client transaction;
- Size – this is the size of the transaction executed for a client accounting for how this affects the price of execution;
- Client type – Best execution requirements can differ depending upon client type; and
- Nature of the transaction or any other consideration relevant to the execution of the transaction – this is how the particular characteristics of a client transaction can affect how best execution is received e.g. Settlement.
- Any other relevant criteria

**Retail Client** – We have determined that the order of importance of the execution factors is the same across all asset classes and markets; that for all retail clients the best possible result will be determined in terms of the total consideration, representing the price of the financial instrument and the costs related to execution. The process described above is largely undertaken electronically with our system requesting the best quote in the size of order required from numerous Retail Service Providers. Sometimes this system might not be able to offer a price – for example, in the case of a large trade or an illiquid instrument. If this happens we will exercise our discretion in assessing the criteria that we need to take into account to provide clients with the best result. The relative importance of these criteria will be judged in line with our commercial experience and with reference to market conditions including the need for timely execution, availability of price improvement, the liquidity of the market and size of your order (which may make it difficult to execute an order) and the potential impact on total consideration. In certain circumstances therefore Thomas Grant & Company Limited may determine that the speed, and likelihood of execution and settlement for example may take precedence over immediate price and cost factors if they are instrumental in delivering the best possible result.

**Professional Client** – If we have expressly categorised you as a Professional client in accordance with the meaning given to this term in the Financial Conduct Authority ('FCA') Rules, we will consider relevant FCA and European Securities and Markets Authority ('ESMA') guidance to determine whether we are acting on your behalf and whether you are legitimately relying on us to deliver best execution in relation to your order. In certain circumstances our determination of the relative importance of the execution factors may differ from retail clients including for example where the likelihood of execution may take precedence over price.

### 3. Specific instructions

It is important to bear in mind that where you give us a specific instruction as to the execution of an order, we will execute the order in accordance with those specific instructions. Where your instructions relate to only part of the order, we will continue to apply our order execution policy to those aspects of the order not covered by your specific instructions. **You should be aware that providing specific instructions in relation to the execution of an order, may prevent us from taking the steps set out in this policy to obtain the best result in respect of those elements covered by those instructions.**

### 4. Best execution relating to Spread Bets & CFDs

In relation to Contracts that you enter into with us, we act as principal and not as agent on your behalf and we therefore act as the sole execution venue for the execution of your Contracts. This means that we will act as market maker and you will be dealing with us and not within the underlying market. The way we obtain best execution is by ensuring that in the calculation of our bid/offer prices used to execute your Contracts is based on the same methodology as described in paragraph 2 above.

### 5. Execution venues & entities

In establishing this Order Execution Policy we have identified a variety of execution venues to obtain the best possible result on a consistent basis when executing orders on behalf of our clients. Whilst the venues change and updated details are available on request, the list is not exhaustive and we reserve the right to use other execution venues where appropriate and in accordance with this policy. Those on which we place significant reliance are:

- Regulated Markets ("RM") – A market over which a government body exerts a level of control which is authorised and functions regularly in accordance with the provisions of Title III of MiFID.
- Multilateral Trading Facilities ("MTFs") – A multilateral system, operated by an investment firm or a market operator, which brings together multiple third-party buying and selling interests in financial instruments – in the system and in accordance with non-discretionary rules – in a way that results in a contract in accordance with the provisions of Title II of MiFID.
- Systematic Internalisers ("SIs") – An investment firm which, on an organised, frequent and systematic basis, deals on its own account by executing client orders outside a regulated market or an MTF.
- Retail service providers or other liquidity providers.
- Other FCA authorised firms and EU or non-EU institutions (for overseas instruments).
- Non EU entities performing similar functions
- All transactions in Unit Trusts and OEICs and some International Securities are dealt off market.

We may deem it appropriate or advantageous to execute your order outside a Regulated Market or MTF even where the financial instrument concerned is traded on a Regulated Market or MTF. These may include:

- transacting your order on an "over the counter" (OTC) basis with another market participant;
- crossing your order with that of another opposing client ("Agency Cross");
- executing your order with a "Systematic Internaliser" (a firm that trades on its own book) or other liquidity provider;
- executing your order with Thomas Grant & Company Limited as principal.

If we trade for you in International Securities, the execution of your order may be restricted only to those market makers that are able to provide the settlement arrangements and foreign currency conversion that we require to complete the order. In such circumstances Best Execution is achieved by reference to the prices provided by these market makers.

## **6. Aggregation of Orders**

We may combine your order with those of other clients. We must reasonably believe that it will obtain a more favourable price than if your order had been executed separately. However, on occasions, aggregation may result in you obtaining a less favourable price, by trading with Thomas Grant & Company Limited you acknowledge and accept this.

## **7. Publishing Limit Orders**

If you give us a Limit Order (an investment instruction at a specified price limit or better and/or size) it may not be possible to execute that order immediately. In such cases we would be required to make that order public (i.e. declare it to the market) unless you agree that we need not do so. We believe it would be in your best interests if we exercise our discretion as to whether or not we make the order public. We will not make your order public unless we consider it is in your best interests to do so.

## **8. Monitoring**

Thomas Grant & Company Limited regularly monitors and reviews the effectiveness of this Order Execution Policy and the quality of the execution of client orders provided.

Clients may, on request, ask us to demonstrate how best execution has been obtained.





# Thomas Grant & Company Ltd

## Probate Services

### Verification of Holdings

£10.00 per stock with a minimum charge of £20.00\*

### Probate Valuation as of date of death

Nominees: £15.00 per stock with a minimum charge of £40.00

Certificated: £20.00 per stock with a minimum charge of £60.00

### Current Valuation of Shares

£10.00 per stock with a minimum charge of £25.00

### Death Registration

£15.00 per stock – plus postage

A letter will be sent to the registrars with a sealed copy of the Grant of Probate. **Please note** that the death can be registered by sending a copy of the death certificate, original or certified copy, but the holding cannot be sold until the registrars have seen the Grant of Probate.

### Administration Letter – £25.00 for each letter:

Letter of Indemnity for lost certificates. **Please note** that additional charges may be applied by the registrars.

Letter to the registrar requesting the re-issue of unpaid dividend cheques.

### Administration Work – £80.00 per hour

Minimum of £40.00 applies then £20.00 per fifteen minutes thereafter.

All fees are subject to VAT at the current rate.

Additional third party charges may also apply

\*Plus the cost of telephone calls to registrars where verification can only be obtained by contacting a premium rate service

### DEALING CHARGES – *Please note that we are unable to sell certificated American, Canadian and Irish Shares*

Consideration up to £7,500	1.25%
Balance above £7,500	0.5%
Contract levy chargeable on all transactions	£6.00
Certificated transaction charge where applicable	£20.00
International Settling Transaction Charge	£20.00
Panel of Takeover and Mergers (PTM) levy on all UK equity & Fixed Interest deals over £10,000	£1.00

Our current forms, Terms of Business and Commission Rate Card are available at [www.thomasgrant.co.uk](http://www.thomasgrant.co.uk)







# Thomas Grant & Company Ltd

## Terms of Business

### 1. Our Particulars

The full name of our firm is Thomas Grant & Company Limited and our principal place of business for the purposes of this agreement is 40a Friar Lane, Leicester, LE1 5RA. We are members of The London Stock Exchange and are authorised and regulated by The Financial Conduct Authority ("FCA").

The Terms of Business ("Terms") set out below, apply to all transactions entered into by us with or for you as a Retail client unless we have specifically agreed otherwise in writing.

The language used for these Terms and any other communications will be English.

### 2. The Services We Will Provide

These Terms of Business will apply to the regulated activities on an execution-only basis that we are permitted to engage in under Part IV of the Financial Services and Markets Act 2000 which include: –

#### Simple products

- shares admitted to trading on a regulated market
- money market instruments, bonds or other forms of securitised debt including government and public securities
- units in collective investment undertakings, and ETF's (Exchange Traded Funds)

#### Complex products

- debentures
- contracts for differences, spread bets and securitised derivatives
- rights to or interests in investments (contractually based investments and securities)
- warrants to subscribe for shares or other securities

If, in our opinion, you do not appear to have sufficient knowledge or experience to deal in the **Complex** product concerned special conditions may be imposed before agreeing to deal.

We may also provide other services if agreed between us for which a supplementary agreement may also be required. We are independent of any provider.

In order to use the Service you must: i) be aged 18 or over; ii) hold a UK sterling bank or building society account; iii) complete and return to us a copy of the signed Application Form, or open your Account by other means we agree to; and iv) satisfy our anti-money laundering and 'know your customer' requirements.

If you are holding or depositing certificates for investments you are selling, you are wholly responsible for confirming the number and type of securities held. When buying investments you must be able to pay the total cost of the purchase at the time we accept your order. Certificates will not be requested from the registrar if your account has a debit balance.

We shall not be liable for any losses suffered through a depreciation in the value of your investments, no matter what the cause, or for any error of judgment or other act or default unless involving negligence, gross misconduct, a breach of the Financial Services and Markets Act 2000 or any regulation made under it, by any Thomas Grant & Company Limited employee.

## **Clients and securities based overseas**

You should be aware that overseas stocks may be subject to different settlement, legal, taxation, and regulatory requirements from those applying in the UK. If you purchase shares registered in the USA, you should be aware that should the Company make a distribution to you i.e. Dividends, you may be liable to a higher level of withholding tax. Should you wish to avoid this, UK citizens will need to complete a W-8BEN form and pay a fee of £100 + VAT per person, this fee is charged by Crest who will hold the shares on our behalf. The W-8BEN provides cover for a 3 year period.

The Foreign Account Tax Compliance Act (FATCA) became effective on July 1, 2014. FATCA is a regulatory reporting requirement for foreign financial institutions on their U.S. client account holders. Thomas Grant and Company Limited comply with the FATCA requirements and are registered on the U.S. IRS website with the FATCA Status "Registered Deemed-Compliant Financial Institution" and our Global Intermediary Identification Number (GIIN) is D6XKSK.99999.SL.826. All U.S. citizens or other U.S. person need to provide us with a W9 form for identification purposes.

### **3. Acting as Agent/Principal**

In carrying out your instructions we may, at our discretion, act as agent or principal. The capacity in which we have acted will be stated on the contract note.

In the event that we, as principal, sell stock to you on extended settlement, we may show an additional charge rather than increase the price at which you purchase shares, which is the usual market practice.

### **4. Conflicts of Interest**

While we do everything we can to avoid a conflict, where this is not possible we make sure we manage any conflicts of interest to avoid any material risk, disadvantage or loss to clients.

When we enter into a transaction for you, we could be:

- matching your transaction with that of another client by acting on his behalf as well as yours;
- buying or selling units in a collective investment scheme where we are the trustee, operator (or an adviser of the trustee or operator) of the scheme;
- buying investments where we are involved in a new issue, rights issue, take-over or similar transaction concerning the investment

How do we manage conflict of interests that might affect clients?

- the nature of our business is non-advisory
- we design reward structures for our employees that are not target-based
- we operate personal account dealing policies for our employees and monitor their accounts.

Please bear in mind that, before publishing research, we, or an associated company, may have acted upon it or made use of information on which it is based.

### **5. Non-Readily Realisable Investments**

We may enter into transactions on your behalf in non-readily realisable investments. These are investments in which the market is limited or could become so. They can be difficult to deal in and it can be difficult to assess what would be a proper market price for them.

## **6. Off-Exchange Transactions**

We may deem it appropriate or advantageous to execute your order outside a Regulated Market or MTF only in accordance with the provisions of our Order Execution Policy details of which are provided separately.

## **7. Execution of Orders**

Our dealings for you will be in accordance with our Order Execution Policy, details of which will be provided separately.

For funds and ETF's you should refer to the relevant prospectus before purchasing. For listed securities you should refer to the relevant announcements.

## **8. Charges**

Our charges will be in accordance with the published rate in effect at the time the charges are incurred. All charges, unless otherwise stated, are exclusive of VAT. Any alteration to these charges will be notified to you at or before the time of the change.

We may share dealing charges with a connected person or other third parties, or receive remuneration from them in respect of transactions carried out on your behalf. Details of any such remuneration will be made available to you on request.

## **9. Stabilisation**

We may deal for you in investments that have been the subject of stabilisation, which is a price supporting process that may take place in the context of new issues. The effect of stabilisation can be to make the market price of the new issue temporarily higher than it would otherwise be. The market price of investments of the same class already in issue, and of other investments whose price affects the price of the new issue may also be affected.

This process is undertaken in order to ensure that the issue of investments is introduced to the market in an orderly fashion, and that the issue price and/or the price of associated investments is not artificially depressed because of the increase in supply caused by the new issue. Stabilisation may only take place for a limited period, and there are limits on the price at which the shares, warrants and depository receipts may be stabilised (although there are no limits in respect of loan stock and bonds).

## **10. Telephone Calls**

We may telephone you to discuss your investments without having been expressly invited by you to make such a call. The ability to telephone you in this way is likely to increase the effectiveness of our services to you, but you should be aware that you will forego certain statutory rights that you might otherwise have entitling you to undo an investment transaction which you enter into as a result of an uninvited call. We will not telephone before 9.00 am or after 9.00 pm unless expressly requested to do so.

In order to assist Thomas Grant & Company Limited in monitoring compliance with the relevant rules of conduct and to avoid misunderstandings, Thomas Grant & Company Limited may make and keep a sound recording of telephone conversations between Thomas Grant & Company Limited and you. These recordings shall be and shall remain Thomas Grant & Company Limited's sole property and will be accepted by you as conclusive evidence of the conversations so recorded. You agree that Thomas Grant & Company Limited may deliver copies or transcripts of such recordings to any court or regulatory authority.

## **11. Safe Custody/Nominee**

Investments within the Account shall at all times following settlement be beneficially owned by you.

Save as detailed in paragraph 21 we will hold investments on your behalf only if we have entered into a nominee or ISA agreement with you.

If we enter into a nominee or ISA agreement with you, your investment holdings will be registered in the name of Thomas Grant & Company Nominees Limited, a wholly owned subsidiary of Thomas Grant & Company Limited, and pooled with those of other clients. Alternatively if we enter into a Crest Sponsored Member agreement with you, your Crest holdings will be registered in your own name and address and non Crest holdings will be registered in the name of Thomas Grant & Company Nominees Limited, a wholly owned subsidiary of Thomas Grant & Company Limited, and pooled with those of other investors. Any or all investments may be held with an eligible custodian.

Thomas Grant & Company Limited shall be liable in the event of loss of a safe custody investment by the fraud, willful default or negligence of Thomas Grant & Company Limited or its employees, representatives or officers. In the event of loss caused by the fraud, willful default or negligence of an eligible custodian appointed by us, we shall remain liable as if such fraud, willful default or negligence had been committed by Thomas Grant & Company Limited.

A fee will be charged at our published rate if you transfer your nominee, Crest Sponsored Member or ISA holdings into your own name or into the name of another nominee company.

## **12. Rights and Obligations**

It is your responsibility to identify any upcoming Corporate Actions before purchasing an investment as we will not provide you with any notifications at the time of purchase. Dividends, interest payments and other entitlements (e.g. scrip dividends) will be collected on your behalf and added to your funds or paid to you. Foreign currency received for your account in relation to your overseas transactions will be exchanged at prevailing market rates at the end of each calendar month unless otherwise instructed by you.

We will monitor all documents and correspondence received from the various companies on your behalf and will refer to you only when decisions are required. We will use reasonable endeavours to carry out any instructions received but if such Instructions are not received in time for us to take timely action we shall not be under any obligation to act upon such instructions and we shall not be under any obligation to exercise conversion and/or subscription rights on your behalf. We will normally:

- not take up any rights issues unless instructed by you to do so
- not exercise any conversion or subscription rights unless instructed by you to do so
- handle all matters relating to capital re-organisations and takeovers
- not use the investments for Thomas Grant & Company Limited account, or the account of another client without prior written consent

Valuations of your holdings will be provided twice a year, unless otherwise agreed in writing. You may request additional valuations and statements at any time for which a charge will be made in accordance with the published rate in effect at the time. Transactions are reported on a trade date basis and the assets will be valued at the closing mid-market price if applicable on the statement date.

If after we have purchased an investment for you, but before you are the registered holder, dividends are payable and other rights conferred, we will claim them on your behalf. You agree to pay us on demand the amount of any dividend or any rights conferred, which you receive after your entitlement has ceased, for example from the sale of shares or units, and additionally return to us any certificates or other documents in evidence of such rights.

## **13. Settlement**

You shall promptly take all action necessary, including the supply of information and return of necessary documents, to enable due settlement of any transaction entered into by us with you or on your behalf.

Funds for any purchase of any investment, in the correct currency for the investment concerned, must be available to us at such time as we may specify. If no time is specified cleared funds must reach us no later than the appropriate settlement day for the particular transaction concerned together with any commissions and charges due in respect of the transaction.

We will credit you on the day the bargain is settled with the full proceeds of the sale of any investment less charges provided that you have delivered to us valid stock transfer forms or documents of title and any documents necessary to transfer title in good order in sufficient time to allow us to settle the transaction.

Payment of fees and charges shall become due on the day they are incurred on your behalf.

It is our normal practice to aggregate all sums due to and from you, including commissions, fees and charges, and pay any net credit to you (if there is a cash balance in your favour) or call any net debit from you (if there is a cash balance in our favour). We may depart from our normal practices at our discretion.

## **14. Methods of Payment**

All funds received should be directly attributable to the account holder. Payment to be made by bank transfer or cheque by the settlement date, we cannot accept cash or debit card payments.

## **15. Right to Retain Clients Funds, Combine and Set-Off Balances**

We reserve the right to retain, or make deductions from, amounts which we owe you or are holding for you (including any margin amounts), in settlement of any obligations to us. We also reserve the right to combine all or any accounts opened in your name and to consolidate the balances in such accounts and to set off such balances between us.

## **16. Your Money**

We will deal with any money you have with us in accordance with the rules of the Financial Conduct Authority Client Asset Regulations, which require us to hold your money in a bank account at an approved bank.

Money required for settlement may be held with the money of other clients in the same settlement bank accounts. No interest will be earned or paid on such money.

If you have a nominee, Crest Sponsored Member or ISA account your free money (i.e. money not required for settlement) and accrued dividends will be held on deposit in a pooled account with an approved bank under customer trust status (i.e. separate from Firms money). Interest will not be paid on CFD, Spreadbet or Online Trading Accounts. Interest on other accounts will be paid monthly on cleared credit balances at the tiered rate published by the Firm's bankers for the amount that is recorded as being held by you. For reference these rates can be found on the Lloyds Bank website under 'classic account' [www.lloydsbank.com/current-accounts/all-accounts/classic-account](http://www.lloydsbank.com/current-accounts/all-accounts/classic-account). Thomas Grant & Company Limited may earn interest on money in this account.

When the services in which you have instructed us come to an end, we will endeavour to return to you, all and any client money held by us on your behalf. If we are unable to return this money to you for reasons beyond our control we will contact you at your last known address at least once every 6 months to try and return this money to you. If there has been no movement on client money balances for a period of at least 6 years (notwithstanding any interest or charges) we will write to you at your last known address and inform you that we may cease treating this money as client money and may pay balances below £25.00 away to a registered charity. If we do not receive a response to this letter within 28 days we will cease our attempts to contact you. However, we will keep a record of all balances released from client bank accounts in this way and will undertake to make good any valid claim against any released balances.

## **17. Pooling**

The effects of pooling cash or assets are:

- in the event of an irreconcilable shortfall after the failure of a custodian, clients may share in that shortfall in proportion to their original share of the assets in the pool, and

- individual entitlements may not be identifiable by separate certificates, other physical documents or equivalent electronic record.

## **18. Anti-Money Laundering**

We may use the services of a credit reference agency to confirm your identity and by dealing with us we accept this as your consent. We may also run additional verification checks at a later date should this be necessary to confirm identity, we may delay applications or withhold settlement until adequate identification has been provided.

## **19. Default will be effected:**

- if you fail to present Thomas Grant & Company Limited with cleared funds due to us in settlement of any transaction by the due date (including commissions, fees and charges due to us);
- in the case of sales, if you fail to deliver to us by four days before settlement valid transfer forms and/or documents of title and any documents necessary to transfer title in good order, or
- as a consequence of operating a trading account there is insufficient margin available on your account, or
- as a consequence of operating a trading account your account goes into loan i.e. you owe the Firm money, or
- if you are in breach of any of these terms, (or any other arrangement or understanding between us); or
- if you do not have the authority to transact business with us or to do so in the manner in which you customarily conduct business with us; and/or

If we reasonably believe that any of the above is likely to occur in the immediate future, we may at our discretion at any time thereafter (without prejudice to any other right) without notice to you cease to act for you, and/or:

- close out all or any open investment position with you or held by us for you (including unsettled stock bargains);
- convert any currency
- realise any investment held by us on your behalf or owned by you over which we have control and apply all and any cash held by us and the proceeds of realisation of the closure of any open position and/or the proceeds from the sale of any investment in satisfaction of all or any amounts owing to us (including without limitation amounts due in respect of settlement, fees, commissions and interest);
- individual entitlements may not be identifiable by separate certificates, other physical documents or equivalent electronic record.
- to charge an arrangement fee of £20 + VAT and interest at 15% over the Bank of England base rate, from the date at which a debit balance occurred. Interest will continue to be added to the account at that rate until the account is paid in full.
- to charge to you any penalties or fines we may incur due to late settlement.

If after the action specified above has been taken there is a positive balance in your favour we shall (after withholding such amount as we in our absolute discretion consider appropriate in respect of future liabilities) pay such balance to you as soon as reasonably practical and supply you with a statement showing how such a balance was calculated.

If, however, there is a negative balance you will be asked to provide us with sufficient funds to clear the debt. If this is not cleared immediately we shall instruct our debt collector or institute legal proceedings for recovery of the debt and charge the cost of collection to you.

## **20. Underwriting and Sub-underwriting and Issues**

We may enter into transactions for you which commit you to underwriting or similar obligations in connection with a new issue, rights issue, take-over or similar transaction only with your prior written approval.

## **21. Circumstances Beyond Our Control (Force Majeure)**

If we declare a Force Majeure Situation (Circumstances Beyond Our Control), either before or at any time after the event, we shall not be liable to you for loss (including any indirect or consequential loss including, without limitation, loss of profit, damage, injury or delay, whether direct or indirect), arising from the closure or loss of facilities of any

relevant investment exchange or from any act or omission of any relevant exchange, its officers, employees, agents or representatives or for any other reason beyond our control. Nor shall we be responsible for the consequences of any loss of facilities in our offices due to unforeseen circumstances which shall include loss of utilities and other services due to any acts beyond our control including Terrorism, Warfare or Act of God.

## **22. Delivery of Documents**

Any certificates, documents of title or other documents sent by us or by registrars by first class post to you, at your last registered address, will be deemed to have been received two days after posting. Where any certificate is lost or destroyed whilst in transit from you to us, from us to the Registrar, from Registrar to us or from us to you, you will be liable to meet all costs of obtaining a replacement, regardless of blame or cause.

## **23. Confidentiality, Data Protection and Freedom of Information**

We will hold and process personal information about you by computer or otherwise. We will treat all such personal information as private and confidential other than in the following personal circumstances permitted by law.

- where we are required or legally compelled to disclose;
- where there is a duty to the public to disclose;
- where our interests require disclosure. This will not be used as a reason for disclosing information about you or your accounts to anyone else.
- close out all or any open investment position with you or held by us for you (including unsettled stock bargains);

You have a legal right to apply for a copy of your personal records with us and to have any inaccuracies corrected. We may make a charge for this.

How we use the personal information you give us or we otherwise receive about you during the course of our relationship is explained in our privacy policy which is available on request.

## **24. Complaints**

If you have a complaint you should notify us as soon as possible in order that we may investigate the circumstances. If we are unable to satisfy your complaint you have the right to take it to the Financial Ombudsman Service (FOS). In accordance with the current Data Protection Act we give notice that if you do complain it will be necessary for us to release personal information about you to third parties.

## **25. Financial Services Compensation Scheme (FSCS)**

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Compensation of up to of £85,000 per eligible person. Further information about compensations scheme arrangements is available from the FSCS ([www.fscs.org.uk](http://www.fscs.org.uk)).

## **26. Client Responsibility**

In as far as Thomas Grant & Company Limited set out their responsibilities towards clients the Firm holds that the client has a responsibility for monitoring that his/her instructions are carried out with due dispatch. Non receipt of contract notes should be reported within 5 working days.

You warrant that investments you instruct us to sell are beneficially owned by you, free from any lien, charge or other third party rights and you are entitled to sell them.

When buying investments you must be able to pay the total cost of the purchase at the time we accept your purchase instruction.

You will pay Account Charges for our services in accordance with the published rates from time to time.

You agree that you will be liable to us in respect of all obligations and liabilities arising from instructions given to us. You agree to promptly notify us if you do not: i) receive a Contract Note; or ii) agree with the details on the Contract Note within 7 days following the placing an instruction with us. We shall not be responsible for any loss or damage or depreciation in value of your Account if you fail to notify us within 7 days.

You shall promptly notify us of any change of address or in United Kingdom taxation status, which may render you ineligible to subscribe further to the Account.

## **27. Changes to these Terms and Termination**

We may vary these terms at any time and will send you a copy of the new Terms of Business indicating any changes. You are entitled to terminate these arrangements by giving us immediate written notice, as may we by giving you immediate written notice.

In accepting these Terms of Business you agree that should we need to transfer our business to another manager or third party we may do so without seeking your specific consent, provided that we comply with our duties under the Client Money & Asset Rules at the time of transfer.

## **28. General**

These terms shall be subject to the rules of any exchange under whose rules or using whose facilities we enter into any transaction on your behalf. Such rules shall be deemed to be incorporated herein and shall form part of the relationship between us. In the event of any conflict between such rules and these terms the provisions of such Rules shall take precedence over these terms.

These terms supercede any earlier terms. Any previous or subsequent additional agreements which restrict or expand your rights or our duties continue in force until such time as they are cancelled or altered by you or us. Should any part of these terms be held by any Court of competent jurisdiction to be unenforceable or illegal or contravene any rule, regulation or bye-law of any exchange or Self Regulation Organisation the same shall be deemed to have been excluded from these terms from the beginning, and these terms shall be interpreted and enforced as though the provision had never been included. Our failure to seek redress for violations or to insist upon strict performance of any condition or provision of these terms or our failure to exercise any right or remedy to which it is entitled hereunder, shall not constitute a waiver thereof.

These terms shall be governed and construed in accordance with English law and the English Courts shall have non-exclusive jurisdiction.





# Thomas Grant & Company Ltd

## Privacy Policy

General Data Protection Regulation (GDPR) came into effect on the 25th May 2018. The new regulation is focused on you the individual and how your data is used and processed. As a client of Thomas Grant and Company Limited it is important that we let you know of the rights you have under GDPR, this document does that.

This Privacy Policy sets out the basis on which any personal data we collect from you or that you provide to us, will be processed by us. When you use the services of Thomas Grant and Company Limited we must collect information about you which constitutes personal data under the General Data Protection Regulation (GDPR). Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By using our services you are accepting and consenting to the practices described in this Privacy Policy.

### Information about us

Thomas Grant & Company Limited is registered in England and Wales, Registration number 2788515. We are authorised and regulated by the Financial Conduct Authority registration number 163296.

### How we collect information about you

We obtain information about you when you use our website (for example when you contact us about our products and services) and/or when you engage us to deliver our products and services.

We may also receive information about you from third party service providers such as credit reference agencies. We may combine this information with information you give to us and information we collect about you.

### What type of information we collect from you

We may collect and process the following data about you:

- Your name, address, email address and other contact information
- Your IP address and the pages you visit on our website
- Your company name and address
- Your financial (bank accounts, NI number, UTR etc)

### How we use your information

The General Data Protection Regulation (GDPR) dictates that we must have a lawful basis for processing your data. We will process your data on the following basis:

- To fulfil a contract we have with you
- When it is our legal duty
- When it is in your, our, or both of our legitimate interest
- When you consent to it

We may use information we hold about you in the following ways:

- to provide you with any services and/or information you request from us (which includes carrying out any obligations arising from any contracts entered into between you and us);
- to notify you about changes to our service;
- to provide you with information by post, email, telephone or otherwise about corporate actions, products and services of a similar nature to those you have previously purchased or expressed an interest in which are offered by us and which we think may be of interest to you. (You have the right to ask us not to process your personal data for this purpose by contacting us by phone, post or email);

- to administer our sites and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to improve our sites to ensure that content is presented in the most effective manner for you and for your computer or other device;
- to measure or understand the effectiveness of content we serve to you and others, and to deliver relevant content to you;
- to obtain your feedback on a product, service or our sites via a third party appointed by us;
- to allow you to participate in interactive features of our sites, when you choose to do so;
- as part of our efforts to keep our sites safe and secure and to prevent and detect money laundering, financial crime and other crime; and
- to meet our legal obligations

## **Who has access to your information?**

All staff requiring access to your information will do so under a duty of confidence. We will never sell, trade, or rent your personal information to others.

We may share your information with selected third parties including:

- our partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you, or to enforce or apply our statutory disclosures or any other agreement or to protect the rights, property or safety of our sites, our users or others;
- governmental or judicial bodies or agencies to comply with our legal and regulatory obligations;
- fraud prevention agencies, other companies and organisations to prevent or detect financial and other crime;
- data, service and software providers that assist us in the improvement and optimisation of our sites and services.

## **How long we keep your personal data**

We will retain your personal information for as long as it is necessary for the purposes described above. Typically we will retain your data for a minimum of seven years for business purposes and to comply with legal and regulatory requirements or for any legal claims.

## **Where we store your personal information**

We store your data on our secure servers in the United Kingdom and retain it for a reasonable period or as long as the law requires. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy.

## **Safeguarding your personal information**

Maintaining the security of your personal data is one of our highest priorities. That said, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk.

We endeavour to protect your personal information at all times and we take all reasonable precautions to keep your personal information secure, including safeguards against unauthorised access, use or data loss.

We have a backup and disaster recovery plan in place which gives us the ability to restore the availability and access to your personal data in a timely manner in the event of a physical or technical incident.

## **Telephone calls**

When you call any of the client telephone numbers we will collect the Identification information of the call and retain a copy of the telephone call for our training and security processes. We will also use the information to help improve our efficiency and effectiveness.

## Your rights and your personal data

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

### Access to your information

You have the right to request a copy of the personal information about you that we hold.

### Correcting your information

We want to make sure that your personal information is accurate, complete and up to date and you may ask us to correct any personal information about you that you believe does not meet these standards.

### Deletion of your information

You have the right to ask us to delete personal information about you where:

- you consider that we no longer require the information for the purposes for which it was obtained or that we no longer need to retain it in accordance with our statutory obligations;
- you have validly objected to our use of your personal information – see ‘Objecting to how we may use your information’ below;
- our use of your personal information is contrary to law or our other legal obligations.

### Objecting to how we may use your information

Where we use your personal information to perform tasks carried out in the public interest then, if you ask us to, we will stop using that personal information unless there are overriding legitimate grounds to continue.

### Restricting how we may use your information

In some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information about you that we hold or assessing the validity of any objection you have made to our use of your information. The right might also apply where there is no longer a basis for using your personal information but you do not want us to delete the data. Where this right is validly exercised, we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

### Withdrawing consent using your information

Where we use your personal information with your consent you may withdraw that consent at any time and we will stop using your personal information for the purpose(s) for which consent was given. Please contact us in any of the ways set out in the ‘Contact information and further advice’ section if you wish to exercise any of these rights.

### Changes to our privacy statement

We reserve the right to revise or supplement this Data Protection Policy from time to time, the latest version can be found on our website [www.thomasgrant.co.uk](http://www.thomasgrant.co.uk).

### Our contact details

If you have any questions or concerns about our use of your personal data, please contact us in writing to Thomas Grant & Company Limited, 40a Friar Lane, Leicester, LE1 5RA or by email to [info@thomasgrant.co.uk](mailto:info@thomasgrant.co.uk) or by telephone on 0116 225 5500

### Complaints

We seek to resolve directly all complaints about how we handle your personal information but you also have the right to lodge a complaint with the Information Commissioner’s Office [www.ico.org.uk](http://www.ico.org.uk).