

Effective: 4 July 2022

**COLUMBIA THREADNEEDLE  
TERMS AND CONDITIONS  
MYCOLUMBIATHREADNEEDLE**

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## INTRODUCTION

myColumbiaThreadneedle offers a service enabling you to:

- use certain financial planning tools;
- review your holdings in the various funds that you have registered with the service as well as the holdings that you have acquired via the myColumbiaThreadneedle service. A summary of your holdings will be made available via myColumbiaThreadneedle;
- access information, including prospectuses, Key Investor Information Documents and fund factsheets relating to various Columbia Threadneedle Funds;
- transmit your instructions to buy or sell shares, including switching, in one or more Columbia Threadneedle Funds via the internet; and
- check transaction confirmations.

These Terms and Conditions apply to your investment through the myColumbiaThreadneedle service in Columbia Threadneedle Funds and Threadneedle Stocks and Shares ISA. Investments in the Threadneedle Junior ISA can be viewed through myColumbiaThreadneedle and will also be subject to these Terms and Conditions although the initial application must be made by post.

This document governs your relationship with Threadneedle Investment Services Limited regarding your investment and sets out each of our respective rights and responsibilities as well as the rights and responsibilities of our agents and delegates.

When we accept your application to purchase a Columbia Threadneedle Product through myColumbiaThreadneedle, these Terms and Conditions, the information you provide to us via myColumbiaThreadneedle, your Application Form and, if you are investing in Columbia Threadneedle Funds, the Key Investor Information Document (or, for non-UCITS retail schemes, the non-UCITS Key Investor Information document) and the relevant Prospectus, will together be a binding agreement (the "**Agreement**") between you and Threadneedle Investment Services Limited.

Prospectuses and Key Investor Information Documents for the Columbia Threadneedle Funds are available via myColumbiaThreadneedle or you can contact our Client Services Team, details of which are below, who can provide such documents.

**This is an important document. Please read it carefully and ensure that you are happy with its contents before applying for Columbia Threadneedle Products.** Please keep a copy of this document safe so that you can refer to it easily in the future.

These Terms and Conditions supersede any earlier versions you may have received from Threadneedle Investment Services Limited previously.

## WHICH SECTIONS APPLY TO YOU?

**SECTION A** contains general terms that apply to all myColumbiaThreadneedle clients investing in Columbia Threadneedle Products.

The following additional terms apply depending on the type of investment you have chosen:

- **SECTION B** also applies to you if you are investing in a Threadneedle Stocks and Shares ISA; and
- **SECTION C** also applies to you if you are making an investment in a Threadneedle Junior ISA. Please note that whilst myColumbiaThreadneedle provides services to enable you to view investments in the Threadneedle Junior ISA, as at the date of these Terms and Conditions, applications and payment for the Threadneedle Junior ISA should be made by post by completing an Application Form.

## DEFINITIONS

We use certain defined terms and phrases in this document. You will find a list of these, together with their meaning at the back of this document in **SECTION D (GLOSSARY)**.

## WHAT TO DO IF YOU HAVE ANY QUESTIONS

If you have any questions about the suitability of your investment, please speak to your financial adviser. We do not give financial advice, but if you have any general queries about these Terms and Conditions, please call our Client Services Team.

## HOW TO CONTACT US

### CLIENT SERVICES TEAM

Our Client Services Team will assist you with the purchase, switch/conversion or sale of shares or units in Columbia Threadneedle Funds and general administrative queries about dealing.

Contact details relating to notices, letters or other documents are set out overleaf:

Postal address: Threadneedle Investment Services Limited, PO Box 10033, Chelmsford, Essex, CM99 2AL

Telephone (dealing & customer queries): 0800 953 0134 Email (enquiries): [questions@service.columbiathreadneedle.co.uk](mailto:questions@service.columbiathreadneedle.co.uk). Please note that calls may be recorded.

### HOW WE CONTACT YOU

We will contact you by writing to you at the address you provide to us when you first register with myColumbiaThreadneedle online or if it has been updated, the address we hold relating to your investment on the shareholder register of the relevant Columbia Threadneedle Fund. This is the address we

will use to send you all documents including notices and contract notes unless you provide us with an alternative address. Therefore it is very important that you keep us informed by notifying the Client Services Team if your contact details are incorrect or if they change.

Please note that all communications to you will be made in the English language.

## SECTION A – GENERAL TERMS AND CONDITIONS

### INFORMATION ABOUT US

Threadneedle Investment Services Limited (“Threadneedle Investment Services”) is authorised and regulated by the Financial Conduct Authority under firm reference number 190437. Further details can be obtained from the Financial Conduct Authority website at [www.fca.gov.uk/register/home](http://www.fca.gov.uk/register/home).

References to “we” or “our” in these Terms and Conditions are references to Threadneedle Investment Services.

Threadneedle Investment Services is the authorised corporate director or authorised unit trust manager of each of the Columbia Threadneedle Funds. It is also the authorised ISA manager of the Threadneedle Stocks and Shares ISA and Threadneedle Junior ISA.

Please note that we delegate some of our administrative functions to other companies within the Columbia Threadneedle Group and/or third party administrators. Where we have done so, we ensure that such entities are authorised and competent to perform the functions delegated to them.

### WHO CAN INVEST THROUGH MYCOLUMBIATHREADNEEDLE?

We will accept your request to join the myColumbiaThreadneedle service if you are aged 18 or over and you live permanently in the United Kingdom.

For the purposes of these Terms and Conditions, a member of Columbia Threadneedle’s staff means an officer or employee of any Columbia Threadneedle Group company.

Please note that you cannot make investments in the Threadneedle Junior ISA through the online myColumbiaThreadneedle service although you can view and manage Junior ISA holdings. If you would like to make an investment, please contact our Client Services Team.

### ELIGIBILITY FOR THE CT UK PROPERTY AUTHORISED INVESTMENT FUND

Please note the following if you wish to invest in the CT UK Property Authorised Investment Fund.

Throughout this section, references to “Columbia Threadneedle Funds” means the CT UK Property Authorised Investment Fund (the “CT PAIF”) or the CT UK Property Authorised Trust (the “CT PAIF Feeder Fund”).

Property Authorised Investment Funds are a type of tax-efficient property fund which benefits tax-exempt investors. For the majority of investors, at the

time of going to print, Threadneedle Investment Services believes that the PAIF may be the preferred option compared with the CT PAIF Feeder Fund.

The CT PAIF Feeder Fund is primarily designed for large corporate investors and those investors who are not able to invest in the CT PAIF but who still wish to gain exposure to Columbia Threadneedle’s property expertise.

Not all types of investor are eligible or able to invest directly in a PAIF. In particular, a company or other body corporate is subject to a maximum holding limit of under 10% of a PAIF, whether held directly in its own name or via a third party (other than nominee companies holding units for non-Body Corporate investors). Please speak to your financial adviser if you require advice.

In order to avoid a breach of this provision, we impose a lower maximum holding limit of 9.5% of the value of the CT PAIF and we require any corporate investor exceeding this limit to reduce their holding to 7% (or less) of the value of the CT PAIF.

Please note that the CT PAIF Feeder Fund is not available through the Threadneedle Stocks and Shares ISA or the Threadneedle Junior ISA.

### EXECUTION ONLY SERVICES

We provide “execution only” or “self-directed services”, meaning that we carry out your instructions with respect to your investments in Columbia Threadneedle Products and we provide Target Market information at our website [www.columbiathreadneedle.com](http://www.columbiathreadneedle.com), but we do not give you investment advice on the merits of your instructions, or the tax consequences of carrying them out. We do not assess the suitability of investments for you and accordingly, you will not benefit from the protection of the Financial Conduct Authority Rules on assessing suitability. If you are in any doubt as to whether Columbia Threadneedle Products are suitable for you, you should seek the advice of a financial adviser.

#### Target market

Threadneedle Investment Services will make the details of the target market for each of the Funds available on the website [www.columbiathreadneedle.com](http://www.columbiathreadneedle.com). This will include the types of investor the Fund is targeted at, their knowledge and experience and risk tolerance. This information can also be obtained by contacting us. Please refer to the “How to contact us” section of these Terms and Conditions.

### STATEMENTS

Whenever you place an investment transaction via myColumbiaThreadneedle, you will receive an email confirming the transaction. We will also send you a six-monthly statement. You can also view all your transactions available online through your myColumbiaThreadneedle account.

### HOW TO INVEST USING MYCOLUMBIATHREADNEEDLE

Please make sure that you have read the relevant Key Investor Information Document, the Target Market information on our website [www.columbiathreadneedle.com](http://www.columbiathreadneedle.com) and Prospectus for the Columbia Threadneedle Fund that you wish to invest in before you invest. Please note that certain Columbia Threadneedle Funds, Columbia Threadneedle Products and certain share classes may not be available to all investors (for

example, the Threadneedle Stocks and Shares ISA is available only to UK investors) and minimum initial investment amounts may be applied on different types of shares or units.

You can invest by:

- investing a lump sum;
- electing to become a regular saver; or
- using both of the above listed methods of investment.

If you want to invest with us, you can do so by logging into your myColumbiaThreadneedle account online or by sending us a completed Application Form by post once you have registered online.

#### **Making an investment online**

You can make your investment online and pay by debit card or by cheque.

- Payment by debit card

You can place an order to make an investment in Columbia Threadneedle Funds or Threadneedle Stocks and Shares ISA online through your myColumbiaThreadneedle account.

Once you have completed the details for the investment, you can pay for the investment by using your debit card. The price at which you receive your shares will depend on the time at which you make the payment. If payment is received by midday on a working day, you will receive that working day's dealing price. If your payment is received after midday on a working day, you will receive the following working day's price.

- Payment by cheque

Once you have placed your order online, you can also make the payment by sending us a cheque. All cheques should be made payable to Threadneedle Investment Services Limited. Please note that if you elect to pay by cheque, we will place the order in respect of your subscription on the day the cheque is received by the Client Services Team.

#### **Making an investment by post**

You can make an investment by post by completing and signing an Application Form available on our website.

Please note that this will not be pre-populated.

- Payment by cheque

You will need to send us your cheque by post with your completed and signed Application Form. All cheques should be made payable to Threadneedle Investment Services Limited. Please note that if you elect to pay by cheque, we will place the order in respect of your subscription on the day the cheque is received by the Client Services Team.

#### **REGULAR SAVERS FACILITY**

When making an investment, you can select the option of becoming a regular saver (making payments in monthly instalments). If you are a regular saver, this means that each month a payment will be made by direct debit from your bank account to us and we will invest these payments as you direct in relation to your chosen Columbia Threadneedle Product. We will keep taking these monthly amounts from your bank account from one tax year to the next, unless you tell us to stop by contacting our Client Services Team. We will require one month's notice for this.

For regular savers, the first monthly subscription must be made by sending us a personal cheque made payable to Threadneedle Investment Services Limited. You should then send us a direct debit instruction by post to our Client Services Team. Any subscriptions after the first payment will be made by direct debit. Please note that we need to receive your signed direct debit instruction before placing any further orders under the regular saver facility.

If you want to stop being a regular saver, or to change the amount taken out of your bank account each month, please contact our Client Services Team. Similarly, if you've stopped being a regular saver and want to start again at any time, please let us know.

#### **SWITCHING BETWEEN COLUMBIA THREADNEEDLE FUNDS**

You can switch your investment in a Columbia Threadneedle Fund for an investment in another Columbia Threadneedle Fund, or to another type of share in your current Columbia Threadneedle Fund (provided you are eligible to hold that new type of share and that the new Columbia Threadneedle Fund is available to you). Please note that you cannot switch your investment in a Columbia Threadneedle Fund for an investment in another Columbia Threadneedle Fund within a Junior ISA.

We may charge a switching fee on the exchange of shares of one Columbia Threadneedle Fund for shares in another Columbia Threadneedle Fund. But in any case, the switching fee will not be more than the initial charge for the class of shares into which you are switching your investment. For information about these charges, see the Prospectus for the Columbia Threadneedle Fund you wish to switch into.

We do not currently charge for switching shares in one class of Columbia Threadneedle Fund for shares in another class of the same Columbia Threadneedle Fund.

The switching or transfer of shares, being chargeable assets, may constitute a disposal or part disposal for the purposes of UK Capital Gains Tax.

If you have any questions about the taxation of your investments, please seek independent tax advice.

#### **IF YOU APPLY OR HOLD AN INVESTMENT ON BEHALF OF SOMEONE ELSE**

You can hold investments in Columbia Threadneedle Funds for another person. If you are investing on behalf of someone who is less than 18 years old, it should be noted, however, that shares in the UK are entered in a fund's register of shareholders under the name of the child's parent or legal

guardian. This means that the parent or legal guardian is liable for any tax relating to the investment.

## JOINT INVESTORS

If more than one person subscribes for investments together, they become joint investors.

Under English law, on the death of a joint investor, legal title to their investment will automatically pass to the surviving joint investor or investors.

We will assume you want us only to accept instructions given by all joint investors unless you tell us otherwise.

## SELLING YOUR INVESTMENT

Please note that this section applies only to investments made directly into Columbia Threadneedle Funds. For details on how to sell your Threadneedle Stocks and Shares ISA or Threadneedle Junior ISA, please see Sections B and C of these Terms and Conditions.

You can sell all or part of your investment by contacting our Client Services Team.

If we receive your instruction to sell before 12 noon on a working day in the UK, we will sell your investment on that day. If we get your instruction to sell after 12 noon, we will sell your shares on the next working day in the UK.

If you are not a regular saver, we will send you a contract note confirming your instructions and the sale on the next UK working day following the sale of your investment.

Except in the case of a switch, the sale proceeds, less any applicable charges and expenses (as explained in the Prospectus for the Columbia Threadneedle Fund(s) you're investing in) will be sent to you four (4) business days after the sale.

We will send the sale proceeds to you by BACS bank transfer to the bank account specified in your Application Form unless you have not provided any bank account details or informed us that you do not wish to receive the proceeds by BACS, in which case, we will send you a cheque. Please contact our Client Services Team for details.

## CANCELLING AN ORDER

You may change your mind about an investment within 14 days of you placing your instruction to transact. You can cancel by contacting our Client Services Team. They will provide you with a cancellation form for you to complete and return to us.

The value of investments and the income from them can fall as well as rise and is not guaranteed. You may not get back the amount you originally invested.

## RE-INVESTMENT FACILITY – INCOME SHARES

Most investments held within investment funds generate income payments to the fund. For example, this occurs if the fund invests in shares in a UK listed company that declares a dividend. This dividend is paid to the fund and is its income.

Depending on which Columbia Threadneedle Fund you invest in, we may issue "accumulation shares" and/or "income shares". The different types of shares available for each Columbia Threadneedle Fund are set out in the relevant Prospectus.

Where you invest in accumulation shares, income received by the Fund will automatically be added to the value of your shares. Where you invest in income shares (available for some Columbia Threadneedle Funds), you can receive income but please note that we automatically re-invest the income received by the Columbia Threadneedle Fund unless you request that we pay it to you either by instructing us online via the myColumbiaThreadneedle account, by completing the relevant section in the Application Form or when you request this by contacting our Client Services Team.

If you ask us to re-invest income paid on your investments, and you make a new investment close to or immediately before the "ex-dividend date" (the date as detailed in the relevant Prospectus on which any income which is available is allocated to your shares), we may not be able to re-invest the income allocated to your new shares. In this case, we may have to pay the income directly to you rather than re-invest it.

Where you ask us to re-invest income paid on your investment to buy more shares, there will usually be a short period of time after the ex-dividend date before you are allocated the new shares due to you. You will not be able to sell these new shares or otherwise deal in them until we tell you that they are held in your name. This also means that if there is an increase in the share price after the ex-dividend date, your income may not buy as many shares than it would have been able to on the ex-dividend date. Please refer to the Statements section of these Terms and Conditions for information about the documents you receive when you transact.

Our re-investment facility is only available for income share classes in relation to certain Columbia Threadneedle Funds. Please refer to the relevant Prospectus for details of the Columbia Threadneedle Funds that offer a re-investment facility.

If you made the decision to re-invest income when you completed your Application Form, but want to change your mind, please let us know by contacting our Client Services Team.

We can decide to stop offering the re-investment facility on a Columbia Threadneedle Fund. If we do, and you use this facility, we will give you at least 60 days' notice in writing before we stop offering it.

## CASH WITHDRAWAL FACILITY

Our cash withdrawal facility is available to investors in the UK, however, it cannot be set-up through the myColumbiaThreadneedle online account. If you would like to set up a cash withdrawal facility once you are registered with myColumbiaThreadneedle, please contact our Client Services Team.

We can provide the cash withdrawal facility by selling some of your investments and pay the proceeds to you on a regular (monthly) basis in line with the instructions you have given us on your Application Form. We will start making payments to you directly under this facility on or around the first of the month after we accept your application.

We will send you confirmation following the transaction, and then we will send you a statement every six months.

If you want to stop using this facility or change your instructions about how much you want us to pay you, please contact our Client Services Team write to us or call us. We require one month's notice of this.

Similarly, if you have stopped using this facility and want to start again, please let us know.

## MINIMUM INVESTMENTS

Minimum investment limits may apply to Columbia Threadneedle Funds. Please refer to the relevant Prospectus for details of the minimum thresholds for the Columbia Threadneedle Fund you are investing in.

## RISK WARNINGS

The value of investments and the income from them can fall as well as rise and is not guaranteed. You may not get back the amount you originally invested and past performance is no indicator to future performance.

Please see the risk warnings in the Prospectus and the Key Investor Information Document/non-UCITS retail scheme Key Investor Information document of the Columbia Threadneedle Fund(s) you have selected for more information about risks relevant to that Columbia Threadneedle Fund.

The tax treatment of your investments depends on your individual circumstances and may be subject to change in the future. We do not provide tax advice. If you have any concerns regarding your tax status, you should contact your financial adviser.

There may be further risks depending on the Columbia Threadneedle Fund you elect to invest in (for example, some Columbia Threadneedle Funds may be more volatile than others depending on the assets they invest in). Please refer to the relevant Prospectus or the Key Investor Information Document for a list of these potential risks.

The above information is also available online at myColumbiaThreadneedle.

## FEES, CHARGES AND COMMISSION

### Initial charge

At present, we do not charge myColumbiaThreadneedle investors any one-off charge at the start of investment (called an initial charge or entry charge). We will provide at least 60 days' advance written notice to you before making any change to this policy.

### Redemption charge

At present, no redemption charge is taken by us on the redemption of shares. We will provide at least 60 days' advance written notice to you before making any change to this policy.

### Switching fee

There is currently no fee payable to us if you switch from one share class to another in the same Columbia Threadneedle Fund.

We will provide at least 60 days' advance written notice to you if we intend to change this. We may however levy a charge for switches between different Columbia Threadneedle Funds.

## Ongoing charges

### Dilution adjustment

At times, the actual cost of purchasing or selling a fund's shares may be higher or lower than the mid-market value used to calculate the share price. In certain circumstances, this can have an adverse effect on the shareholders' interests in the fund. To prevent this effect, called "dilution", we may apply a "dilution adjustment" to the subscription and/or sale of shares. If this is applied, it is paid to the relevant fund and will become part of the relevant fund. When a dilution adjustment is applied, it will increase the dealing price when there are subscriptions into the fund, and decrease the dealing price if there are sales of shares in the fund. It is not always possible to accurately predict how frequently a dilution adjustment will be applied as it is directly related to the volumes of inflows and outflows of money from the fund.

### Ongoing charges figure

Certain charges are payable from the value of your investment on an ongoing basis. The Key Investor Information Document (or non-UCITS Key Investor Information Document) for the Columbia Threadneedle Fund you are investing in will show the ongoing charges figure, which is based on the last year's expenses and may vary from year to year. It excludes the costs of buying or selling assets for Columbia Threadneedle Funds (unless these assets are shares of another fund).

The ongoing charge is to cover the cost of running the relevant Columbia Threadneedle Fund and includes the authorised fund manager's fee, any independent oversight functions (including the depositary and trustee's fees, as applicable) and registration fee (where applicable). Please refer to the Key Investor Information Document of the Columbia Threadneedle Fund you have selected for details of the current ongoing charges.

We do not charge a separate fee or charge for providing the Threadneedle Stocks and Shares ISA or the Threadneedle Junior ISA.

## Tax

Whilst we cannot provide advice on the tax consequences of investing based on your personal circumstances, general information about the tax position with respect to Columbia Threadneedle Funds is set out in the relevant Prospectus of the Columbia Threadneedle Fund you elect.

The International Tax Compliance Regulations 2015 which implements the Foreign Account Tax Compliance Act (FATCA) and the OECD Common Reporting Standard for Automatic Exchange of Financial Account Information (CRS) require us to collect information about each investor's tax residency. In certain circumstances (including if we do not receive a valid self-certification from you) we will be obliged to share information about your Account(s) with Her Majesty's Revenue & Customs (HMRC) who may in turn share this information with participating tax jurisdictions that have agreed to exchange information under FATCA and the CRS.

## CUSTODY OF YOUR INVESTMENT

Detailed records of your investments will be kept at all times. We arrange for documents showing your investments to be kept safe.



Please refer to the sections in these Terms and Conditions relevant to the Columbia Threadneedle Product you have selected for details of how we hold your investments.

You remain the beneficial owner of the investments, irrespective of the use of a nominee to hold your investments for you.

## **MONEY HELD FOR YOU FROM TIME TO TIME**

We will use any amount you pay us to buy investments in accordance with your instructions. In line with the FCA Rules, with effect from no later than 1 June 2015, we will not treat monies received for the issuance of shares or monies payable to the investor upon redemption as client money as long as: (i) in relation to monies for the issuance of shares, we have paid the subscription monies in exchange for shares to the relevant Columbia Threadneedle Fund depository by the close of business on the day following receipt of monies from the investor; or (ii) in relation to proceeds from a redemption, paid the redemption monies to the investor within four business days of receipt by us of the fully authorised form of instruction (or other sufficient instruction) and in any event by the close of business on the day following receipt of the monies from the depository. Where client money is held in respect of subscriptions, this will not become due and payable to us until we are due to pay the corresponding subscription monies to the relevant Columbia Threadneedle Fund's depository.

In the event that the above time limits are not met by us, we will treat the relevant sum received with respect to subscriptions and redemptions as client money as defined under the FCA Rules. This means that the money is held in an account separate from the account that we use to hold our own money. As disclosed in our prospectuses, we do not pay interest on the monies held in client money accounts.

## **UNCLAIMED CLIENT MONEY**

With effect from no later than 1 June 2015, any unclaimed client money held for at least six years without movement may be paid away to a registered charity in accordance with the FCA Rules, which require us to take appropriate steps to contact you and return the money.

## **INTEREST**

Please note that we do not pay interest on the monies held in client accounts.

## **HOW WE CATEGORISE YOU**

We classify you as a Retail Client. This means that you are entitled to the greatest level of regulatory protection available under the Financial Conduct Authority Rules.

## **IF YOU HAVE A COMPLAINT**

Complaints may be referred to us through our Client Services Team. A copy of our Complaint Handling Procedure is available upon request or on our website [www.columbiathreadneedle.com](http://www.columbiathreadneedle.com). Complaints may also be referred to the Financial Ombudsman Service. Their telephone number is: 0800 023 4 567 and 0300 123 9 123. Alternatively, you can send an email to: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) or a hard copy letter to The Financial Ombudsman Service, Exchange Tower, London E14 9SR.

## **CONFLICTS OF INTEREST**

There may be circumstances when we effect transactions in which another Columbia Threadneedle Group company or an associate has a direct or indirect material interest or a relationship of any description with another party. This can at times give rise to a potential conflict.

We try to ensure that such transactions are effected on terms that aren't materially less favourable to each investor than if the potential conflict hadn't existed.

In line with the Financial Conduct Authority Rules, we have a written conflicts policy that sets out the types of conflicts or potential conflicts of interest that affect our business and provides details of how these conflicts are managed. If any conflict of interest arises in relation to this agreement where we can't ensure that risks of damage to the interests of each investor will be prevented, we will disclose appropriate information to the relevant investors on the conflict.

## **OUR LIABILITY TO EACH OTHER**

We will not be liable for any loss or damage you suffer as a result of circumstances which are beyond our reasonable control. We also do not guarantee the performance of any Columbia Threadneedle Funds.

Threadneedle Investment Services will not assume responsibility for your investment until we receive a correctly completed Application Form (or online instruction) and full payment for the initial investment.

**Your obligation to us is to keep us informed of changes to the details we hold about you if they change from time-to-time. You should also seek advice from a financial adviser if at any time you are in doubt about whether Columbia Threadneedle Products are suitable for you.**

## **ANTI-MONEY LAUNDERING**

Under UK money laundering regulations, we must check the identity and address of investors in Columbia Threadneedle Products and of anyone making payments on behalf of investors.

Our checks may include searches of electoral roll and enquiries through credit reference agencies.

We may need to delay processing your instructions and withhold any payments due to you until we receive satisfactory evidence of your identity and address. Until then, we will hold any cash in an account that doesn't pay interest. We also reserve the right to refuse any online instruction or Application Form to buy Columbia Threadneedle Products without giving a reason for doing so. If you would like a full list of acceptable documents please contact our Client Services Team. A list of the documents we require is also set out in the Application Form.

Please note that in certain circumstances, we may also require bank verification to ensure that any payments we make to you are to a verified account.



If you wish to have sale proceeds paid by BACS, we require one of the following documents to be sent to our Client Services Team:

- A voided cheque
- An original bank statement (must be dated within the last 3 months)
- A giro or paying in slip for the bank account
- A letter from your bank confirming the bank details (must be dated within the last 3 months)

## PRIVACY STATEMENT

### Your data controller

For the purposes of the UK General Data Protection Regulation (UK GDPR) and the UK Data Protection Act 2018 and/or any consequential national data protection legislation, and/or any other applicable legislation or regulation, the data controller in respect of any personal information provided is Threadneedle Investment Services Limited. In this privacy statement 'we', 'us' and 'our' means Threadneedle Investment Services Limited.

### Uses made of your personal information

This Privacy Statement covers information about you ("personal information") that you supply to us. This information will typically include information such as your name, address, date of birth, telephone number, email address, gender, financial information and other information you provide to us. Our legal basis to process your information includes doing so in order to comply with our legal obligations (e.g., for the purposes of debt collection and/or the prevention of fraud or any other crime), to perform a contract between us and you (e.g., manage and administer your account (including but not limited to contacting you with details of changes to the products you have bought, and offering you new investment products), establish and defend any legal claims, or because you have consented to our use of your information. We may also process your personal information because it is necessary for our legitimate business interests (e.g., for internal analysis and research), we may also process your data in order to comply with legal or regulatory requirements.

### Sharing of your personal information

We may use external third parties such as those described below to process your personal information on our behalf in accordance with the purposes set out in this privacy statement.

Where you have notified us of your adviser, the personal information provided may be shared with your adviser. You must notify us in writing if you no longer wish us to share your personal information with your adviser or of any change to your adviser. Your adviser should have its own arrangements with you about its use of your personal information. For the avoidance of doubt, if you do wish to exercise any of your individual rights as set out in our privacy notice via your nominated adviser then we will require written authorisation from you (or both of you, in the case of a joint account) before we can share any such personal information with your adviser.

The personal information provided may also be shared with other organisations (including but not limited to governmental and/or tax authorities in the UK and outside the UK) in order for us to comply with any legal or regulatory requirements (e.g., audit reporting and anti-money laundering

checks) and, in addition (in respect of tax authorities, and where lawful to do so under data protection laws) where necessary for the purposes of ensuring that tax is paid correctly and that we receive refunds of tax already paid when this is due to us. We may also transfer your personal information to appointed third party administrators, such as transfer agents, in order to process customer applications, carry out record keeping, deal with subscriptions, switching, withdrawals and terminations, and certain communications. In addition, we may share your personal information with the companies within our group of companies for the purposes set out in this privacy statement and our privacy policy. For more information on our privacy policy please visit <https://www.columbiathreadneedle.co.uk/en/intm/privacy-cookie-policy/>.

### Business changes

If we or the Columbia Threadneedle Group of companies undergoes a group reorganisation or is sold to a third party, your personal information provided to us may be transferred to that reorganised entity or third party and used for the purposes highlighted above.

### Overseas transfers

We may transfer your personal information to countries located outside of the UK or the European Economic Area (the 'EEA'), including to the United States. This may happen when our servers, suppliers and/or, service providers are based outside of the UK or the EEA. We may transfer your information under certain circumstances (e.g., where it is necessary to perform our contract with you). The data protection laws and other laws of these countries may not be as comprehensive as those that apply within the UK or the EEA – in these instances we will take steps to ensure that your privacy and confidentiality rights are respected. We implement measures such as standard data protection contractual clauses to ensure that any transferred personal information remains protected and secure. A copy of these clauses can be obtained by contacting us at the address listed below in the "Contact Information" section. Details of the countries relevant to you will be provided upon request.

### Your Rights

With limited exceptions, you are entitled, in accordance with applicable law, to object to or request restriction of processing of your personal information, and to request access to, rectification, erasure and portability of your personal information. This service is provided free of charge unless requests are manifestly unfounded or excessive. In these circumstances, we reserve the right to charge a reasonable fee or, refuse to act on the request. You can write to us by contacting us at the address listed below in the "Contact Information" section. For more information on your rights please read our privacy policy at <https://www.columbiathreadneedle.co.uk/en/intm/privacy-cookie-policy/>.

If any of the information that we hold about you is wrong, please tell us and we will put it right.

You may lodge a complaint with the applicable regulator if you consider our processing of your personal information may infringe applicable law.

### Data Security and Retention

We maintain reasonable security measures to safeguard personal information from loss, interference, misuse, unauthorised access, disclosure, alteration or destruction. We also maintain reasonable procedures to help ensure that such data is reliable for its intended use and is accurate, complete and current.

Personal information will be retained only for so long as reasonably necessary for the purposes set out above, in accordance with applicable laws. For more information on our data retention periods, you can request a copy of our data retention policy by writing or emailing to the address listed below in the "Contact Information" section.

### Contact Information

You can raise any issues regarding the processing of your personal information by contacting our Data Protection Officer at any time: DPO@columbiathreadneedle.com or Cannon Place, 78 Cannon Street, London EC4N 6AG.

### RECORDING ELECTRONIC COMMUNICATIONS

For your security and to improve the quality of our services we may record and monitor electronic communications. We or our agents may contact you in order to obtain instructions. Where such contact is by electronic means, including telephone calls, these communications may be recorded. Where such contact is by telephone, these calls may also be recorded.

### BEST EXECUTION

Threadneedle Investment Services' best execution policy sets out the basis upon which we will effect transactions and place orders in relation to the relevant Fund whilst complying with our obligations under the Financial Conduct Authority Rules. Details of the order execution policy are available from our website at [www.columbiathreadneedle.com](http://www.columbiathreadneedle.com)

In addition, by 30 April each year, we will publish annually on our website a summary of the volumes executed for each instrument class, showing the Top 5 venues. This can be found under the 'Literature' section of the site.

### COMPENSATION

We are covered by the Financial Services Compensation Scheme. If we can't meet our obligations, you may be entitled to compensation under the scheme up to a maximum limit of £85,000. For further information see [www.fscs.org.uk](http://www.fscs.org.uk) or contact the Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 Botoolph Street, London, EC3A 7QU. You can also call them on: 0800 678 1100 or 020 7741 4100.

### TERM OF THE AGREEMENT

Our Terms and Conditions will apply for as long as you are invested in Columbia Threadneedle Products.

You may terminate our Agreement at any time.

There is no minimum period that you must hold investments in Columbia Threadneedle Products. However, please note that there are certain restrictions on when you can withdraw money from the Threadneedle Junior ISA. Please see Section C for further details.

Upon termination, we will sell any shares you have purchased and we will return the amount you invested to you. Please see Section B and C in relation to the ISA and Junior ISA. Please note that the value of investments and the income from them can fall as well as rise and is not guaranteed. You may not get back the amount you originally invested and past performance is no indicator to future performance.

### CHANGES TO THESE TERMS AND CONDITIONS

These Terms and Conditions may be updated or changed by us from time to time in accordance with the below and the terms of updated terms and conditions will supersede any terms and conditions that may have previously governed your investment. The circumstances under which we may change these Terms and Conditions are:

- take account of changes in legal, tax or regulatory requirements
- fix any errors, inaccuracies or ambiguities we may discover in future
- make them clearer or more favourable to you
- take account of any reorganisation we may conduct within the Columbia Threadneedle Group or to transfer our rights and obligations under these Terms and Conditions to another Columbia Threadneedle Group company provided this does not put you on worse terms;
- provide for the introduction of new or improved systems, methods of operation, service or facilities provided this does not put you on worse terms.

We will always give you at least 30 days' notice in writing before changing these Terms and Conditions unless this is not possible in the circumstances. Remember that you can always end the Agreement with us by selling your investment or transferring your ISA or Junior ISA, as applicable, to another ISA manager, if you are not happy with any changes we propose to make. No termination charge is made for this.

### TRANSFER OF OUR RIGHTS AND OBLIGATIONS

We will not transfer the rights and obligations under our agreement with you to a third party otherwise than in accordance with applicable law and the FCA Rules or as directed by the FCA. We would not do so unless the transfer results in the same or better terms for you. Please note, however, with effect from no later than 1 June 2015, in accordance with FCA Rules, we will be permitted to transfer any client money that we hold for you to a third party in the event that there is a transfer of our rights and obligations to such third party. If we do, we will exercise all due care, skill and diligence in assessing whether such third party will apply adequate measures to protect your money and whether it will do so in accordance with the FCA Rules.

### GOVERNING LAW

These Terms and Conditions are governed by the laws of England.

## SECTION B – THREADNEEDLE STOCKS AND SHARES ISA

The terms set out in Section B apply in addition to those in Section A if you are investing in a Threadneedle Stocks and Shares ISA.

For the terms applicable to the Threadneedle Junior ISA facility, please refer to Section C.

Please note that the CT UK Property Authorised Trust is not available through the Threadneedle Stocks and Shares ISA.

### WHAT IS AN ISA?

ISAs are available to all UK residents and allow investors to invest in a tax-free environment in the following types of assets:

- Cash including qualifying insurance products treated as cash (not available through the Threadneedle Stocks and Shares ISA or Junior ISA); and
- Stocks and Shares (including unit trusts, open-ended investment companies (a type of fund), investment trusts and qualifying insurance products treated as stocks and shares).

We only provide Stocks and Shares ISAs. Please note that we do not offer cash ISAs.

A person wishing to invest in an ISA must meet certain eligibility criteria, as set out below under “Eligibility”. Please note that there may be other investment criteria that apply when you invest in a Threadneedle Stocks and Shares ISA (for example, a minimum investment amount may be applicable). The relevant Prospectus for a Columbia Threadneedle Fund will indicate if the Columbia Threadneedle Fund is available through the Threadneedle Stocks and Shares ISA.

### ELIGIBILITY

You can invest in the Threadneedle Stocks and Shares ISA if:

- You are 18 years of age or over;
- You have not subscribed to another Stocks and Shares ISA in the same year as your Threadneedle ISA application (unless you have opened a Stocks and Shares ISA and transferred all the current year subscriptions to a cash ISA);
- You are resident in the United Kingdom for tax purposes (or you have general earnings from overseas Crown employment or you are married to or in a civil partnership with someone who has earnings from overseas Crown employment (typically a serving member of the armed forces, or a diplomat)); and
- You have not exceeded the overall subscription limit.

Your application for a Threadneedle Stocks and Shares ISA must be returned to us not less than 5 business days before the end of a tax year (6 April – 5 April each year). Likewise, applications for any top-up investment must be

received before the end of the relevant tax year to be included in the ISA for that year.

### AMOUNT YOU CAN INVEST

The overall ISA subscription limit for the current tax year is set out in the Application Form. Any amount invested above the ISA limit will not carry the tax advantages of an ISA. This means that amounts over the ISA allowance will be taxed as normal investments.

### TAXATION – INVESTING WITHIN A ISA

All income and capital growth generated within your Threadneedle Stocks and Shares ISA is free of UK income tax and capital gains tax (CGT). Any income allocation will be in the form of dividend distributions or, in the case of bond funds, interest distributions. All interest distributions are made gross so no tax will be deducted from any interest distributions. Please note that the favourable tax treatment for ISAs and Junior ISAs may not be maintained.

### WITHDRAWALS FROM YOUR ISA

You can make a withdrawal from your ISA at any time by giving us at least 4 working days’ notice in writing to our Client Services Team. Please note that this cannot be done online via myColumbiaThreadneedle.

If you decide to make a withdrawal, we may close your ISA if a withdrawal reduces your investment in each Columbia Threadneedle Fund to less than the minimum amount set out in the Prospectus for that Columbia Threadneedle Fund.

If you have already paid the maximum ISA allowance in a given tax year, we won’t be able to accept further payments for that tax year regardless of any withdrawals. In this case, they will no longer be held within an ISA and won’t benefit from any of the tax advantages you get from holding investments through an ISA.

When you make a withdrawal, we will sell enough investments to cover the amount you want to withdraw. You will need to tell us which investments to sell when you instruct us. If we receive your instruction before 12 noon on a working day, we will sell your investments that day. If we receive your instruction after 12 noon, we will sell your investments the next working day. We will transfer the proceeds from the sale by BACS to your bank account if you have provided it to us. If you have not provided bank account details or have informed us that you do not wish to receive the proceeds by bank transfer, we will send you a cheque to the address you provided in the Application Form.

You can also instruct us that you want to withdraw specific investments and to transfer them into your name. We will send you a document setting out the market value of the investment withdrawn as at the date of withdrawal.

Please note that if the Columbia Threadneedle Fund you have invested in is suspended and you make a request to withdraw your investments, we may take up to 7 days to carry out your instructions after the suspension has ended.

## TRANSFER TO ANOTHER ISA MANAGER

You can ask us to transfer your ISA to another ISA manager in accordance with the ISA Regulations relating to transfers. If you want to transfer your ISA to another ISA manager you can ask us to do this within a certain time, however this will be subject to having up to 30 days from the date we receive valid instructions from you to arrange the transfer. Where reasonably possible we will do so sooner. You need to contact the new ISA manager and fill in the ISA transfer forms they give you. The new ISA manager will then send us your completed transfer forms and let us know whether they will accept the transfer of your ISA. We will then sell the investments in your ISA and send the sale proceeds to your new ISA manager.

If you decide to transfer only part of the investments in your ISA, you must make sure that the remaining investments meet the minimum holdings set out in the Prospectus for each Columbia Threadneedle Fund you hold.

Please note that if you want to transfer investments in an ISA you must transfer all investments bought by us through your ISA for the current tax year to the new ISA manager. You may transfer all or any part of investments from previous tax years to a new ISA manager.

If the Columbia Threadneedle Fund you have invested in is suspended and you make a request to transfer your ISA to another ISA manager, we may take up to 7 days to carry out your instructions after the suspension has ended.

## CLOSING YOUR ISA

You can close your Threadneedle Stocks and Shares ISA at any time by giving us notice in writing:

- If we receive your complete instruction before 12 noon on a working day, we will sell your investments on that day. If we receive your instruction after 12 noon, we will sell your investments the next working day. If we need further information or documents from you, we will let you know.
- We will pay you the money we obtain as a result of the sale of your investments, normally within 4 working days, after taking off any charges, expenses that's due.

Or, if you ask us to, we can transfer the investments into your name or the name of someone else you choose (after deducting any charges, expenses that are due).

We can close your ISA straight away by written notice to you if you are in breach of the law or regulatory requirements relating to ISAs. This will mean that your investment will no longer benefit from the ISA tax advantages and will be taxed normally.

We can close your ISA on one month's notice to you if you have materially breached this Agreement and the breach cannot be remedied.

In our written notice, we will give you the option of transferring your ISA to another ISA manager. In such circumstances, you would have to contact another ISA manager.

We put your money in a client account that we hold for you. All money held in client accounts are held on trust for our clients, and is kept separately from Columbia Threadneedle's own money.

## RECORDS AND TAX

We will keep all records relating to your ISA according to the ISA Regulations. Documents evidencing title (i.e. the document that evidences ownership) to your ISA investments will also be kept by us or as we direct. We will make tax returns to HM Revenue & Customs and will give you all the tax information the ISA regulations say we must provide.

We will tell you if your ISA has lost or will lose its tax advantages (i.e. if it becomes void) because it no longer meets the requirements of the ISA regulations.

We will make any necessary claims in respect of tax deductions relating to your investments and income from them, in line with UK tax regulations. We will also be entitled to give all relevant information and documents required by HMRC under UK regulations to them.

We will send you a copy of the annual report and accounts for the relevant Columbia Threadneedle Fund you have chosen to invest in by post. Please keep these documents safe.

## REPAIRING AN INVALID ISA

We will notify you in writing if your Threadneedle Stocks and Shares ISA becomes void. You will have the option to transfer the ISA to another investor if you wish.

In certain circumstances, as set out in the ISA Regulations and following a direction from HMRC, it may be possible for us to repair (rather than void) an invalid ISA. This will allow you to have the benefit of tax relief for the future but you will lose tax relief from the date of the first invalid subscription up to the date of the repair and hence you should be aware of the income and capital gains tax implications of this.

The HMRC will send us a notice of discovery stating which ISAs can be repaired and to what extent. We will only act on receipt of this notice. The HMRC will also send you a letter to inform you of the situation.

Where we are required to remove excess subscriptions (including allowance for income or tax reclaims) from your ISA you hereby authorise us to transfer into your name or redeem any of the investments held in your Threadneedle Stocks and Shares ISA to the extent required under the Regulations. This will be as close to the original investment split as possible. Where this amount is above the minimum holding for investment outside an ISA we will contact you to confirm whether you wish these investments to be held directly in the Funds outside of your ISA or returned to you (this may be less than your original subscription). We will also inform you of the original cost price of investments, the date of acquisition, the sale price and any incidental costs of acquisition of investments purchased with invalid subscriptions.

## TITLE TO INVESTMENTS IN YOUR ISA

You will be the beneficial owner of all investments held in your ISA. This means all investments in your ISA will belong to you but they can't be used as security for a loan. Neither of us can transfer nor lend ISA investments, ownership

documents or any other property relating to an ISA to anyone else except where you wish to transfer your ISA (or part of it) to another ISA manager.

The legal title (i.e. the document that evidences legal ownership) to investments in your Threadneedle Stocks and Shares ISA will be registered jointly in your name and our name (or the name of a company appointed by us to act on our behalf a "nominee"). We will satisfy ourselves that any nominee we appoint is competent to carry out those functions and we will be fully responsible for the acts of any nominee.

## PROBATE

Unless it is a Continuing Account of a Deceased Investor, our appointment as your ISA Manager will end if we receive appropriate notification of your death, or a court appoints a trustee or custodian of your assets. Our authority will not be affected by your death and these Terms & Conditions will still apply to your personal representative(s) and/or your beneficiary as the case may be. All tax benefits applicable to your account will cease at the date of your death, but your investments will remain untouched (with the exception of corporate actions) until we receive instructions from your personal representative(s) or the beneficiary of your account. Any income received before the receipt of their instructions will be accrued on the account. Your estate will be accountable to HM Revenue & Customs for the tax on any distributions paid after the date of death.

Where the account is a Continuing Account of a Deceased Investor, it will continue to benefit from ISA tax advantages and will carry on as such until the earlier of: (i) the completion of the administration of the deceased's estate; (ii) the closure of the Account; (iii) the third anniversary of the death of the account holder. No subscriptions can be made into a Continuing Account of a Deceased Investor, so your Investments will remain untouched (with the exception of corporate actions) until we receive instructions from your personal representative(s) or the beneficiary of your account.

## ADDITIONAL PERMITTED SUBSCRIPTIONS

Subscriptions using your APS allowance can be made either using the proceeds arising from the sale of the inherited assets from the deceased investor's ISA or any other cash you have available. Where you intend to make Additional Permitted Subscriptions, you can transfer your APS allowance to another ISA Manager.

You can instruct us to transfer your APS allowance from another ISA Manager to us by submitting a properly completed and signed APS allowance transfer form. Once we have received the form from you, we will contact the deceased ISA investor's ISA Manager for the information we require, inform you when the transfer is completed and the amount of your APS allowance."

Where your spouse or civil partner held an ISA with us at the time of their death, you can transfer your APS allowance from us to another ISA Manager by contacting your chosen account manager, who will arrange for the transfer to take place. We will only be able to make this transfer if you have not already used the APS allowance to make Additional Permitted Subscriptions with us. If your APS allowance is transferred before the date upon which the Account ceases to be a Continuing Account of a Deceased Investor, then the APS allowance will be the value of the deceased ISA investor's Account as at the date of death."

For more information on Additional Permitted Subscriptions please see the UK government website or speak with your legal or financial adviser.

## CORPORATE ACTIONS

If you ask us to, we will give you the opportunity to make some decisions in relation to your investments or to vote on changes to the Columbia Threadneedle Fund you have invested in through an ISA. You are entitled to attend shareholders meetings to vote and to receive any other documents that an investor in Columbia Threadneedle Funds is entitled to receive.

## SECTION C – THREADNEEDLE JUNIOR ISA

The terms set out in Section C apply in addition to Section A if you are investing on behalf of a child in a Threadneedle Junior ISA.

You should also read Section B for a broader overview of the ISA regime.

Please note that you cannot apply for a Threadneedle Junior ISA through the myColumbiaThreadneedle website and you should instead apply by contacting our Client Services Team. If you are already a myColumbiaThreadneedle investor however, once you have set up a Threadneedle Junior ISA account, you will be able to see the Threadneedle Junior ISA as part of your myColumbiaThreadneedle account.

Please also note that the CT UK Property Authorised Trust is not available through the Threadneedle Junior ISA.

## WHAT IS A JUNIOR ISA?

A Threadneedle Junior ISA will be opened in the name of a child and managed in accordance with the ISA Regulations under an Agreement between us and the registered contact, please see below as to who can be registered contact.

Junior ISAs can be held by an eligible child. Details on eligibility are set out below. Junior ISAs allow investors to invest on behalf of the child in a tax-free environment in the following types of assets:

- Cash including qualifying insurance products treated as cash (not available through the Threadneedle Stocks and Shares ISA or Junior ISA); and
- Stocks and Shares (including unit trusts, open-ended investment companies (a type of fund), investment trusts and qualifying insurance products treated as Stocks and Shares.

Threadneedle Investment Services only makes Stocks and Shares Junior ISAs available. Please note that we do not offer cash Junior ISAs.

## ELIGIBILITY

A child is eligible for the Threadneedle Junior ISA if, when the application is made to us:

- they are under the age of 18;
- they were born on or after 3 January 2011 or does not have a Child Trust Fund Account; and



- they are a resident in the United Kingdom or is a UK Crown servant, married to or in a civil partnership with a Crown servant or is a dependant of a Crown servant.

If you are applying for a Junior ISA on behalf of a child, you must certify that the above criteria are met.

Who can apply for a Threadneedle Junior ISA on behalf of an eligible child?

A registered contact must apply for a Threadneedle Junior ISA. The following persons can be a registered contact:

- The eligible child holding the account if they are aged over 16 at the time of making the application or if they have made an application to us to be a registered contact although please note that Threadneedle Investment Services currently accepts applications for Threadneedle Junior ISAs by individuals acting as registered contacts who are over the age of 18; or
- A person with parental responsibility for the child holding the account.

Please note that on the date that the child reaches their 18th birthday, they will no longer be eligible for the Threadneedle Junior ISA and all holdings in the Threadneedle Junior ISA will automatically become holdings in a Threadneedle Stocks and Shares ISA in the name of the child. We will need the national insurance number and residence status for the child. The child will also need to make the standard declarations required for a Threadneedle Stocks and Shares ISA.

An Application Form for a Threadneedle Junior ISA must be returned to us not less than 5 business days before the end of a tax year (6 April – 5 April each year). Likewise, applications for any top-up investment must be received before the end of the relevant tax year to be included in the Junior ISA for that year.

## AMOUNT THAT CAN BE INVESTED

The overall Junior ISA limit for the current tax year is set out in the Application Form

Amounts over the Junior ISA limit will be taxed as normal investments.

## JUNIOR ISA AS A GIFT

Any amount that is invested by you on behalf of a child into a Threadneedle Junior ISA is considered to be a gift to the child holding the account and as such cannot be repaid to the person subscribing on behalf of the child.

## TAXATION – INVESTING WITHIN A JUNIOR ISA

The income generated from a parent's subscriptions into a Junior ISA does not count toward the parent's income.

All income and capital growth generated within the Threadneedle Junior ISA is free of UK income tax and capital gains tax. Any income allocation will be in the form of dividend distributions or, in the case of bond funds, interest distributions. All interest distributions are made gross so no tax will be deducted from any interest distributions. Please note that the favourable tax treatment for Junior ISAs may not be maintained.

## WITHDRAWALS FROM A THREADNEEDLE JUNIOR ISA

Under the ISA Regulations the registered contact can ask us to transfer the Junior ISA to another Junior ISA manager in accordance with the ISA Regulations relating to transfers, withdrawals may only be made from a Threadneedle Junior ISA under the following circumstances:

- terminal illness of the child;
- upon the closure of the Threadneedle Junior ISA; or
- to meet the charges and other expenses of Threadneedle Investment Services.

If a withdrawal is made, no further payments can be made into the Junior ISA to make up for the amount if the maximum amount allowed under the ISA Regulations in that tax year has already been paid into the Junior ISA.

When a withdrawal is made, we will sell enough investments to cover the amount we are requested to withdraw by the registered contact to withdraw. The registered contact will have to tell us which investments to sell when they instruct us, unless the whole Junior ISA is to be withdrawn. If we receive the instruction before 12 noon, we will sell the investments the same working day. If we receive the instruction after 12 noon, we will sell the investments the next working day.

## TRANSFER TO ANOTHER ISA MANAGER

If the registered contact wants to transfer a Threadneedle Junior ISA to another ISA manager, they can ask us to do this within a certain time but this is subject to us having up to 30 days from the date we receive valid instructions from the registered contact to arrange the transfer, but, where reasonably possible we will do so sooner. The registered contact will need to contact the new ISA manager and fill in the ISA transfer forms they give the registered contact. The new ISA manager will then send us the completed transfer forms and tell us whether they will accept the transfer of the Threadneedle Junior ISA. We will then sell the investments in the Junior ISA and send the sale proceeds to the new ISA manager.

If the registered contact decides to transfer only part of the investments in the Threadneedle Junior ISA, they must make sure that the remaining investments meet the minimum holdings set out in the Prospectus for each Columbia Threadneedle Fund held. Please note that under the ISA Regulations, part transfers of Junior ISAs may only be made to a different type of Junior ISA (i.e. cash).

Please note that if you want to transfer investments in a Junior ISA the registered contact must transfer all investments bought by us through the Threadneedle Junior ISA for the current tax year to the new ISA manager. All or any part of a Threadneedle Junior ISA from previous tax years can be transferred to a new ISA manager.

If the Columbia Threadneedle Fund that has been invested through a Threadneedle Junior ISA is suspended and a request is made by the registered contact to transfer a Threadneedle Junior ISA to another ISA manager or to withdraw investments from it, we may take up to 7 days to carry out those instructions after the suspension has ended.

We will send you a document setting out the market value of the investment withdrawn as at the date of withdrawal.

We process all requests for withdrawals within 30 days of the date of our receipt of the request. But we will do it sooner if reasonably possible.

## CLOSING A JUNIOR ISA

The registered contact can only close the Threadneedle Junior ISA in the following cases:

- On the death of the child;
- On the child reaching their 18th birthday;
- Where there is an HMRC requirement to do so (where the Junior ISA is void);
- If the account balance is reduced to nil (i.e. where contributions have ceased and charges have reduced the balance of the account); or
- Where the whole investment is withdrawn as a result of terminal illness of the child.

## RECORDS AND TAX

We will keep all records relating to the Junior ISA according to the ISA Regulations. Documents evidencing title (ie, the document that evidences ownership) to the ISA investments will also be kept by us or as we direct. We will make tax returns to HM Revenue & Customs and will give the registered contact all the tax information the ISA Regulations say we must provide.

We will tell the registered contact if the Junior ISA has lost or will lose its tax advantages (i.e., if it becomes void) because it does not meet the requirements of the ISA regulations.

We will make any necessary claims in respect of tax deductions relating to the investments and income from them, in line with UK tax regulations. We will also be entitled to give all relevant information and documents required by the HMRC under UK regulations to them.

If the registered contact wishes, they can ask us for a copy of the annual report and accounts for the relevant Columbia Threadneedle Fund that has been chosen. Please contact our Client Services Team for this.

## TITLE TO INVESTMENTS IN A JUNIOR ISA

The child will be the beneficial owner all investments held in the Threadneedle Junior ISA. This means all investments in the Junior ISA will belong to the child but they can't be used as security for a loan. Neither the registered contact nor Threadneedle Investment Services can transfer or

lend ISA investments, ownership documents or any other property relating to a Junior ISA to anyone else except where a Threadneedle Junior ISA is transferred to another Junior ISA Manager.

The legal title (ie the document that evidences legal ownership) to investments in the Threadneedle Junior ISA will be registered jointly in the

name of the child or registered contact and our name (or the name of a company appointed by us to act on our behalf (a "nominee")). We will satisfy ourselves that any nominee we appoint is competent to carry out those functions and we will be fully responsible for the acts of any nominee.

If the child dies, the Threadneedle Junior ISA will remain open as a continuing account until the earliest of the following events: (i) completion of the administration of the estate; (ii) closure of the Threadneedle Junior ISA; (or) (iii) three years after the death of the child. After that time any interest or income in respect of any continuing investments will not be considered as part of a Junior ISA, and the tax advantages from this date will be lost. But we won't sell the investments until we've received enough information to prove that the person claiming the investments is legally entitled to them.

## CORPORATE ACTIONS

If the registered contact asks us to we will give the registered contact the opportunity to make some decisions in relation to the investments or to vote on the changes to the nature of the Columbia Threadneedle Funds that have been invested in through a Threadneedle Junior ISA. The registered contact is entitled to attend shareholders meetings to vote and to receive any other documents that an investor in Columbia Threadneedle Funds is entitled to receive.

## SECTION D – GLOSSARY

"Accumulation shares/units?" means shares where no income is paid from these shares, income is automatically reinvested and is reflected in the value of the shares.

"Additional Permitted Subscription allowance (APS allowance)" means the additional amount you are able to subscribe to an ISA following the death of your spouse or civil partner, where the date of death is on or after 3 December 2014. Where the date was before 6 April 2018, the APS allowance is up to the value of the investments in the deceased investor's ISA at their date of death. Where the date of death was on or after 6 April 2018, the APS allowance is the value as at the date of death or the value as at the date upon which the account ceases to be a Continuing Account of a Deceased Investor, whichever is higher, unless, prior to the closure of the account: you have already made an APS payment or the APS allowance has already been transferred to another ISA Manager. In either of these particular scenarios, you are only entitled to the value as at the date of death. Additional permitted subscriptions will not count towards your annual subscription limit. Where the deceased ISA investor held ISAs with a number of different Account Managers, the surviving spouse will have an APS allowance for each of those ISAs.

"Application Form" means the application for your investment in Columbia Threadneedle Products, or transfer of an ISA or Junior ISA to a Threadneedle Stocks and Shares ISA or Threadneedle Junior ISA, which is available from our website.

"Cash ISA" means an ISA that is designated as a cash ISA under the ISA Regulations.



“Columbia Threadneedle” or “Columbia Threadneedle Group” means any of Threadneedle Investment Services Limited, its subsidiaries, parent or holding companies and any companies under common control as Threadneedle Investment Services.

“Columbia Threadneedle Funds” means the funds available for investment via myColumbiaThreadneedle as set out in [www.myColumbiaThreadneedle.com](http://www.myColumbiaThreadneedle.com).

“Columbia Threadneedle Products” means any of the Columbia Threadneedle Funds, the Threadneedle Stocks and Shares ISA or the Threadneedle Junior ISA.

“Continuing Account of a Deceased Investor” means an ISA Account where the investor died on or after 6 April 2018. Investments held within a Continuing Account of a Deceased Investor continue to benefit from ISA tax advantages until the earlier of the three events described in paragraph 2 ‘Probate’ in these Terms and Conditions.

“contract notes” means a statement of your transactions to be sent to you by us in accordance with these Terms and Conditions.

“Financial Conduct Authority” or “FCA” means the Financial Conduct Authority or any successor regulator which regulates our investment business.

“Financial Conduct Authority Rules” or “FCA Rules” means the Financial Conduct Authority’s Handbook of Rules and Guidance.

“HMRC” means Her Majesty’s Revenue and Customs.

“Income shares/units” means shares where income is periodically allocated to these shares/units. If you choose on the Application Form to receive this income, it will be paid to you. Or if you don’t provide valid bank details or don’t nominate to have income paid to you, the income that would otherwise be paid to you will be used to purchase more shares/units for you.

“ISA” means an Individuals Savings Account as described under the ISA Regulations.

“ISA Manager” means Threadneedle Investment Services Limited.

“ISA Regulations” means The Individuals Savings Account Regulations as amended, supplemented and modified from time to time.

“Junior ISA” means a Junior Individuals Savings Account as described under the ISA Regulations.

“Key Investor Information Document” means the Key Investor Information Documents and, where applicable, the Non-UCITS retail scheme Key Investor Information Documents for Columbia Threadneedle Funds.

“Stocks and Shares ISA” means an ISA that is designated as a Stocks and Shares ISA under the ISA Regulations.

“shares” mean shares or units in a Columbia Threadneedle Fund.

“Terms and Conditions” means, if we accept your Application Form to invest in one of our funds, these terms and conditions, and the Application Form, which will together with the Key Investor Information Document and the Prospectus, be a binding agreement between you and us.

“Threadneedle Investment Services” means Threadneedle Investment Services Limited.

“Threadneedle Junior ISA” means a Junior ISA governed by these Terms and Conditions.

“Threadneedle Stocks and Shares ISA” means a Stocks and Shares ISA governed by these Terms and Conditions.

“we”, “our” or “us” means Threadneedle Investment Services.

“you” or “your” means the investor named on the relevant Application Form and/or such person’s personal representative. In the case of a Threadneedle Junior ISA, this means the applicant, on behalf of the child.

To find out more visit [columbiathreadneedle.com](https://columbiathreadneedle.com)



**Important Information.** Threadneedle Investment Services Limited Registered. No. 3701768. Registered in England and Wales. Registered Office: Cannon Place, 78 Cannon Street, London EC4N 6AG. Authorised and regulated by the Financial Conduct Authority. Columbia Threadneedle Investments is the global brand name of the Columbia and Columbia Threadneedle Group of companies.  
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