

Threadneedle Pensions Limited ('TPEN') – Important administrative changes.

Q&A

8 January 2024

1. What changes are you making?

Threadneedle Pensions Limited has appointed SS&C Financial Services Europe Limited ("SS&C") to provide third-party administration services, including client servicing, registration and dealing services for TPEN funds.

As a result, TPEN has given notice to terminate its current contract with Link Fund Administrators Limited ("Link").

2. When will the changes be effective?

The changes will be effective from 4 March 2024.

3. Why are we making these changes?

Following a review of service providers, the TPEN Board has determined that SS&C are the most suitable administrator for these funds. SS&C has a proven track record in asset servicing and already provides third-party administrative services for other Columbia Threadneedle product ranges.

4. What does this mean for policyholders?

As a TPEN policyholder, the accompanying letter is providing further details of the change and the supporting information you require to continue to manage your policy with our new provider.

5. Which TPEN funds are impacted by this change?

TPEN Funds:

- Multi Asset Fund
- Global Select Fund
- UK Equity High Alpha Fund
- Index-Linked Bond Fund
- Corporate Bond Fund
- Sterling Fund
- Property Fund

TPEN Guest Fund: BlackRock Aquila Life Over 15 Years UK Gilt Index Fund

6. When will I receive my new SS&C client account number?

You will receive your new account number 1 week before the date of migration. If you have any requirements for obtaining your account number more than 2 weeks in advance of the 4 March 2024, please make us aware by 26 January 2024.

Please note this account number will replace your existing client ID.

7. What if I already have a Columbia Threadneedle Investments account administered by SS&C?

Your Threadneedle Pensions Limited investments will be held in a separate account from your other CTI accounts administered by SS&C. These accounts can only support investments in the Threadneedle Pensions Limited Investments fund range, and should you hold investments in any of our other products or fund ranges these must continue to be managed separately in their own existing accounts.

8. Are there any cost implications for policyholders from the change of provider?

No, the transition costs and the on-going cost of administration services are borne by TPEN and there are no changes to the fees you pay on TPEN Funds.

9. Is there any disruption to the service?

We hope there will be no disruption to services, but you will need to ensure you are using the correct Dealing Bank Account for your settlement payments. (Further details are in question 11 & 12 below).

10. What is the last date for dealing through Link?

The last date for dealing through Link is 1 March 2024. Dealing at the weekend (2 and 3 March) is not available, however if a dealing request was submitted on these dates, it will be processed by SS&C to deal on 4 March 2024.

11. What is the first date for dealing through SS&C?

The first date for dealing through SS&C is 4 March 2024

12. How will instructions be impacted?

For deal instructions received by Link Fund Solutions (LFS) before 11am, on the 1 March 2024 settlement payments should be made to Link Fund Solutions utilising the existing bank details.

For deal instructions received by Link Fund Solutions post 11am, on the 1 March 2024, will be transferred to SS&C to be placed before the 11am cut off on 4 March 2024 and settlement payments should be made to SS&C utilising the new bank account details.

13. Will the dealing form change?

Yes, a new version of the Threadneedle Pensions Limited Dealing form will be available 1 week before the migration. The Dealing form will be sent along with your new account number, it will also be available on request from the client services email address (see question 16 below). This version of the dealing form should be used for all email dealing

instructions. **As of 4 March 2024, email dealing instructions not received on this template will be rejected.**

14. Straight through processing

The Calastone dealing process remains unchanged.

15. Redemptions

Redemption instructions received by Link Fund Solutions (LFS) before 11am, on the 1 March 2024 will be redeemed via Link Fund Solutions.

Redemption Instructions received by Link Fund Solutions post 11am, on the 1 March 2024, will be transferred to SS&C to be placed before the 11am cut off on 4 March 2024 and will be redeemed via SS&C.

Deferred redemptions on the TPEN Property Fund for holders of the TPEN Property Fund only, are not impacted by the change.

16. Documentation

All documentation relating to TPEN will be updated with new contact details, bank details and other relevant information and will be available from 4 March 2024
On our website www.columbiathreadneedle.com

Please note from 4 March email deals can only be accepted on the Columbia Threadneedle dealing template.

17. Who should I contact for further information?

If you have any further questions, please contact us on clientservices@columbiathreadneedle.com.