



Waystone Financial Investments Limited

# How Waystone Financial Investments Limited (“WFIL”) Treats Investors’ Monies and Assets



WFIL is authorised and regulated by the Financial Conduct Authority (FCA) and complies with the FCA's Client Assets (CASS) rules to ensure all client monies and assets are protected.

### What happens to my money when it is received by WFIL to make an investment?

Your money will be deposited directly into a general client money bank account and held until it is paid to the underlying counterparty (i.e. the authorised fund manager or product provider). Please review the policies adopted by the relevant counterparty to establish the level of client money protection they will afford to your money.

### When do I own the investment that I have made?

#### WS PRUDENTIAL INVESTMENT FUNDS

Whilst you will have beneficial ownership (i.e. you will hold the value of the investment and be entitled to receive any distributions from your investment) from the date the deal was placed, provided we have received cleared funds from you, ultimate legal ownership will not be transferred to you but shall remain vested in the ISA plan manager (Waystone Financial Investments Limited), who shall hold the shares in the WS Prudential Investment Funds on your behalf in line with the settlement terms of the fund prospectus or the product's terms and conditions.

#### PRUFUND FUNDS

Whilst you will have beneficial ownership (i.e. you will hold the value of the investment and be entitled to receive any distributions from your investment) from the date the deal was placed, provided we have received cleared funds from you, units in the PruFund Funds are a record of the benefits that are due to you as an investor in respect of your investment in the PruFund Funds. There is no legal ownership on the part of the ISA plan manager (Waystone Financial Investments Limited) or you as an investor.

### What if you cannot identify monies that I have sent to you electronically?

In the event we receive monies that we are unable to identify, we will retain these monies within our client money account pending further investigation. If any monies remain unidentified for a period of ten Business Days following receipt, we will instruct our bankers to return them directly to the bank account from which they came. These monies will retain client money protection until the bank has carried out our request.

### What happens to the money from the sale of my investment?

Upon receipt of an instruction to redeem your investment, and provided we have received the necessary documentation (i.e. a signed renunciation of the investment from an individual investor), we will process the deal. At this point you will no longer be the beneficial owner of the investment. Upon receipt of the sale proceeds into our general client money account we will issue a payment to you, from our general client money account, in line with the settlement terms of the fund prospectus or the product's terms and conditions.

### What happens to the distribution money from my investment?

Distribution proceeds will be paid into our general client money account from the underlying counterparty. Once received from the counterparty, the proceeds will be paid to you from the general client money bank account.

### How long will you hold any unclaimed monies in a client money account?

Any unclaimed money that we hold on your behalf will remain within our client money account for at least six years. We reserve the right to subsequently release any such monies and pay them to a registered charity in accordance with the FCA's CASS rules. We will always take the necessary steps, required by regulation, to attempt to return your money to you prior to releasing any balances and if an investor subsequently lays claim to a released balance, we will honour any valid claims.

Monies are often held on behalf of investors where their contact details have become out of date. Where we identify that this may be the case, we will endeavour to establish current contact details where possible. Monies may also be held where we are awaiting the return of documentation or information from you. We will indicate in relevant correspondence where monies are held in such circumstances.

### Where is client money held?

We will hold your money, along with money belonging to other clients, in pooled general client money accounts with approved UK banks. These accounts will be held by the banks as trustee and will be segregated from our own cash funds.



### How long will it take my cheque to clear into a client money account?

Cheques are deemed to clear by midnight on the next Business Day following our banking of the cheque.

### Why did you choose to hold client money with those banks?

We assess the capital, creditworthiness and performance of the UK banks which are available to us prior to placing any client money with them. Our bank selection policy is periodically reviewed and the primary consideration in placing money with one bank over another is to ensure the protection of client money on behalf of investors.

We routinely monitor the performance and creditworthiness of a number of UK banks to ensure we are able to anticipate and react to any changes in economic or institutional specific conditions.

### What happens to my money if these banks fail?

In the event of the financial failure of the banks we use to hold your money, your money will be distributed in accordance with FCA rules and you may not receive the full amount of money back. We reserve the right to delay or withhold payments to you in the event of financial failure of the institution which is holding your money such that we are unable to access that money. In those circumstances we will not be liable to fund payments to you out of our own resources.

### What happens to my money if WFIL fails?

Money is held in client accounts, where the banks act as trustee and it is segregated from our own cash funds, which ensures that in the event of the financial failure of WFIL, our creditors will not have any legal right to these monies. In addition, we are not entitled to use any of this money to cover our own obligations. However, you may not receive the full amount of money back, as we may not be able to fund payments to you out of our own resources. In such circumstances you may be entitled to compensation from the Financial Services Compensation Scheme.

In order to speed up the return of monies due to you, we maintain a CASS Resolution Pack which contains key documents that are designed to assist an insolvency practitioner to rapidly understand our business activities, processes and procedures for handling client money.

### Where are my investments held?

Your investments will be held in the name of Waystone Nominees Limited to ensure that they are segregated from WFIL's own assets and therefore protected in the event of default by WFIL. Our creditors would not have any legal right to these investments nor can we use them to cover our own obligations.

### How long will you hold any unclaimed client assets?

Client assets that we hold on your behalf will usually remain within a client asset account indefinitely however we reserve the right to liquidate these assets and release the proceeds, as set out within the FCA's CASS rules, after a period of at least twelve years and pay them to a registered charity. We would always take the necessary steps, required by regulation, to locate you prior to releasing any balances and if an investor subsequently laid claim to a released balance, we would honour any valid claims.

### Will I receive interest on monies held in a client money account or assets held in a client assets account?

Interest will not be payable in relation to any monies or assets held on behalf of investors within our client money or client assets accounts.

### Are there any other safeguards in place regarding client money and assets?

Our client money and client asset processes are audited annually by our external auditors, and the outcome of these audits is reported to the FCA. We also submit a Client Money & Asset Return (CMAR) to the FCA on a monthly basis, to ensure that the FCA receives regular information from us in relation to client money and assets held on behalf of our investors.

### What reports will I receive on my account?

WFIL will provide you with a report of any client monies held and a separate report of the investments you hold each quarter.

With respect to client money held on your behalf, you will be advised of the amount and any actions required to enable monies to be paid back to you.