

# Contract Note Purpose and Guide

This guide explains the purpose of a contract note and describes the information it contains. If you have any questions, or concerns, please contact our Customer Services Centre on the details shown in the top right-hand corner of your contract note.



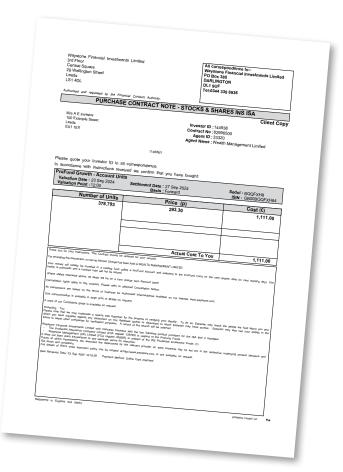
## WHEN ARE MY CONTRACT NOTES ISSUED?

Whenever you purchase, redeem, switch, transfer or convert units in a fund, with the exception of regular saver or regular withdrawal transactions, we will send you (or make available via your online account, or other electronic means such as email) a contract note for each such transaction. If you are registered for the Prudential ISA online service these will be added to your document store and can be accessed by logging into your account. We must do so no later than the business day following the transaction. (Please note that, where posted, that is the timeframe by which we must put it in the mail. Delivery timeframe will be dependent on Royal Mail.)

# WHY DO YOU ISSUE A CONTRACT NOTE TO ME?

Your contract note allows you to check that we have correctly executed your instructions, or, where relevant, those of your adviser, agent or representative.

In addition, it can also be a control against fraud such as impersonation or account takeover (i.e. the risk that someone who is purporting to be you instructs us).



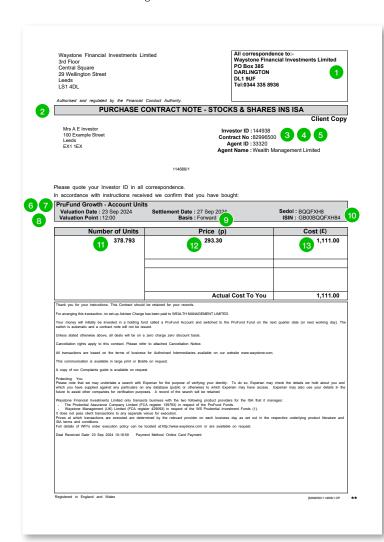
Please therefore review all contract notes as soon as possible following receipt and contact us immediately if you believe there may be a discrepancy between your intentions and the information in the contract note. We will investigate any such discrepancy and provide you with the results of our investigation.

The remainder of this document explains the key elements of a contract note in the interests of clarity.



## WHAT INFORMATION IS SHOWN IN MY CONTRACT NOTE?

A contract note is a record of your trade, and acts as a legal proof of your investment transaction. It contains the following information:



- 1. Our postal address and telephone number, should you have reason to contact us.
- 2. Transaction type of your contract note
   if you have bought units/shares it
  is a "purchase" and if you have sold
  units/shares it is a "repurchase." Other
  transaction types may be shown here, e.g.
  "switch".
- 3. Your unique investor Identification Number.
- 4. The unique deal reference number for your transaction.
- 5. The unique agent identification number (if you have an adviser representing you).
- 6. The fund name (and share class name if applicable) for your units/shares.
- 7. The date on which your units/shares were bought/sold.
- 8. The time on the above date at which your units/shares were priced for this transaction.
- The basis on which your units/shares were priced. We will always price on a forward basis.
- 10. SEDOL and ISIN codes uniquely identify a particular investment.
- 11. The number of units/shares in this transaction.
- 12. The price (in pence, cents or as appropriate for the fund currency) of each unit for this transaction.
- 13. The value of the transaction (in pounds, dollars or as appropriate for the fund currency). If you have bought units/shares this will be shown as "Cost" and if you have sold units/shares this will be shown as "Proceeds".



# Glossary

Term	Definition
Acc Shares (Accumulation Shares)	Accumulation shares do not pay distributions. Any income earned is retained and increases the share price accordingly. This relates to holdings in the Accumulation share classes of the LF Prudential Investment Funds only.
Agent ID	Your agent/adviser's unique Identification Number (if you have an agent/adviser).
BACS	Bankers' Automated Clearing System. It's a regulated payment system run by Bacs Payment Schemes Limited and is one of the most common ways that money is sent and received from bank to bank. A BACS payment normally takes three working days to go through.
Cancellation Rights	Cancellation Rights (14 days) apply to transactions where advice has been given (only applicable to UK investors). Where the cancellation rights have been exercised, all monies paid by you will be returned.
CHAPS	CHAPS stands for Clearing House Automated Payment System. A CHAPS payment is a same-day transfer (on working days) between banks that can be used for large amounts of money. A CHAPS payment cannot be reversed.
Contract No	Your unique identification number for this deal/transaction.
Cost	The total cost of purchasing your units/shares – the number of units/shares multiplied by the price.
Dilution Levy	A charge that may be applied by the fund manager on a dealing transaction to recover the costs incurred by the fund to meet the buy and sell requests of investors of the fund. This relates to the LF Prudential Investment Funds only. Further details can be found in the fund prospectus.
Execution only	The sale or purchase of shares/units without any advice from an agent/adviser about the merits/risks or suitability of the transaction.
Forward basis	The forward pricing basis means that when you place an order to buy or sell, you will not be sure exactly what the unit price is until the deal is done (at the next valuation point).
IFA	Independent Financial Adviser (or agent), regulated by the Financial Conduct Authority.
Inc Shares (Income Shares)	If your holding is in an LF Prudential Investment Fund, this is a holding in a share class of a fund which distributes the available income in the period.
Investor ID	Your unique investor Identification Number.
ISA	A stocks and shares ISA (Individual Savings Account) is effectively a 'tax wrapper' that can be put around a wide range of different investment products. Any investment growth or interest earned within a Stocks and shares ISA is tax-free.
ISIN	An International Securities Identification Number (ISIN) is a code that uniquely identifies an investment.
OEIC (Open Ended Investment Company)	An open-ended fund that takes the legal form of a company. As an open-ended company the manager must create shares when money is invested and redeem shares as requested by shareholders. By using economies of scale, they make it easier for small investors to have access to professional investment management.
Price	The price per unit/share as at the valuation date.
Proceeds	The total value of selling your units/shares – the number of units/shares multiplied by the price.
PruFund Funds	A PruFund fund spreads the risk of your investment over a number of different types of investments such as cash, bonds, property and shares, pooling money from all investors – giving you greater buying power and also means you can access investments you couldn't as an individual. A PruFund smooths some of the short-term ups and downs of direct stock market investments, and is invested in Prudential's With-Profits fund.
Purchase/Buy	A transaction where you have purchased a holding in a fund. The price used for this type of transaction relates to the Valuation Point at which your buy deal was placed.



Term	Definition
Repurchase/Sell	A transaction where you have sold units/shares. The price used for this type of transaction relates to the Valuation Point at which your sell deal was placed.
SEDOL	SEDOL stands for Stock Exchange Daily Official List, which is a list of investment identifiers used in the United Kingdom and Ireland for clearing purposes. The SEDOL uniquely identifies an investment.
Settlement	Settlement is the point at which cash is actually paid, or received. It usually takes two or three business days for the money to enter or leave your bank account. We must have received your payment before we can purchase ISA investments for you.
Settlement date	The date when a trade is final and assets are transferred. In the case of a sale/repurchase, we must make payment of the proceeds to you on this date. In the case of an ISA buy/purchase, you must make payment to us immediately.
Shares	Proportions of ownership of a company (OEIC). Each share gives its holder rights to a proportionate share in the profits of that company and to vote at annual and extraordinary meetings of shareholders.
Switch	A transaction where units/shares are sold in one fund or share class, and purchased in another. It can be used to move holdings from an unwrapped/normal holding to an ISA wrapper.
Transfer In	Monies transferred for investment into your account from another ISA manager.
Transfer Out	Units/Shares that are sold and the proceeds transferred to another ISA manager.
Units	The term used where investments are made into the PruFund Funds.
Valuation date	The date on which the net asset value is calculated.
Valuation point	The time on the valuation date when the net asset value is calculated and the trades that have been placed are priced.
WFIL	Waystone Financial Investments Limited

