

What is happening and why

1 What is happening?

Schroders is changing the provider of its UK registrar services from DST (formerly IFDS) to HSBC in the first half of 2020. The transfer of these services will not affect the investment management of your funds or your ownership of units/shares.

When the change is made, Schroders will use HSBC to administer your investments, including transaction processing, register maintenance and investor servicing.

2 Why is Schroders making this change?

This change builds upon our global strategic partnership with HSBC, enhancing the consistency and efficiency of the services provided, whilst improving on our investors' experience.

3 Will all Schroders' investors be transferred to HSBC?

Yes, all investors currently administered by DST will be transferred.

4 Which Schroders' management/insurance companies' products or services will be affected?

The products and services provided by Schroder Unit Trusts Limited and Schroder Pension Management Limited.

5 What fund ranges are in scope?

The following fund ranges operated by Schroder Unit Trusts Limited ('SUTL') will be affected by the change:

- Schroder Absolute Return Fund Company
- SUTL – Institutional
- SUTL – Intermediary
- Schroder Multi-Manager Funds
- SUTL (Non-UCITS Retail)
- SUTL Cazenove Charity Non-UCITS Fund
- SUTL Cazenove Charity UCITS Fund
- Schroder Investment Fund Company
- Schroder Dynamic Investment Fund Company
- Schroder Fusion Investment Fund Company

6 When will I receive full details about the changes?

We will write to you about two weeks prior to the transfer, detailing the specific changes and how they will impact you. (Q8 below provides a summary of the changes.) We will also write to you after the transfer to confirm that it has taken place.

We cannot be specific about the date of transfer. At this stage, we expect the transfer to take place within the first half of 2020.

7 Will the costs of making this change be passed on to investors?

No. The costs of making this change will not be borne by the funds or investors.

How will this impact me, as an investor

8 What will change?

The following changes will take place once the transfer has successfully completed. We will contact you with full details about these changes, and the date of transfer, two weeks before the transfer takes place.

- a. You will be provided with new unitholder/shareholder number(s) in alphanumeric format. You may need to update your systems to handle and store this new format.
- b. If you hold multiple product types under a single unitholder/shareholder number, you will be issued with a new unitholder/shareholder number for each product.
- c. Some product descriptions by which investments are known will change. For example, 'Schroder Unit Trusts/OEIC' will become 'General Investment Account' and 'Schroders Charities' will become 'Charity'.

- d. If you settle transactions electronically, you will need to amend your payment instructions.
- e. If you access account information via our online offering:
 - We will pre-register you for the new service to ensure that you will continue to be able to access the same reporting.
 - Some of your reports may change format.
 - If you use a group email address (for example accounts@company.com), you will need to re-register with individual email addresses.
- f. The registrar contact details (phone, email, post and fax), including services relating to dealing and settlement, will also change.

9 Will I be impacted if I deal through a non-UK transfer agency?

No. Only our UK registrar service will change.

How will this impact agents and straight-through processing (STP) providers

10 Will agents be impacted?

Yes. The code we use to identify agents within our systems will change. The format of the codes will change to 12 alphanumeric characters, e.g. ABCD12345678. The new codes will appear on investors' correspondence.

11 Will CREST services be impacted?

CREST settlements will be unaffected, so instructions can be submitted as usual using the existing details.

12 Will STP providers be impacted?

Yes. STP providers will be fully briefed and prepared for the transfer. If you instruct via STP, you will need to use your new account number(s) and the new agent code on all instructions.

What are the arrangements over the transfer weekend

13 Will there be a trading blackout?

No. The transfer of activities to HSBC will take place over a weekend.

14 What happens if a purchase is placed before the transfer but is expected to settle after it?

Settlement of trades will need to be made to the new bank account.

15 What if I need to contact Schroders over the transfer weekend regarding distribution, dealing or platform agreements?

You can contact your usual Schroders' representative.