

Frequently Asked Questions

regarding the SIM EU Shareholder Mailing
dated 17 June 2019

Below are answers to some commonly asked questions about the SIM EU Shareholder Mailing issued on 17 June 2019.

If you cannot find the answer to your question below, then please contact your local Schroders office; your usual professional adviser; or Schroder Investment Management (Europe) S.A. on (+352) 341 342 212 / euroclientservices@schroders.com

Q Do I need to do anything as a result of receiving this?

A You need to note that some of our contact details are changing, however there is no need to respond to the letter.

Q What if I need to contact the Luxembourg Transfer Agent via Telephone on or after 1st July 2019?

A We are changing the telephone number for Client Dealing, Client Registration, and Client Enquiries to +352 404646500.

Q What if I need to contact the Luxembourg Transfer Agent in writing on or after 1st July 2019?

A We are changing our postal contact address for Client Dealing, Client Registration, and Client Enquiries. Please use the following address instead:

HSBC France, Luxembourg branch
16, Boulevard d'Avranches
BP413
L-2014 Luxembourg

Q What if I need to contact the Luxembourg Transfer Agent via Fax on or after 1st July 2019?

A We are changing our fax numbers. Please use +352 26378977 instead.

Q What if I need to contact the Luxembourg Transfer Agent via Email on or after 1st July 2019?

A Our contact email addresses are not changing. Please continue to use the same email address(es).

Q What if I do not liaise directly with the Luxembourg Transfer Agent?

A Only the Luxembourg Transfer Agent's contact details are changing. If you deal the affected funds via Schroders Hong Kong, ProService, or another agency; then you should continue to do so after 1st July 2019. Their contact details are not changing.

Q Why is Schroders making this change?

A Schroders regularly reviews the services it provides its clients and we believe through partnering with HSBC for Transfer Agency services, it will provide continued consistency and efficiencies in administration services.

Q Will there be further changes?

A This is the first step in outsourcing Transfer Agency to a Global partner in HSBC which will provide:

- Access to leading market technology in this space, which will improve efficiency and service provided in the longer term
- Global consistency on how we will interact with our end clients; creating a platform to ultimately improve our customer care offering
- Greater capability to launch innovative new products to market more quickly and improve the product range offering to our clients
- Leverage of market standard processes and practises which will improve the customer experience on all operational interactions with our administrator e.g. activities like dealing and query management

We will continue to inform our Clients of any changes which might affect them.

Q Which Management Companies are affected by this change?

A The following Management Companies are affected by this outsourcing:

- Schroder Investment Management (Europe) S.A.

Q Which Funds are affected by this change?

A The following fund ranges' administration is affected by this outsourcing:

- Schroder All-ILS Fund Ltd.
- Schroder Alternative Solutions
- Schroder GAIA
- Schroder GAIA II
- Schroder International Selection Fund
- Schroder Investment Fund
- Schroder Matching Plus
- Schroder Real Estate Fund of Funds
- Schroder Selection
- Schroder SMBC Global Bond Series
- Schroder Special Situations Fund

Q Will my account numbers change?

A No, your account numbers will remain the same.

Q Are the banking or settlement details changing? Do I need to do anything differently?

A No, our banking details are not changing. Please continue to settle to the same accounts.

Q Will there be a trading blackout?

A No, we will continue processing as normal throughout this change

Q If I place an order before 1st July 2019 which is expected to settle after this date, will it be affected by this change? Do I have to do anything differently?

A No. Any orders placed prior to this date will be unaffected, with settlement occurring as per normal.

Q Will my STP details change?

A No, we are not changing any of our details. Your STP orders, etc. will continue to be routed to us for execution.

Q Who should I contact if experience technical issues with STP?

A You should contact the TA Dealing Team on +352 404646500.

Q Will any outputs or reports change as a result of this change?

A Any outputs such as Deal Confirmations or Statements will continue to be in the same format.

Q Will my personal information and data still be secure?

A Yes, we ensured that in light of the outsourcing of the TA service, the security and protection of your data won't be affected. Our obligations to process your data securely and in compliance with applicable data protection law(s) won't change.

Q Will anything be changing which impacts my rights under GDPR (Global Data Protection Regulation)?

A HSBC will be appointed as an additional Data Processor of your information. Your rights as a Data Subject are unaffected.

Q What happens if I object to HSBC administering my account, or accessing my information?

A You are within your rights to redeem your holdings before the transfer date of 1st July 2019.

Q Will my Terms of Business change, or be reissued?

A No, your Terms of Business will remain the same, and as a result we will not be reissuing those to you.

Q Will my broker/agency/counterparty numbers change?

A No, your broker/agency/counterparty numbers will remain the same.

Q What if Clients need to contact Schroders in relation to Distribution/Dealing/Platform Agreements?

A They should continue to liaise with their Schroders Business Contact. The SIM EU CSM Team can be contacted on europeclientservices@schroders.com

Important information

This document is intended to be for information purposes only. The material is not intended as an offer or solicitation for the purchase or sale of any financial instrument. The material is not intended to provide, and should not be relied on for, accounting, legal or tax advice, or investment recommendations. Information herein is believed to be reliable but Schroders does not warrant its completeness or accuracy. No responsibility can be accepted for errors of fact or opinion. Reliance should not be placed on the views and information in the document when taking individual investment and/or strategic decisions.

Schroders will be a data controller in respect of your personal data. For information on how Schroders might process your personal data, please view our Privacy Policy available at www.schroders.com/en/privacy-policy or on request should you not have access to this webpage.

Issued by Schroder Investment Management (Europe) S.A., 5, rue Höhenhof, L-1736 Senningerberg, Luxembourg. Registered No. B 37.799. For your security, communications may be taped or monitored.

For any other questions, please contact your local Schroders office; your usual professional adviser; or Schroder Investment Management (Europe) S.A. on (+352) 341 342 212 / europeclientservices@schroders.com.