



Quai Investment Services Limited
16 Tesla Court
Innovation Way
Peterborough
PE2 6FL

20 March 2023

Dear **Investor**

Confirmation of the safe transfer of your Plum Self-Invested Personal Pension (SIPP)

Further to Gaudi's letter to you, I have the pleasure in welcoming you to Quai Investment Services Limited. I am happy to confirm that the transfer of your SIPP to us has now been completed.

As from the 17th March 2023, Quai Trustees Limited became the Trustee and Quai Investment Services became the Operator of the Plum SIPP. Quai Investment Services Limited is regulated by the FCA.

We need to let you know of a small change being made in regards to the safe custody of your investments. We have detailed this in the attached questions and answers document, which also includes some further information which we hope answers any other questions you may have.

Please take the time to read through the Q&A document and if you require any additional information, please email help@withplum.com or reach out to their customer support through the Plum app.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Kelly Stimson'.

Kelly Stimson
Operations Manager

QUESTIONS & ANSWERS DOCUMENT

What does this mean for me?

Plum will continue to manage your SIPP account and all communications with you in the same way as they do now. Your account number and the investments held in your account will remain the same.

You may see a change in letterhead on some communications but nothing else changes in the way in which your SIPP account is administered on a day-to-day basis.

Custodian Changes

Previously the custodian for your investments was Winterflood Business Services. We have chosen to appoint FIS Platform Securities to replace them as custodian of your investments going forward. There is nothing you need to do regarding this change and the investments held in your SIPP account will remain unchanged.

Will the fees and charges for my SIPP be changing?

No change is being made to the fees and charges applicable to your SIPP

Will my records and personal data be changing hands?

As Quai Administration Services Limited will continue with the day-to-day administration of your SIPP, your records will continue to be held by them and there will be no interruption in the service provided to you.

Do I need to take any action?

You do not need to take any action in relation to these changes.

What happens if I do not consent to these changes?

Should you no longer wish to continue with your SIPP then you are free to transfer to another provider of your choice at any time pursuant to the existing terms and conditions.

Are my T&C's changing?

The only changes are to remove any references to Gaudi Regulated Services and Gaudi Trustees Limited and replace them with Quai Investment Services Limited and Quai Trustees Limited. A copy of the new T&C's document is available on request. This letter constitutes notice to you of these changes.

Do I have the same investor protection?

The same consumer protections that applied with Gaudi will also apply with Quai. This means that where applicable, scheme members have recourse to the Financial Ombudsman Service and / or the Pensions Ombudsman; and Quai (and in some cases the investments within the SIPP) are covered by the Financial Services Compensation Scheme.

Please retain a copy of this letter for your records