

Notification of changes to your charges on your James Hay eSIPP

This letter contains important information which you should read. You may need to take action.

I am writing to tell you about some changes to the charges on your SIPP that will come into effect from 31 May 2017. These changes, some of which will affect you, are detailed below and more information is available on our website at www.jameshay.co.uk/termsapr17. Here you can also access a video from me, setting out the reasons for the changes.

Why are we making changes to our charges?

Planning for retirement is a long term commitment, and we recognise that when choosing a company to entrust your money to, you need to be confident that it will be around to support you before, and throughout your retirement. It is important to us that we can look after your SIPP for the long term and help you meet your retirement goals.

We have seen the operational and regulatory costs of providing our SIPP services continue to increase, for example, following the introduction of pension freedoms in 2015. In addition, when interest rates were higher we were able to keep our product charges for SIPP administration at a lower level by retaining an element of interest from cash held within our products. However, the continuing low interest environment, which we expect to remain for the foreseeable future, prevents us from being able to continue this approach to the same extent.

We need to respond to these challenges, ensuring we can continue to look after your SIPP for the long term and enable a sustainable level of future investment to improve the service we offer to you. This ongoing investment in people, technology and service is therefore critical and whilst I acknowledge any increase in charges will be unwelcome, I am confident this is the right thing to do.

Your options

Of course, I recognise that these changes will impact you as the costs of your SIPP are increasing and therefore to assist you in making a decision on what to do next we have set out all the relevant information in the 'Your Options' section overleaf. There is also information on what the changes are, how they impact you and what you need to do next.

At James Hay we offer several different SIPP products, including our flagship product, the Modular iSIPP, and we are reviewing our charges on all of these products over the coming months. The Modular iSIPP provides access to extensive investment capability and enhanced functionality, including the option to invest in commercial property and whole of market investments, plus access to an Individual Savings Account (ISA) and a General Investment Account (GIA). The Modular iSIPP may be a better alternative for you in meeting your needs than your current product. If this is an option that interests you please see overleaf for details of how to transfer your SIPP to the Modular iSIPP. I obviously hope these changes will not discourage you from continuing to use James Hay, however we will still support you if you do decide to transfer to an alternative provider.

I strongly encourage you to consult a financial adviser to help you make the right decision, if you do not already have one please see the information overleaf about how to find one in your area.

Yours sincerely



Alastair Conway, CEO
James Hay Partnership

What we are changing

- We are changing certain charges
- We are introducing new charges
- We are introducing Average Weekly Earnings (AWE) increases to annual charges
- We are removing the option to make in-specie contributions
- We are changing the way we calculate the rate of interest on your SIPP Bank Account
- We are changing the way we calculate the Annual Investment Centre platform charge.

Changing charges

The table below sets out the charges affected and the new charges. The charges applicable to you will depend on the investments that you have opted to use or may choose to access in the future. For example scenarios of how the charges might be applied, please refer to the enclosed eSIPP Charges Schedule.

Charge type	Current charge	New charge
Annual administration charge	£195 (Nil if over £195,000 in qualifying investments*)	£175 (Nil if over £200,000 in qualifying investments*)
Annual Investment Centre platform charge	First £500,000 – 0.18% On next £500,000 – 0.15% Over £1 million – 0.05% (charge applies to Investment Centre holdings)	First £300,000 – 0.25% On next £300,000 – 0.20% On next £400,000 – 0.15% On next £500,000 – 0.05% Over £1,500,000 – 0.01% (charge applies to cash held in your SIPP Bank Account, fixed term deposit accounts with providers on the Cash Panel and Investment Centre holdings)
Single or regular cash contributions	£50	Nil
Cash transfer in	£50	Nil
Arranging transfer out	£95	£150
Arranging overseas transfer out	£95	£400
Arranging annuity purchase	£50	£150

* Qualifying Investments are any combination of cash held in your SIPP Bank Account, balances in fixed term deposit accounts on the Cash Panel and Investment Centre holdings (including model portfolios on the Managed Portfolio Panel).

Introducing new charges

The following new charges will be introduced:

Charge type	New charge	When is the charge taken?	What does the new charge cover?
Selftrade Account annual charge	£20	Annually in advance	The additional control, monitoring and reporting required for these types of investments.
Ad-hoc paper valuation	£50	On issue	The administration involved in the preparation and issue of a valuation.
Income drawdown set up charge	£100	On completion of the transaction	The administration involved in the setting up of income payment records and payment of a Pension Commencement Lump Sum (if applicable).
Annual income drawdown charge	£150	Annually in advance	The administration involved in the reporting and payment of income drawdown.
Account closure charge	£100	When flexi-access drawdown or	The costs of closing your SIPP if it is not closed as a result of purchasing an

		Uncrystallised Funds Pension Lump Sum (UFPLS) payments first reduce the value of your SIPP below £1,000	annuity or transferring out. If this charge is applied, it may make sense for you to ask us to close your SIPP and pay you any balance remaining once outstanding fees have been covered, as the costs of administering your SIPP would rapidly erode the remaining funds.
--	--	---	---

Applying Average Weekly Earnings (AWE) increases to charges

The Average Weekly Earnings Index reflects the average change in the level of wages in the UK over time. With effect from 6 April 2018, all annual charges will increase on 6 April each year in line with the Average Weekly Earnings Index.

Removing the option to make in-specie contributions into your SIPP

An in-specie contribution is a contribution into your SIPP using investments (e.g. shares) you already hold outside a pension rather than using cash.

Due to a lack of demand, we have made the decision to remove the facility which allows customers to make in-specie contributions into our SIPP products.

Please note you can continue to make new **cash** contributions into your SIPP and you can continue to transfer pension assets from other pensions.

Changes to the way the rate of interest is calculated on your SIPP Bank Account

Following changes to the interest James Hay receives from its banking partners we can no longer link interest rates directly with the Bank of England's base rate. The rates of interest we pay may change from time to time. In future we will publish our current interest rates on our website www.jameshay.co.uk/cash.

Changes to how we calculate the Annual Investment Centre platform charge

The Annual Investment Centre platform charge is a percentage charge that is currently based on the value of funds held within the Investment Centre. With effect from 31 May 2017, this charge will apply to the combined value of cash held in your SIPP Bank Account, fixed term deposit accounts with one or more of the providers on the Cash Panel and Investments within the Investment Centre (including model portfolios held via the Managed Portfolio Panel). It will be renamed the 'annual platform charge' to reflect this change.

Managing your SIPP Bank Account

As confirmed above, cash held within your SIPP Bank Account will be subject to the annual platform charge. The account is intended for holding cash for short periods of time to cover adviser and product charges, income payments and other withdrawals and to enable investments to be made. The account is not designed for long term cash investment.

In order to help you manage your cash balance effectively you can set up 'Cash Alerts' using James Hay Online, which can help ensure money is available when you need it. If you'd like to find out more about how cash alerts work, and how to manage your SIPP Bank Account effectively, please download our factsheet at www.jameshay.co.uk/cashalerts or call us for a copy.

If you intend to hold cash for investment purposes or for the long term, you may wish to consider our Cash Panel. The Cash Panel offers a range of fixed term deposit accounts with enhanced interest rates when compared with our standard SIPP Bank Accounts. These rates have been negotiated with leading banks and terms vary between 6 and 24 months. For more information, please visit www.jameshay.co.uk/cashdeposit or call us.

What you need to do next

Depending on the type of investments you currently hold in your SIPP, the changes contained in this letter may have an impact on the level of charges you will pay in the future. It is therefore important that you:

- Read through this letter, the enclosed James Hay eSIPP Charges Schedule and the Modular iSIPP factsheet.
- Visit our website at www.jameshay.co.uk/termsapr17 to read the questions and answers related to these changes.
- Consider whether the changes we are making will result in your SIPP continuing to meet your needs and financial circumstances, and also whether it offers you value for money.
- Consider (with your financial adviser if you have one):
 - keeping your SIPP, accepting the new charges and terms, or
 - moving to the Modular iSIPP, which provides additional investment options when compared with your current SIPP, or
 - moving to a provider other than James Hay as this may be more appropriate for you.

Before you make a decision, we strongly encourage you to discuss your options with your financial adviser. If you do not have a financial adviser but would like to speak to one, please visit www.unbiased.co.uk or call them on 0800 023 6868 to obtain a list of financial advisers in your local area.

Your options

1. Accept the new charges and terms

If you accept the new charges and terms, you do not need to take any action.

2. Transfer your SIPP to the Modular iSIPP

You can transfer your SIPP to the Modular iSIPP to gain access to additional investment options and services.

Enclosed with this letter you will find a Modular iSIPP factsheet which provides an overview of the product features and investment options. You can also find further information on the Modular iSIPP by visiting our website at www.jameshay.co.uk/misipp.

If you would like to transfer to the Modular iSIPP, please refer to our website at www.jameshay.co.uk/termsapr17 for a transfer pack or call us on the number at the end of this letter to request a pack. Alternatively your financial adviser, if you have one, can transfer your SIPP online.

3. Transfer your SIPP to another product provider

You can transfer your SIPP to another provider. If you notify us that you wish to transfer out within 120 days of receipt of this letter we will waive our standard transfer out charge as well as any additional product charges incurred as a result of these pricing changes. Please be aware however, that your new provider may charge you their standard costs for opening a SIPP with them.

If you wish to transfer your SIPP to another provider, please read our 'Guide to Transferring Away from James Hay' which is available on our website at www.jameshay.co.uk/termsapr17 or call us on the number at the end of this letter and we will send you a copy.

Customers with multiple SIPP products

If you hold more than one James Hay SIPP, charges will be payable on each SIPP. If this is the case, you may be able to merge your SIPPs into one SIPP to avoid paying duplicate charges. To speak to us about merging multiple SIPPs, please call us on the number at the end of this letter.

Further information

If you have any questions about these changes or wish to obtain further information, please contact your financial adviser in the first instance, or visit our website at www.jameshay.co.uk/termsapr17. As well as my video presentation,

the website also contains detailed questions and answers. Alternatively, you can call us on 03333 202 733 Monday to Friday between the hours of 9am and 5pm (excluding bank holidays).

Retaining this letter

This letter amends your current SIPP Terms and Conditions from 31 May 2017, therefore you should retain it with the other important documents relating to your SIPP.