



FAQs

Frequently Asked Questions for the
MyInvestments ISA and GIA

December 2022

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General

1. What is an ISA (Individual Savings Account) or GIA (General Investment Account)?

Think of an ISA as a tax sheltered investment account. Any increase in the value of your investments is effectively tax-free.

Unlike an ISA, there are no tax benefits for investing within a GIA, and you are liable to pay income tax and capital gains tax you may be due. However, there are no limits to how much you can put in each year.

Please remember that tax treatment is based on your personal circumstances and the favourable treatment for ISAs is subject to change and may not be maintained. Please seek independent financial tax advice if you require any assistance.

2. Who is MyInvestments suitable for and do I need to be an expert to invest?

You should consider investing in a MyInvestments account if:

- You want a tax-efficient ISA, or a General Investment Account.
- You are looking to invest for the medium to long term, at least five years.
- You are comfortable with the risks of investing and want your money to work harder for you.

We believe investing is an integral part of planning for your future and should be accessible and transparent. MyInvestments is a straightforward investment service that allows you to access a range of investments through a series of simple choices.

If you are in any doubt about the suitability or appropriateness of any particular investment or service, we recommend you consult a financial adviser.

The value of investments and the income from them can go down as well as up and you may get back less than the amount invested.

For eligibility, please see our Key Features of the MyInvestments ISA and GIA (General Investment Account) and Client Terms, available from the 'Your documents' section.

3. Who are Parmenion?

Parmenion are the digital technology platform and provider of the MyInvestments service. Parmenion provides you with an online investment service that lets you hold and access a range of abrdn Fund Managers Limited funds through both the MyInvestments ISA and GIA.

4. Can I access my money or is it locked away?

There is no minimum term for investing. However, you should be looking to invest for the medium to long term which we consider to be at least five years.

If you decide to withdraw all or part of your investments there are no exit charges. See 'How do I withdraw money from a Fund Portfolio?' It's important to remember any money you withdraw from an ISA and then reinvest at a later date, will count towards your annual ISA allowance.

5. How do I check on my investments?

You can check on your investments via the app, or by logging in at myinvestments.com.

6. How much money do I need to start investing?

A common misconception is you need to have a large sum of money to start investing. With MyInvestments you need to invest a single payment of at least £50 or a regular payment of at least £1. What is important is the timeframe and that you are comfortable with the level of risk you are taking on. The fundamentals of investing are not as dramatic as popular belief, and the strategy of contributing small amounts over an extended timeframe (we suggest a minimum of 5 years) may help avoid the risk of being caught out during any short-term market wobbles that could impact your fund's value.

7. What is a Fund Portfolio?

MyInvestments is a portfolio service. Each fund you choose to invest in will be held in a separate portfolio, a Fund Portfolio. You will be able to manage each Fund Portfolio individually giving you greater control over how you manage top ups, income and withdrawals. It also gives you a clearer view of how your funds are doing.

8. Can I speak to someone?

We have a UK based team who will be happy to answer any questions you have:

- by email: help@myinvestments.com
- by phone: 0117 203 4989 (calls charged at your local rate and lines are open Monday – Friday 9am-5pm)

Please never put personal or confidential data (including account number or username) in the body of an email.

9. Why do I need to download an app to open an account?

We take your security very seriously. For that reason, we have implemented a two-factor authentication process which not only relies on a username and password, but also a smart device available to you. What this means is each time you try to log-in to your account, we'll send a notification to your mobile app for you to confirm it is you trying to login. As soon as you confirm, you will automatically be logged in. Simple, and secure.

If you do not own a smart device, you cannot open a MyInvestments account. See the 'Compatibility' section of these FAQs.

10. How do I make a complaint?

If you wish to make a complaint about any element of our service, or the products and investments that we offer, you can contact us via:

- by email: complaints@parmenion.co.uk
- by phone: 0117 204 7678
- alternatively, you can write to us at:

Complaints Team
Parmenion Capital Partners LLP
Aurora
Counterslip
Bristol BS1 6BX

Charges

1. How much will it cost me?

There are three core components which make up the total amount you pay. The first component is the 'Platform Custody Charge' which covers the cost of administration and safe custody of your assets. It is taken monthly from the cash held in your Fund Portfolio and is only calculated on the value of your funds - not on any cash you hold.

The second component is the 'Ongoing Charges Figure' (OCF) which is a recurring annual charge taken directly by the Fund Manager for managing the fund.

The final component is called the 'Trading Cost' which is the estimated annual cost for buying and selling the underlying investments held in the fund. The OCF and Trading cost will differ for each fund and can be found on the fund's Key Investor Information Document (KIID) or the screen when you select a fund.

Other costs that may be applied by the Fund Manager, such as One-Off Costs or Incidental Costs, may apply for some funds. All the charges that apply will always be shown on screen when you select your funds and we will provide you with an example so you can see their impact.

2. Where are charges taken from?

Your monthly Platform Custody Charge is taken from the cash you hold in your Fund Portfolio. To ensure there is enough money to cover charges we will maintain a small level of cash (around 0.1% of the value of your portfolio) in your Fund Portfolio. If there is not enough cash in your Fund Portfolio to cover a charge we will sell the amount required to bring the amount of cash held back to 0.1%. Any Fund Manager charges (such as the OCF and Trading Costs) will be taken directly from your fund.

3. Is there a cost for £0 balance?

There's no charge to open an account, and there's no ongoing charge for £0 balance. We only ever charge you on the value of your investments, and not any cash you hold.

4. Why is 0.1% of my Fund Portfolio held in cash?

To ensure there is enough money to cover charges we will maintain a small level of cash in your Fund Portfolio (0.1%). If there is not enough cash in your Fund Portfolio to cover a charge, we will sell the amount required to bring the amount of cash held back to 0.1%.

5. Will I be subject to any Capital Gains Tax?

If you invest outside of an ISA, and make a gain, you may be liable for Capital Gains Tax. Remember that tax treatment is based on your personal circumstances and the favourable treatment for ISAs is subject to change and may not be maintained.

Please seek independent financial tax advice if you require any assistance.

6. Where can I find financial advice?

We don't offer personal financial advice at MyInvestments, but if you do need to speak to a financial adviser, you can find one at unbiased.co.uk.

Compatibility

1. What is a browser?

A browser is a piece of software on your computer. It lets you visit webpages and use web applications. It's important to have the latest version of your browser. Newer browsers save you time, keep you safer, and let you do more online.

2. What browsers can I use?

We try to support as many browsers as we can, but to ensure consistency and the security of your data we apply limits.

MyInvestments is compatible with the following browsers (on desktops/laptops/smartphones/tablets):

- Edge (latest 2 versions)
- Chrome (latest 2 versions)
- Safari (latest 2 versions)
- Firefox (latest 2 versions)

For other browsers, MyInvestments may not fully function, may have visual errors or may not work at all.

3. How do I know what browser I have?

You can find out what browser you have by visiting whatsmybrowser.org.

4. What smartphones and tablets does the site work on?

MyInvestments works on most popular smartphones and tablets. You may need to check which operating system and version your device runs on to find out compatibility. You can check this by visiting whatsmyos.com.

Apple devices: Devices running iOS 11 onwards.

Android devices: Most devices running Android 5.0 and onwards, except for the Windows phone which is not compatible.

5. What is an Android device?

The easiest way to tell if you have an Android smartphone or tablet is to see if it has the Google Play Store app. When you power on your device, do you have a touchscreen full of little icons? If not, you probably have a 'feature phone' not a smartphone. If you do have icons, look for a little white shopping bag icon, press the icon and the Google Play Store app will launch.

6. How do I know if it will work on my device?

Load the Apple or Google Play Store and search for MyInvestments. If you can see the app then it will work on your device.

The MyInvestments app

1. What does MyInvestments app do?

The MyInvestments app protects you from phishing attacks and other online fraud in two ways. Firstly, it uses digital certificates to uniquely link your smartphone or tablet device to your MyInvestments account. Secondly, it encrypts all communication between your device and your account, meaning no-one can access or tamper with your information.

2. How do I install it?

The app can be installed from Apple and Android app stores. If you search for 'MyInvestments' the app will be found by the relevant app store.

3. What do I need to have to use the app?

You need a device that can use app technology. The most common devices are tablets and smartphones.

Blackberry devices and Window phones are not currently supported.

4. What devices and operating systems are supported?

Please see the questions relating to the app in the Compatibility section.

5. I've lost my phone / changed my smartphone. What do I do?

Please contact us and we will take you through your options. You can contact us:

- by email: help@myinvestments.com
- by phone: 0117 203 4989 (calls charged at your local rate and lines are open Monday – Friday 9am-5pm)

Please never put personal or confidential data (including account number or username) in the body of an email.

6. I've changed my smartphone/tablet. How can I login?

Please contact us and we will take you through your options. You can contact us:

- by email: help@myinvestments.com
- by phone: 0117 203 4989 (calls charged at your local rate and lines are open Monday – Friday 9am-5pm)

Please never put personal or confidential data (including account number or username) in the body of an email.

7. What if I don't have access to the app and I want to log onto my account?

Please contact us and we will take you through your options. You can contact us:

- by email: help@myinvestments.com
- by phone: 0117 203 4989 (calls charged at your local rate and lines are open Monday – Friday 9am-5pm)

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8. Why isn't the app in the app store?

If you can't see the MyInvestments app, please try searching for another app on your phone to check the page is working correctly. If this works, please contact us:

- by email: help@myinvestments.com
- by phone: 0117 203 4989 (calls charged at your local rate and lines are open Monday – Friday 9am-5pm)

Please never put personal or confidential data (including account number or username) in the body of an email.

However, if your phone cannot find other apps then please contact your mobile provider for assistance.

9. Where is my Sign-up Code?

Your Sign-up Code is displayed on the MyInvestments website. It is a square image that looks like a barcode. If you can't see this image, please ensure you have continued as far through the website as you can.

10. How do I link my MyInvestments account to the app?

Use your smartphone or tablet to scan the Sign-up Code shown on the website.

If you can't scan the code from the website, then you can link your account by entering a numeric Sign-up Code into the app. Your numeric code can be found by pressing the 'I can't scan my code' link on the website. Once you have your numeric code go to the app and press 'Enter the Sign-up Code manually', then enter the code in the space provided.

11. How do I scan my Sign-up Code?

Hold your smartphone or tablet up to the code and capture it in the window provided on the app. If you have problems scanning your code, try moving or rotating your smartphone or tablet until your camera picks it up. Some devices have difficulties scanning codes immediately.

12. Will it work when I travel?

As long as you have a data connection, you will receive authentication requests.

13. What if I don't have a data connection?

You can generate a One Time Passcode (OTP) using the MyInvestments app. Enter the generated code on the website to authenticate.

14. Will it cost me money?

The MyInvestments app is free, and data usage is kept to a minimum.

15. What does "Link to another account" do on the app?

This allows you to link multiple MyInvestments accounts to one device. This could be useful if multiple people share one device in your household, or if you have multiple accounts.

The MyInvestments online dashboard

1. How do I open a new Fund Portfolio?

You can do this from your dashboard when you log in to the MyInvestments website and select 'Open a new portfolio'. Follow the instructions to add a fund to your new Fund Portfolio.

2. What is the fund display name?

Each of your Fund Portfolios is named after the fund it holds. The fund display name is shown on the MyInvestments dashboard and is immediately followed by your Fund Portfolio identification number. MyInvestments also gives you the ability to rename any of your Fund Portfolios. So, for example, you could name one for a particular savings goal. To do this please see the answer to 'How do I change the display name for my Fund Portfolio?'.

3. How do I change the display name for my Fund Portfolio?

You can change the display name for a Fund Portfolio from your dashboard when you log in to the MyInvestments web site. Click on the top right hand corner of the dashboard selecting 'Investment groups' from the available options.

Select the Rename button that is to the right of the display name that you would like to change. Enter a new name and click 'Confirm'.

Please note, when changing the Fund Portfolio display name:

- There is a limit of 40 characters for the display name
- If you decide to buy a new fund in your Fund Portfolio, the display name will default to the name of your new fund. If you have previously changed the display name, don't worry, it will stay the same.

If you modify an existing Fund Portfolio you will be given the option to rename the Fund Portfolio in line with the new fund name or to keep the original name you set.

4. How do I change my personal details?

To update the personal details for your account, click on the top right hand corner of your MyInvestments dashboard and select 'Profile' from the list. Details that can be updated are your phone number, address, bank details and report pack delivery method.

This page can also be accessed by selecting 'Update my personal details' from the MyInvestments website dashboard.

If you are trying to change your name, you will need to contact us so we can talk through the process with you:

- by email: help@myinvestments.com
- by phone: 0117 203 4989 (calls charged at your local rate and lines are open Monday – Friday 9am-5pm)

Please never put personal or confidential data (including account number or username) in the body of an email.

5. How do I change my login details?

To update the login details for your MyInvestments account, click on the top right hand corner of the MyInvestments dashboard and select 'Settings' from the list of available options. Details that can be updated are preferences, email address and security password.

This page can also be accessed by selecting 'Update my login details' from the MyInvestments web site dashboard.

6. How do I pay additional single payments into my Fund Portfolio?

You can do this from your dashboard when you log in to the MyInvestments website and select 'Pay in cash lump sums'.

Select the payment method (bank transfer or cheque) then enter an amount and then select the required Fund Portfolio from the dropdown list.

You will see on-screen guidance confirming the option you have selected. Remember for bank transfer payments and cheque payments you are telling us about what you are going to do. You need to arrange the bank transfer payment with your bank (our bank account details will appear on screen) or send us the cheque (we provide a letter to send with it which you can print if required).

Remember, there is a maximum you can contribute to your ISA each tax year. There is no limit for GIAs.

You can also set up a regular payment by direct debit. See 'How do I set up/ view/edit/cancel my Direct Debit?' section of these FAQs.

7. How do I withdraw money from a Fund Portfolio?

You can sell investments and withdraw money from your dashboard when you log in to the MyInvestments website and select 'Withdraw money'.

Instructions received before 8:00 p.m. on a working day will be processed on the next working day. Withdrawals will typically be paid into your UK nominated bank account within 10 working days. However, payments may be delayed where another transaction is already in progress.

Select the Fund Portfolio you want to withdraw money from. You will see on-screen guidance confirming the options you have selected and how long it is likely to take.

If you wish to make a subsequent withdrawal from a Fund Portfolio you will have to wait for any in progress withdrawal to complete.

On very rare occasions, the Fund Manager may suspend trading in certain funds, this is usually to protect the interests of all investors in the fund. This means you will be unable to sell the fund and use the proceeds as part of a withdrawal payment until the fund suspension is lifted.

8. How do I setup/view/edit/cancel my Direct Debits?

You can manage your monthly payments or Direct Debit from your dashboard when you log in to the MyInvestments website and select 'Manage monthly payments'.

Any existing Direct Debits are listed in the 'Your current monthly payments' section of this page. Click Edit or Cancel as appropriate.

To set up a new Direct Debit click on, 'Set up a new Direct Debit', shown in the 'Set up a new monthly payment' section of the page and follow the instructions.

You will see on-screen guidance confirming the options you have selected and how long the process is expected to take.

9. How do I edit nominated bank details held for my Fund Portfolios (to a bank account that is already on my account)?

You can do this from your dashboard when you log into the MyInvestments website and select 'Update your bank details'.

Select one or more Fund Portfolios and then in the box which says 'Select bank account' click the small downwards arrow and select the existing bank account you would like to attach to the Fund Portfolio(s).

Note for security reasons the existing bank account details are masked (i.e. only the last two digits of the account number and the sort code are visible).

10. How do I edit nominated bank details held for one or more Fund Portfolios (to a bank account that is not on my account)?

You can do this from your dashboard when you log in to the MyInvestments website and select 'Update your bank details'.

Select one or more Fund Portfolios and then in the box which says 'Select bank account' click the small downwards arrow and select in the box which says 'Select bank account' click the small downwards arrow and 'Add a new bank account' option. Enter the details for the new bank account and follow the instructions and guidance displayed on the screen.

11. How do I transfer money between my Fund Portfolios?

You can do this from your dashboard when you log in to the MyInvestments website and select 'Transfer between your investments'.

Instructions received before 8:00 p.m. on a working day will be processed on the following next day. This process typically takes up to 6 working days.

From here, select a source Fund Portfolio and the monetary amount you would like to transfer. Units from the fund held in this Fund Portfolio will be sold to raise the requested amount, and the sale proceeds will be used to buy units in the fund held in your destination Fund Portfolio.

On very rare occasions, the Fund Manager may suspend trading in certain funds, this is usually to protect the interests of all investors in the fund. During this time you will not be able to buy into the fund or sell your holding in the fund until the suspension is lifted.

12. How do I transfer ISA/GIA investments held with another provider to MyInvestments?

You can request a cash transfer into your ISA from your dashboard when you log in to the MyInvestments website and select 'Transfer investments'. You will be given on-screen guidance and we'll tell you how long it is likely to take. Please have the details of your ISA investments ready to hand, including the name and address of your existing provider, your account reference and recent approximate value, together with information on whether you have subscribed this tax year.

For in specie transfers into your ISA and cash and in specie transfers into your GIA please contact us to initiate the process. You can contact us:

- by email: help@myinvestments.com
- by phone: 0117 203 4989 (calls charged at your local rate and lines are open Monday – Friday 9am-5pm)

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13. What is a fund conversion?

It is possible to have multiple share classes of a fund. A fund conversion is where, as part of an in specie transfer, your fund has to be converted to a different share class because the fund share class you currently hold isn't the same as the one available on MyInvestments. If your provider has the share class we make available to MyInvestments clients it will be converted to that share class. If not, it will be converted to a share class both parties have access to, known as a common share class, before transferring it to us. If the fund is transferred as the common share class and is therefore a different share class to that offered within the MyInvestments fund range, on receipt another conversion will be needed to the fund share class offered on MyInvestments.

When a fund is converted, the fund manager takes the value of the units in the fund at a valuation point and moves it to the destination share class. The new holdings are calculated using the difference in price between the share classes. This means the number of units you hold will change and the value will be the same. The conversion of units will not create sale or purchase transactions and is therefore not a capital gains tax liable event. If you notice a difference in the value of your holdings this will be due to market movements from the date of transfer to the date of conversion.

Conversion to another fund share class will, on average, take up to 10 working days. You will be unable to make changes or sell your investment during this time.

14. How do I switch funds?

You can sell all of an existing fund and use the sale proceeds, along with any cash in your Fund Portfolio, to buy a new fund. Instructions received before 8:00 p.m. on a working day will be processed on the next working day. Any instructions to buy a new fund will not proceed until the existing fund is sold. We will not switch or sell a fund if you have asked us to make some other change to it and that transaction is not yet complete. The switch process typically takes up to 6 working days.

You can do this from your dashboard when you log in to the MyInvestments website and select 'Switch funds'.

Follow the on-screen instructions to choose your new fund. Remember you are responsible for the funds you have chosen. You should regularly review your fund selections to ensure they continue to meet your attitude to risk and investment goals.

If you modify an existing Fund Portfolio which you have renamed you will be given the option to rename the Fund Portfolio in line with the new fund name or to keep the original name you set.

On very rare occasions, the Fund Manager may suspend trading in certain funds, this is usually to protect the interests of all investors in the fund.

15. Can I invest in more than one Fund Portfolio?

Yes. You can open a new Fund Portfolio (GIA or ISA) in addition to your existing Fund Portfolio. Remember, with an ISA the total amount you invest in your Fund Portfolios can't go over the annual ISA allowance. Please see the answer to 'How do I open a new Fund Portfolio?'

16. When will I receive statements?

Statements are created every three months and are sent electronically to your dashboard where you can download and/or print as you please. You will be notified by email when your latest statements are ready.

GoPortfolios

1. What are the GoPortfolios?

We have three ready-made investment portfolios for you to choose from – GoPortfolios. Each of the GoPortfolios contains one MyFolio Index fund. All you need to do is select the one you feel suits your own investment objectives and attitude to risk.

2. What kind of things do the GoPortfolios invest in?

GoPortfolios have been designed to keep investing as simple as possible. Think of a fund as compilation album or playlist that has been expertly curated. Each of the GoPortfolios contains one MyFolio Index fund. The MyFolio range invests into bonds, and shares in companies across the UK, Europe, North America and Asia. You can find more details about our funds, including links to the Key Investor Information Documents (KIIDs) when you select 'Open a new portfolio' from your dashboard.

3. How much do the GoPortfolios cost?

You will pay a Platform Custody Charge and Fund Management charges. The actual cost you pay will depend on the GoPortfolio you select and will vary over time. We'll always show you the current charges and the estimated cost of investing when you are selecting funds.

Full range of funds

1. What is the full range of funds?

If you are an experienced investor, you may want to build your own portfolios from our full range of funds to help you reach your financial goals. The full range of funds is available when you switch funds or open a new Fund Portfolio.

In line with the Terms we can vary the list of funds available through MyInvestments by adding or removing funds from the range providing we think it's reasonable to do so.



MyInvestments does not give advice based on personal circumstances. Using this service means you are responsible for deciding which investments are suitable for you. Personal advice is only available from a financial adviser.

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