

Dunn's House
St Paul's Road
Salisbury
SP2 7BF

Customer Service Centre:
ask@nucleusfinancial.com

nucleusfinancial.com

Exciting news – you're getting a service upgrade.

Product name: James Hay Modular iPlan
Member number:

I'm pleased to let you know that we've made a multi-million-pound investment in upgrading our service to you. This will deliver an improved investment platform with a new name and brand – Nucleus, that provides:

- A wider range of products, so you have more choice
- Simplified pricing, to make it easier to understand the charges you pay
- A better and more responsive service, and more user-friendly technology

Your next steps

When our new platform is live, we'll automatically upgrade your product(s) to it. What's important for you to do now is:

1. **Read your enclosed Key Changes Summary** for details about how your Modular iPlan and the service we provide will change, and how this will benefit you.
2. **Understand your enclosed New Charges Schedule** which explains how our simplified, more transparent pricing will work for the Nucleus Platform.
3. **Leave the rest to us:** I'll write to you again to confirm when the changes will take place and what happens next. Rest assured that your investments will remain safely invested throughout the upgrade.

Got a question?

You can find out more at nucleusfinancial.com/upgrade-support

Here you'll find additional helpful information, further key documents that outline your upgraded product, and the **updated terms and conditions** that will apply after the upgrade.

If you'd like a paper copy of these documents, please email ask@nucleusfinancial.com.

If for any reason you don't want to change to our upgraded service, you have the option to transfer to another provider. If we're unable to complete the transfer of your products before they're upgraded to our new platform, we'll honour the existing terms and conditions when the transfer is completed. I recommend you discuss with a financial adviser what is best for you.

Thank you for trusting us to help look after your investments. We look forward to continuing to serve you under our new name, Nucleus.

Yours sincerely



Richard Rowney
CEO

We're here to help...

Should you have any questions, we always recommend you speak with a financial adviser.

If you don't currently have an adviser, you can find one at www.moneyhelper.org.uk

Alternatively, you can:

- send us a secure message via James Hay Online
- email us at ask@nucleusfinancial.com, or
- call us on 03455 212 414.

We're open Monday to Friday between 8.30am and 5.30pm (excluding bank holidays).

We can't give financial advice, but we can provide information.

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