

the trustees of the CHL investment SSAS
C/O: Excell Pensions
Unit 2 Marston House
Princes Court
Nantwich
Cheshire
CW5 6GD

25 November 2016

Novia Investor number 189997

Dear Trustees

Re: Novia General Investment Account (Gross) number 586540


Thank you for choosing the Novia wealth management service for your investments. Your recent Novia General Investment Account (Gross) application has been received and is now being processed. Documentation will be sent, as arranged with your Adviser, once your investment instructions are commenced.

Please be aware that if you have changed your mind and would like to cancel your investment, you have 30 days from the day you receive this letter to complete and return the enclosed Cancellation Notice. Full details of the process can be found on the Cancellation Notice.

As your Adviser has completed this application online, we are also required to confirm details of your application that may affect your eligibility for this investment. The enclosed **Confirmation of Application** shows the relevant details. Please read them carefully and contact us if any of the details are incorrect.

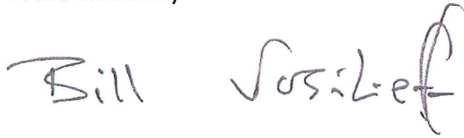
Once the investment process has commenced your account information will be available online as arranged with your Adviser. Through the life of your investment you will also receive half yearly statements showing all your investments through Novia in one document.

In late 2014 we started providing documentation via an online login. We will set up your login using the email address provided in your application, **chamlettledger@gmail.com**. If this is the email address of your Adviser, or another third party, we deem your application to be your consent, as confirmed by this letter, for us to send correspondence to them that we would normally send to you. If you wish to provide a different email address for your login please write to us at Novia Financial, Cambridge House, Henry Street, Bath BA1 1JS, giving the new email address, your investor number and the names and signatures of all required signatories.



Novia offers a wide range of product wrappers including the Novia General Investment Account, Novia Cash ISA, Novia Stocks and Shares ISA, Novia SIPP and the Novia Offshore Bond and you can invest in as many of these product wrappers as you wish. If you are interested in investing further with Novia, please speak to your Adviser.

Yours faithfully



Bill Vasileff
Chief Executive Officer

Your right to cancel

25 November 2016

Investor: the trustees of the CHL investment SSAS

Investor Number: 189997

Novia General Investment Account (Gross): 586540

Your application for a Novia General Investment Account (Gross) with us has been accepted.

We are writing to let you know you have a right to change your mind within 30 days from the day you receive this letter. If you wish to continue and proceed with your Novia General Investment Account (Gross), you need take no action.

If you do decide to cancel, please sign the enclosed Cancellation Notice and return it to the address shown above within 30 days.

If you decide to cancel, you are entitled to receive back any money you have paid us, less any fall in value in the price of assets you selected. You may be subject to deduction of stock broking charges (if applicable), asset manager initial charges and any dilution levies (as defined in the prospectus of the fund). Finally, any amounts already paid to you as income withdrawals will also be deducted.

If you have any further questions, please contact us on 0845 680 8000 or speak to your Adviser.



Cancellation Notice

Only sign and return this Cancellation Notice if you wish to cancel your investment.

Investor: the trustees of the CHL investment SSAS

Investor Number: 189997

Novia General Investment Account (Gross): 586540

We have changed our minds and wish to cancel our Novia General Investment Account (Gross). Please return any money due to us.

We understand that by cancelling this application we are entitled to receive back any money we have paid in subject to a reduction in the market value (if any) of our investment by the time the Cancellation Notice is received by Novia. Any amounts already paid to us as income withdrawals will also be deducted.

Signatory name

Signature

Date

Signatory name (if applicable)

Signature (if applicable)

Date

Signatory name (if applicable)

Signature (if applicable)



Cancellation Notice

Date

Signatory name (if applicable)

Signature (if applicable)

Date

Once you have signed this Cancellation Notice, please post it to:

Novia Client Services
PO Box 4328
BATH
BA1 0LR

Confirmation of Application

25 November 2016

Important information that you must check

As your Novia General Investment Account (Gross) application was completed online, your Adviser made the following declarations on your behalf with your provided information, declaration and your authority.

This is your application and therefore it is very important that you check the details are correct.

This declaration records the terms of the application made by the applicant named below.

Novia General Investment Account (Gross) 586540		Check
Investor	the trustees of the CHL investment SSAS	<input type="checkbox"/>
Permanent address	C/o: Excell Pensions Unit 2 Marston House Princes Court Nantwich Cheshire CW5 6GD UNITED KINGDOM	<input type="checkbox"/>

If any of the information is not correct please notify us immediately and in any case within 30 days. You may contact us on 0845 680 8000 or via Secure Email which can be found under Quick Links at www.novia-financial.co.uk.

General Declaration

Novia relies on the information contained in the Novia Key Features Document, Novia Terms & Conditions and regulatory rules as these form the basis of the contract between you and Novia Financial plc.

For your own protection you should read them carefully, along with the declarations below. If you do not understand any point, please seek clarification from your Adviser.

You understand that any Direct Debit instructions in the application will continue into subsequent tax years until you instruct Novia Financial plc to cease taking payments.

Important Residency & Tax information

You agree that this account is held solely as a UK citizen and the account is only in relation to being UK resident, including for tax purposes. If this does not apply to this account, you declare that all information regarding citizenship and/or residency status has been provided to your Adviser together with your Tax Identification Number (or the equivalent, relevant to your country). Novia is required to report this tax residency information to HMRC.


Any changes in residency must be notified to Novia, even if you remain a UK tax payer. We strictly do not accept any US persons, which includes any US citizen, national or resident individual, any partnership, corporation or trust organised in the United States of America or under its laws or those of any of its States.

You declare that:

You confirm that the advice was given by your Adviser and accepted by you in the United Kingdom.

The information supplied in the application, and supplementary forms related to it, is true and complete to the best of your, and your Adviser's, knowledge. You and your Adviser understand that it is a serious offence to knowingly provide false or misleading information on the application.

Novia Financial plc is a limited company registered in England & Wales. Register Number: 06467886. Registered office: Cambridge House, Henry St, Bath, Somerset, BA1 1JS.
Novia Financial plc is authorised and regulated by the Financial Conduct Authority. Register Number: 481600.
Calls to any of our 0845 numbers from residential lines cost 5p per minute, plus your phone company's access charge. Charges from business phones may vary.



You accept that Novia Financial plc carries no responsibility for advice on the suitability of the product wrapper or investment decisions, and is not required to confirm suitability under the rules of the Financial Conduct Authority.

You consent to the recording of your telephone calls with Novia for monitoring, training and security purposes.

All the information provided to Novia either in the application or subsequently, may be shared with, and used by, the group of companies to which Novia belongs, its associated companies, service providers or agents in accordance with the Data Protection Policy of Novia Financial plc.

You consent that any personal information obtained by Novia Financial plc (whether contained in the application or otherwise and whether stored electronically or otherwise) may be held and used, or disclosed to a third party to enable the application to be processed, and to enable Novia Financial plc to process the Novia product wrappers or any subsequent transactions and to communicate with them directly or indirectly for any purpose.

Where Financial Conduct Authority regulations allow you nominate your appointed Adviser to receive Contract Notes and correspondence in relation to your investments on your behalf, your instruction will remain in force unless you or your Adviser informs Novia that correspondence be sent directly to you.

You understand that Novia or associated third parties may make searches at credit or electronic reference agencies, for the purposes of verifying your identity. The credit reference agencies will record details of the search whether or not the application proceeds and you understand this is not a credit check and will not be seen or used by lenders to assess your ability to obtain any future credit.

You further authorise Novia Financial plc to:

Make Adviser Charge payments specified in the application to your Adviser on your behalf.

Accept investment and disinvestment instructions from your appointed Adviser.

novia / Questions and Answers

Investing your hard earned money is one of the most important decisions you will make. We work closely with your Adviser to keep you informed of how your investments are performing. This document is designed to give you an overview of what we do, how we work with your Adviser and to clearly explain the process of investing with Novia.

What product wrappers can I hold within my Novia Account?

Within your Novia Account you can hold a range of product wrappers including an Individual Savings Account (ISA), Self-Invested Personal Pension (SIPP), a General Investment Account (GIA) and even an Offshore Bond. These product wrappers each have different tax treatments and so your Adviser will help you choose the product to best suit your needs for your investments – often combining multiple products to achieve the financial outcomes you are looking for at different stages in your life.

How do I send money to Novia?

When your Adviser completes an application online, they let us know how you plan to send us the money for investment. We provide your Adviser with a Payment Instruction document at the end of the online application process that shows which payment types your Adviser has entered when completing your application and the details you need to use when making payment. Your Adviser can provide you with these details - simply follow the instructions and ensure that you have provided your wrapper number and surname as reference e.g. 500000-Smith to any payment you give us via cheque, electronic bank transfer or Direct Debit.

How long does it take before the money shows in my product wrapper?

Cheques are banked the same day and will show in your product wrapper the following day. However, cheques can take up to 5 working days to clear with the bank and therefore your money will not be available to trade until the bank confirms it has cleared successfully.

Electronic bank transfers are matched to your account the day after they are received and are then available to complete the trades instructed by your Adviser. Therefore, if you send us the money on Monday then your money will be showing in your Novia account on Tuesday.

If you have a regular Direct Debit then this is collected on the 2nd calendar day of the month (or the next working day). This too will show on your product wrapper the following working day and will then be available for trades instructed by your Adviser.

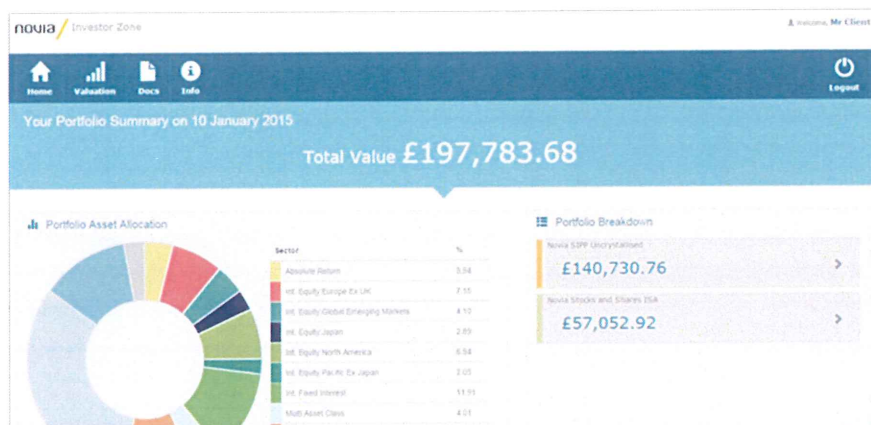
How do I arrange a Direct Debit for a product wrapper?

Your Adviser can set up a Direct Debit online or via a Direct Debit Instruction form. We must receive instructions for a new Direct Debit at least 10 working days before the collection point, which is the 2nd of the month.

How will I see how my investments are performing?

To allow you to better track what is going on with your investments, you will be provided with access to Investor Zone, our online portal.

Investor Zone gives you an overall view of your investments within your Novia Account, as well as how each of the underlying product wrappers are performing.



You are also able to download all of your Half Yearly Statements and any other documentation that has been uploaded.

It is easy to set up; your Adviser will simply use your email address to request your access. We will email you with the log in details you need to set up your secure access to get started on your online journey.

How often will I get a statement/report?

You will receive a Half Yearly Statement every May and November, summarising your investment activity during the previous 6 months. The May edition also provides:

- > a Tax Voucher (which you will need for your tax return) if you hold a GIA
- > a Statutory Money Purchase Illustration if you hold an uncrystallised SIPP (which gives you an idea of what your investment might be worth when you retire)

If you have any questions regarding your Tax Voucher please contact your Adviser or a qualified tax professional who will be able to assist you in completing your tax return.

Your Adviser can also see documents that are available via your Investor Zone view if you wish to discuss them further.

Your Adviser can access a wide range of different reports online with Novia, including reports about your investments, ISA allowance, model portfolios and performance to name but a few.

What investments can my Adviser offer me via Novia?

Your Adviser can select from a vast range of assets, on your behalf. We have over 5900 lines of assets on the Novia platform including shares, investment trusts, funds, ETFs, gilts, corporate bonds, structured products and cash deposits.

How does my Adviser arrange a withdrawal for me?

GIA and ISA

Withdrawals can be made from GIAs and ISAs. For GIA and ISA your Adviser can arrange a one-off withdrawal by asking you to complete a Withdrawal Instruction which will need to be signed and sent to us in the post. Alternatively, you may have completed a Withdrawal Instruction Authority which will allow your Adviser to instruct withdrawals on your behalf. When a withdrawal is instructed, your Adviser will sell investments within your wrapper to ensure that there is enough cash available for your withdrawal. One-off withdrawals are processed within 5 working days of receipt of a complete instruction. This is then paid by BACS which can take between 3-5 working days.

Your Adviser can also set up regular withdrawals for you, either online, when you first join Novia as a client, or later, via our Change of Product Wrapper Details form. The form, which you need to sign, states the



amount and frequency of the payments – which can be taken monthly, quarterly or annually. Regular withdrawals are paid out by the 9th working day of the month.



How can my Adviser arrange for me to start accessing my pension?

There are 2 ways your Adviser can facilitate access to your pension with Novia.

1 Flexi Access Drawdown

Prior to retirement your pension sits in what the industry calls an 'Uncrystallised pension pot'. This effectively means that you have not yet taken any money out of your pension. Once you reach minimum pension age you are eligible to start taking pension benefits and can 'crystallise' some or all of your pension pot. Your Adviser will ask you to sign a Benefit Crystallisation Event (BCE) application form, which tells us about any other pension benefits you've taken already. The crystallisation event will generate a payment of tax free cash equivalent to one quarter of the amount you're crystallising, with the remaining three quarters going into a Flexi Access Drawdown wrapper. Then, when you want to start taking pension income, you can set up a regular payment from your Flexi Access Drawdown on an annual, quarterly or monthly basis. The income payments will be subject to income tax at your marginal rate.

Flexi Access Drawdown allows you to take income from your pot at a rate which suits you, and allows your pension to continue to benefit from investment growth whilst you're drawing your income.

If you are not sure what some of these terms mean please take a look at the Novia Terms and Conditions provided by your Adviser when you invested, or speak to your Adviser to get a better understanding.

2 Uncrystallised Funds Pension Lump Sum (UFPLS)

This option is also available to you once you reach minimum pension age, and allows you to take an ad-hoc lump sum withdrawal directly from your uncrystallised pension pot. One quarter of your lump sum is tax free, and three quarters is subject to income tax at your marginal rate.

You can request an UFPLS by completing and signing a Benefit Crystallisation Event application form from your Adviser – just like applying for Flexi Access Drawdown. Unlike drawdown, though, all of the money you crystallise is paid to you in a single lump sum.

Of course, you also have the option of taking out an annuity which are not offered by Novia. If you choose to leave us when you wish to access your pension, we will work with your Adviser to make the move as easy as possible.

How can my Adviser arrange income payments from my pension?

Your Adviser can set up pension income for you. This can either be done when you first crystallise via our Benefit Crystallisation Event form, or later on via our Amend Income Drawdown form. We must receive this information by the last working day of the month before you wish to commence taking income.

Income is paid once a month between the 6th calendar day and the 9th working day of the month. The payment is made by BACS so can take between 3-5 working days before it reaches your individual bank account.

How do you verify my bank details?

Given the nature of releasing client money and for the protection from financial crime, it is crucial that we check your bank details. When either you or your Adviser provides us with your bank details we will in the first instance check them against the data held with Experian, our third party verification agency. If the check fails for any reason then we may ask for proof of the account by a current bank statement or letter.



How do I arrange for my Adviser to change my details?

Your Adviser can change your details at any time. If you need to change your address, email address or contact number then you can send us a letter in the post, or speak to your Adviser who can amend your details online.

If you would like to change your bank details you will need to complete a Change of Product Wrapper Details form.

We hope that these Q&As have answered many of the questions that you might have. If you require further information about your investments, your Adviser is always your first point of contact.