novia

Cambridge House, Henry Street, Bath BA1 1JS
T / 0345 680 8000 W / novia-financial.co.uk E / info@novia-financial.co.uk

the trustees of the CHL investment SSAS
Retirement Capital
Office 12 Venture Wales Building
Merthyr Tydfil
PENTREBACH
CF48 4DR

08 June 2020

Investor number: 189997

Dear Trustees,

Re: Change of Adviser

Our records show you have not yet appointed a new Financial Adviser. Until you have appointed a new Financial Adviser, we will be unable to action any requests to change investment options, except requests to sell investments to cash.

In order to receive the best value from our service, we recommend that you appoint a new Adviser. They must be FCA authorised, registered with Novia and must have accepted our Terms of Business.

Charging Structure
Our previous correspondence notified you that we increased your annual charge by 0.5% on the total value of your product wrappers held through our service to cover the additional costs to us of administering your portfolio without an Adviser. Upon review of these arrangements and our charging structure, from April 2020 we have made the decision to cease to charge the additional 0.5%.

Standard charges now apply to your account. Details of the full Novia charges can be found in the Novia Charges Schedule, which should be read in conjunction with the Novia Terms and Conditions. Both documents are available on the Novia website at https://www.novia-financial.co.uk/toolsandservices/library/.

What are your options?
It is important to understand the effects and options available to you if you continue to hold your portfolio on the Novia platform. If you plan to keep your Novia account, we encourage you to get an FCA authorised Adviser to manage your account. You can find details of new advisers online at the following website: www.unbiased.co.uk.

You may also wish to transfer your existing Novia account to another provider. If so, you may need to contact the prospective provider who should be able to initiate the transfer on your behalf. Should you wish to transfer to another provider you should obtain advice or seek guidance from The Money & Pensions Service https://moneyandpensionsservice.org.uk.

If you have recently appointed a new Financial Adviser, please ignore this correspondence.

If you do have any further queries on this matter, please call our Client Services Executive Team on 0345 680 8000, Monday to Friday 8.30am to 5pm.

Yours sincerely

Nick Raine
Director of Operations