

Summary of changes to the terms and conditions

28 August 2024

We've made some changes to our terms and conditions that will:

- give your adviser more flexibility to provide instructions on your behalf;
- provide more clarity around the responsibilities your adviser has when managing your account;
- clarify the different ways we will communicate with you; and
- support the release of new platform developments.

The full [updated terms and conditions](#) document is available online, but here's a summary of the key changes and additions we've made.

All changes are effective from 3 October 2024.

Clause or section	Update
1.9	Clause updated to explain that your agreement with us comes into effect as soon as your adviser submits your application.
1.21	New clause inserted to confirm that correspondence is issued to the registered contact for a child's account, and to explain the responsibilities of the registered contact when the child turns 16.
3.11	Clause updated to clarify that you are also responsible for reading any documents we send you.
5.1	Clause updated to explain that any references in our terms which relate to you giving us an instruction, receiving information, or performing any action, also include your adviser acting on your behalf. Clauses 2.11, 3.5, 3.6, 3.11, 4.3, 5.2, 7.1,7.7, 7.14, 7.17(a), 7.17(b), 7.17(c), 7.17(d), 12.8, 13.6, 20.3, 20.12, 22.2, 22.3, 23.10, 26.6, 26.7, 26.9, 27.11 and 30.1 have been amended to complement this change.
5.3	References to clauses 5.3 and 5.4 have been removed from 5.3.
5.3 (e)	Clause amended to confirm that your adviser also has authority to access any information that is provided to them by us or an investment manager.
5.3 (f)	Clause amended to remove references to specific transactions where your adviser does not have authority to give instructions on your account.
5.4	The amendments to this clause complement the changes made to clause 5.3 and 5.3(f), by removing the reference to transfers out. The updated clause allows more flexibility to take instructions from your adviser on your behalf, and for us to request evidence of your agreement for an instruction when required.
5.5	Clause expanded to confirm your adviser is responsible for ensuring they have the required FCA permissions to give you advice and provide instructions in relation to your account.
5.7	New clause inserted to confirm that if you no longer have a registered adviser, you will need to appoint a new one, or close or transfer your account(s) to another provider.
5.16	Clause updated to confirm your adviser must get your authority before linking your account to the MPS, RPS or Third-Party MPS, and must also check that the link has been made correctly.

Clause or section	Update
7.1 & 7.12(a)	Clauses updated to show that the authority you give your adviser allows them to give us instructions regarding ongoing adviser charging on your account.
12.8	Clause updated to explain that we will notify your adviser when your annual consolidated tax voucher is available to view online. You will still be able to access this via the documents area of your online account.
13.8	Clause updated to reflect the fact that our primary communication methods are secure message, email and documents you can access through your online account.
23.4	Clause updated to include Managed Portfolios as a type of regular investment instruction.
32.2 & 32.4	Clauses updated to inform you of how to contact us if you do not receive a contract note.

Definitions	Update
Regular investment	Investments instructions based on managed portfolios are now included as a type of regular investment instruction.