



Smart Investor Prize Draw Campaign FAQs

13th February – 5th April 2024

Please refer to the terms and conditions for the definitions used in these FAQs.

1. Who is eligible for the Prize Draw entry?

UK Residents who are 18+. New or existing Smart Investor customers who set up a regular payment via direct debit into an Investment ISA or General Investment Account will be eligible for one Prize Draw entry during the Promotional Period.

2. Do I have to take part?

There is no opt in or opt out option. You will automatically be entered into the prize draw if you set up a regular payment within the offer period (from 00:01 GMT on the 13th February 2024 to 23:59 BST on the 5th April 2024) and this remains active until after the post offer end date (23:59 on 31st May 2024).

3. How many Prize Draw entries am I eligible for?

Each customer will be eligible and automatically enrolled for one Prize Draw entry per customer if they set up a regular payment into their investment account during the Promotional Period (from 00:01 GMT on the 13th February 2024 to 23:59 BST on the 5th April 2024 and retain this direct debit until at least the end of the post offer period (23:59 BST on 31st May 2024) as per the terms and conditions of the offer. Please see below some customer examples of eligibility:

Customer A opens a new Smart Investor ISA and sets up a regular payment of £50 per month via direct debit. This direct debit remains active after the post offer period. This gives the customer 1 prize draw entry.

Customer B opens a new Smart Investor ISA and sets up a regular payment of £50 per month via direct debit. This direct debit remains active after the post offer period. They also set up a regular direct debit into their Smart Investor General Investment Account and this direct debit remains active after the post offer period. This still gives the customer 1 prize draw entry not 2.

Customer C has a Smart Investor ISA already and sets up a regular payment of £500 per month via direct debit. This direct debit remains active after the post offer period. This gives the customer one entry into the prize draw.

Customer D has a Smart Investor ISA and a GIA and sets up a regular payment into their ISA of £250 per month via direct debit. This direct debit is cancelled on 10th April 2024 which after the offer end date, but before the post offer end date. This would mean the customer would not be eligible for prize draw entry.

4. How do I set up a direct debit?

Currently you can only set up a regular direct debit via Online Banking, this service cannot be set up in our App. Log into your account, select "Pay in" on your ISA or Investment Account and complete the four steps:

- Choose frequency "Regular"
- Select the bank account to pay from
- Enter the amount
- Pick a start date.

Your Direct Debit will be added to your cash balance every month. You will then need to remember to choose your investments or set up a regular investment instruction.

5. What if I cancel my direct debit before the end of April?

We will consider you ineligible to be entered into the prize draw. See the Terms and Conditions for more details.

6. What if I withdraw the cash from my Smart Investor account, after my regular payment is taken?

As long as the direct debit remains active until the post offer end date (23:59 on 31st May 2024), you will be entered into the prize draw.

7. What if I set up a regular payment into my Smart Investor Investment ISA and my General Investment Account?

This would still count as 1 entry into the prize draw. Setting up multiple regular payments, does not result in additional entries.

8. I'm a new customer – what do I need to do?

You will need to open a Smart Investor account (ISA/GIA) and set up a regular payment via Online Banking within the offer period. You will then need to ensure this direct debit remains active until after the post offer end date (23:59 on 31st May 2024).

9. I'm an existing customer – what do I need to do?

If you are an existing customer, you will need to log into Online banking and set up a regular payment within the offer period (from 00:01 GMT on the 13th February 2024 to 23:59 BST on the 5th April 2024). You will then need to keep this direct debit active until the end of the post offer end date (23:59 on 31st May 2024). If you already have a regular payment set up into your investment account, this will not qualify for a prize draw entry. You can only have 1 regular payment set up per account. Setting up a new regular payment during the offer period would qualify for an eligible entry.

10. Am I eligible if I pay into my SIPP (Self Invested Personal Pension) account?

No- SIPP accounts are excluded from this offer.

11. Does my direct debit for paying fees make me eligible?

No, any regular payment instructions set up to cover your fees are not included in this campaign and will not make you eligible for the Prize Draw.

12. Are there any other fees I will be subject to when I set up my regular payment into my Smart Investor account(s)?

Customers will be subject to the standard Smart Investor account fees. All fees are detailed on the fees page:
<https://www.barclays.co.uk/smart-investor/investments/investment-costs/>

13. How will I know that I have been entered into the Prize Draw?

At the end of the Promotional Period (23:59 on 5th April 2024), if customers have set up a regular direct debit and this remains active until after the post offer end date (23:59 on 31st May 2024), customers will be automatically entered into the Prize Draw. Only customers who are chosen to win the Prize Draw will be contacted.

14. How and when will the winners be decided and announced?

There will be 21 winners, randomly selected from all valid and Qualifying Entries received during the Promotional Period. The Prize Draw will be conducted by PromoVeritas, an independent promotional verification service after the post offer end date (23:59 on 31st May).

15. How will I know if I win the prize money?

Barclays will notify the winners via the email address connected to their Smart Investor accounts. Prize payment will then be sent to the customers nominated bank account. Both confirmation and payment will be made by 23:59 on 28th June 2024.

16. Can I win more than 1 Prize?

No – each customer can only win one Prize.

17. Can I choose which Prize I win?

No – winners will be chosen at random and will be chosen in the following order:

1 x £20,000 and 20 x £500.

18. How do I know this is not a scam?

This is a promotion being run by Barclays Investment Solutions Limited in line with the relevant regulations. Customers will be automatically entered into the Prize Draw. Only customers who are chosen to win the Prize Draw will be contacted, and we will verify your identity before confirming any Prize Draw details. Any payments will also be made into the nominated bank account linked to your Smart Investor account, and we will therefore not ask you for any bank details.

You can get this item in Braille, large print or audio by contacting us to advise us of your requirements.

We, Barclays Investment Solutions Limited, provide wealth and investment products and services. We are authorised and regulated by the Financial Conduct Authority (12 Endeavour Square, London, E20 1JN) with reference number 155595 and are a member of the London Stock Exchange and the Aquis Exchange. We are registered in England, with registration number 2752982. Our registered Office is 1 Churchill Place, London, E14 5HP.

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