

Wealth  
Management

# Barclays UK Terms

Your agreement with us



October 2018



# Welcome to Barclays UK

Thank you for choosing Barclays UK. Our aim is to meet all your banking and investment service requirements both now and in the future.

In writing these terms we keep you, our client, first in mind. We know that your time is precious so these terms contain:

- a **key points** section, to explain some key provisions of these terms;
- a **contents** page to help you find the relevant section when you need it; and
- a **table** detailing the services covered by these terms.

## How to find the terms that relate to your service

The services covered by these terms are listed in the table of services below. We might provide other services that are covered by both these terms and additional terms. If that is the case we will give you the terms that apply.

These are the terms for certain services that we provide in or from the UK.

Our personal banking and wealth management services are provided by Barclays Bank UK PLC (**Barclays Bank UK**). Due to certain restrictions on the business Barclays Bank UK can undertake under Regulatory Requirements, its wealth management and investment services are limited to Financial Planning Services, Advisory Services and Dealing Services (limited to Arranging deals). Further information about the range of services and products Barclays Bank UK can provide is available on our website.

A separate legal entity, Barclays Investment Solutions Limited (**Barclays Investment Solutions**), (which is a subsidiary of Barclays Bank UK) provides wealth management and investment services, including Discretionary Investment Management Services, Dealing Services and Custody Services. Barclays Bank UK and Barclays Investment Solutions are referred to together as "**Barclays UK**".

We may introduce you to other companies in the Barclays Group (subject to eligibility). Other Barclays companies we introduce you to will have separate agreements with you for any services they provide to you.

We will tell you which Barclays UK company (or where relevant which other Barclays Group company) is providing services to you and which terms in this Agreement or other terms and conditions apply.

We have arranged these terms in a way we think will make it easier for you to see what is relevant to you.

- The first section, Section A, sets out the general terms that govern your relationship with Barclays UK. It answers questions you might have such as "How do I contact you?" "What do I have to pay?" "How do I end the contract?" Section A applies to your relationship with Barclays Bank UK and Barclays Investment Solutions, but makes clear where some provisions apply to different services.
- Section B deals with the terms that apply to Barclays Investment Solutions' investment services such as our Discretionary Investment Management Services, Dealing and Custody Services. Section B also sets out the terms that apply when Barclays Bank UK provides Advisory Services or Dealing Services (when it Arranges transactions for you).
- Section C sets out the terms that apply to all our Barclays Bank UK banking services. Where there are Barclays Bank UK banking services with special terms, we will give them to you separately.

## How to read the Table of services

The Table of services below sets out all the sections that apply to particular services.

The Service you might take	The Sections that would apply							
	A	B	C	D*	E	F	G	H
Discretionary Investment Management Service	✓	✓	✓	✓		✓	✓	✓
Stocks and Shares ISA	✓	✓	✓	✓		✓	✓	✓
Bank accounts provided under these terms	✓			✓		✓	✓	✓

\* Section D might apply to some investment services: see Section B, Part 8.

## Our legal relationship

Your legal relationship with each Barclays UK company is governed by the terms in the relevant sections of this document, together with the terms set out in other documents which we give you, such as your Application Form for our relevant service, letters relating to the arranged overdraft facility on your Bank Account or other documents setting out our interest rates and charges and those relating to specific financial products provided by Barclays Investment Solutions (together, the **Agreement**). You can ask us, at any time, for a copy of any or all of these documents. If the terms in this document are inconsistent with any term in another document in the Agreement, the term in that document will apply (except for any term in this document that clearly states otherwise).

The terms in this Agreement supersede and replace any other terms which may have previously been in force between us.

## Definitions

Words which begin with a capital letter have a specific meaning, which is explained in the Definitions, Section G.

In addition, in the Agreement:

- (a) “**you**” and “**your**” mean any person entering the Agreement with Barclays Bank UK or Barclays Investment Solutions and, where applicable, their duly authorised representatives, legal Personal Representatives and successors;
- (b) “**we**”, “**us**” and “**our**” means Barclays Bank UK or Barclays Investment Solutions depending on the service you are receiving and which company is providing it. Banking and investment services are primarily provided by Barclays Investment Solutions, but Barclays Bank UK also provides advice and can Arrange transactions for you as clarified in Section B.
- (c) Each section and part of this Agreement clarifies which Barclays UK company is providing which service for your ease of reference.

## Key points

These key points are not a substitute for reading the details of the Agreement and you must familiarise yourself with all aspects of the Agreement that apply to the Barclays UK services you have chosen.

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## Your legal and tax obligations

You have sole responsibility for complying with any applicable laws and regulations and the management of your tax affairs. You confirm that you have been and are compliant with all tax declaration and reporting obligations relating to the Assets held in your Account(s) and any income or gains they produce (the **Tax Obligations**).

The value to you, and the effects on you, of some of our Barclays UK services may depend on your tax status and you should take your own tax advice to ensure the services we provide are appropriate. We will not provide you with that advice.

In some jurisdictions, we may be required to pass information about you to tax authorities, or deduct withholding taxes or other taxes from any interest or income we pay or pass on to you where regulatory requirements require us to do so. You may be unable to reclaim withholding taxes as your Assets will be held in a pooled account.

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## Investment risks

There are risks involved in any investment although the level of risk will depend on the level of complexity and the type of investment. The general risks of investment include:

- Volatility of value and returns (i.e. market risk)
- Foreign exchange rate risk
- The tax treatment of an investment may change
- Some investments may be difficult to sell

Please take time to read **Schedule 3**, which contains information on some of the general risks of investing and the nature and risks of particular types of investments.

If we introduce you to Barclays International for products and services which are not available from Barclays UK then you will enter into separate agreements with Barclays International. You should refer to the risk warnings and information the relevant Barclays International company will provide you. Not all clients are eligible to use the services of Barclays International.

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## Changes to these Terms or your service

We can change the provisions of the Agreement from time to time for the various reasons we have set out.

We can also stop providing services by giving you advance notice, or, in certain circumstances, without giving you notice.

Our regulators may also have powers to alter what we owe to you.

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## Your other obligations

Some Barclays UK services may no longer be available if your status changes (for example, if you become resident in another country). If you do not update us you may not receive notices of changes to the Agreement.

It may take time to act on instructions and we may need to clarify instructions. You should always instruct us in sufficient time to meet any deadlines.

You must keep any passwords or other security details for your Bank Accounts secret at all times and not disclose them to anyone other than authorised companies that require your security information to provide Account Information Services and Payment Initiation Services. "Authorised" specifically refers to authorisation by the Financial Conduct Authority or another European regulator to provide the relevant service. In the UK the Financial Conduct Authority's register (available at <https://register.fca.org.uk/>) lists companies that are authorised. You should always consider the implications of sharing your security credentials and your personal information and tell us if you think someone else (other than authorised providers of Account Information Services or Payment Initiation Services) may know them. If you do not do so, your liability for any transactions may increase.

You must update us with any changes in your status or information such as your address or changes that are relevant to your Tax Obligations. Please let your usual Barclays UK contact know about such changes or, your relationship manager at Barclays International if more appropriate to your circumstances.

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## Other important information

For some Barclays UK products and services, you will have a cooling off period in which you can change your mind and cancel the Agreement. This will depend on the product, so for example whether this is for a new Bank Account or for an Investment Account.

In certain circumstances, we will have the right to "set off" amounts you owe us or another member of the Barclays Group against any amounts we owe you, including against any amounts in any of your relevant Accounts (including any Bank Account or Investment Account but not including any Client Money we hold for you). We may sell your investments to recover what you owe us.

Subject to any contrary provision in this Agreement, where we delegate or outsource a function to a third party when providing a Barclays UK service to you or when we appoint a third party to provide services, such as when Barclays Investment Solutions appoints sub-custodians to hold your Assets, we may not be liable for certain losses caused by that third party. However if we delegate or outsource a function which is critical or important to the provision of our relevant services to you we will remain responsible for the performance of those functions.

Barclays UK provides banking, investment and other services through Barclays Bank UK and Barclays Investment Solutions. Whether you can use these services may depend on your status or location.

Section E is a summary of how we use your personal information and your business information. Full details are available on our website [barclays.co.uk/wealth-terms](https://barclays.co.uk/wealth-terms) or in hardcopy from our head office (Client Services, Barclays UK, 1 Churchill Place, London, E14 5HP).

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## Questions or complaints?

You may complain to us if things go wrong.

For Barclays Bank UK services (i.e. your Bank Accounts, banking related services and, where relevant, Advisory or Dealing Services) you should contact your usual Barclays Bank UK contact.

For Barclays Investment Solutions investment services you should also contact your usual Barclays Bank UK contact or, if any, your Barclays Investment Solutions contact.

# Contents

Clause	Page		Page
<b>Section A – Your relationship with Barclays UK</b>	<b>7</b>	<b>Part 2 – Barclays UK Discretionary Investment Management Services</b>	<b>32</b>
1. Contacting us	7	1. How we will provide these services	32
2. How we can contact you	7	<b>Part 3 – Barclays UK Advisory Services</b>	<b>33</b>
3. Your instructions	7	1. The nature of Advisory Services	33
4. Stopping your instructions	8	2. Ongoing Advisory Services	33
5. Refusing your instructions	8	3. The scope of our advice	33
6. Authorised persons	9	4. Risks	34
7. Online services	9	5. Our responsibilities where we advise on transactions for Execution by other companies in the Barclays Group	34
8. Your obligations	10	<b>Part 4 – Arranging and Executing transactions for you</b>	<b>35</b>
9. Our liability to you	10	1. Executing and Arranging transactions for you	35
10. Costs, charges and interest	11	2. Combining orders – “aggregation”	37
11. Ending the relationship, services or products	12	3. Split orders	38
12. Our responsibilities where another company in the Barclays Group is involved with your transactions	13	4. Limit Orders	38
13. Language	14	5. Settlement processes and how we will settle with you	38
14. Law and legal proceedings	14	6. DVP settlement	39
15. Your right to cancel	14	7. Supplementary payment obligations	39
16. Single financial relationship	15	8. Pricing errors	39
17. Tax	15	9. When settlement fails	40
18. International taxation arrangements	15	10. Buy-ins	40
19. Restrictions for US residents, citizens and taxpayers	16	11. Margin requirements for Contingent Liability Transactions	41
20. Your categorisation under the Regulatory Requirements	16	12. Your income	41
21. Variations	17	13. Execution-Only Dealing Services	41
22. Joint Accounts	19	14. Trading Platforms	43
23. Dealing with Personal Representatives and insolvency practitioners	19	15. Reporting	43
24. Security and set off	20	<b>Part 5 –Spot FX</b>	<b>44</b>
25. Assignment	21	1. Security for foreign exchange transactions – Charge agreements and pledges	44
26. Delegation	23	2. Dealing in foreign exchange	44
27. Severability	23	<b>Part 6 –Stocks &amp; Shares ISA Services</b>	<b>46</b>
28. Third party rights	23	1. ISA terms	46
29. Complaints	23	2. Subscriptions to your Stocks & Shares ISA	46
30. Deposit and investment protection and further information	24	<b>Part 7 – Barclays UK investment research services</b>	<b>49</b>
31. Confidentiality	24	1. The service	49
<b>Section B –Barclays UK investment services</b>	<b>25</b>	2. Use of the information	49
<b>Part 1 – All investment services</b>	<b>25</b>	<b>Part 8 – Barclays UK Custody Services</b>	<b>50</b>
1. Introduction	25	1. Holding your Assets	50
2. Investment Strategies and Objectives	25	2. Pooling of Assets	51
3. Client reporting	26	3. Corporate actions and voting rights	52
4. Transferring in and cashing in your Assets	28	4. Income and entitlements	52
5. Conflicts of interest	28	5. Location of custody	53
6. Matters relevant to specific types of investment	30	6. Stock shortfalls	53
7. DVP Services	31		

<b>Part 9 – Holding cash for investment services (Barclays Investment Solutions)</b>	<b>54</b>	<b>Section E – Your personal information and your business information</b>	<b>77</b>
1. Holding cash as Client Money	54	<b>Section F – About us</b>	<b>78</b>
2. Cash sweep facility	55	1. Our businesses	78
3. Investment services with associated Cash Accounts	55	2. Company details	78
<b>Part 10 – Holding cash for investment services (Barclays Bank UK)</b>	<b>57</b>	3. Our websites	78
1. Holding cash as banker	57	4. Contacts	79
<b>Part 11 –Financial Planning Services</b>	<b>58</b>	<b>Section G – Definitions and interpretation</b>	<b>79</b>
1. Our services	58	<b>Schedule 1 : Best Execution – How Barclays Bank UK Arranges transactions</b>	<b>84</b>
<b>Section C – Barclays UK banking services</b>	<b>59</b>	Part 1 – When we apply best execution to client investment transactions	84
Part 1 – Operating your Bank Account	59	Part 2 – Process by which we determine the relative importance of the execution factors	84
1. Your Bank Accounts	59	Part 3 – Our typical dealing arrangements for different types of investment	85
2. Cards and passwords	59	<b>Schedule 2 : Best Execution: How Barclays Investment Solutions Executes and Arranges transactions</b>	<b>86</b>
3. Security	59	Part 1 – When we apply best execution to your investment transactions	86
4. Making payments	59	Part 2 – Factors affecting our selection of an execution venue for orders including the process by which we determine the relative importance of certain execution factors	86
5. Limits on instructions	60	Part 3 – Our typical dealing arrangements for different types of investment	87
6. When we can refuse a payment	60	1. Equities	87
7. Changing or cancelling payments	60	2. Debt Securities (or “bonds”)	88
8. Lost or stolen cards and other payment instruments	61	3. Collective Investment Schemes	88
9. Interest and tax deductions	61	4. Over the counter products	88
10. Varying the interest rate	62	5. Foreign Exchange (or ‘FX’)	88
11. Benefits and services with your Bank Account	62	Part 4 – The Execution Venues that we use	88
12. Dormant and lost bank accounts	63	1. Regulated Markets	88
<b>Part 2 – Making and receiving payments</b>	<b>64</b>	2. Multilateral Trading Facilities (MTFs)	89
1. Payments into your Bank Account	64	3. Organised Trading Facilities (OTFs)	89
2. Electronic payments from your Bank Account	65	4. Trading bilaterally with other Regulated Firms	89
3. Cheques	65	5. Counterparties	89
4. Card payments	66	Part 5 – Additional Information	89
5. International payments	66	Part 6 – Counterparties	90
6. Unauthorised payments	67	<b>Schedule 3 : Investment risk warnings</b>	<b>92</b>
7. Lost or mistaken payments	67	1. General risks	92
8. Refunds for certain payments	68	2. Investment specific risks	92
9. Our liability	68	3. Other risk factors associated with derivatives	97
<b>Part 3 – Other Bank Account related services</b>	<b>69</b>	<b>Schedule 4 : Stabilisation</b>	<b>101</b>
1. Borrowing on your Bank Account	69	1. Risk warning in respect of securities that may be subject to stabilisation	101
2. Statements	69	2. What is stabilisation?	101
3. Interest aggregation	70	3. The stabilisation rules:	101
<b>Annex A – Barclays UK banking services for Cash Accounts</b>	<b>71</b>		
1. Part 1 – Operating your Bank Account	71		
2. Part 2 – Making and receiving payments	71		
3. Part 3 – Other Account services	74		
<b>Section D – Additional Barclays UK services</b>	<b>75</b>		
1. Bill Payment Service	75		
2. Hold Mail Service (not available to new clients)	75		
3. Safe Keeping and Safe Custody Services Safe Keeping Service	75		

## Table of services

Service type	Which Sections of these terms apply to the service?	Legal entity
Barclays UK current and savings Bank Accounts and other banking services.	Sections A, C, D, E, F and G	Barclays Bank UK
Advisory Services <sup>1</sup>	Section A, Section B, Parts 1 and 3, and Sections E, F and G	Barclays Bank UK
Discretionary Investment Management Services	Section A, Section B, Parts 1 and 2, and Sections E, F and G	Barclays Investment Solutions
Dealing Services (including Arranging and Executing transactions)	Section A, Section B, Parts 1 and 4, and Sections E, F and G	Barclays Bank UK only Arranges transactions and does not Execute them.  Barclays Investment Solutions both Arranges and Executes transactions.
Spot FX	Section A, Section B, Parts 1 and 5, and Sections E, F and G	Barclays Bank UK and Barclays Investment Solutions
Stocks & Shares ISA services	Section A, Section B, Parts 1 and 6, and Sections E, F and G	Barclays Investment Solutions
Investment research services	Section A and Section B, Part 1 and Part 7, and Sections E, F and G	Barclays Investment Solutions
Custody Services	Section A, Section B, Part 1 and 8, and Sections E, F and G	Barclays Investment Solutions
Financial Planning Services	Section A and Section B, Part 11, and Sections E, F and G	Barclays Bank UK

Cash held for you by Barclays Investment Solutions in connection with the investment services set out in the table above will always be held by it as Client Money in accordance with Section B Part 9.

If Barclays Bank UK holds any cash for you in connection with Advisory Services or Dealing Services to you it will normally hold it on deposit in accordance with Section B Part 10 and not as Client Money.

Cash held for you by Barclays Bank UK on deposit in a Bank Account is always held in accordance with Section C (Barclays UK banking services).

<sup>1</sup> The Advisory Service previously provided by Barclays Investment Solutions (formerly Gerrard Select Advisory) is provided by Barclays Bank UK. When you use this Advisory Service, Barclays Bank UK will also place orders with Barclays Investment Solutions for execution. Barclays Investment Solutions will act as custodian for your Assets.



# Section A – Your relationship with Barclays UK

Whichever services you choose, this section will apply to our relationship with you.

## 1. Contacting us

- 1.1 You can contact us through your usual contact at Barclays Bank UK or Barclays Investment Solutions or by post
- 1.2 We may also agree that you can contact us Electronically. We will tell you what methods of communication you can use to contact us and for what purpose. There is no guarantee that all means of communication will be secure, virus free or successfully delivered. We are not liable to you, and you accept responsibility if, due to circumstances beyond our reasonable control, communications are intercepted, delayed, corrupted, not received or received by someone else. If we think this has happened, we will try to contact you.

## 2. How we can contact you

- 2.1 We will contact you by post, telephone, fax or Electronically using the details you have given us. We may also provide information on our website where we consider it appropriate to do so.
- 2.2 We may provide information to you via a website where this is permitted by Regulatory Requirements and as agreed between us either in this Agreement or otherwise. We will notify you of the website address Electronically when such information is accessible and when such information is revised. In accordance with your separate specific consent to receive information via a website you agree that we may in particular provide the following to you via a website:
  - (a) our terms in relation to trading;
  - (b) a general description of the nature and risks of financial instruments;
  - (c) our published fee tariffs, Costs and Charges Documents and other information on our costs and charges; and
  - (d) details of our Best Execution policies.
- 2.3 We may leave messages for you to contact us on an answering machine, or with the person answering the telephone, unless you tell us not to. We may record or monitor telephone calls and Electronic communications for the purposes of training, checking instructions, verifying your identity and ensuring that we are meeting our service standards and Regulatory Requirements. These recordings may be used as evidence if there is a dispute. Copies of recordings that we make of conversations with you (by telephone or by electronic communication or meeting minutes) will be available on request for a period of five years and, where requested by the FCA or any other competent authority, for a period of up to seven years.
- 2.4 Unless you tell us not to, we may send correspondence, such as statements of Accounts and notices, Electronically, in which case we will assume you received it on the next Working Day.
- 2.5 If we send correspondence by post, we will assume it has been received by you:
  - (a) no later than four Working Days after posting, if sent to an address in the country where we provide the service (and we will treat the UK as a single country for these purposes); or
  - (b) no later than ten Working Days after posting, if sent internationally.
- 2.6 You can ask us not to contact you by post, where there is a risk to the security or integrity of information in documents sent by post in a particular country. We can also refuse to send documents or other materials by post to certain countries for this reason. If we do this, we will make letters or documents we need to send you available at one of our branches, or at another secure location.
- 2.7 In the event of suspected or actual fraud or security threats to your Bank Account, we will use SMS, telephone, post or another secure procedure to contact you. When we contact you, we will verify your identity for security purposes and let you know the details.

## 3. Your instructions

- 3.1 You can normally give us instructions in the same ways as you can contact us. We will tell you about any limitations and we may, for example, require you to set up security procedures or take other steps before being able to give us instructions in certain ways.

- 3.2 We set Cut-Off Times by which instructions must be received by us on a Working Day in order for us to process them on the same day. Details of our Cut-Off Times are available on request. If we receive an instruction, including a Payment Order, before the relevant Cut-Off Time on any Working Day, we will process it on that day unless you have asked us to process it on a future date specified in your instruction, in which case we will process it on that date.
- (a) For Cash Accounts (being a cash account attached to an Investment Account to which Section B (Barclays UK investment services) applies), instructions received after the Cut-Off Time or on or for a non-Working Day will be processed on the next Working Day.
  - (b) For all other Accounts, instructions received after the Cut-Off Time or on a non-Working Day will be processed on the next Working Day except if they are Faster Payment instructions from your account to another account in the UK (as the weekend is a Working Day for Faster Payments) in which case, we will process it on the same day.

We don't apply Cut-Off times to incoming electronic payments. We will credit the funds to your account as soon as we receive them in them and those payments will appear in your account, be available to use and start to earn interest (if they are made into an interest-bearing account) on the same day, unless received at a weekend or on a public holiday in which case they will start to earn interest the next Working Day.

- 3.3 Before we will act on an instruction, we will take steps to check that the instruction is clear, is given by you, or on your behalf, and meets any specific requirements that apply to the particular product or service.
- 3.4 We will treat an instruction as genuine if we believe in good faith that the instruction is from you or any authorised person (for example, because it appears to have been signed by you or an authorised person or the security procedures have been completed) and there are no circumstances we are, or should reasonably be, aware of that cast doubt on the authenticity of the instruction.
- 3.5 We may assume, unless we are aware of an obvious error, that the information you (or a third party you have authorised) give us for an instruction, including any account number quoted in the instruction, is correct.
- 3.6 Unless we agree otherwise, instructions are effective when we receive them. We will not generally acknowledge receipt of instructions other than by acting on them.
- 3.7 You may need us to act on an instruction before a deadline, for example, before a subscription period expires. Where that is the case, you must ensure that you allow reasonable time for us to process your instruction and communicate it to relevant third parties, taking into account that we may require written instructions in some circumstances. We will not be liable for any failure to meet a deadline where clear instructions are not received from you within a reasonable time before the deadline.

#### 4. Stopping your instructions

We start processing instructions when we receive them and may not be able to stop or change them. If we are able to cancel your instructions, we may charge a fee. Copies of our published fee tariffs are available on request.

#### 5. Refusing your instructions

- 5.1 We can refuse to act on any instruction or accept a payment into an Account if we reasonably believe that:
- (a) the instruction is not clear, does not satisfy any requirements that apply to the service or product or was not given by you or an authorised person; or
  - (b) by carrying out the instruction we, or another Barclays Group company, might break a law, regulation, code or other duty which applies to us or become exposed to action or censure from any government, regulator or law enforcement agency; or
  - (c) it is for a payment to or from, or you are trying to make a debit card payment in pounds sterling or in a foreign currency in, a restricted country. We will tell you which countries are "restricted" on request or if you try to make a debit payment there.
- 5.2 If we receive any Payment Order or other instruction and:
- (a) we are concerned that it may not have come from you or an authorised person, it contains incorrect information or is illegible; or
  - (b) it is for more than a limit we set for security purposes; or
  - (c) for some other reason, such as suspected fraud, we want to check the instruction with you,
- we can ask you to confirm it in a manner reasonably acceptable to us and we will not act on it until you have confirmed it.

5.3 Unless Regulatory Requirements prevent us from doing so, we will try to tell you

- (a) if we refuse to act on any instruction;
- (b) our reasons for refusing; and
- (c) what you can do to correct any errors in the instruction.

We will do this at the earliest opportunity and, in the case of a Payment Order, by the time the payment should have reached the bank you asked us to make the payment to. You can also ask us why we have refused to carry out your instruction.

## 6. Authorised persons

6.1 If you have selected authorised persons to act for you, then subject to any specific limitations that we agree when you appoint that person, the authorised persons may give any instructions for you and may otherwise enter into transactions with us for you, including:

- (a) entering into agreements with us for the provision of further products or services which they consider to be in your interests;
- (b) giving us instructions and setting up security procedures for giving instructions in connection with services and products;
- (c) changing the authorised persons at any time by giving us written notice; and
- (d) receiving and providing us with information relevant to your Account.

6.2 We may act on instructions given by authorised persons and may disclose Account balances and any other details about your Accounts to them.

6.3 You alone will be responsible for:

- (a) instructions given by a person you have told us is authorised to give instructions for you; and
- (b) the manner in which an authorised person uses your Account.

6.4 We can continue to act on instructions from an authorised person until we receive written notice from you that they are no longer authorised. If one or more authorised person dies, loses their legal capacity or renounces the powers granted to them, we will assume the remaining authorised persons continue to be authorised unless you tell us otherwise in writing.

6.5 Unless otherwise agreed between us, individuals authorised to give instructions on accounts of unincorporated clubs, charities, societies and other forms of association are individually and jointly liable for money owed to us. This means that we have the right to demand repayment of the full amount owed to us, and not just a share of it, from all or any of the authorised signatories.

## 7. Online services

7.1 We will take reasonable care to ensure the security of, and prevent unauthorised access to, our online services.

7.2 While we will make reasonable efforts to provide the online services, we may suspend the operation of our online services, including any Trading Platform, where we reasonably consider it necessary, including for technical problems, emergencies, maintenance, regulatory reasons, where we decide it is sensible for our protection or to ensure the continued availability of the online services or Trading Platform.

7.3 You must:

- (a) follow the procedures and instructions in any user guidance that we give you from time to time, including using PINsentry or any other authentication device we give you where required to authenticate your payment instructions; and
- (b) tell us as soon as you can if you become aware of any failure, delay, malfunction, virus or error in the sending or receiving of instructions or any suspected fraud.

7.4 We will not be liable for any Losses you may suffer due to any failure of the online services, including any Trading Platform, transmission failure or delays or similar technical errors, or problems with the software or data feeds provided by third parties, to the extent that the failure is beyond our reasonable control.

- 7.5 You should ensure your computer, modem or any other device you use complies with the standards and requirements we tell you from time to time and carry out your own regular virus checks and security updates.
- 7.6 If you use our online services, including Trading Platforms, outside the jurisdiction in which we provide services to you, you do so at your own risk, as it may be against the law in that country.
- 7.7 Unless we tell you otherwise, any software, hardware or device we provide to you in connection with online services, including Trading Platforms, is licensed to you. The copyright and all other rights in it and in any user guides or other information we provide to you, remains owned by us or by the person who licenses it to us, if applicable. You must use it exclusively in connection with the Agreement and as described in any user guide or other information we provide to you. You will obtain no rights, title or interest in any such materials or intellectual property rights relating to them.
- 7.8 The records we maintain of any online messages, instructions, payments or other transactions will be final evidence of those messages, instructions, payments or other transactions and of the time they are given or carried out except where there is an obvious mistake or other evidence of equivalent quality is available.
- 7.9 You are responsible if, when you use our online services, you give us incorrect instructions or mistakenly instruct us to make the same payment more than once.

## 8. Your obligations

- 8.1 To help prevent fraud and protect your Bank Accounts and Assets, you must:
- keep your Security Information secret at all times and not disclose it to anyone other than authorised providers of Account Information Services or providers of Payment Initiation Services if they require those details in order to provide their services to you. "Authorised" specifically refers to authorisation by the Financial Conduct Authority or another European regulator to provide the relevant service. In the UK the Financial Conduct Authority's register (available at <https://register.fca.org.uk/>) lists companies that are authorised. You should always consider the implications of sharing your security credentials and your personal information;
  - take all reasonable care to prevent unauthorised or fraudulent use of your Security Information by others; and
  - contact us without undue delay using the contact details provided if you know or suspect that someone (other than the companies referred to in clause 8.1(a)) knows your Security Information or is impersonating you.
- 8.2 Please tell us whenever your contact details change, because we will use the most recent contact details on our records whenever we send you correspondence. If you do not tell us:
- the security of your information could be at risk; and
  - you might not receive communications which could be important, including notices about changes to the Agreement.

If we try to notify you of a change to the Agreement but we are unable to reach you using reasonable methods because your contact details have changed and you have not informed us, the change will be applied as set out in that notice.

- 8.3 You must also tell us without delay if your residency or citizenship status changes or if there is any other material change to the information you have given us as this may affect the services we provide. You must give us any information we reasonably require about your identity or affairs.
- 8.4 You must ensure that your information can be accessed or used only by people who have your permission to do so.
- 8.5 You must check any confirmation of transactions or statement that we send you when you receive it and contact us without undue delay if you think it is inconsistent with your instructions or there is any inaccuracy.

## 9. Our liability to you

- 9.1 Nothing in the Agreement will exclude or limit any duty or liability:
- either Barclays Bank UK or Barclays Investment Solutions may have to you under Regulatory Requirements; or
  - that applicable law does not allow to be excluded or limited.
- 9.2 Neither Barclays Bank UK nor Barclays Investment Solutions will be otherwise liable to you for any Losses unless directly caused by its own negligence, wilful default or fraud (for example, we would be liable to you if we negligently delegated to a sub-custodian).

- 9.3 We are never liable to you for:
- (a) any Losses arising from any cause beyond our reasonable control and the effect of which is beyond our reasonable control to avoid; or
  - (b) any Losses that we could not reasonably have anticipated when you gave us an instruction; or
  - (c) any loss of business, loss of goodwill, loss of opportunity or loss of profit.
- 9.4 We are not liable to you if we fail to take any action which in our opinion would breach any Regulatory Requirement or market practice. To the extent there is any conflict between the Agreement and our duties under any Regulatory Requirement or market practice, we will act in a way we reasonably consider necessary to comply with such Regulatory Requirement or market practice. We will not be treated as having breached the Agreement as a result.
- 9.5 Barclays Bank UK and Barclays Investment Solutions are each separately responsible for their own services and any actions or omissions undertaken in the course of providing them. This responsibility is several which means that neither Barclays Bank UK or Barclays Investment Solutions will be or will be taken to be jointly responsible with the other for or liable to you under this Agreement for any Losses not caused by itself.
- 9.6 In addition to this clause, depending on which services you choose, different liability provisions may apply for particular services, as set out in the terms for those services.

## 10. Costs, charges and interest

- 10.1 We will provide you with appropriate information about the costs and related charges with regard to our services both before and after we provide them. These costs and charges will include fees, commissions and debit interest. We will provide this information to you through our published fee tariffs or otherwise as agreed in writing. Copies of our published fee tariffs are available either from our website or on request.
- 10.2 The information on costs and related charges will include information relating to our investment services (including ancillary services we provide such as ISA related services), including the cost of advice, where relevant, the cost of the financial instrument recommended or marketed to you and how you may pay for it. This information will itemise any third-party payments we receive in respect of the investment service to you.
- 10.3 The information about all costs and charges, including costs and charges in connection with the investment service and the financial instrument, which are not caused by the occurrence of underlying market risk, shall be aggregated to allow you to understand the overall cost as well as the cumulative effect on return of the investment. Where applicable, we will provide this information to you on a regular basis, at least annually, during the life of the investment. If you so request, an itemised breakdown can be provided.
- 10.4 We set out how we may vary costs and related charges in the Variation clauses.
- 10.5 You are liable for any costs and charges that we could reasonably have anticipated and that we properly incur under the Agreement, including reasonable commissions, transfer and registration fees, stamp duties, transaction taxes or any other taxes and other fiscal liabilities and any Losses we suffer if you fail to carry out your obligations under the Agreement. We will not make a claim from you in relation to loss of business, loss of goodwill, loss of opportunity, or loss of profit..
- 10.6 We will charge you VAT or comparable sales taxes where Regulatory Requirements require us to do so.
- 10.7 We will pass on brokerage charges for transactions we Execute for you. These charges will be indicated on the confirmation and periodic statement or otherwise in accordance with Regulatory Requirements.
- 10.8 Barclays Bank UK will pay you credit interest on the basis set out in our interest rate leaflets from time to time. We set out how we may vary credit interest rates payable in the Varying the Interest Rate clause. These interest rates are not applicable when Barclays Investment Solutions holds Client Money for you in accordance with Section B, Part 9. Barclays Investment Solutions will not usually pay interest on such balances. You should refer to Section B, Part 9 for information on how cash is held as Client Money.
- 10.9 We may levy a dealing charge on transactions effected for you. Where we do so:
- (a) these will be as set out in our published fee tariffs, our other Costs and Charges Disclosure Documents or as we otherwise agree with you;
  - (b) we may pay a portion of the charge to a third party outside the Barclays Group; and
  - (c) we may also pay a portion of the charge to other members of the Barclays Group.

- 10.10 Subject to Regulatory Requirements, we may pay interest or charge interest, fees and other charges under the Agreement by crediting the relevant account or by debiting any account you hold with us or any member of the Barclays Group in accordance with the Security and set off clauses.
- 10.11 We or other members of the Barclays Group, where Regulatory Requirements allow, may receive or retain, rebates, commissions or other benefits relating to certain categories of investments (for example, Collective Investment Schemes, life assurance contracts or structured products) that we recommend or purchase in providing our services, and you consent to us retaining such commissions, rebates or other benefits. We will provide you with further details about such arrangements as they relate to particular services before providing you with these services and afterwards on request.
- 10.12 If you do not pay us amounts when due, we may charge default interest as set out in our published fee tariffs and other Costs and Charges Disclosure Documents. If you do not pay us as set out in the terms of your specific Account we may use the cash or sell Assets within your Account to meet the unpaid charges, or take other steps as set out in the terms of your Account, provided that we have given you notice. This does not restrict our ability to take legal or other action to recover the debts caused by the non-payment of charges due to us by you.
- 10.13 We apply different fees and/or debit interest for our different borrowing products, such as mortgages, loans and arranged overdrafts. Where interest will be applied or charged for such a product we will provide you with information about the interest rate we charge and any changes to the rate if that rate is a **“Barclays managed rate”** or a **“tracker rate”**. A Barclays managed rate is a rate we set and can change. A tracker rate is a rate which moves in line with changes to a Reference Interest Rate. In the event that for any reason a Reference Interest Rate materially changes or ceases to be available, it will be replaced by an alternative rate that we reasonably consider to be its closest available equivalent.

## 11. Ending the relationship, services or products

- 11.1 Unless we have told you that restrictions apply to a particular service or product, you can end your relationship with us, or any service or product, at any time by giving us 30 calendar days' written notice. This requirement for notice will not apply to you in circumstances where we have given you 14 days' notice of a rate reduction for a Bank Account which is not a Payment Account (see clause 21.13(f) of this Section A below). In this case you will be entitled to terminate our agreement and close the Bank Account in question free of charge and without giving us notice during the period of 30 days from the date of the notification
- 11.2 Unless the service or product terms state that there is a fixed term, we may terminate individual services, or our entire relationship with you, by giving you written notice as follows:
- (a) for investment services, 30 calendar days' written notice; or
  - (b) for Bank Accounts, two months' written notice.
- 11.3 We may also terminate the Agreement or any service or freeze any Accounts without giving notice in advance if we reasonably believe that you have seriously or persistently broken any terms of the Agreement, such as, by way of example but not limited to:
- (a) giving us any false information;
  - (b) using, or allowing anyone else to use, the Account or service illegally for market abuse or for criminal activity;
  - (c) inappropriately authorising a person to give instructions on your Account;
  - (d) failing to comply with the terms of any transaction entered into;
  - (e) breaching any dealing limits agreed between you and us;
  - (f) behaving in a manner that makes it inappropriate for us to maintain your Account or service (for example, by abusing people who work for us);
  - (g) putting us in a position where we might break a law, regulation, code or other duty which applies to us if we maintain your Account or service;
  - (h) you have become bankrupt, insolvent or you are unable to pay debts as they fall due; or
  - (i) any step, application or proceeding has been taken by you or against you or in respect of the whole or any part of your undertaking, for a voluntary arrangement or composition or reconstruction of your debts, winding up, bankruptcy, dissolution, administration, receivership or otherwise or any analogous proceeding in any jurisdiction.

- 11.4 We may also terminate the Agreement or any service or close your Accounts without giving notice if we reasonably believe that maintaining our relationship with you, providing the service or maintaining the Account might:
- (a) expose us or any other member of the Barclays Group to action or censure from any government, regulator or law enforcement agency; or
  - (b) be prejudicial to our broader interests or to the interests of any other member of the Barclays Group.
- 11.5 You will only be eligible to use the benefits and services provided to you under the Agreement subject to your status and after you have complied with any relevant eligibility criteria. Details of any applicable eligibility criteria may be varied by us in accordance with the Variations clause in this Agreement. If at any point, you fail to meet any eligibility criteria, we may terminate the Agreement, stop providing the relevant service or product or move you to an alternative service or product for which you do meet the eligibility criteria.
- 11.6 Any benefit or services we provide in relation to a particular Account or service will end as soon as your Account is closed or service is ended.
- 11.7 Following termination, at our demand:
- (a) you will pay our fees due up to the date of termination;
  - (b) you will pay any additional reasonable expenses necessarily incurred by us or on our behalf in terminating the Agreement or service. Where a Bank Account is terminated, we will make no such charge unless the Agreement is terminated within the first 6 months; and
  - (c) you will pay any Losses necessarily realised in settling or concluding outstanding obligations.
- 11.8 On termination of an investment service, you must tell us whether you want your investments transferred to another broker, registered in your own name or sold. If stock is registered in your own name, it may take several weeks for you to receive the share certificates. If we terminate an investment service and you do not tell us what you want to do within a reasonable time then following our reasonable attempts to contact you we may take reasonable steps as are necessary to return your Assets to you, and where you do not tell us what you want to do or we close or transfer a business, we may sell your Assets and send the proceeds of sale to you.
- 11.9 Where investments cannot be transferred to another broker or registered in your own name, we will sell them for you when you instruct us. We will pay all proceeds of sale into an account in your name by a payment method we decide. If we decide to send you a cheque, you agree that we will only do so if the amount is more than £5 or its equivalent in another currency. If the amount is less than £5 or its equivalent you agree that we will pay the balance to a registered charity of our choice. The Agreement will continue to apply until we have transferred the investments or paid you the proceeds.
- 11.10 Where we are unable to transfer your investment (for example, a Barclays investment product) and you cannot sell or redeem it, we may continue to hold the investment in custody for you. We will charge you for this but will not do anything other than hold the Assets for you.
- 11.11 We may choose not to close your Account until you have returned any payment instrument we have given you (such as debit cards, PINSEntry or other authentication devices and online banking software) and any unused cheques and you have repaid any money you owe us, including the amount of any cheques, card transactions or other Payment Orders you have made, which have not been taken out of your Account.
- 11.12 When an Account is closed, you must cancel any direct payments to or from your Bank Account. Where someone attempts to make a payment into a Bank Account which has been closed, we will take reasonable steps to return the payment to the sender.

## 12. Our responsibilities where another company in the Barclays Group is involved with your transactions

### Where we advise you on and/or Arrange transactions for Execution by another Barclays Group company

- 12.1 If we introduce you to another company in the Barclays Group or Arrange transactions for Execution by such a company then our obligations to you are limited to the terms that apply to our actual services to you as set out in this Agreement. We are not responsible for services provided by other companies in the Barclays Group. Each company in the Barclays Group is responsible for its own investment services to you and in particular:
- (a) If Barclays Bank UK advises you as part of our Advisory Services under this Agreement we will make sure the advice we give is suitable for you (as set out in Section B, Part 2) and that any information we give to the company in the Barclays Group which is Executing transactions (the Executing Firm) is complete and accurate.



Unless the Executing Firm gives its own advice to you on a transaction, it is not required to confirm that the transaction is suitable for you and is entitled, subject to Regulatory Requirements, to rely on our assessment of the appropriateness of the transaction and will not be required to obtain any additional information from you for this purpose; and

- (b) If we have Arranged a transaction without advice for Execution by an Executing Firm then we will be responsible for doing so in accordance with Section B, Part 4, including assessing the appropriateness of the transaction for you (where this is required in accordance with this Agreement). We will also be responsible for making sure that any information we give to the Executing Firm is complete and accurate. The Executing Firm is entitled, subject to Regulatory Requirements, to rely on our assessment of the appropriateness of the transaction and will not be required to obtain any additional information from you for this purpose; and
- (c) Where (a) or (b) above applies, only the Executing Firm will provide you with a Confirmation of the transaction.

#### Where we Execute transactions advised on and/or Arranged by other companies in the Barclays Group

- 12.2 If other companies in the Barclays Group introduce you to us or Arrange transactions for Execution by us then our obligations to you are limited to the terms that apply to our actual services to you as set out in this Agreement. We are not responsible for services provided by other companies in the Barclays Group.
- 12.3 Where we Execute transactions Arranged by another company (the **Arranging Firm**) in the Barclays Group (whether with or without advice being given by that company), we are entitled, subject to Regulatory Requirements, to rely on the Arranging Firm's assessment of the appropriateness of the transaction for you and we are not required to obtain additional information from you for this purpose. We, and not the Arranging firm, will provide you with a Confirmation of the transaction.
- 12.4 Each Barclays Group company involved in a transaction you enter into will provide its services subject to its own terms as separately notified to you, including the provision of its own costs and charges disclosure documents and its own best execution and other policies as relevant to the service provided.

#### Anti-money laundering and "know your client" information

- 12.5 Where we refer you to another Barclays Group company or where another Barclays Group company refers you to us then we may, as permitted by Regulatory Requirements, share any "know your client" information that is required under anti-money laundering and financial crime requirements for us or them to on-board you for our respective investment and banking services. We and they may also share information from time to time relevant to our ongoing monitoring of our relationship for anti-money laundering purposes.

### 13. Language

- 13.1 The Agreement is supplied in English, and all communication between you and us will be in English. If we provide you with a translation of the Agreement or any communication, the English language version will be the only legally binding version and will prevail if there is any inconsistency.

### 14. Law and legal proceedings

- 14.1 The terms applying to each service will be governed by English law.
- 14.2 Any dispute between us will be heard by English courts. If you prefer then the dispute will be heard by the courts of the country in which you were resident at the time you entered into the terms for the relevant service.
- 14.3 We may serve court documents by sending them by registered post to the address we have for you (if permitted by Regulatory Requirements) or in any other manner permitted by English law.

### 15. Your right to cancel

- 15.1 You may have a right to cancel service or product contracts with us as follows:
  - (a) you may cancel any Barclays Bank UK banking service or Bank Account within 14 calendar days;
  - (b) where you receive advice on Packaged Products, you may cancel a life policy within 30 calendar days or a unit or share in a Regulated Collective Investment Scheme within 14 calendar days; and
  - (c) in all other cases, unless you are a corporate client, you may cancel any service which you entered into without a face-to-face meeting with us, within 14 calendar days.
- 15.2 Where you have a right to cancel, the cancellation period will start on the date on which we agree to provide the further service or product, or, if later, the date you receive the relevant terms.



15.3 If you wish to cancel, you must send written notice by post to your usual contact. You will have no further obligations in relation to the service or product you cancel and you will not be charged any fee for cancelling. There may, however, be a shortfall if we have carried out transactions on your behalf during the cancellation period, and you will bear that market risk.

15.4 If you do not exercise the right to cancel, the Agreement will remain in effect until terminated under its terms.

## 16. Single financial relationship

16.1 You can ask us to treat you as if you have a single financial relationship with other clients (for example, other members of your family). Where we do this:

- (a) we will provide you with advice in relation to your combined Accounts and portfolios and you may jointly set objectives and a risk profile for the combined relationship;
- (b) you authorise us to share with each of you information about the others' and their Accounts, including Account balances and, where relevant, the performance of your investments; and
- (c) you agree that any of you may give instructions in relation to the others' Accounts or investments and we do not need to seek confirmation from the holder of the account or investment before carrying out those instructions.

16.2 If, now or in the future, you have Accounts or services that are not included in the single financial relationship, the advice we provide in relation to your single financial relationship will ignore the existence of those Accounts or services and the advice we give you on those Accounts or services will ignore the existence of the single financial relationship. This may mean that you receive different advice than you would if we took all your Accounts or services into account.

16.3 Unless you tell us otherwise, we will assume that any products or services you take in the future will be part of the single financial relationship and information about them will be given to all of you.

## 17. Tax

17.1 We may ask questions about your personal tax position and may explain our understanding of the generic legal or tax position relating to Barclays UK products or services. This is to provide you with information on those products or services and to assist us in selecting which products or services may be appropriate for you. We are not legal or tax advisers and we do not provide legal or tax advice. We recommend that you obtain your own independent advice, tailored to your particular circumstances. You cannot rely on our information as a substitute for taking your own independent advice. You confirm that you have been and are compliant with all tax declaration and reporting obligations relating to the Assets held in your Account and any income or gains they produce (the **Tax Obligations**).

17.2 There may be other taxes or costs that are not paid through us or imposed by us that you have to pay in connection with your Account.

17.3 If you are paying us interest or fees, you may be required by law to deduct tax from the amounts payable to us.

## 18. International taxation arrangements

18.1 If you (or a person with whom you hold a joint Account or Asset) are subject to tax or reporting in another country or jurisdiction (or we have reason to believe or are required to presume that this may be the case), we and other companies in the Barclays Group may be required by legislation, regulation, order or by agreement with tax authorities of that country or jurisdiction to report on an ongoing basis certain information about you and your Accounts and Assets and other products you hold with us on an individual or aggregated basis:

- (a) to a relevant tax authority which may then pass that information to the tax authorities where you are subject to tax; or
- (b) directly to the tax authorities in that country.

If you are not an individual, we may also have to report information about your direct and indirect shareholders or other owners or interest holders and, if you are a trust, your beneficiaries, settlors or trustees.

18.2 If we are required to report information about you, this would include (but is not limited to) information about you, your Accounts and Assets, for example your Bank Account number(s), the amounts of payments including interest paid or credited to the Bank Account(s), the account balance(s) or Asset value(s), your name, address and country of residence and your social security number/taxpayer identification number or similar (if applicable). You may need to provide us with further information, if we ask for it, about your identity and status.

- 18.3 If some of your income is reportable and some is not, we will report all income unless we can reasonably determine the reportable amount.
- 18.4 To the greatest extent permitted by applicable law, we will not be liable to you for any Losses you may suffer as a result of our complying with legislation, regulations, orders or agreements with tax authorities in accordance with this condition, or if we make an incorrect determination as to whether or not you should be treated as being subject to tax or tax reporting obligations where the incorrect determination results from our reliance on incorrect information provided to us by you or any third party, unless that loss is caused by our gross negligence, wilful default of this clause or fraud.
- 18.5 This clause will override any inconsistent term or consent provided by you under any agreement with us to the extent that such agreement provides fewer or lesser rights for us, whether before or after the date of this Agreement.

## 19. Restrictions for US residents, citizens and taxpayers

- 19.1 You must inform us if you:
- (a) are a US citizen or are otherwise subject to US tax on non-US income and gains (for example if you are a US 'Green Card' holder); or
  - (b) are a resident of the US.
- 19.2 You must also inform us as soon as possible if you become a resident of the US or if your US tax status changes. We recommend that you seek independent legal advice if you are in any doubt about whether you are subject to US tax on non-US income and gains.
- 19.3 If you are a resident of the US we cannot provide investment services to you. If you are not a resident of the US but are a US citizen or are otherwise subject to US tax on non-US income and gains, we can only provide a restricted range of investment services to you. Please speak to your usual contact for further information or if you would like an explanation of which investment services are available to you.
- 19.4 If you are a US citizen or are otherwise subject to US tax on non-US income and gains, we will not be able to place trades on your behalf unless we have a signed form W9 detailing your TIN (Tax Identification Number). If you invest in assets that generate "US source income", then the form W9 will be disclosed to the US Custodian and the IRS. We require the form W9 when you sign our application form to avoid delays and possible penalties in the future.

## 20. Your categorisation under the Regulatory Requirements

- 20.1 Where:
- (a) Barclays Investment Solutions provides you with investment services under Section B, including Discretionary Investment Management Services, Dealing Services and Custody Services;
  - (b) Barclays Bank UK provides you with Advisory Services and Dealing Services under Section B,
- then in each case we for the purposes of Regulatory Requirements, we will treat you as a retail client unless we agree with you otherwise. Categorisation as a retail client affords you the highest degree of consumer protection under the Regulatory Requirements. However, this does not necessarily mean that you will automatically be eligible to bring a claim under either any investor compensation schemes or ombudsman service available in the relevant jurisdiction (please refer to the Complaints clauses and Deposit and investment protection clauses below for further details). If we categorise you as other than a retail client in accordance with the rest of this clause then we will notify you of this.
- 20.2 As a retail client, you may have the right to elect to be re-categorised as a professional client (referred to as opting up). This right is available to private individual investors and other retail clients, such as local public authorities. We can only opt you up if certain criteria are met and certain procedures followed. We must carry out an adequate assessment of your expertise, experience and knowledge to satisfy ourselves that you are capable of making investment decisions and understanding the risks involved. Professional clients typically have greater knowledge and experience of investing in financial markets and a higher appetite for risk, and are given a lesser degree of consumer protection under Regulatory Requirements. However even if we opt you up we do not assume that you have market knowledge and experience like other non-opted up professional clients.
- 20.3 Some retail clients elect to be re-categorised as professional clients, despite the lesser degree of protection, because they find it administratively convenient and it can help them access products which require more knowledge and experience. You have the right to request this either generally or in respect of a particular service, type of transaction or product. You must make any such request in writing to your usual contact at either Barclays Bank UK or Barclays Investment Solutions depending on which entity you have been categorised by for a relevant service.

- 20.4 We will only accept such a request if we are permitted to do so in accordance with the criteria in Regulatory Requirements (which require us to review your financial situation and your ability to bear the risk of a lesser degree of consumer protection).
- 20.5 We will consider any requests received on a case-by-case basis against the criteria set out in Regulatory Requirements. We will inform you of any limitations that such a re-categorisation will entail, together with the scope of that re-categorisation. If, following such a request, you are categorised as a professional client, you must keep us informed of any change in your financial circumstances which may affect your categorisation as a professional client. We will provide you with further details about the kind of information which may be relevant to your categorisation and which you will need to provide to us.
- 20.6 If we notify you that we will treat you as a professional client, you may request to be treated as a retail client either generally or in relation to one or more particular services, or in relation to one or more types of transaction or product.
- 20.7 If you fulfil certain criteria, we may agree to treat you as an eligible counterparty for the purpose of Regulatory Requirements. Please contact us for further details.
- 20.8 Your categorisation as retail or professional under this provision is only applicable in so far as either Barclays Investment Solutions or Barclays Bank UK provides you with investment services. This categorisation does not apply to Barclays Bank UK's banking services under Section C.
- 20.9 If we introduce you to another company in the Barclays Group for services then that company will categorise you separately for any investment services it provides to you and will notify you of that categorisation.

## 21. Variations

### Terms that apply to all changes

- 21.1 We may change any of the provisions of the Agreement (including a Barclays managed rate, the amount by which a tracker rate differs from a Reference Interest Rate and our charges) or replace your Account in whole or in part with a substitute Account with any member of the Barclays Group for any reason not listed below in this Variations clause, in circumstances where:
- (a) you are able to end the Agreement without charge; or
  - (b) we agree to waive any charge that would otherwise apply.
- 21.2 We will not reduce a fixed or bonus rate on a Bank Account for as long as we have agreed to keep it fixed.

### Changes to our charges

- 21.3 If we provide a new service or facility in connection with an Account or service (including any benefits or services provided as part of an Account package), we may introduce a new charge for providing you with that service or facility.
- 21.4 We may change our charges or introduce a new charge if there is a change in (or we reasonably expect that there will be a change in):
- (a) the costs we incur in carrying out the activity for which the charge is or will be made; or
  - (b) Regulatory Requirements.

Any change or new charge will be a fair proportion, as reasonably estimated by us, of the impact of the underlying change on the costs we incur in our banking or investment services.

- 21.5 We may also change our charges for a valid reason which is not set out in this Variations clause.

### Terms that apply only to changing exchange rates

- 21.6 The exchange rate used to convert foreign currency payments into or out of your Bank Account will be:
- (a) any fixed rate we have agreed with you for a particular transaction; or
  - (b) (if no fixed rate is agreed) the Reference Exchange Rate (to which we may add a margin).
- 21.7 The Reference Exchange Rate varies with currency market fluctuations and changes will apply immediately and without notice.
- 21.8 If the Reference Exchange Rate used in foreign currency payments is set by us, we can change that Reference Exchange Rate at any time.

### Changes to other terms

21.9 We may upgrade your Account or enhance the services we provide to you if we reasonably consider that this is to your advantage and there is no increased cost to you.

21.10 We may also change any of the other terms of the Agreement for any of the following reasons:

- (a) where we reasonably consider that:
  - (i) the change would make the terms easier to understand or fairer to you; or
  - (ii) the change would not be to your disadvantage;
- (b) to cover:
  - (i) the improvement of any service or facility we supply in connection with the Account;
  - (ii) the introduction of a new service or facility;
  - (iii) the replacement of an existing service or facility with a new one; or
- (c) the withdrawal of a service or facility which has become obsolete, or has ceased to be widely used, or has not been used by you at any time in the previous year;
- (d) to enable us to make reasonable changes to the way we look after your Accounts or provide services as a result of changes in: the banking, investment or financial system; technology; the systems we use to run our banking or investment business; or
- (e) as a result of a Regulatory Requirement (or where we reasonably expect that there will be a change in a Regulatory Requirement).

### Notifying you of changes

21.11 If we decide that we can no longer administer your Account (for example, as a result of a change to the systems we use to provide our services), but we can provide another account for your Assets, we may end our existing relationship with you and open a new account with a new account number without requiring you to complete an application. The Assets will be held by us under the new terms of that Account if we could have changed the terms of your initial account to those new terms. This will be a new relationship between us, but the information about your initial Account will be maintained by us as though our relationship started on the date your initial Account was opened. We will give you the usual notice period in accordance with clause 11 of this Section A.

21.12 If we make a change to an investment product or service or a Bank Account that is not a Payment Account that benefits you, or as a result of a Regulatory Requirement, we can make the change immediately. We will make the new version of the Agreement, including the changes, available on our website within 30 days of the change.

21.13 For other changes, we will give you advance Personal Notice of any change made under this Variations clause where Regulatory Requirements allow. Where we do so:

- (a) we will tell you the date the change comes into effect;
- (b) if notice is given to you at the most recent address we have for you, you will be treated as accepting to be bound by that change from that date unless you terminate the Agreement under the following clauses;
- (c) we will give you at least 30 calendar days' notice of any changes to any investment product or service;
- (d) if your Bank Account is a Payment Account, we will give you at least two months' notice except for arranged overdraft/personal limit changes which may be varied in accordance with Section C, Part 3;
- (e) subject to (f) below, if your Account is not a Payment Account, we will give you at least 30 calendar days' notice; and
- (f) if your Bank Account is not a Payment Account then we will give you 14 calendar days' notice prior to a reduction in the interest rate. If we do this you will have 30 calendar days from the date of the notification during which you will be able to terminate our agreement and close the Bank Account without providing the notice normally required under clause 11.1 of this Section A. There will not be any charge for terminating and closing the relevant Bank Account in this way.

21.14 Where we give you advance Personal Notice, if you do not want to be treated as accepting a change, you must, before it comes into effect, tell us that you want to terminate the Agreement with us and you can terminate the Account at any time during this period. We will not make any termination charge in relation to a Payment Account if you terminate the Agreement in this case.

21.15 No provision of the Agreement will be deemed waived, altered, modified or amended unless:

- (a) the Agreement provides otherwise; or
- (b) we otherwise agree with you in writing.

#### No waiver

21.16 Our failure to insist on you strictly complying with the Agreement or any act or omission on our part will not amount to a waiver of our rights under the Agreement.

## 22. Joint Accounts

22.1 Where more than one of you has entered into this Agreement:

- (a) each of you is individually and jointly liable for money owed to us, unless we have agreed otherwise in writing and we have the right to demand repayment from all or any of the account holders for all or part of such money;
- (b) any of you can give instructions or receive notices on behalf of the others, including instructions to sell, withdraw Assets from our management or close any Account, except that, if we know or suspect that there may be a dispute or conflict of interest between you, we may seek instructions from each of you;
- (c) any of you may give us an effective and final discharge in respect of any of our obligations under the Agreement;
- (d) were any of you to die, the Agreement will continue and we may treat the survivor or survivors as the only party or parties to the Agreement as entitled to the Assets and/or any bank Account, but we may act on the instructions of any Personal Representative (or, as applicable, liquidator) appointed over your estate if we receive proof of their authority;
- (e) we may contact and otherwise deal only with the Account holder named first in our records, subject to any legal requirements or unless you request otherwise; and
- (f) any of you may apply for an arranged overdraft or other borrowing on an Account and we may provide any required pre-contractual information to the person requesting the borrowing on behalf of all of you.

22.2 You may ask us to remove a person (or persons) from a joint Account, including by converting it to a sole Account. We may require authority from all Account holders before doing so. Any person removed from the Account will continue to be liable for all obligations and liabilities under the Agreement relating to the period before they were removed from the Account.

22.3 Where you own investments individually, these investments may be placed into a joint Account with Barclays Investment Solutions. If they are, they will be owned jointly.

22.4 In relation to Barclays Investment Solutions investment services, we will not act on instructions from any one joint Account holder to register shares in a single name, change your Account address or close your Account. In these circumstances, we require written instructions signed by all joint Account holders. If we give you notice to end the Agreement, we will transfer the Assets in your Account into your joint names. Registration fees will apply for each transfer.

## 23. Dealing with Personal Representatives and insolvency practitioners

23.1 If you die, the Agreement will continue to bind your estate until terminated by, or us giving notice to, your validly appointed Personal Representative. Your estate must provide us with such information as we may reasonably require to confirm your death and the appointment of the Personal Representative.

23.2 Where Barclays Investment Solutions provides you with Discretionary Investment Management Services and you die, we will, where Regulatory Requirements allow, operate a "care and maintenance" service through which we will continue to provide custody in respect of your Assets but will cease to actively manage them in accordance with the investment mandate. The relevant execution-only schedule of fees will apply to these services. Copies of our published fee tariffs are available either from our website or on request.

23.3 If we have received a death certificate for you but not the grant of representation, we may (but will not be obliged to) act on an instruction given on your behalf if we are satisfied that the instruction has come from an appropriate person and the beneficiaries of your estate have confirmed to us that acting on the instruction will not adversely affect the interests in your estate and your estate is not insolvent and your creditors have been or will be paid.

- 23.4 Once we have received the grant of representation for your estate (or such other formal appointment, as applicable in your jurisdiction), we will act in accordance with your Personal Representative's instructions where Regulatory Requirements allow, but:
- (a) we may agree that Assets can be sold on the instruction of the executor before the grant of representation for the purposes of payment of inheritance tax and/or to preserve the value of the portfolio. Cash will only be released for the payment of inheritance tax. We will be unable to take instructions until we are satisfied of the identity of your executor and we may require undertakings from them or from a lawyer;
  - (b) Assets cannot be sold for any other purpose until any re-registration process is completed with any fees, charges and expenses owed to us accounted for;
  - (c) if we have not received any instructions within three months of our receipt of the grant of representation, we may re-register your holdings into your Personal Representative's name;
  - (d) we will send the certificates to the registered correspondence address for your estate; and/or
  - (e) if your estate is too small to warrant a grant of representation, we may at our discretion pay the balance on your personal representative's instructions. This is provided that we receive a signed agreement from them to reimburse us for any loss we suffer as a result.
- 23.5 Regardless of anything in the Agreement, if the Agreement is not terminated within two years of the date of your death, we may, where Regulatory Requirements allow, take such action as we reasonably consider appropriate to close your Account. Your estate or your Personal Representative will be liable for all reasonable costs associated with us taking this action, or considering taking action, except to the extent that costs arise because of our negligence, wilful default or fraud.
- 23.6 If you are a non-natural person and we receive notice of your winding up or similar procedure in any jurisdiction, we will act on the instructions of your proven representatives.

## 24. Security and set off

### Our right to use your Assets

- 24.1 We, or another member of the Barclays Group, may, where Regulatory Requirements allow, retain, transfer or sell any of your Assets so far as is reasonably necessary:
- (a) to settle any transactions entered into on your behalf; or
  - (b) to pay any of your outstanding liabilities arising in relation to transactions, arising under the Agreement or any other arrangement you have with us or them.

We will contact you where we propose to sell an Asset unless it is not possible for us to do so. We will tell you which Asset we intend to sell. You must tell us promptly if you wish to pay us or if you wish us to sell a different Asset.

Where we retain your Assets on this basis we or they may also take such steps if we or they reasonably believe that you will be unable to settle your transactions or pay your outstanding liabilities when they become due.

In respect of purchases in investments undertaken by you with us or by us on your behalf, you agree to pay the cash amount required to settle the transaction on the settlement date in advance of actual delivery of securities to your account.

### Our rights of "set off"

- 24.2 If:
- (a) we owe you money, including on a current or savings Bank Account or other Account under the Agreement or another agreement with us; and
  - (b) you have failed to pay us any amount you owe us under any agreement you have with us,
- we may, where Regulatory Requirements allow, use the money we owe you to reduce or repay the amount you owe us. This is called a "set off right".
- 24.3 We may use our set off right even if the amount you owe us is dependent on another event or has not yet become due, if we reasonably think you will be unable to pay us when the amount does become due.
- 24.4 We may use our set off right without telling you in advance if we reasonably think you will do something to prevent us from obtaining repayment by set off, or we have otherwise agreed with you that we can do so.

24.5 If you have told us, in a way reasonably acceptable to us, that money you hold on an Account in your name is not yours, but someone else's, we will not use the set off right we have under the Agreement against the money in that account. The exception to this is where your failure to pay is in relation to an Account held for that person's benefit.

24.6 Where permitted we may use our set off right where you have Accounts which are only in your name, as well as joint Accounts, as shown in the example below:

Money held on account for:	A	A	A and B	A and B
Can be set off against money owed by:	A	A and B	A and B	A

24.7 We may also set off amounts we owe you against amounts you owe other companies in the Barclays Group and set off amounts other companies in the Barclays Group owe you against amounts you owe us, unless prevented by insolvency law.

24.8 Nothing in this provision on set off shall give any member of the Barclays Group (other than Barclays Investment Solutions) any contractual right of set off or deduction against any cash held by Barclays Investment Solutions as Client Money under this Agreement.

#### Our security interest over your Assets

24.9 As long as you owe us any money under this or any other agreement with us, we may retain possession of your Assets as security (this right is known as a "lien").

24.10 Where appropriate, we may require you to enter into a separate security agreement in relation to any assets, cash or margin that we require from you.

#### General

24.11 Other members of the Barclays Group may, where Regulatory Requirements allow, enforce this set off right under this Agreement as if they were a party to the Agreement.

24.12 Nothing in this clause limits any other rights that we and any other members of the Barclays Group may have over your Assets, however such rights arise.

## 25. Assignment

25.1 You may not transfer or assign any of your rights or obligations under the Agreement or charge your Accounts under the Agreement.

#### Transfers within the Barclays Group

25.2 We may, subject to the Regulatory Requirements, transfer our rights under the Agreement to any member of the Barclays Group without your specific consent, provided that:

- (a) we have given you at least the following notice of the transfer (unless that is impracticable in the circumstances): for (i) Bank Accounts, two months; and (ii) for any Investment Account, investment product or service, 30 calendar days; and
- (b) you have not given proper notice terminating the Agreement on a date before the date of transfer.

25.3 Where we propose to transfer a material part of our assets to another member of the Barclays Group:

- (a) we may also transfer all of our rights, powers, obligations and liabilities under or in connection with the Agreement without your further specific consent; and
- (b) if Barclays Investment Solutions holds your cash as Client Money, the Client Money specific provisions set out in Section B, Part 9 below will apply, provided that in each case:
  - (i) we reasonably consider that the member of the Barclays Group is capable of performing the Agreement;
  - (ii) the transfer is not prohibited by Regulatory Requirements;
  - (iii) we have given you at least two months' notice for Bank Accounts and for any Investment Account, investment product or service, 30 calendar days' notice (unless that is impracticable in the circumstances); and
- (c) you have not given notice terminating the Agreement on a date before the date of transfer.



### Partial transfers within the Barclays Group

- 25.4 We may carry out each of the following transfers without your further or specific consent in relation to the compliance of any member of the Barclays Group with any Regulatory Requirements anywhere:
- (a) a transfer of all or any of your and our rights, powers, obligations and liabilities in relation to Bank Accounts and the deposits in those Bank Accounts to another member of the Barclays Group.
  - (b) a transfer of all or any of your and our other rights, powers, obligations and liabilities in relation to the Agreement, provided that, in each case:
    - (i) we have given you at least two months' notice of the transfer (or such other period of notice as may be required under applicable law or regulation); and
    - (ii) you have not given sufficient notice closing those Bank Accounts on a date before the date of transfer.

You agree that you will not object to such a transfer, whatever legal means we use to effect it.

### Transfers outside the Barclays Group

- 25.5 We may also transfer (i) our rights under the Agreement or (ii) where we propose to transfer a group or class of clients' accounts or a material part of our assets, our rights, powers, obligations and liabilities under or in connection with the Agreement, to a third party outside the Barclays Group without your specific consent, provided that:
- (a) we reasonably consider that the transfer will not materially prejudice your rights under the Agreement; and
  - (b) we have given you the same notice as set out above for a transfer within the Barclays Group and you have not given notice terminating the Agreement on a date before the date of transfer.

### Dealing with Client Money

- 25.6 Where Barclays Investment Solutions intends to transfer cash that we hold for you as Client Money, the following provisions will apply.
- 25.7 If the recipient is authorised to accept deposits, we may transfer the cash and you consent to your cash being treated as a deposit from the date of transfer without further action on your part.
- 25.8 If the recipient is not authorised to accept deposits, we may transfer the cash if either:
- (a) we receive your specific consent or instructions from you at the time of the transfer of our business; or
  - (b) the Client Money relates to the business that we are transferring, we have required the recipient to return your cash to you as soon as practicable at your request and one of the following conditions applies:
    - (i) the sums transferred will be held for you by the recipient in accordance with the Client Money Rules; or
    - (ii) we have exercised all due skill, care and diligence in assessing whether the recipient will apply adequate measures to protect your cash; or
    - (iii) the amount of your Client Money is equal to or less than an amount that our regulators permit us to transfer without either of the other two above conditions applying and it will be treated as Client Money or otherwise in the same manner as the treatment of money held in your account after the transfer.
- 25.9 If for whatever reason we are unable to give you advance notice as set out in this clause, we will notify you no later than seven days after the transfer has taken place (or such later period as agreed with our regulators), setting out the details required by this clause and:
- (i) whether or not the cash will be held in accordance with the Client Money Rules and if not how it will be held by the recipient;
  - (ii) the extent that the cash will be protected under a compensation scheme, if any; and
  - (iii) that you may opt to have the cash returned to you as soon as practicable.

### Effect of a notice of transfer of business

- 25.10 Where we give notice under this clause, on the date specified in the notice:
- (a) the recipient will acquire all the rights, powers, obligations and liabilities it would have had, if it had been an original party to the Agreement in substitution for us;



- (b) if the transfer is to a recipient that is authorised to accept deposits, your cash will cease to be held as Client Money and will be held as a deposit unless otherwise set out in the notice. To facilitate this, you consent to the recipient opening a Bank Account in your name and acknowledge that this account may not be a fully functional current Bank Account;
- (c) the terms of this Agreement as amended by the contents of the notice will be the written terms of the new agreement between you and the recipient;
- (d) you will be released from any further obligation to us; and
- (e) we will be released from any further obligation to you.

25.11 For the purposes of giving you written notice under this Assignment clause, if we are not reasonably able to serve written notice on you personally, we may instead give you notice by publishing a notice of the transfer in any newspaper of general circulation.

## 26. Delegation

26.1 Subject to Regulatory Requirements we may delegate any of our functions and responsibilities under the Agreement (including the discretionary investment management function of Barclays Investment Solutions, where relevant) to a member of the Barclays Group (with or without a power further to sub-delegate), if we reasonably consider it capable of discharging those functions and responsibilities. Where we delegate or allow sub-delegation

- (a) it may be to persons or agents outside the jurisdiction if needed to provide our services to you;
- (b) it will not affect our liability to you for the matters delegated;
- (c) we will give you 30 calendar days' written notice of the delegation of any function that involves the exercise of Barclays Investment Solutions investment discretion on your behalf; and
- (d) it will be undertaken in accordance with applicable Regulatory Requirements.

26.2 We may employ members of the Barclays Group and third parties to perform dealing and administrative services that are necessary to enable us to perform the Agreement without further notice or consent.

## 27. Severability

If any provision of the Agreement is or becomes invalid or unenforceable, the provision will be treated as if it were not in the Agreement, and the remaining provisions of the Agreement will still be valid and enforceable.

## 28. Third party rights

Unless a term of the Agreement provides otherwise (and subject to Regulatory Requirements), a person who is not a party to the Agreement will have no rights to enforce any of its terms.

## 29. Complaints

29.1 During your relationship with us, you may wish to make a complaint. For this reason, we have procedures for handling your complaints fairly and promptly. If you have a complaint, you may inform your usual contact in person, in writing, by email or by telephone. Alternatively, you may use the general contact details in Section F or at **barclays.co.uk/wealth**. If your complaint relates to a particular service or product please use the contact details for the jurisdiction in which we provide the product or service to you. In some cases, where we introduce you to another part of the Barclays Group for investment or other services then you should refer to the terms you have in place with the relevant Barclays Group service provider to see how you should complain. We will, in any event, refer complaints on to the relevant Barclays Group company, provided that we are satisfied your complaint relates to the service provided by that company rather than in relation to our introduction of you to them. If we refer a complaint on we will let you know that we have done so.

29.2 Unless we need to refer to you to another provider in the Barclays Group or a third party provider which has provided a service about which you are complaining we will try to resolve your complaint as quickly as possible and to your complete satisfaction. If we are unable to assist you further, you may be able to refer your complaint to the UK Financial Services Ombudsman for independent assessment. A financial ombudsman is a free and independent organisation that specialises in settling disputes between clients and financial firms. If you are a natural person or a small business you may be eligible to complain to the Financial Ombudsman Service. A detailed description of the Financial Ombudsman Service (including information as to how to make a complaint, eligibility criteria and the procedures involved) is available from the Financial Ombudsman Service, who can be contacted at South Quay Plaza, 183 Marsh Wall, London, E14 9SR or via their website at [www.fos.org.uk](http://www.fos.org.uk). You can also obtain this information from your usual Barclays UK contact. If you cannot resolve your complaint through the above process you may be able to take court action.

### 30. Deposit and investment protection and further information

30.1 Compensation scheme protection is available as set out below.

Relevant Business	Name of Scheme	Compensation Limits
Banking services provided by Barclays Bank UK	Financial Services Compensation Scheme ( <b>FSCS</b> )	Compensation for eligible deposits is subject to current limits under FSCS. Please refer to the Barclays Bank UK Information Sheet provided to you in accordance with the PRA's Depositor Protection Rules (also available on our website) for information on compensation limits
Investment services (Advisory Services, Discretionary Investment Management Services, Dealing Services and Custody Services)	FSCS	Compensation for eligible investment business is subject to current limits under FSCS. Currently limited to the first £50,000

For further information about the FSCS scheme, amounts and scope of cover and how to claim please see the FSCS website at [www.fscs.org.uk](http://www.fscs.org.uk).

30.2 Where we refer you to other companies in the Barclays Group for banking or investment products and services, any compensation you may be entitled to from them will be separate from any compensation you are entitled to from us.

### 31. Confidentiality

31.1 We will treat all Confidential Information as confidential. However, we may disclose your Confidential Information to our Affiliates and we and our Affiliates may disclose your Confidential Information to a third party in the following circumstances:

- (a) to those who provide services to us or act as our agents on the understanding that they will have a commensurate obligation to keep the Confidential Information confidential;
- (b) where you have voluntarily shared information with us for the purposes of providing Payment Initiation Services and Account Information Services in relation to Bank Accounts you hold with other providers;
- (c) to anyone to whom we may transfer or assign any of our rights or obligations under or in respect of, or enter into a transaction in connection with these terms in each case on the understanding that they will have a commensurate obligation to keep the Confidential Information confidential;
- (d) to any Regulator, or to any other entity where we are required to do so by Regulatory Requirements, (including, without limitation, any transaction reporting, market transparency or position reporting requirement) or by court order.

31.2 In the case of a joint account, we may also disclose to any of you information obtained by us from any of you in relation to the Account or your transactions.

31.3 Any information which (i) was already in our possession prior to delivery by you, (ii) was or becomes available in the public domain other than as a result of disclosure by us, (iii) becomes available to us from a third party who we do not know may be under an obligation of confidentiality to you, or (iv) was or is independently developed by us, shall not be Confidential Information for the purposes of this clause 31.

# Section B – Barclays UK investment services

## Part 1 – All investment services

This Part 1 of Section B applies to Barclays Bank UK when it carries on Advisory and Dealing Services and to Barclays Investment Solutions when it carries on its services, including Discretionary Investment Management, Dealing and Custody Services. Other Parts of this Section B apply as indicated in each Part.

### 1. Introduction

- 1.1 We provide investment services where we:
  - (a) exercise a discretion to buy and sell investments on your behalf (covered in Section B, Part 2);
  - (b) provide advice on investments (covered in Section B, Part 3); and
  - (c) Execute trades in investments on your instructions or Arrange trades by placing them for Execution by another firm (covered in Section B, Part 4).
- 1.2 We may also provide you with other services, either alone or in support of these investment services, including:
  - (a) investment research (covered in Section B, Part 7); or
  - (b) Custody Services in respect of your Assets (covered in Section B, Part 9).
- 1.3 Some investment services have terms that are different from or additional to those generally set out in this section, for example FX Contracts are subject to additional terms in Section B, Part 5 and Stocks & Shares ISAs are subject to additional terms in Section B, Part 6. In the event of a conflict between the terms in Section B and the additional terms the additional terms will prevail.
- 1.4 Further information about specific investment products that are relevant to the services you receive from Barclays UK will be provided in separate terms.
- 1.5 Under Regulatory Requirements we, like other firms, are required to ensure that when we manufacture and/or distribute and/or sell investments we act in the best interests of our clients (and where a client is acting for another person, the end client) during all stages of the lifecycle of such investment. We have in place policies to ensure that both our respective responsibilities towards investors and our product governance obligations are met. The FCA requires that we assess and define a target market for the investment products manufactured for, distributed or sold to you. In our role as product manufacturer and/or distributor (seller) we will assess investments periodically and we will share information on investments so that we can take any appropriate steps to improve outcomes for you as our client (or the end client). Unless you tell us otherwise we will assume that you are acting for your own account and not as a distributor for the purposes of these requirements.
- 1.6 When we make different products and services available to you we will do so in accordance with the Regulatory Requirements relating to the promotion, manufacture and distribution of investments and other products. Where certain investments or other products are the subject of restriction or product intervention by the FCA (or other competent authority) we may not be able to make such investments or other products available to you, depending on your classification as a client and depending on the service we are providing to you.

### 2. Investment Strategies and Objectives

- 2.1 Before providing you with Advisory Services or Discretionary Investment Management Services we will carry out an assessment of your personal and financial circumstances, your investment objectives and risk appetite and your knowledge and experience relevant to the services to be provided and agree with you and record an Investment Strategy and an Investment Objective for each relevant service or for your Assets generally. We are required to carry out this assessment in order to ensure that we can act in your best interests when providing our services. Where a bundle of services or products is envisaged between us then our assessment must consider whether the overall bundled package is suitable for you. If we are providing you with Discretionary Investment Management Services we will carry out a periodic assessment of suitability which will involve our contacting you and asking for up to date information on your personal and financial circumstances. We will do this on at least an annual basis or more frequently if we think appropriate for you and will review all information you previously provided to us in so far as we reasonably consider it to be relevant to suitability of your Assets for you. The information you provide will enable us to check that your investments and the Investment Strategy remain suitable for you so it is very important that

you do provide us with accurate and up to date information. If, as a result of the periodic assessment we undertake we consider that you need new advice as part of our Discretionary Investment Management Services then we will communicate this to you via the usual channels for communication agreed between us.

2.2 If we are unable to check this because you do not provide us with the information, we may have to stop providing services to you. If we do this we will hold your Assets in custody pending your instructions, for which we will continue to apply our standard fees for custody services.

### 3. Client reporting

#### Discretionary Investment Management Service

3.1 Where you receive Barclays Investment Solutions' Discretionary Investment Management Service, we will, unless agreed otherwise or provided below, provide a valuation report once every three months showing all transactions during the relevant period and all of your Assets and liabilities at the end of the relevant period. We will not provide you with a report once every three months if we provide an online system through which you can easily access up to date valuations of your portfolio. However if you do not access valuations through any such online system at least once a quarter we will revert to providing you with statements every three months.

3.2 You may also elect to receive confirmation statements from Barclays Investment Solutions on a transaction-by-transaction basis. If you elect to do so then a periodic report will be provided to you once every 12 months unless your portfolio includes securities giving the right to acquire or sell any such transferable securities or giving rise to a cash settlement determined by reference to transferable securities, currencies, interest rates or yields, commodities or other indices or measures. In this case the report will be provided every three months.

3.3 If the Investment Strategy agreed with you by Barclays Investment Solutions authorises us to enter into any type of leveraged transaction(s) for your portfolio (i.e. any which we may enter into for you using borrowed funds or which may involve a contingent liability such as where we may use derivatives or certain structured products), monthly then we will provide you with a valuation report at least once a month.

3.4 In addition to Barclays Investment Solutions reporting to you in accordance with clause 3.1 above where we are providing our Discretionary Investment Management Services to you we will let you know where the overall value of your relevant portfolio depreciates by 10% (and at multiples of 10% thereafter) or more during a reporting period. We will let you know this no later than the end of the business day in which the threshold is exceeded or, in a case where the threshold is exceeded on a non-business day, the close of the next business day.

#### Confirmation statement (contract note)

3.5 For all other services, each time Barclays Investment Solutions Executes a transaction on your behalf, we will provide a confirmation statement setting out (among other things) the amount you will receive or pay on settlement, and send it to you by:

- (a) the first Working Day after Execution; or
- (b) the first Working Day after we receive confirmation from a third party who has Executed the order.

If Barclays Investment Solutions (or where relevant Barclays Bank UK) only Arranges a trade by passing on your order then we will, subject to Regulatory Requirements, not provide a confirmation to you provided we are satisfied that the party Executing the order will meet this requirement for the Execution of your trade.

3.6 You should tell us as soon as possible if the information on any confirmation statement we send you is incorrect. If the original confirmation statement is incorrect, you agree to return it to us if we ask for it and repay any overpayments immediately. We may purchase replacement investments at your cost.

3.7 We will charge you interest on any overpayment where we consider it reasonable to do so.

3.8 You must notify us immediately:

- (a) if you do not receive a confirmation statement by post informing you that we have carried out your dealing instructions within three Working Days of you placing them; or
- (b) if you receive a confirmation statement of a deal which you did not place.

We will provide information about the status of any pending order, on your request.

- 3.9 If you purchase units or shares in a Collective Investment Scheme and your orders are periodically Executed as a series of orders, you will receive a confirmation statement at least once every six months detailing each order Executed during that period.

#### Electronic confirmations

- 3.10 Where we provide an Electronic confirmation facility, depending on the features of the specific facility you use, you may receive:
- (a) an Electronic deal confirmation where you place an order; or
  - (b) an optional email once the deal has been placed.

#### Contingent Liability Transactions/Leveraged Financial Instruments

- 3.11 Where you are a retail client and your account includes positions in Leveraged Financial Instruments or Contingent Liability Transactions we will let you know where the initial value of any relevant financial instrument depreciates by 10% or more (and at multiples of 10% thereafter) and the timing of our reporting to you under this clause 3.11 will be as required under Regulatory Requirements but usually no later than the end of the business day on which the 10% threshold is reached. If you have given your express consent to this we may report to you under this clause 3.11 on an aggregated basis in relation to the global value of all Leveraged Financial Instruments or Contingent Liability Transactions you have with us but if you want to receive an instrument by instrument basis notification instead you should notify us of this and we will change the basis on which we report to you under this clause 3.11 as soon as reasonably practicable.

#### Client Assets statements

- 3.12 If Barclays Investment Solutions holds Assets on your behalf when providing you with Custody Services, you will receive a Client Assets Statement at least quarterly (subject to Regulatory Requirements) detailing all investments and any money held by us in your Investment Account at the end of that period (including any Client Money we hold for you). This information may be included within the valuation report that Barclays Investment Solutions routinely sends to you if you are using our Discretionary Investment Management Services.
- 3.13 If you request it, we may provide a Client Assets Statement to you more frequently. You should be aware that we may levy a charge for doing so.
- 3.14 Barclays Investment Solutions will not provide you with a quarterly Client Assets Statement if:
- (a) we are already providing you with a periodic statement as part of our Discretionary Investment Management service;
  - (b) we provide an online system through which you can easily access up to date valuations of your portfolio. However if you do not access valuations through any such online system at least once a quarter we will revert to providing you with statements quarterly.

#### Valuations and performance assessment

- 3.15 If Barclays Investment Solutions is providing you with Discretionary Investment Management services then valuations of your Assets in a periodic statement (or generally) will be based on:
- (a) any market information we reasonably consider appropriate; and
  - (b) information from sources we reasonably believe are reliable.

We are not responsible for any inaccuracies in the information we rely on. As prices fluctuate, the value of your Assets may have changed by the time you receive the statement.

When providing Discretionary Investment Management Services Barclays Investment Solutions will provide you in advance an appropriate benchmark against which the performance of your Portfolio of Assets will be assessed. If we do not agree a benchmark the default benchmark will be at our discretion.

#### Accuracy of statements

- 3.16 The statements we send you show dates on which we expect Funds For Investment to be available to you. Clearing systems in some countries may cause a different value date or credit date to be used in practice. Your statements may show transactions that have not been settled, but we are not required to include unsettled transactions in your statements.

## Corrections

3.17 If Barclays Investment Solutions or a counterparty make an error Executing your order, we may choose to correct the error either through or outside your Investment Account. If we correct the error through your Investment Account you will see the steps taken to correct the error.

## 4. Transferring in and cashing in your Assets

4.1 If you have investments with another provider that can be held in your Investment Account with Barclays Investment Solutions, you may be able to transfer them into your Investment Account with us. Similarly, you may be able to transfer Assets that you hold with us to another provider. This will not affect your rights and other obligations in relation to the Investment Account.

4.2 If you ask us to transfer cash to you or a third party, we will first check whether:

- (a) there is sufficient Cash Available in the relevant currency in your Assets, your Investment Account or where relevant your Cash Account; and
- (b) this Cash Available is not needed to settle any transaction under the Agreement.

4.3 If these conditions are not met, we will take reasonable steps to:

- (a) convert cash held in an Investment Account or where relevant the associated Cash Account to the relevant currency; or
- (b) liquidate or, as applicable, convert your Assets (in a manner we reasonably decide),

to realise the amount required in time to make the transfer in full. You acknowledge that this might result in you obtaining a worse price for your Assets than might otherwise be the case if they were disposed of at a different time.

4.4 We will then transfer the cash to you:

- (a) once sufficient cash becomes available in the relevant currency; or
- (b) on any later date you specify in your instructions (or, where that later date is not a Working Day, on the next following Working Day).

4.5 If you instruct us to transfer any amount to you or a third party outside the jurisdiction in which we provide services to you, we will treat it as an international payment as described in Section C (Barclays UK banking services) if the payment is being made from a Cash Account.

4.6 In deciding whether you have Cash Available to make a payment, we:

- (a) add together the amount in your Investment Account or if relevant any associated Cash Account; and
- (b) take away the total amount of the payments (including instructions relating to the purchase of investments) that you have asked us to make from the Investment Account or if relevant any associated Cash Account which have not yet been paid.

We do not have to take account of regular credits or any amounts received after we have decided not to make a payment.

## 5. Conflicts of interest

5.1 The complexity and size of the Barclays Group and its businesses, and our reliance on third parties at various points, can occasionally lead to situations where our interests or those of our staff conflict with your interests. Equally, your interests might occasionally compete with those of our other clients.

### Our conflict management arrangements

5.2 Where a potential conflict arises, we will take appropriate steps to protect your interests and ensure fair treatment, in line with the duties we owe you as our client. We have processes in place to handle such conflicts of interest, to help us act with an appropriate degree of independence from our own interests when transacting with you or acting on your behalf.

5.3 Where we are not satisfied that our arrangements to handle conflicts are sufficient to prevent a conflict from potentially harming your interests, we will:

- (a) disclose the nature and source of the conflict to you; and
- (b) if appropriate, obtain your permission to continue with the service.

5.4 This clause 5 provides a summary description of our conflicts of interest policy. On request, we will provide you with more information on how we handle conflicts of interest.

#### Examples of conflicts that may arise

- 5.5 We describe below some of the types of conflicts of interest that could arise. Examples of these situations include:
- (a) where we or others in the Barclays Group carry on business on behalf of other clients;
  - (b) where recommendations we make to you differ from advice or recommendations given to other clients;
  - (c) where we deal on your behalf through another member of the Barclays Group which receives an agent's commission, including where Arrange a transaction by placing it with another company in the Barclays Group for Execution or where we refer you to other Barclays Group companies for services;
  - (d) to the extent allowed by Regulatory Requirements, where we Arrange, Execute or give advice on, transactions where we or another member of the Barclays Group benefit from a commission, fee, mark-up or markdown payable otherwise than by you, or are remunerated by the counterparty to the transaction;
  - (e) where a deal or recommendation involves investments issued by us, another member of the Barclays Group, or one of our or their clients;
  - (f) where another member of the Barclays Group deals with you as principal for their own account or has a long or short position in Securities that are held by you or in which we deal on your behalf;
  - (g) where we match your transaction with that of another client by acting as agent on their behalf as well as yours;
  - (h) Executing or Arranging a transaction or advising in circumstances where we have knowledge of other actual or potential transactions in the investment concerned;
  - (i) where we deal or recommend units in a Collective Investment Scheme in respect of which we or another member of the Barclays Group either act as, or advise, the trustee, investment manager or operator of the Collective Investment Scheme or otherwise act in a similar capacity;
  - (j) where we or another member of the Barclays Group are involved in or act in respect of a new issue, rights issue, takeover or any other transaction or have any other relationship with an issuer of investments which is relevant to investments in which we deal on your behalf or make recommendations; or
  - (k) where our officers or employees or those of another member of the Barclays Group act as officers or employees of issuers of investments in respect of which we deal on your behalf or make recommendations.
- 5.6 Neither we nor any other member of the Barclays Group will be under any duty that would prevent us or them from doing business of the sort indicated above, except where it would not be permitted under Regulatory Requirements.

#### Our obligations in respect of conflicts

5.7 Where we or any other member of the Barclays Group make or receive any profit, commission or remuneration from or by reason of any transactions which we enter into on your behalf (where Regulatory Requirements allow), neither we nor the other member of the Barclays Group will, subject to any requirement on us under clause 5.11 where we are providing Discretionary Investment Management services, account to you for these amounts and these amounts will not be set off against our fees, except where this is required by Regulatory Requirements.

#### Specific disclosures

- 5.8 When providing services or conducting business for you:
- (a) we are permitted to deal in investments with you as agent or as principal; and
  - (b) we are permitted to deal as agent or principal for you or to Arrange deals in investments issued by any member of the Barclays Group,
- in each case subject to the restrictions on our business under Regulatory Requirements.
- 5.9 We are not under a duty to you to use or disclose all information in the possession of the Barclays Group when providing our services under the Agreement. For example, we are not obliged to disclose or take into consideration any information, fact or matter:
- (a) that has not come to the actual attention of an individual making a recommendation to you or acting on your behalf, whether or not it has come to the attention of any other person;



- (b) disclosure of which would be a breach of a duty of confidentiality to any other person or result in a breach of any Regulatory Requirement; or
- (c) that is held solely in a division of the Barclays Group in a manner that prevents its publication outside that division.

#### Inducements

- 5.10 We are required to comply with Regulatory Requirements on inducements. This means in summary that we are not permitted to accept or retain any fees, commissions, monetary or non-monetary benefits (each an inducement) paid or provided by a third party in relation to our service to you. We are similarly not allowed to pay or provide any inducement to any third party in relation to the provision of services to you. We can only accept or retain or pay or provide such inducements if they meet certain conditions. The inducement must not impair compliance with our duty to act honestly, fairly and professionally in accordance with the best interest of our clients and it must enhance the quality of the relevant service to you. We must also make disclosures about the inducement to you before we provide the relevant service to you.
- 5.11 If we are providing Discretionary Investment Management Services to you then we are prohibited from accepting and retaining any fees, commission or monetary benefits or accepting any non-monetary benefits (other than acceptable minor non-monetary benefits and research we are permitted to receive from third parties in accordance with Regulatory Requirements). Minor non-monetary benefits for this purpose include participation in conferences, seminars and other training events and hospitality of a reasonable de minimis value, such as food and drink during business meetings. If we receive any monetary benefit other than a minor one, then we are required to transfer such a monetary benefit to you or to your account as soon as reasonably possible. We will let you know when we have done this.

#### 6. Matters relevant to specific types of investment

- 6.1 Depending on the service you choose, our service may include the following features, which you should ensure you are comfortable with before taking the service.

##### Derivatives

- 6.2 If you wish to enter into transactions in derivatives we may refer you to other entities in the Barclays Group, including Barclays International. Barclays Bank UK may also Arrange transactions in derivatives for you, subject to Regulatory Requirements. Barclays Investment Solutions will not Arrange or Execute transactions in derivatives. If you engage in derivatives transactions with other entities in the Barclays Group you will need to enter into separate terms or agreements which may include master trading agreements, such as an ISDA master agreement.

##### Underwriting/sub-underwriting commitments

- 6.3 We may recommend or enter into transactions on your behalf that commit you to underwriting, sub-underwriting or similar obligations in connection with a new issue of Securities, rights issue, takeover or other similar transaction.

##### Stabilisation

- 6.4 We may recommend or deal for you in Securities, whose price has been influenced by measures taken to stabilise them (particularly used for new issues). This is explained more fully in Schedule 4, which you should read carefully before selecting a service with this feature.

##### Unregulated Collective Investment Schemes

- 6.5 Some protections available to investors under the Regulatory Requirements may not apply in respect of Unregulated Collective Investment Schemes. For example, Unregulated Collective Investment Schemes will not be covered by the investor compensation schemes in all jurisdictions.

##### Warning

- 6.6 If you are concerned about any of these features, you should not take a service that includes them.

##### Key Information Documents (KIDs) and Key Investor Information Documents (KIIDs)

- 6.7 KIDs and KIIDs are available to access and view, download, save and print from our website or another website location that we will provide to you. If you are a Retail Client:
- (a) We will provide you with a KID or KIID on paper, in durable medium (e.g. email to you) or by website, as chosen by you on becoming a client.



- (b) Where in respect of any relevant transaction we have provided you with a KID or KIID by means of a website or a durable medium other than paper (e.g. email), you have the right to request a paper copy of the KID or KIID free of charge.
- (c) We will direct you to the website or websites on which any KIDs or KIIDs are available.
- (d) Unless you have, on becoming a client or subsequently, chosen to receive KIDs and KIIDs from us only in paper form (i) you agree that we may provide you with KIDs and KIIDs by means of a website or a durable medium other than paper; and (ii) you confirm that you have regular access to the internet and have provided us with your email address.

## 7. DVP Services

- 7.1 When we provide you with investment services we will usually act as your custodian in accordance with Section B, Part 8 but we may sometimes provide you with investment services in situations where your assets are held with your own third party custodian outside the Barclays Group. This is described as a Delivery/Receipt versus Payment Service (**DVP Service**).
- 7.2 Where the DVP Service we are providing is execution-only the terms for dealing as set out in Section B, Part 4, and in particular clause 13 (Execution Only Dealing Services) shall apply, but this Section B, Part 1 clause 7 will apply in precedence to those terms to extent of any inconsistency. We may also provide the DVP Service with advice (to which Section B, Part 3 will apply).
- 7.3 When you instruct us to Arrange a transaction by placing an order on your behalf, any payment or delivery in respect of your order will be made from an account held with your separate custodian. You must provide us with the name and contact information of your custodian and their settlement instructions for the relevant transaction. You must provide your custodian with all settlement instructions we provide to you. You agree that we are entitled to disclose to your custodian any information relating to our provision of the DVP Service to you.
- 7.4 You must issue standing instructions to your custodian to receive from or to deliver to us (or if relevant our nominated custodian or sub custodian), against payment, any investment pursuant to our instructions and the Agreement, including providing our nominated custodian or sub-custodian or us with access to systems or software which will enable us or them to give instructions to your custodian.
- 7.5 You must direct your custodian to deliver any relevant investment, or make payment, to us in accordance with our settlement instructions on or prior to the applicable settlement date, as notified to you at the time of the trade in the contract note we send to you.
- 7.6 You must instruct your custodian to work with us to resolve any issues that arise ahead of a planned settlement.
- 7.7 We might be unable to provide you with the DVP Service if our due diligence process reveals that your custodian is referenced on a sanctions list.
- 7.8 If we sell an investment for you and we are unable to make delivery to the purchaser because you or your custodian has failed to deliver the investment to us in accordance with our settlement instructions, we may purchase or borrow any investment necessary to make delivery.
- 7.9 If we purchase an investment for you and you or your custodian fail to deliver payment to us in accordance with our settlement instructions, we will charge you interest in accordance with our fee published fee tariffs. We may charge you for all Losses which we suffer as a result of your or your custodian's failure to deliver an investment or payment.
- 7.10 Where you are in default, we may take any and all actions that we consider to be necessary or reasonable in the circumstance. This includes us giving you notice of an early termination (**Early Termination**) which means that no further payments and deliveries will take place in respect of outstanding transactions and that all sums due or to become due to us will become immediately due and payable. Early Termination will happen immediately on the occurrence of an Insolvency Event and as of the time immediately preceding the presentation or filing of any relevant petition.
- 7.11 Upon Early Termination, we will determine within a reasonable time the total amounts due to us and to you in relation to the DVP Service. We will set these amounts off against each other and then notify you within a reasonable time of the net amount and who must pay it. This amount must be paid within two Working Days of the notice.

## Part 2 – Barclays UK Discretionary Investment Management Services

The Discretionary Investment Management services referred to in this Section B, Part 2 are only provided to you by Barclays Investment Solutions.

### 1. How we will provide these services

- 1.1 Where we provide a Discretionary Investment Management Service, we will manage your investments in an account or portfolio on a discretionary basis with a view to achieving your Investment Objective, subject to any restrictions in your Investment Strategy which we may agree to or which otherwise apply to the provision of our services under the Agreement. To allow us to do this, you grant us full authority, at our sole discretion and without reference to you, to enter any kind of transaction or arrangement for you, including investing in any type of investments (including Regulated Collective Investment Schemes and Unregulated Collective Investment Schemes) or other assets including structured deposits and Retail Investment Products. A list of the transaction and product types which we will provide you in the context of our relevant services is provided in our products and services brochure or is available on request. Our services may, subject to your Investment Objective and subject to restrictions in your Investment Strategy include financial instruments not admitted to trading on a Regulated Market.
- 1.2 We will use reasonable endeavours to achieve the Investment Objective but will not be responsible if it is not achieved.
- 1.3 If we decide to invest in a Collective Investment Scheme for you, the return which you receive on the shares or units which we invest in for you will be subject to the costs of managing and operating the relevant Collective Investment Scheme. In exercising our discretion, we may choose classes of shares or units which incur higher charges than others, if we think they best meet your requirements.

## Part 3 – Barclays UK Advisory Services

The Advisory Services referred to in this Section B, Part 3 are only provided to you by Barclays Bank UK and references to “we” or “us in this Section B, Part 3 should be understood accordingly.

### 1. The nature of Advisory Services

- 1.1 When we provide an Advisory Service, we advise you on:
  - (a) entering into an investment, structured deposit or Retail Investment Product or other transactions (this includes buying, selling or holding investments); and
  - (b) exercising any rights you have in relation to your investments, structured deposits or Retail Investment Products.
- 1.2 Depending on the Advisory Service we agree to provide, the extent of our obligations to give you advice may differ:
  - (a) where we offer to provide you with an ongoing Advisory Service, such as our Advisory Investment Service, we will regularly review the suitability of your Investment Account or portfolio, based on an assessment of your requirements and advise you on proposed investment decisions with reference to your Investment Strategy;
  - (b) where you receive any other form of Advisory Service, and unless we agree otherwise, we may provide advice from time to time but are under no obligation to provide proactive advice and have no ongoing obligation to advise you on or monitor any individual investment or portfolio of investments held with us or otherwise.
- 1.3 While we seek to ensure that our advice is suitable for you, all decisions on whether to invest in, hold or dispose of any asset are yours and we will only Execute or Arrange transactions as you instruct. You can choose to invest against our advice on an execution-only basis (Executing through us or another member of the Barclays Group as the case may be) and you have the right to decline to follow our advice.
- 1.4 We are not responsible for the impact of any taxes, for instance capital gains tax, income tax, or inheritance tax, when recommending specific transactions. As a consequence, transactions we recommend may result in a tax liability for you. The clause, Legal Obligations and Tax Affairs in Schedule 3 (Investment risk warnings) sets out your responsibility for the management of your tax and legal affairs.
- 1.5 We will give you investment recommendations which we reasonably consider are suitable, having regard to your Investment Objective, subject to any restrictions in your Investment Strategy or that otherwise apply to these services.
- 1.6 We will use reasonable endeavours to give you advice so that you achieve the Investment Objective but will not be responsible if the Investment Objective is not achieved, whether or not you acted upon our recommendations.
- 1.7 Our Advisory Services cover a specific range of transactions and investments and other products and will depend on any limitations that we may tell you about. Our services are also subject to Regulatory Requirements on the scope of advice as explained in clause 3 below.
- 1.8 When we want to provide you with advice, we will make all reasonable efforts to contact you using the agreed channels and the most recent and updated contact details which we hold for you. However, we will not be liable where we try, but are unable, to contact you.
- 1.9 In providing advice, we will agree with you the extent to which we are obliged to take account of any cash or other assets which you hold with us or any Barclays Group company outside of your investment portfolio.

### 2. Ongoing Advisory Services

- 2.1 We will keep your portfolio under review to determine whether the Assets in your portfolio remain invested in a manner which is consistent with the Investment Strategy and will make recommendations to you when we believe you should make changes to the contents of your portfolio. We will carry out a formal portfolio review at least once every year, or at such other intervals as we agree with you.

### 3. The scope of our advice

- 3.1 We will provide you with non-independent advice (also known as restricted advice) within the meaning of the Regulatory Requirements. Non-independent advice is advice based on a more restricted analysis of a narrower range of relevant products available on the market than is the case where a firm provides independent advice. We do not provide independent advice. We may restrict our advice to a range that is limited to certain issuers or providers. We

may limit our advice to a range of products issued or provided by us, companies in our group or other entities with which we have close legal or economic relationships. Where our advice is restricted we are still required to ensure that we are not biased and that any relevant product or any relevant transaction we advise you on is suitable to meet your Investment Objectives. The FCA Rules require us to act in your best interests without regard to any conflict of interest or material interest we may have as disclosed in Section B, Part 1, clause 5. You should refer to our investment services brochure for more information about the basis on which we provide our non-independent advice.

#### 4. Risks

4.1 You acknowledge that our Advisory Services may not be suitable for all investors and that:

- (a) a trading strategy investing in high risk investments over a short period of time may result in significant losses including the loss in value of your entire investment;
- (b) you should only commit sums to investments that you are willing and able to put at risk and should seek advice from us or a third party professional adviser about the level of commitment that is right for you before receiving an Advisory Service;
- (c) once you have committed Funds For Investment to an Investment Account connected with an Advisory Service, you remain free to instruct us to withdraw the Funds For Investment at any time, subject to any limitations in the terms of your investments (e.g. structured products); and
- (d) where we provide a one-off Advisory Service, we will not be advising you on the correct course of action to meet your wider financial needs.

You should seek advice if your financial circumstances change.

4.2 We are subject to Regulatory Requirements to provide advice that is suitable to your needs but do not accept responsibility for the subsequent performance of your investments made on the basis of the advice.

#### 5. Our responsibilities where we advise on transactions for Execution by other companies in the Barclays Group

5.1 If we advise on transactions for Execution by other companies, including companies in the Barclays Group then our obligations to you are limited as described in Section B, Parts 1, 3 and 4.

## Part 4 – Arranging and Executing transactions for you

The investment services referred to in this Part 4 are primarily provided to you by Barclays Investment Solutions. Barclays Bank UK only provides you with a limited service of Arranging transactions by placing your orders with Barclays Investment Solutions. References in this Part to “Executing” or the “Execution of transactions” do not apply to Barclays Bank UK.

### 1. Executing and Arranging transactions for you

- 1.1 Depending on the circumstances we may either Execute transactions or Arrange transactions for you:
  - (a) Arranging transactions is where we place your order for Execution by another person, whether this is another company in the Barclays Group or a third party investment firm. In this situation we do not control how your order for a transaction is Executed, because this is undertaken by the firm that receives the order from us and Executes it. However when we Arrange transactions we must (in accordance with our Best Execution Policy) usually select an investment firm which will enable us to act in your best interests when Arranging the transaction for you.
  - (b) Executing transactions is where, subject to any specific instructions you give us, we select the trading venue for Execution (such as a Regulated Market or MTF) in accordance with our Best Execution Policy and carry out your order, including arranging settlement.
- 1.2 If we Execute or Arrange transactions for you, we will (unless we have indicated or agreed otherwise) be required to provide best execution, and, in doing so, we will comply with our Best Execution Policy, which we may amend from time to time. A summary of Barclays Bank UK’s Best Execution Policy is set out in Schedule 1. A summary of Barclays Investment Solutions’ Best Execution Policy is set out in Schedule 2. We will tell you if we change these. By accepting these terms and instructing us to provide investment services you give your consent to each relevant Best Execution Policy and to our Execution or Arranging of transactions in accordance with it. By accepting these terms and instructing us to provide investment services you give your consent to our relevant Best Execution Policies and to our Execution and Arranging of transactions in accordance with it. We will not owe you a duty of best execution where we only introduce you to other members of the Barclays Group and do not Arrange a transaction for you by placing your order. Where another member of the Barclays Group Executes a transaction for you then that company will owe you a duty of best execution in accordance with its own best execution and order handling policies.
- 1.3 When we Execute or Arrange any transaction on your behalf, you authorise us to:
  - (a) deal for you on those markets and exchanges as execution venues and brokers (where we place an order for Execution) and with or through any counterparties, including third party investment firms, as we reasonably think fit;
  - (b) take, or omit to take, steps (including refusing to place an order) which we reasonably believe necessary to comply with market practices or rules and Regulatory Requirements;
  - (c) negotiate and Execute contracts or Arrange the Execution of trades with third parties which we reasonably consider to be necessary (for example, contracts with clearing brokers or, in certain jurisdictions, contracts of life insurance) on your behalf; and
  - (d) otherwise act as we reasonably consider to be appropriate.
- 1.4 In selecting markets and exchanges (when we are Executing orders) and investment firms (where we are Arranging transactions by placing orders for Execution), we will consider the execution factors as set out below. We will use reasonable endeavours to select third party investment firms and where relevant investment firms in the Barclays Group that will provide Execution services to an appropriate standard, taking account of our own arrangements where relevant and the standard generally available in the market in which the brokers operate. You acknowledge that standards in international markets may not be equivalent to those in the jurisdiction in which we provide services to you. We will use reasonable endeavours to agree any third party contracts on terms which, in our reasonable opinion, are standard in the relevant market.
- 1.5 When we decide in our discretion to deal on your behalf, we Execute a transaction with or for you or we Arrange a transaction on your behalf:
  - (a) we will do so promptly in accordance with our Best Execution Policy;
  - (b) we may Execute transactions for you by entering into the transaction on your behalf (acting as your agent) or by entering into the transaction as principal;
  - (c) the transaction may relate to investments issued by us or another member of the Barclays Group.

- 1.6 Our relationship with you will not give rise to any contractual or non-contractual duties that would prevent us or any other member of the Barclays Group from doing business with or for other clients.
- 1.7 You authorise us to Execute deals on your behalf outside of a Regulated Market, Multilateral Trading Facility (**MTF**) or Organised Trading Facility (**OTF**). We will do so when we believe it is in your best interests to transact in this way. For example, this may arise where the investment can be traded at a better price for you or where there is better liquidity if the trade is Executed outside the Regulated Market, MTF or OTF. By signing your application for our investment services or otherwise accepting these terms in such manner as we shall require to create a valid agreement between us, you expressly consent to us carrying out off-market transactions of this kind on your behalf when Executing transactions.
- 1.8 In certain circumstances (e.g. where the transaction relates to a share or relates to a derivative that is required to be traded on a trading venue under Regulatory Requirements) we may Execute such transactions only on a Regulated Market, MTF, OTF or a third-country trading venue assessed as equivalent.
- 1.9 If the service you have selected permits you to give specific dealing instructions and we agree to Execute or Arrange transactions in accordance with those instructions:
- (a) it may not be possible for us to obtain the best result that would otherwise be available to you at the time of Executing or Arranging using our own dealing process; and
  - (b) the dealing terms you receive may be adversely affected.
- 1.10 We may refuse to act on any instruction or, as applicable, Execute or Arrange a transaction or any part of a transaction where:
- (a) your Investment Account does not hold sufficient cleared Funds For Investment, Securities or credit limits or other permitted collateral to satisfy all obligations, whether present, future or contingent in relation to that instruction or transaction; or
  - (b) to do so would result in an uncovered position or other unfunded liability, or borrowing against Assets in your Investment Account; or
  - (c) we believe that to do so would result in an unarranged overdraft on any Bank Account you hold with Barclays Bank UK,

and we may reverse and settle such transactions at your risk. You accept full liability for any resulting Losses.

#### Execution factors

- 1.11 When we Execute a transaction or Arrange a transaction with another person for you, we will consider a number of factors in deciding where to route your order for Execution. These factors include the total consideration payable (taking account of applicable costs), yield, speed of Execution, likelihood of Execution and settlement, the size and nature of your order and any potential market impact that may be caused by us or any other person Executing your order. We will generally Execute transactions based on the considerations identified and available to us at the point of dealing, unless there is a reason why it is not in your best interests to do so. Our Best Execution Policies set out in detail how we will rank the execution factors when we Execute for you by selecting an execution venue or when we select an investment firm where we are only Arranging transactions on your behalf.
- 1.12 You agree that:
- (a) the relative importance of the execution factors may vary from transaction to transaction depending on the circumstances of the trade /order to trade and the prevailing market conditions;
  - (b) when Barclays Investment Solutions Executes your transaction via our Electronic dealing systems, we may poll different investment firms to identify the best available terms; and
  - (c) if an order cannot be Executed (or routed for Execution) automatically, it will be dealt manually by our dealing professionals, who will consider the circumstances of each deal and decide on the appropriate course of action. This may include the prioritization of another execution factor (such as speed or certainty of Execution among others) over the best market price when it is in your best interests to do so.

#### Market Rules

- 1.13 All transactions in exchange-traded investments, contracts which are not traded on a regulated stock or commodity exchange but OTC and any other contracts will be effected subject to, and in accordance with, the rules, regulations, customs and practices from time to time of any exchange, clearing house or other organisation or market involved in

the conclusion, Execution or settlement of a transaction or contract and any exercise by any such exchange, clearing house or other organisation or market of any power or authority conferred on it (**Market Rules**) and accepted industry practices.

- 1.14 The Market Rules and industry practices usually contain far-reaching powers in an emergency or otherwise undesirable situation.
- 1.15 If any exchange, counterparty or clearing house takes any action which affects a transaction or contract then we are entitled to take any action relevant to the situation and reasonable in your or our interests.
- 1.16 Unless we have been negligent, we will not be liable for any Losses suffered by you as a result of the acts or omissions of any exchange, counterparty or clearing house or failure of the Trading Platform and its systems for technical reasons outside our control or any action reasonably taken by us as a result of those acts or omissions.

#### Counterparty risk

- 1.17 Where any transaction is Executed by us as agent for you, or Arranged by us with a third party broker or payment (as appropriate) by the other party to the transaction is at your entire risk.

#### Our right to act without instructions

- 1.18 You must promptly give us any instruction which we may require. If you do not give us prompt instructions or we are unable to contact you, we may, at our reasonable discretion, take such steps as we reasonably consider necessary or reasonable on your behalf or for our own protection or your protection.

#### Geographical restrictions

- 1.19 Certain countries have local securities regulations that may prohibit you from using our services. We only offer our investment services from the UK and are unable to offer our services in these countries. It is your responsibility to inform yourself about and observe any applicable laws.

#### Exercising your rights (Securities and FX Contracts)

- 1.20 It is your sole responsibility to exercise, in a proper and timely manner, any right, privilege or obligation under any Security or any other investment in your Investment Account.
- 1.21 You must tell us if you want to exercise any right under any Security or other investment in your Investment Account at the time stipulated by us or any exchange or market on which the contract is traded. If you fail to do so, we may treat the right as abandoned by you. We may choose to prolong or close an investment contract where the contract permits this.

#### Our responsibilities where we Arrange transactions for Execution by other companies in the Barclays Group

- 1.22 If we Arrange transactions for Execution by other companies in the Barclays Group then our obligations to you are limited as described in Section B, Parts 1 and 4.

## 2. Combining orders – “aggregation”

- 2.1 You acknowledge and agree that:
  - (a) when we Execute a transaction or Arrange a transaction for you, we may combine your order with our own orders and orders of other clients if we believe that aggregation can generally be expected to work to the advantage of all parties concerned;
  - (b) on some occasions, aggregation may disadvantage you (for example, in terms of price);
  - (c) when we combine orders or when an order cannot be Executed as a single transaction, we may Execute it in a series of deals and confirm to you the aggregate of these at an average price; and
  - (d) we may allow investment firms who Execute transactions (where we have Arranged the transaction for you) to combine deals with their own and their clients’ deals, subject to Regulatory Requirements.
- 2.2 When a combined order cannot be filled, we will allocate the order to all participants in proportion, unless:
  - (a) it is not in your interest to receive a reduced allocation (for example, if we are of the view that the deal is not economic when considered against dealing costs); or
  - (b) we are prevented from doing so under Regulatory Requirements.

### 3. Split orders

You acknowledge and agree that when we Execute transactions or Arrange Execution of transactions for you, we may split your order into more than one trade if we reasonably believe this to be in your best interests. We are also able to allocate in a single trade at an average price of the split orders. You can ask us for information about the price of each trade. On some occasions, a split of your order may result in you obtaining a less favourable price.

### 4. Limit Orders

- 4.1 You may give us an instruction to buy or sell an investment at a specified price limit or better and for a specified size (a **Limit Order**). If you do:
- (a) if it is in respect of a share admitted to trading on a Regulated Market or an MTF, and we are not immediately able to Execute at the relevant price, we will, where possible, publish the amount of stock and price available in order to increase its chances of Execution;
  - (b) we will not publish orders which are large in scale compared to normal market size as defined by Regulatory Requirements that apply in the relevant jurisdiction; and
  - (c) you may choose to instruct us not to publish unexecuted Limit Orders.
- 4.2 The maximum validity period we will allow for a Limit Order may vary. We will confirm this to you on request before you place a Limit Order.
- 4.3 You should telephone us in due course to confirm that we have been able to carry out your deal at the price instructed. If we were unable to carry out the deal at your price, you can repeat your Limit Order by telephoning us on the next Working Day.

### 5. Settlement processes and how we will settle with you

- 5.1 You should be aware that purchases and sales of assets depend on the standard settlement cycles in relevant markets and this may be a period of several days (2 Working Days for most UK Securities) or longer if settlement fails for any reason. Timings will vary for other investments. The Securities settlement conventions in certain markets which apply to the holding of assets or settlement of transactions for you may result in a delay before proceeds of sale are received for you, or title to a Security passes to you. As a result assets credited to your Investment Account on a “contractual settlement” basis (i.e. before they have actually settled to your account as described below) may not be available to you to sell and if you enter into a sale transaction before they have settled we may, at our discretion, take the steps described in this Section B.
- 5.2 In respect of any purchases you must pay us in full in immediately available cash on the settlement date for any assets or investments we purchase for you. If you do not pay in full, we may, but are not obliged to, take one or more of the following Default Actions:
- (a) if practicable, not Execute the transaction;
  - (b) settle the transaction on your behalf at our expense and recover that expense from you;
  - (c) sell, at the prevailing market price, sufficient of the investments for which settlement is outstanding to recover the amount of any shortfall; and
  - (d) sell, at the prevailing market price, sufficient of your other Assets to recover the amount of any shortfall.
- 5.3 In respect of any sales, you must ensure that you have delivered to us or that we are already holding any assets that you are selling. Unless we have expressly agreed otherwise, you must not ask us to sell any assets for you that you do not own, or cannot deliver to the market on a timely basis, and we will not knowingly sell those assets. If you do not ensure the assets you are selling are available to us to deliver to the purchaser on the settlement date then we may, but are not obliged to take one or more of the following Default Actions:
- (a) If practicable, not Execute the transaction;
  - (b) settle the transaction on your behalf by using our own assets or carrying out a buy in as set out in clause 10 below.
- 5.4 We will act reasonably in deciding whether to take any of the Default Actions referenced in clauses 5.2 and 5.3 above and which of those actions to take, having regard to the relevant circumstances at the time. We may, for example, take into consideration market conditions and the rules of any clearing house.



- 5.5 If we need to take Default action in respect to any purchase or sale as set out in clauses 5.2 and 5.3 above:
- (a) you will be liable for any Losses we incur in connection with the Default Action;
  - (b) where reasonably practicable, we will attempt to notify you and obtain your agreement before we take any Default Action; and
  - (c) we will notify you of the action we have taken, together with the details of any amounts that you are required to pay as a result.
- 5.6 We are not responsible for delivery or payment by the counterparty to any transaction we place or execute as your agent. We will only make that delivery or payment if we receive the relevant assets or sale proceeds from the counterparty. The only exception to this is when we specifically agree, on a case-by-case basis, to accept the risk of the counterparty failing to settle. Any such agreement:
- (a) will be limited to the particular trade at the time; and
  - (b) must not be interpreted as giving rise to any kind of promise, understanding, assurance or belief that we will agree to accept any similar risk in relation to any other trade at any time in the future.
- 5.7 We may, at our discretion, update our books and records to reflect the delivery or receipt of assets or cash prior to actual settlement of the trade in the market. This is referred to as “contractual settlement”. If we, at our discretion, give contractual settlement in respect to trades that you have entered into then should settlement of the trade fail (i.e. we do not receive cash proceeds from the buyer for a sale by you or the delivery of assets by a seller for a purchase by you), we may enter into an identical trade with a separate counterparty and unwind the trade and adjust our books and records to reflect the status of the cash or assets we hold for you (i.e. to reflect the actual position on our books).

## 6. DVP settlement

- 6.1 As a member or participant, or sponsored member of commercial settlement systems (e.g. Euroclear and Crest) we may place or settle delivery versus payment “DVP” transactions as your agent.
- 6.2 You agree that where we settle transactions through commercial settlement systems of which we are a member or participant for you we may rely on the DVP exemption to the Client Money Rules and to the Regulatory Requirements relating to the custody of assets as follows:
- (a) where you instruct us to purchase Securities, we will do so on the basis that the Securities will be due to you within one business day of you fulfilling your payment obligations. We will not treat these sums as client money under the Client Money Rules, unless the trade does not settle by the end of the third business day after you fulfil your payment obligation. We will treat the Securities we receive on settlement in line with our Custody Services; and
  - (b) where you instruct us to sell securities, we will do so on the basis that the sales proceeds are due to you within one business day of you fulfilling your delivery obligation to us. We will not treat these Securities in line with our Custody Services, unless the trade does not settle by the end of the third business day after you fulfil your delivery obligation. We will treat the monies we receive on settlement in line with our provisions for holding your money in Section B, Part 9 (Holding cash for investment services (Barclays Investment Solutions)).

## 7. Supplementary payment obligations

- 7.1 We may require you to:
- (a) maintain or supplement any deposit or Margin in respect of any transaction we enter into with you or for you; or
  - (b) meet any other call for further cash made under the terms of any investment made for you or agreed between us against foreign exchange fluctuations. Where this is the case, you must make any payment and deliver any cash or other assets on or before the relevant due date.

## 8. Pricing errors

- 8.1 We do not accept trading strategies aimed at exploiting errors in prices and/or concluding trades at off-market prices (commonly known as “sniping” or “arbitrage”). If we can show that at the time of the trade there were errors in prices, commissions, or in the Trading Platform, and that you, based on trading strategy or other provable behaviour, deliberately and/or systematically exploited or attempted to exploit such an error, we may take one or more of the following actions:

- (a) adjust the price spreads available to you;
- (b) restrict your access to streaming and instantly tradable quotes, including providing manual quotation only;
- (c) retrieve from your Investment Account any historic trading profits that we can document have been gained through such abuse of liquidity at any time during our relationship with you; and
- (d) remove access to the electronic trading platform immediately by giving written notice.

## 9. When settlement fails

- 9.1 There may be circumstances beyond our control which mean that we are unable to settle your transactions (a settlement failure). If this occurs, we will notify you as soon as reasonably practicable, discuss with you your options for settlement and use our reasonable endeavours to settle the trade for you. However:
- (a) there may be circumstances in which settlement is impossible or prevented by a third party or an exchange or irregular market conditions;
  - (b) where the trade has to be settled through a settlement system, this may also mean that there is a significant delay in settlement or that settlement does not occur; and
  - (c) you will remain liable for your obligations in relation to the transaction until settlement or other conclusion of the transaction occurs.

## 10. Buy-ins

- 10.1 If you instruct us to sell an investment for you and, acting reasonably, we are unable to complete settlement of the transaction on the appropriate settlement date, we may buy sufficient investments to enable us to complete settlement of the transaction. For example, this could occur where there are market conditions affecting the settlement of that investment. You are liable for any costs we properly incur in relation to a settlement failure, together with any Losses, including purchase of the investments at the prevailing market rate. You are not liable to us for any costs or Losses in relation to a settlement failure that occurs due to circumstances within our control, or for any costs or Losses which we could reasonably have avoided.
- 10.2 Where reasonably practicable, we will attempt to notify you before we buy the investments but can go ahead even if we cannot contact you. Once completed, we will notify you of the action we have taken, together with the details of any amounts that you are required to pay as a result.

## 11. Margin requirements for Contingent Liability Transactions

- 11.1 If at any time we Execute a Contingent Liability Transaction with or for you, you must transfer to us any additional assets on our request, and of sufficient value, as are required to provide Margin for that transaction.
- 11.2 Where we require or hold Margin from you subject to Regulatory Requirements:
- (a) we will determine the amount or value of Margin you must provide to us, but this will typically be an amount or value which at least equals the margin requirements of the relevant exchange or any third party who is a counterparty to the transaction;
  - (b) you are not entitled to the return of any Margin without our consent, which we will not unreasonably withhold;
  - (c) you authorise us to grant any pledge or security interest over any Assets or other assets transferred to us as Margin;
  - (d) you authorise us to deposit such Margin with, or transfer Margin to, any counterparty, exchange or clearing house with or through whom we Execute a Contingent Liability Transaction for you. You agree that such Margin will be subject to the rules or regulations of the exchange or clearing house;
  - (e) we may apply Margin or the proceeds of sale of Margin to meet any delivery or payment obligations to exchanges, clearing houses, intermediate brokers, clearing agents or any counterparty to your transaction (including a Wealth and Investment Management Company);
  - (f) if you fail to provide Margin for a particular transaction, we will close out, reverse or terminate the relevant position or contract. In certain circumstances, Regulatory Requirements require us to close out your open position if you fail to meet a Margin call for five Working Days;
  - (g) we will notify you if and when a Margin or other threshold is breached; and
  - (h) your money will not bear interest unless we otherwise agree.

- 11.3 All Margin or other collateral you transfer to us or which is held by us or by counterparties on your behalf is pledged as a security for any liability that you may have towards us. Such collateral will, for example, include the credit balances on Accounts, the Assets registered as belonging to you on our books and the value of your open positions.
- 11.4 If you fail to fulfil any obligation in respect of transactions for which we have taken Margin or other collateral, we are entitled to sell such Margin or collateral immediately without any notice or court action. This will take place by such means and at the price that we, in our reasonable discretion, determine to be the best obtainable.
- 11.5 Your Margin may be held in accounts with banks outside the jurisdiction in which we provide you with services under the Agreement. If such a bank has not given us the trust status acknowledgement described in Regulatory Requirements, that bank has not accepted that it has no right of set off or counterclaim against money held in such accounts in respect of any sum owed on any other account of ours.
- 11.6 Your Margin may be passed to or held with an intermediate broker or settlement agent located in a jurisdiction outside the jurisdiction in which we provide services to you under the Agreement. The legal and regulatory regime in such jurisdictions will be different to that in the jurisdiction in which we provide services to you and, if there is a default of the intermediate broker or settlement agent, your Margin may be treated differently.
- 11.7 A list of overseas banks, investment firms and agents, with or through whom money or Securities may be held will be made available to you on request. We may update this list from time to time and copies of any revised list may be obtained from us on request.

## 12. Your income

- 12.1 Your Application Form may ask you whether you want to receive all dividend income in the form of cash dividends, shares offered in lieu of a dividend (a **Scrip Dividend**) or automatic dividend reinvestment (**ADR**).
- 12.2 You can change your dividend income instructions. We will accept instructions in writing or by telephone call to your usual contact.

### Scrip Dividends

- 12.3 If Scrip Dividends are not available, we will accept cash on your behalf. If there is an enhanced Scrip Dividend, we will ask you to decide whether to take the dividend in shares or cash. If we do not hear from you, we will take up the default option.

### Automatic dividend reinvestment

- 12.4 If you choose ADR, we will reinvest your dividend income in the stock which originated the dividend within ten Working Days of the dividend cash being credited to your Investment Account, provided that, after the deduction of fees or any other due amounts, the dividend income is £10 or more. Commission charges apply for purchases carried out as a result of ADR.
- 12.5 If you choose ADR and a dividend is offered in the form of a Scrip Dividend, we will accept this on your behalf; no ADR will be carried out or commission charged. Where we are unable to accept a scrip option due to time constraints, we will accept cash on your behalf and subsequently carry out dividend reinvestment.

### Dividend Reinvestment Programmes

- 12.6 If a company offers a Dividend Reinvestment Programme (**DRIP**), we will always take the cash for you.

## 13. Execution-Only Dealing Services

- 13.1 Where we Execute or Arrange transactions on your instructions in circumstances where we have not advised you on that transaction, this will be on an execution-only basis under one of our Execution-Only Dealing Services. We are not providing you with advice and this means that:
- we are not obliged to ensure the transaction is suitable for you;
  - you must ensure that you have obtained appropriate information to enable you to make an independent assessment of each and every transaction; and
  - any such transactions entered into by you are based on your own judgement.
- 13.2 Although we do not have to ensure transactions are suitable for you if you are a retail client receiving Execution-Only Dealing Services, we will be required to obtain (or if we already have it, refer to) certain information from you and make an assessment of whether you have the necessary experience and knowledge in order to understand the risks

involved in relation to the product or investment services you are seeking from us. This is only applicable to complex products such as some structured products. Even if we are satisfied that you have the necessary experience and knowledge there is no requirement on us to communicate this to you.

- 13.3 We do not need to obtain information from you or make the assessment of appropriateness as described above if you are a retail client requesting, at your own initiative, Execution Only Dealing Services in relation to certain financial instruments that are non-complex in accordance with Regulatory Requirements (e.g. listed shares and debt instruments on certain markets and shares or units in UCITS funds). You should note that in this situation we are not required to assess the appropriateness of the financial instrument or service we are offering or providing you and you will not benefit from the corresponding protection of the relevant FCA conduct rules or equivalent Regulatory Requirements in any other jurisdiction.
- 13.4 Where a bundle of services or products is envisaged between us then our assessment must consider whether the overall bundled package is appropriate for you.
- 13.5 If you are a professional client then we are, under Regulatory Requirements, entitled to assume that you have the necessary experience and knowledge in order to understand the risks involved in relation to the particular investment services or transactions, or types of transaction or product, for which we have classified you as a professional client.
- 13.6 Unless you receive investment research services that relate to the transaction, this also means that:
- (a) any such transactions are not based on any representations, trading suggestions, recommendations, research or information you may have received from us or any of our representatives; and
  - (b) we do not hold out any of our employees, agents or members of the Barclays Group as having any authority to provide any representations, trading suggestions, recommendations, research or information to you. We will not be liable for any Losses which you might incur if you rely on such information.
- 13.7 In addition, we do not take any financial responsibility for transactions we Execute for you on an execution-only basis. This means that:
- (a) we will not be liable if any transaction we effect for you results in an overdraft on a Bank Account with Barclays Bank UK, uncovered position or other unfunded liability, or borrowing against Assets in one of your Accounts, or is not fully covered by the security you have provided;
  - (b) subject to the requirement on us to report to you in relation to depreciations in your portfolio or individual positions (as set out in Section B, Part 1) we are under no duty to monitor or notify you of movements in your Investment Account or any accounts with a third party or member of the Barclays Group; and
  - (c) you remain responsible for any transactions Executed or arranged before the date our relationship is terminated until final settlement.

#### The time at which your trade is confirmed

- 13.8 A trade will only be confirmed as Executed when we have confirmation that we have matched the trade with the market counterparty. Confirmations issued to you by the Trading Platform at the time you transmit instructions should not be treated as confirmation of the Execution of the trade. Where we Arrange a transaction by placing an order on your behalf (rather than Executing it) we will not provide you with a Confirmation provided that we know the person Executing your transaction will promptly do so in accordance with the Regulatory Requirements.

#### Errors in quoted prices

- 13.9 Errors may occur in the prices of transactions quoted by us. In addition to any other rights we may have in law, we will not be bound by any contract which purports to have been made (whether or not confirmed by us) at a price which:
- (a) we can demonstrate was manifestly incorrect at the time of the transaction; or
  - (b) was, or ought reasonably to have been, known by you to be incorrect at the time of the transaction.

#### Changes to status of orders

- 13.10 You may be able to choose to receive email acknowledgements of any status changes on your orders. Unless you advise us otherwise, such acknowledgements will be sent to the email address we hold for you.

## 14. Trading Platforms

- 14.1 We may offer our Execution-Only Dealing Service through one or more trading platforms (**Trading Platforms**). The following terms apply to the use of Trading Platforms in addition to the general provisions applying to Online services in Section A.

## 15. Reporting

- 15.1 Under Regulatory Requirements, we may be obliged to make information about certain transactions public both when we Execute for you and where we are Arranging transactions. You agree and acknowledge that any and all proprietary rights in such transaction information are owned by us and you waive any duty of confidentiality attaching to the information which we reasonably disclose.
- 15.2 If you are a legal entity or investment vehicle, including a company, charity or trust, you acknowledge and agree that we cannot Execute any transaction with or for you (or Arrange a transaction) unless you have first obtained a LEI and provided this to us. Please let us know if you require any information about this.
- 15.3 If you are a natural person (i.e. not a legal entity) then on accepting you as a client we will obtain from your personal information (such as your date of birth, name and nationality) which is necessary for our processes, such as our anti-money laundering due diligence and for transaction reporting. We will need to keep this information up to date. If we are unable to report transactions with complete and accurate personal identifier details about you we may, at our discretion, determine that we cannot continue to Execute transactions with or for you. You should keep us updated (whether or not we make a request) with any changes to your personal identifiers, for example if you change your name on becoming married or if you change your nationality or take on dual nationality. If you become aware that we have been given inaccurate information, such as a mistake has been made in providing your date of birth, you should notify us immediately.

### Transmission delays

- 15.4 We may offer you real-time tradable prices. Due to delayed transmission, the price we offer may change before we receive an order from you. If we offer you automatic order execution, we will be entitled to change the price at which your order is Executed to the market value when we receive your order.

### Timing of instructions

- 15.5 Instructions can only be processed during the normal business hours where we provide the service to you, even though the service may be available through the Trading Platform outside these hours. This means that your instructions may not always be processed as soon as we receive them.
- 15.6 We will not be liable for any Losses that you incur if we are asked by the market to cancel any dealings in the relevant stock after we have Executed or Arranged a transaction on your behalf.

### Your responsibility

- 15.7 When you deal online, it is your responsibility to ensure all details are correct prior to Execution.

### Withdrawing your access to a Trading Platform

- 15.8 We may, in whole or in part, on a permanent or temporary basis, withdraw any Investment Account facility or access to the Trading Platform. We may do this without prior notice but, where possible and within the law, we will provide as much reasonable notice as possible.
- 15.9 Situations where we may take such action include where:
- (a) we consider that you may be in possession of inside information (information which is not published and which is likely to have a noticeable effect on the pricing of a contract if it were made public);
  - (b) we consider that there are abnormal trading conditions; or
  - (c) we are unable to calculate prices in the relevant contract due to the unavailability of the relevant market information or technical failure of the Trading Platform.

## Part 5 –Spot FX

The services referred to in this Section B, Part 5 in relation to FX spot are provided to you by Barclays Investment Solutions and Barclays Bank UK. Our FX services are limited to FX Contracts. These are transactions on a spot basis for the exchange of one currency against another. Barclays Investment Solutions will Execute FX Contract transactions with you but Barclays Bank UK will only Arrange them. We may introduce you to other entities in the Barclays Group for trading in FX derivatives.

### 1. Security for foreign exchange transactions – Charge agreements and pledges

- 1.1 Before we Arrange or Execute any FX Contracts with or for you where you will have future obligations, you may be required to provide us and/or a third party with a charge over monies and Securities held in your Investment Account.
- 1.2 You must maintain in your Investment Account at all times sufficient underlying property to satisfy your future obligations under FX Contracts you enter into with us or agreed margin levels.

### 2. Dealing in foreign exchange

- 2.1 Where we Arrange or Execute transactions in FX Contracts with you, we will use the bid-offer rate available to us at the time the transaction takes place. Unless we agree otherwise for a particular transaction, we will apply transaction charges when we Execute FX Contracts with you. That will be a spread that we apply to the bid (buy) or offer (sell) price of the foreign exchange. The spread may vary depending on the size and nature of the transaction. Details of our spreads are available in our published fee tariffs, our other Costs and Charges Disclosure Documents and at your request.
- 2.2 The bid-offer rates available to us are affected by normal market conditions such as liquidity.
- 2.3 It is possible that errors may occur in the rates quoted by us. We accept no liability for Losses arising from incorrect rates and we will not be bound by an incorrect rate. We will seek your further instructions where we discover an error in the rate quoted.

#### Limit Orders and Stop-Loss Orders for foreign exchange

- 2.4 We may accept Limit Orders and Stop-Loss Orders to trade at a rate which you specify that is above or below the bid-offer rate available to us.
- 2.5 You may be offered the choice whether our spread is applied:
  - (a) before the transaction is Executed (often referred to an “all in order”), meaning that the order will be placed in the market at an adjusted rate to take account of our spread; or
  - (b) after the transaction is Executed (often referred to as a “market order”), meaning that the order will be placed in the market at the rate you specify and our spread will be applied to the proceeds of the transaction.
- 2.6 We will agree with you before you place an order whether our spread will be applied before or after the transaction is Executed.
- 2.7 Orders will be Executed at the next available bid or offer rate (as appropriate) once the rate available in the market reaches the rate at which the order has been placed. We cannot guarantee that Limit Orders or Stop-Loss Orders will be Executed at the precise rate agreed because market volatility or the liquidity of a particular currency may mean that the order cannot be matched in the market. Orders which cannot be matched in their entirety will remain open until they expire or are cancelled.
- 2.8 If you are unable to fund the trade when the Limit Order or Stop-Loss Order is triggered, then the FX Contract trade will be reversed, and you will be liable for any gain or loss.
- 2.9 If you wish to amend or cancel your Limit Order or Stop-Loss Order, you must contact us through your usual contact during business hours on a Working Day.
- 2.10 We may accept multiple contingent orders or individual Limit Orders or Stop-Loss Orders with more complex features. Please speak to your usual contact for more information or if you would like an explanation of these.

### Risks of foreign exchange trading

- 2.11 Where you trade in foreign exchange by asking us to Arrange or Execute FX Contracts for you, you should, for your own protection, read the risk disclosures set out in Schedule 3 – Investment risk warnings (risk disclosure statement for trades in foreign exchange).
- 2.12 Where you use us to enter into FX Contracts, you acknowledge that:
- (a) when you direct us to enter into any FX Contract, any profit or loss arising as a result of a fluctuation in the value of the currency will be entirely for your account and risk;
  - (b) information, news feeds, real time market data, etc. displayed on the Trading Platform may be provided directly from third party providers and is for information only and we will not be held liable for any errors therein or Losses resulting from you undertaking a transaction based upon such information;
  - (c) you warrant that you are willing and able, financially and otherwise, to assume the risk of trading in speculative investments;
  - (d) you are aware of the fact that, unless it is otherwise specifically agreed, we will not conduct any continuous monitoring of the FX Contracts already entered into by you whether individually or manually. We cannot be held responsible for the transactions developing differently from how you might have presupposed and/or to your disadvantage;
  - (e) guarantees of profit or freedom from loss are impossible in investment trading; and
  - (f) you have received no such guarantees or similar representations from us, an introducing broker, or representatives hereof or any other entity providing you with brokerage services in respect to FX Contracts.

### Netting agreement

- 2.13 If on any date the same amounts are payable in respect of FX Contracts under the Agreement by each party to the other in the same currency, then each party's obligations to make payment of any such amount will be automatically satisfied by netting.
- 2.14 If the aggregate amount that is payable by you or us exceeds the aggregate amount that is payable by the other party, then the party by whom the larger aggregate amount is payable will pay the excess to the other party and the obligations to make payment of each party will be satisfied and discharged.



# Part 6 – Stocks & Shares ISA Services

The Stocks & Shares ISA services referred to in this Section B, Part 6 are only provided to you by Barclays Investment Solutions.

## 1. ISA terms

### Eligibility

- 1.1 You are eligible to open a Stocks & Shares ISA if you are:
  - (a) resident in the UK for tax purposes; and
  - (b) aged 18 or over.
- 1.2 You may also be eligible to open a Stocks & Shares ISA if you are a Crown employee working outside of the UK and are being paid out of UK public revenue or you are married to, or in a civil partnership with, such a person.
- 1.3 We reserve the right to ask you to provide proof of your status and eligibility for a Stocks & Shares ISA before we accept your application. We may carry out checks on the electoral roll.
- 1.4 You cannot open a Stocks & Shares ISA jointly with anyone else.
- 1.5 You can only subscribe to one Stocks & Shares ISA each tax year.
- 1.6 In providing this service, as well as observing our general powers to delegate (as set out in Section A Delegation and Section B Holding your Assets), we will satisfy ourselves that any person to whom we delegate any of our functions or responsibilities under the terms agreed with you is competent to carry out those functions and responsibilities.
- 1.7 Our ISA Accounts are provided to you in accordance with the ISA Regulations and subject to the rules and guidance issued by Her Majesty's Revenue and Customs (**HMRC**) in the UK from time to time. We may need to change the terms of our ISA Accounts to reflect changes in the law relating to taxation and the HMRC rules and guidance from time to time.

### Ongoing eligibility

- 1.8 You must write to us immediately if you are no longer eligible for a Stocks & Shares ISA. In this case, your ISA will remain open but no further subscriptions will be able to be made to it.
- 1.9 In addition, your Stocks & Shares ISA investments:
  - (a) must be, and remain, in your beneficial ownership; and
  - (b) must not be used as security for a loan except as permitted by the ISA Regulations.
- 1.10 If you do not comply with the Agreement or with the ISA Regulations, we may have to close or void your Stocks & Shares ISA. If we do, we will write to tell you.

## 2. Subscriptions to your Stocks & Shares ISA

- 2.1 Subscriptions by you to the Stocks & Shares ISA may not exceed the maximum subscription limit permitted by the prevailing ISA Regulations in any tax year. Please ask us if you do not know what this limit is.
- 2.2 You must make a subscription when you apply for your Stocks & Shares ISA. We may impose a minimum initial subscription level.
- 2.3 You can make subscriptions by:
  - (a) transferring money directly to us as your ISA manager or into your Stocks & Shares ISA (we will advise you of the methods by which you can do this); or
  - (b) transferring qualifying shares into your Stocks & Shares ISA from an approved SAYE ownership scheme or share incentive plan or approved profit-sharing scheme in which you participate, subject to the circumstances and conditions referred to in the ISA Regulations. Please contact us for details.
- 2.4 If you are making subscriptions to your Stocks & Shares ISA in any tax year subsequent to the year in which you opened your ISA, you may be required to complete an additional subscriptions form.

### Qualifying investments

- 2.5 You can only hold qualifying investments in your Stocks & Shares ISA. If any of the shares that you hold in your ISA are not, or cease to be, qualifying investments under the ISA Regulations, we will ask you whether you want us to sell them and pay the proceeds to your Stocks & Shares ISA, or re-register them into your own name. We may charge you for this.
- 2.6 We will tell you where it is apparent at the time we receive your instructions to buy shares whether they are qualifying investments.

### Transfer

- 2.7 Subscriptions to a Stocks & Shares ISA can be transferred to a cash ISA, Stocks & Shares ISA, Innovative Finance ISA and/or a Lifetime ISA.
- 2.8 Please note that transfer rights in relation to non-cash Innovative Finance/Lifetime ISA investments are subject to the terms and conditions stipulated by the ISA manager providing the Innovative Finance/Lifetime ISA.
- 2.9 You can ask us to transfer:
- (a) any Stocks & Shares ISA you hold with another ISA manager to us; and
  - (b) all of your current year's Stocks & Shares ISA, and/or all or part of your previous years' Stocks & Shares ISAs held with us, to another ISA manager.
- 2.10 Transfers may be subject to fees referred to in our published fee tariffs and other Costs and Charges Disclosure Documents.
- 2.11 You must complete a transfer application form when requesting a transfer.

### Transferring all or part of your ISA held with us to another ISA manager

- 2.12 You need to contact and make the necessary arrangements with your new ISA manager in accordance with its requirements. The new ISA manager will then contact us to arrange for the transfer. You may advise us of the date by which you wish the transfer to have taken place, and we will endeavour to complete it within that time. We would request you provide us with 30 calendar days notice.

### Custody

- 2.13 Title to the ISA investments in your Stocks & Shares ISA will be registered in the name of our relevant Barclays UK nominee and will be held by us or as we may direct. This includes any share certificates or other documents of title related to the ISA investments.
- 2.14 On the payment of a fee that we will tell you about, you may make a written request to:
- (a) receive the annual reports and accounts of all companies and trusts published while your holding in them is registered;
  - (b) attend and vote at company meetings;
  - (c) exercise voting rights in respect of shares or units by way of proxy of the nominee; and
  - (d) receive other information supplied to shareholders.
- 2.15 In accordance with the ISA Regulations, interest on cash held in your Stocks & Shares ISA will be paid to your Account in accordance with the deposit rate offered by Barclays Bank UK, subject to any applicable exemptions from taxes, tax charges or duties available to your account from time to time.

### Client reporting

- 2.16 You will receive a valuation of your ISA investments at least every six months, in accordance with Regulatory Requirements and the ISA Regulations.

### Withdrawal

- 2.17 You have the right, by notice in writing at any time, to instruct us to withdraw, and transfer to you, all or part of the cash, investments or proceeds of the sale of investments from your Stocks & Shares ISA.

- 2.18 You may advise us of the date by which you wish the withdrawal to have taken place, and we will endeavour to complete it within that time. We would request you provide us with 30 calendar days' notice.
- 2.19 Where you wish to make a total withdrawal, this is subject to payment of the administration fee referred to in our published tariffs.

#### Closing your Stocks & Shares ISA

- 2.20 You can ask us to close your Stocks & Shares ISA. We will transfer the cash, investments or proceeds of sales of the investments to you. Our fees set out in our published fee tariffs will apply.
- 2.21 We may close your Stocks & Shares ISA at any time. We will:
- (a) give you 30 calendar days' written notice of our intention to close your Stocks & Shares ISA; and
  - (b) give you the opportunity to transfer your Stocks & Shares ISA to another ISA manager before the date of closure.

#### If you die

- 2.22 If your date of death is after 6 April 2018, tax relief will continue to apply to your ISA from the date of your death for a maximum of 3 years subject to certain criteria as defined in the amended ISA Regulations. Your legal Personal Representative should be advised that they are required to notify us immediately of your date of death. This change will come into effect on 6 April 2018 but will not apply for ISA accounts held by investors who died before 6 April 2018.
- 2.23 From 6 April 2018, tax relief will continue to apply to income and gains earned on assets held in your ISA at date of death for a period of up to 3 years from the date of your death unless during this 3 year period the account is closed or the administration of your estate is completed. No further subscriptions including payments under ISA flexibility can be made to your ISA after the date of your death nor can your personal representative request to transfer your ISA to another ISA manager. Tax relief is not available after date of death for ISAs held by investors whose date of death was before 6 April 2018. You should make arrangements with your Personal Representative to notify us immediately of your date of death.

# Part 7 – Barclays UK investment research services

Barclays UK investment research services are provided to you by Barclays Investment Solutions.

## 1. The service

- 1.1 If you use this service, we will provide information on investments or markets, such as research recommendations, market trends or investment analysis.
- 1.2 This service is only intended for clients with sufficient financial sophistication to be able to appraise and evaluate the information. Where applicable, you must have a full understanding of the credit risks inherent in debt new issues, the price volatility of stocks when brought to the market and FX markets.
- 1.3 We will comply with Regulatory Requirements in relation to the content of information on investments or markets which we may provide to you. We do not assert that the information is accurate, up to date or complete. We are not obliged to provide it to you before or at the same time as it is made available to our staff, other clients or other people.
- 1.4 We may suspend this service, or change its level of detail, layout/format and frequency from time to time without giving prior notice.

## 2. Use of the information

- 2.1 The information we provide through this service will not be assessed as suitable for you so you must not regard it as a personal recommendation or advice to you individually. You should consider seeking advice from us in relation to any investment mentioned in these materials prior to dealing in that investment.
- 2.2 We are not obliged to consider investment research which we have given to you when giving advice or dealing for you.
- 2.3 Except to the extent that such information is freely available in the public domain, you must keep the information confidential and only disclose it to your professional advisers if they are under a similar duty to keep it confidential.
- 2.4 The information is for your personal use and must not be used to provide advice to anyone else.

## Part 8 – Barclays UK Custody Services

The Custody Services referred to in this Section B, Part 8 are only provided to you by Barclays Investment Solutions.

### 1. Holding your Assets

- 1.1 Where our service involves safekeeping your Assets, dealing with any cash or otherwise administering your Assets or Accounts, we will keep records to show that your Assets are held on your behalf and do not belong to us.
- 1.2 In providing this service, as well as our general powers to delegate to other members of the Barclays Group (as set out in the Delegation clause in Section A), you authorise us, where we reasonably consider it appropriate, to employ agents and sub-custodians to perform any aspects of the custody service and authorise them to do the same. We will follow any applicable Regulatory Requirements.
- 1.3 Where we delegate to anyone outside the Barclays Group, we will use all due skill, care and diligence in selecting, appointing and periodically reviewing the delegate and the arrangements for holding your Assets through them but are not liable for their acts or omissions, insolvency or dissolution unless they are a nominee company controlled by us or a nominee company controlled by a company in our Group in which case we accept the same level of responsibility to you for them with respect to any requirements of the FCA's Custody Rules as we do for ourselves.
- 1.4 Your Assets will be registered in your name or the name of a nominee which is controlled by:
  - (i) us;
  - (ii) another member of the Barclays Group;
  - (iii) a recognised investment exchange; or
  - (iv) a third party (outside the Barclays Group) with whom Assets are deposited.

Where this is not possible, your Assets will be registered in the name of a third party or, if this is not possible, our name but only if:

- (v) the Assets are subject to the law or market practice of a jurisdiction outside of the United Kingdom; and
- (vi) we consider this to be in your best interests, or
- (vii) it is not feasible to do otherwise, because of the nature of the applicable law or market practice.

Registration in the name of a nominee, third party or us may mean you lose incentives and shareholder benefits attaching to the Assets. The nominee or third party may be located in or outside the jurisdiction in which we provide services to you.

**You consent to your Assets being registered in our name in the circumstances described above.**

- 1.5 Where your Assets are held by a nominee or sub-custodian, we cannot ensure that you would not lose any Assets if the entity enters administration, liquidation or a similar procedure. In order to show that the Assets are not available to the entity's creditors, we will take reasonable steps to ensure that their records show that the Assets are held for you and that they do not belong to us or the nominee or sub-custodian.
- 1.6 In some jurisdictions, local law might not allow your Assets to be held separately from our assets or those of the nominee or sub-custodian. You might be at greater risk of loss if the nominee or sub-custodian enters administration, liquidation or a similar procedure.
- 1.7 We or our sub-custodian will hold any physical documents of title (including bearer stocks).
- 1.8 You authorise us and our sub-custodian to hold or transfer Assets (or entitlements to them) to securities depositaries, clearing or settlement systems, account controllers or other participants in the relevant systems in the course of providing the services. This applies to Assets that are un-certificated or transferable by book entry transfer. These Assets or entitlements will be separately identifiable from any Assets or entitlements held in the same system for our account. These entities may be located in or outside of the jurisdiction in which we provide services to you.
- 1.9 If you instruct us to hold Assets with another person, we do not accept responsibility for their acts or omissions and this will be at your own risk.

- 1.10 You cannot use Assets held with us as security for a loan without our prior written consent.
- 1.11 We will only hold your Assets with third parties as identified above in jurisdictions which regulate the holding and safekeeping of financial instruments unless the nature of the financial instruments involved or the investment services relating to them requires the Assets to be deposited in that jurisdiction. Our arrangements with third parties such as sub-custodians will similarly limit their delegation to third parties in jurisdictions that do not regulate custody.
- 1.12 Where any of your Assets are held with a third party (including a sub-custodian, nominee, depositary or settlement system), you agree that such third party (or any person to whom the holding of your Assets is delegated) may have a security interest, lien, right of set-off, or similar rights over your Assets under the standard terms of such third party or other person where such rights are of a type routinely required by such third party or other person to cover exposures incurred in relation to the services provided by it, and only to the extent permitted by the FCA Rules (except to the extent that rights on different terms are required by applicable law in a third country jurisdiction in which your Assets are held by such a third party).
- 1.13 Where your Assets are held by a third party (or any person to whom the holding of your Assets is delegated), and such third party or other person has a security interest, lien, right of set-off, or similar rights over your Assets, you are exposed to the risk that such third party or other person may exercise such rights over your Assets and reduce the amount of your Assets even where you have not breached any of your obligations under this Agreement. If your Assets are subject to a security interest, lien, right of set off or similar right in a third country jurisdiction then we will disclose further information to you indicating the risks associated with the arrangement and take other steps to make the ownership status of the assets clear, as required by Regulatory Requirements.
- 1.14 If you nominate accounts to fund transactions, receive dividends or coupons or receive any maturing funds, the accounts will be used until you write to us to change the details. If the signing arrangements or names on the nominated accounts change, we will take no action to change the nominated accounts until you write to us to request this. We are not responsible for any losses or delays that may result from any payments made to or from the accounts you nominate. Any trades or dividends made in a currency different from any of the account numbers stated may be converted at the rate applicable at the time. Nominated accounts must be accounts held with us, and certain account types cannot be used. If you close a nominated account, you must write to us, advising us of the replacement accounts. The letter must be signed by all parties and sent by post to your Relationship Manager, making clear reference to your custody service.
- 1.15 We, or any custodian we appoint to provide Custody Services in relation to your Assets or Investment Account, will have no obligation to be involved in relation to any Asset or Security in (i) any legal proceeding on your behalf or to protect our interest or (ii) any corporate activity including submission of a resolution, requisition of general meetings or similar activity.
- 1.16 We may reclaim from your portfolio or your Investment Account or any related Cash Account any payment we have made to which you are not entitled.
- 1.17 In certain circumstances, and subject to applicable laws and Regulatory Requirements, we may cease to treat any Assets held on your behalf as client Assets, and (i) liquidate these Assets at market value and pay away the proceeds or (ii) directly pay away these Assets, in either case, to a registered charity of our choice. We may only do this if:
- we have held your Assets for at least twelve years and there have been no instructions received by us in relation to the Assets during the twelve years immediately before being paid away to the registered charity; and
  - we have taken reasonable steps to trace you and return the Assets to you.
- If you contact us after we have paid away your Assets, we will return a sum equal to the value of your Assets at the time they are liquidated or paid away.
- 1.18 You authorise us to convert the investment holdings in your Account if we reasonably consider that this is to your advantage and the cost to you is not substantially increased.

## 2. Pooling of Assets

- 2.1 Your Assets may be pooled with those of other clients of ours or our sub-custodians in one account (known as an “omnibus account”), subject to Regulatory Requirements. Holding investments in an omnibus account is standard practice for custody service providers. However you should be aware that holding in this way presents certain risks. In this case:
- we will maintain records of your interests in the Assets which have been pooled;

- (b) your right to specific Assets may not be identifiable by separate certificates, other documents of ownership or equivalent electronic records; and
- (c) if there is a default by us or our sub-custodians resulting in a shortfall, you might not receive your full entitlement. You might have to share in the shortfall in proportion to the value of the Assets which we or the sub-custodian hold for you with other clients. Delays in identifying individual investments following such a failure may result in an increased risk of loss. This explanation does not limit your rights against us in any way.

2.2 In order to prevent the unauthorised use of your Assets for our own account or the account of any other person:

- (a) we shall closely monitor all deliveries of Assets requiring settlement by us on your behalf, and promptly request delivery to us for your account of any assets where we are aware that delivery is due but not yet made; or
- (b) we may at our discretion undertake buy-ins as set out in Section B, Part 4, clause 10 (Buy-ins).

### 3. Corporate actions and voting rights

3.1 Unless we agree otherwise with you, where we hold Assets which give you rights in relation to a company, including if we become aware of any proposed class action or group litigation. We will not be responsible for taking any action in relation to corporate actions and we will not exercise any voting rights attaching to your Assets, except on your instructions.

3.2 If you instruct us to vote as proxy for you, we may refuse or agree on payment of a fee.

3.3 Where:

- (a) Assets are held in a pooled account and are affected by a corporate action (e.g. a scrip dividend), we will need to allocate the resulting entitlements among a number of clients. We will do so in what we consider is a fair and equitable manner; and
- (b) this may mean that your fractional share or unit of that pooled entitlement may have to be rounded down to the nearest whole number, or other fraction that we can hold for you in your Account. The amount or value that cannot be applied to your Account from the pool is known as the "Unallocatable Fraction". We may deal with such Unallocatable Fraction as we think appropriate and in particular may make such arrangements for the allocation to all or some of those persons interested in the Asset, acceptance or sale of the Unallocatable Fraction as we believe appropriate in the context of our execution policy, which may mean we pay a cash equivalent of your share of Unallocatable Fraction to your Account. If your entitlement to the Unallocatable Fraction would have a value of £5 or less at the date of distribution to your Account, we may pay any such amounts to a registered charity of our choice.

### 4. Income and entitlements

4.1 We will collect any income arising from the Assets on your behalf. Dividend payments and interest will be paid in cash, following deduction of any applicable tax and will only be available to you following market settlement of such payment. Such income will be held by Barclays Investment Solutions as Client Money on your behalf until it is paid out to you in accordance with your instructions.

4.2 If you are a US national or a non-US resident holding US Assets and you have completed any documentation required by Regulatory Requirements, we will endeavour to collect income arising on the US assets under the appropriate reduced rate of withholding tax.

4.3 Where income or gains arise on non-US assets which are subject to withholding tax under local law, withholding tax will be applied by the custodian at the full domestic rate in force at the time of the payment. If you believe you are eligible for a reduced rate of withholding tax because of your circumstances, you are responsible for applying directly to the tax authorities in the country where the withholding tax has arisen to request a refund. Where we hold your investments in a nominee capacity, your tax reclaim request may not be successful in certain jurisdictions because of local reclaim procedures. One example being where the tax authority may request sight of additional tax vouchers from a custodian that cannot be provided to you.

4.4 Where your Assets are pooled with those of third parties:

- (a) we will allocate any income or entitlements proportionately, rounding down to the nearest whole unit or share; and
- (b) the accumulated amount of any undistributed entitlements arising from this process will be sold and the proceeds allocated proportionately, provided that we will not need to distribute any small amounts below a level we tell you and may pay them to a registered charity of our choice.



4.5 Pooling may mean that where an allocation or share issue has rights weighted towards smaller investors, your allocation may be less than it otherwise would have been.

#### 5. Location of custody

5.1 You authorise us to arrange for some of your Assets to be held outside the UK. If we exercise this right, your Assets will be subject to the settlement, legal and regulatory systems that apply in such jurisdictions. The separate identification and segregation of clients' Assets may differ.

#### 6. Stock shortfalls

6.1 There may be circumstances where we identify a discrepancy in the records we maintain, or between the records we maintain and the records of any third party we appoint, in relation to your custody assets.

6.2 Where we conclude that a third party is responsible for a discrepancy that has given rise to a shortfall in the number of assets we are supposed to hold for you, (or that discrepancy is due to a timing difference between the account systems of that third party and us), we will take all reasonable steps to resolve the situation with the relevant third party without undue delay, and may take any of the appropriate steps below.

6.3 Where we identify a discrepancy that results from or reveals a shortfall for which we are responsible, or during an investigation where we deem it appropriate to do so, we will take appropriate steps until the shortfall is resolved. These steps may subject to Regulatory Requirements include:

- (a) allocating a sufficient number of our own assets to cover the shortfall, which we will hold in line with our Custody Services; or
- (b) allocating a sufficient amount of our own money to cover the value of the shortfall, which we will hold as Client Money in line with our provisions on holding cash for investment services; or
- (c) a combination of (a) and (b) above, which together are sufficient to cover the value of the shortfall.

## Part 9 – Holding cash for investment services (Barclays Investment Solutions)

This Section B, Part 9 refers to the way in which cash will be held by Barclays Investment Solutions as Client Money when providing you with investment services under this Section B. This Section B, Part 9 does not apply to Barclays Bank UK. Any cash that it holds in relation to its Advisory Services or when Arranging transactions will be subject to Section B, Part 10, unless client money treatment is given on the basis set out in that Part.

### 1. Holding cash as Client Money

- 1.1 We will deal with your money in accordance with the Client Money Rules.
- 1.2 In the event of our administration or insolvency, your money will be subject to the Client Money Rules, so you will be entitled to share in any distribution under the Client Money Distribution and Transfer Rules.
- 1.3 Your Client Money may be held in a client money bank account with Barclays Bank UK, with another member of the Barclays Group that is a bank or with an Approved Bank, in accordance with applicable Regulatory Requirements. We are subject to restrictions on the amount of Client Money we can hold with Barclays Bank UK. Information on the third party banks with which we hold your Client Money is available on request.
- 1.4 Where your Client Money is held with an Approved Bank:
  - (a) we will use reasonable skill and care in selecting, using and monitoring the Approved Bank with whom we deposit Client Money but are not liable for their acts or omissions, insolvency or dissolution; and
  - (b) we cannot ensure that you would not lose any money if the Approved Bank enters administration, liquidation or a similar procedure. If the Approved Bank is unable to repay all of its creditors, your Client Money would be pooled with that of our other clients with that entity and any shortfall would be borne by all the clients of that pool proportionately. The likelihood of any shortfall may be affected by whose rights have priority upon insolvency and the operations of any local compensation scheme.
- 1.5 You authorise us to hold your Client Money outside the jurisdiction in which we provide services to you. In these circumstances you should be aware that holding money in this way presents certain risks:
  - (a) the legal and regulatory regime applying to the Approved Bank we use will be different from the regime in the jurisdiction in which we provide services to you; and
  - (b) if the Approved Bank enters administration, liquidation or a similar procedure, and is thereby unable to repay all of its creditors, your Client Money may be treated differently than if it were held by bank in the jurisdiction in which we provide services to you.
- 1.6 You authorise us to allow another person, such as an exchange, clearing house or intermediate broker, to hold your Client Money for the purposes of transactions for you through or with that other person, or to meet your obligation to provide collateral for a transaction.
- 1.7 Where we effect an investment transaction on your behalf, or money is received in relation to your Assets, outside the jurisdiction in which we provide services to you:
  - (a) your Client Money might have to pass through an overseas bank or an intermediate broker, a settlement agent or a counterparty located outside the jurisdiction in which we provide services to you;
  - (b) the legal and regulatory regime applicable to that Client Money will be different from the regime of the jurisdiction in which we provide services to you; and
  - (c) if any party defaults, your position might be worse than in the jurisdiction in which we provide services to you. The bank concerned might exercise a right of set off or counterclaim in respect of money owed on any of our other accounts.
- 1.8 We are entitled to withdraw and pay ourselves any interest arising on any account in which your Client Money is held.

- 1.9 Where we have told you that we will hold your money as Client Money in an interest-bearing account, we will pay interest to you arising in relation to your Client Money only where:
- (a) we are seeking to achieve your Investment Objective; or
  - (b) we have agreed separately with you.
- 1.10 In certain circumstances, and subject to applicable Regulatory Requirements, we may cease to treat as Client Money, any balances held on your behalf (when those balances remain unclaimed) and pay away the money to a registered charity of our choice. We may only do this if:
- (a) there has been no movement on your balance for a period of at least six years, other than any payments or receipts of charges, interest or similar items; and
  - (b) where your balance is more than £25, we have taken reasonable steps to trace you and return the money to you; or
  - (c) where your balance is £25 or less, we have made one attempt to return your money using the most up-to-date contact details we hold for you and not received a response from you within 28 days.

You agree that we may release Client Money held on your behalf from your Account under the circumstances set out in (a) and (b) above. If you contact us after we have paid away your Client Money balance, we will return a sum equal to the balance paid away to charity. We will not release Client Money in this way if it is held for the purposes of a Stocks & Shares ISA Account or Self-Invested Personal Pension.

- 1.11 We will not be obliged to process payments for you out of our Client Money bank accounts where the balance of cleared funds to which you are entitled is not sufficient to process the relevant payment.

## 2. Cash sweep facility

- 2.1 Provided you have given us ongoing discretionary authority to do so, we will automatically sweep uncommitted cash balances we hold as Client Money into your Barclays Bank UK Bank Account. 'Uncommitted cash balances' means cash that Barclays Investment Solutions holds as Client Money which is not committed to or required for transactions (including as collateral, if relevant, and our fees and charges in connection with such transactions) on your Investment Account. This automatic cash sweep facility is only available if you have a Bank Account with Barclays Bank UK that permits this functionality. You should ask your usual Barclays contact for further information or about setting up an account for this purpose and to provide us with your authority.
- 2.2 If you have given us your ongoing discretionary authority to sweep cash into a Barclays Bank UK Bank Account we will automatically recall cash to your Investment Account with Barclays Investment Solutions when required for transactions. We will be responsible for doing so in time and in sufficient amount for you to settle purchase transactions you are committed to make in accordance with Section B, Part 4 clause 5 (Settlement processes and how we will settle with you).
- 2.3 If you have an existing Barclays Bank UK Bank Account but do not wish to give us ongoing discretionary authority to operate the cash sweep facility you can still provide us with individual instructions to transfer uncommitted cash balances into it from your Investment Account. You can also give individual instructions to us to recall cash back from the Bank Account to your Investment Account for any reason. Since we do not have ongoing discretionary authority to automatically sweep and recall cash as provided in 2.1 and 2.2 above you will remain responsible for ensuring that your Investment Account is in funds to meet your settlement obligations in accordance with Section B, Part 4 clause 5.

## 3. Investment services with associated Cash Accounts

- 3.1 This clause applies to a Cash Account which forms part of an Account to which this Section B (Barclays UK investment services) applies, when we hold cash for you as a deposit in the Cash Account or as Client Money. Section D (Additional Barclays UK services) applies to the Cash Account only if it is held by Barclays Bank UK as banker, not as your trustee or agent, and the Client Money Rules do not apply.
- 3.2 Section D (Additional Barclays UK services) does not apply to the Cash Account if it is held by either Barclays Bank UK or Barclays Investment Solutions as Client Money and the Client Money Rules do apply.

- 3.3 If Section D does not apply we will use Client Money held by us to give effect to the monetary obligations that are consequent to your instructions in relation to investment services.
- 3.4 The functionality of the Cash Account depends on the investment services provided to you. Please refer to any additional documentation we give you for details.
- 3.5 Where there has been an unauthorised payment from your Cash Account to purchase an asset, we will return your Cash Account and your Account to the position it would have been in if the unauthorised payment had not taken place.
- 3.6 Unless we tell you that you can make or receive payments between your Cash Account and third parties, you will only be able to make payments or receive payments to or from accounts in your own name.

## Part 10 – Holding cash for investment services (Barclays Bank UK)

This Section B, Part 10 refers to the way in which cash will be held by Barclays Bank UK when providing you with investment services under this Section B. This Section B, Part 10 does not apply to Barclays Investment Solutions. Any cash that it holds in relation to its investment services under this Agreement is always subject to Section B, Part 9. If Barclays Bank UK determines at any time that it will hold cash as Client Money on the basis set out below, then it will hold that cash in accordance with Part 9 above.

### 1. Holding cash as banker

- 1.1 Where investment services are provided by Barclays Bank UK, and we have not agreed separately that your money is held as Client Money, your money will be held in an account with Barclays Bank UK as your banker, not as your trustee or agent, and the Client Money Rules will not apply.
- 1.2 In the event of our administration or insolvency, your money will not be subject to the Client Money Rules, so you will not be entitled to share in any distribution under the Client Money Distribution and Transfer Rules. However, your deposits may be covered by a deposit protection scheme, as set out in Section A.
- 1.3 There may be circumstances where we will cease to hold your money as banker, and we will hold your money as trustee in accordance with the Client Money Rules. Examples of these circumstances include where:
  - (a) you have instructed us to undertake securities transactions on your behalf and:
    - (i) we deduct money from your Account to settle transactions with a third party (such as a broker or custodian) outside of a commercial settlement system;
    - (ii) we deduct money from your Bank Account to settle transactions within a commercial settlement system via a third party through an account held by the third party at the commercial settlement system and not through a Barclays Group member or participant account, or an account in which Barclays has sponsored access; or
    - (iii) we deduct money from your Account and settle your transaction on a DVP basis through our own member or participant account at a commercial settlement system, and where the transaction does not settle on the intended settlement date. In this case, the value of your transaction will be segregated on the third day following fulfilment of your delivery obligation to us and held as client money on your behalf until final settlement occurs; or
  - (b) we have arrangements with third party investment platforms and, to provide you with services, pay your money for a purpose other than settlement of a transaction instead of holding your money as banker.
- 1.4 There may be specific exceptions to the circumstances referred to above where we will cease to hold your money as Client Money. Examples of these circumstances include where:
  - (a) when we hold money pursuant to the DVP exemption to the Client Money Rules when processing transactions as set out in Section B, Part 4 (Settlement processes and how we will settle with you);
  - (b) money we hold for you as Client Money becomes due and payable to us; or
  - (c) we make payments to a third party as part of a transfer of part of our business in line with Section A, clause 25 (Assignment) or in line with our procedures for dealing with dormant accounts in accordance with the Client Money Rules as set out in Section B, Part 9 above.

# Part 11 – Financial Planning Services

This Section B, Part 11 describes the Financial Planning Services that can be provided by Barclays Bank UK. Financial Planning Services do not amount to Investment Services because they are not regulated. In addition to the general terms in Section A the terms set out in this Section B, Part 11 are the only terms that apply to our Financial Planning Services.

## 1. Our services

Alongside our other services you can appoint us to provide trust, tax and insurance solutions designed to help you understand and manage your financial goals. This may include advice on estate planning. Our Wealth Planner will work with your other wealth management contacts at Barclays.

Our Financial Planning Services do not include providing personal recommendations on specific investments although we may provide strategic or generic advice to you. The terms in Section B in relation to our Advisory Services do not apply.

Financial Planning fees and services are 'one-off' at the point of advice. The ongoing suitability of any product taken out as a consequence of our advice is not monitored by Barclays. We will only carry out regular reviews of your Financial Planning investments where specifically agreed with you in writing.

Should your objectives, tax position or external factors, such as tax legislation change in the future, your strategy may need to be adapted accordingly. It is your responsibility to notify us should you require us to assess the continued suitability of planning advice previously provided to you.

Tax rules may change. The value of the benefits, and the other effects, of any particular tax treatment for an investor will depend on that individual's circumstances.

The Financial Planning Service does not involve us giving tax advice. It is your responsibility to manage your own tax affairs and you should take your own tax advice to ensure the service is appropriate.

# Section C – Barclays UK banking services

Bank Accounts and other banking services referred to in this Section C are provided to you by Barclays Bank UK and so “we” or “us” refers only to Barclays Bank UK. Barclays Investment Solutions is not a bank and does not provide you with any Bank Accounts or banking services.

## Part 1 – Operating your Bank Account

### 1. Your Bank Accounts

- 1.1 Where a specific service or Bank Account has terms that are different from or additional to those generally set out in this Section C, they are set out in the specific Bank Account terms which we will give you. If there is a conflict between the terms in Section C and the Bank Account terms, the Bank Account terms will prevail.
- 1.2 You must tell us if you are holding cash for someone else or if any third party has any rights to any cash paid into the Bank Account.

### 2. Cards and passwords

- 2.1 Payment instructions can be authorised by the use of a Payment Instrument we have given you or agreed with you.
- 2.2 A Payment Instrument is personal to you and can be a physical device, such as a card, or Security Information or a physical device and Security Information (such as a card used with a PIN).
- 2.3 We have different Payment Instruments for telephone and online banking and for using cards and we may introduce new or different Payment Instruments in the future, for example, if we change the card scheme or the functionality of cards and other devices. Where the change does not affect the provisions of the Agreement and is to your advantage, we can do this without telling you in advance.

### 3. Security

- 3.1 You must do all that you reasonably can to make sure that, if the Payment Instrument is a device, it is kept secure, or, if it is Security Information, it is kept secret save that Security Information may be passed to authorised providers of Account Information Services and/or Payment Initiation Services if they require those details in order to provide their services to you. In particular, it is important that you follow any instructions we give you to keep the Payment Instrument secure.
- 3.2 You must not give anyone else, including us, your Payment Instrument or any information that would enable them to use it apart from authorised providers of Account Information Services and/or Payment Initiation Services if they require those details in order to provide their services to you. For example, this means you should not store information on a mobile phone, personal organiser, browser or other hardware or software that would allow anyone using the same equipment to see the stored details. In addition, you must:
  - (a) try to remember any personal identifiers such as a code or PIN;
  - (b) destroy the written details we send you and never record them in a way that might be recognised by someone else; and
  - (c) change your PIN frequently.

### 4. Making payments

- 4.1 When you give us a Payment Order, you must:
  - (a) if the Payment Order is for sending money to another bank account, tell us the account name, account number, the sort-code for the account (for payments within the jurisdiction in which your branch is situated) and any other information we ask for so that we can make the payment; and
  - (b) have Cash Available to make the payment:
    - (i) by 3pm (UK time) on the day of the payment, in the case of standing orders, direct debit or cheque payments to be made in sterling from sterling bank accounts; or
    - (ii) for all other payments, at the end of the Working Day before it is due to be made.



We will assume that you have agreed to us acting on the Payment Order if we have checked that the instruction is genuine.

- 4.2 In deciding whether you have Cash Available to make the payment, we:
- (a) add together the amount in your Bank Account, any arranged overdraft and/or other limit(s) and any payments made into your Bank Account that we are treating as available for you to use; and
  - (b) take away the total amount of the payments you have asked us to make from the Bank Account which have not yet been paid, including any debit card payments we have authorised.

We do not have to take account of regular credits or any amounts received after we have decided not to make the payment.

- 4.3 If you try to make any payment from your Bank Account when you do not have Cash Available for it, we will refuse the payment due to lack of funds. The only exceptions to this are for payments which fall within small allowances we may make (as explained in our published fee tariffs) and for payments we cannot refuse to make despite lack of funds, for example, a card payment we were not asked to authorise before it was made.
- 4.4 If you make a payment from a Bank Account without giving the notice required for that Bank Account, we may make a charge or reduce the interest payable on the Bank Account. Details of any such charges or reductions of interest will be set out in the terms for your Bank Account.
- 4.5 Standing orders, direct debit payments, cheque books and overdrafts are not available on our savings Bank Accounts.

## 5. Limits on instructions

We may apply financial and other limits to Payment Orders given using a Payment Instrument or, for payments by card, contactless technology. We will tell you what these limits are and may change them as long as we give you notice under the Variations clause. To manage our risk, we also apply internal controls, including limits, to certain types of payment. We change these as necessary but, for security purposes, we do not disclose them. We may also require you to make payments over certain limits by particular methods and may charge for those transactions.

## 6. When we can refuse a payment

- 6.1 We may stop or suspend the use of a Payment Instrument, if we reasonably consider it necessary:
- (a) to protect the security of the Payment Instrument; or
  - (b) because we suspect that there may be unauthorised or fraudulent use of the Payment Instrument; or
  - (c) where you have an arranged overdraft or other borrowing facility, because we reasonably believe that there is a significantly increased risk that you will be unable to repay the arranged overdraft or borrowing.

If we do this, we will try to tell you in the same way as when we refuse any instruction (see Refusing your instructions in Section A) and we may require you to return Payment Instruments we have given you, such as cards.

- 6.2 We accept no responsibility if we do not authorise a payment (where we have a good reason and have acted reasonably), if a debit card is not accepted in payment, or for any loss or damage resulting from the way in which either decision is communicated to you.
- 6.3 We can also refuse to act on an instruction which we receive from providers of Account Information Services or Payment Initiation Service if we're concerned about fraud or unauthorised access. If we find we need to do this, we'll contact you using the details you have given us as soon as we can (and in advance where possible) to explain why, unless that would break the law or we have security reasons not to do so.

## 7. Changing or cancelling payments

- 7.1 Immediate payments: we cannot change or cancel a Payment Order given by telephone or Electronically because we start processing it when we receive it. We cannot cancel a debit card payment in pounds sterling or in a foreign currency once you have given your consent to make the payment to a third party. This can only be done with the consent of the third party.
- 7.2 Future payments made by debit card: we cannot cancel these payments. You can withdraw your authorisation by contacting the retailer, or us, before the end of the business day before the date of payment. If you contact us in this time, we will refund a transaction, and any relevant charges and interest, that has been processed after you have withdrawn your authorisation. If you have set up a recurring transaction, we recommend that you contact the retailer first. Such transactions are initiated by the retailer and we cannot stop them.

- 7.3 Other payments you have instructed us to make in the future (for example, payments by standing order and direct debit): you can cancel these payments on or before the last Working Day before the date on which the payment was due to be made.
- 7.4 Unless otherwise agreed, you can only make a payment by SEPA Direct Debit from a Euro Bank Account. SEPA Direct Debit is a means of originating or making direct debit payments in Euros across the Single Euro Payments Area. There are two SEPA Direct Debit Schemes:
- SEPA Core Direct Debit; and
  - SEPA B2B Direct Debit.

The SEPA B2B Direct Debit Scheme can only be used to originate payments if you are a business and additional terms apply.

- 7.5 If you hold a Bank Account denominated in Euros you can instruct us not to make a payment from that Bank Account through the SEPA Core Direct Debit Scheme, either generally or to a specific recipient. You can also ask us to limit the amount or frequency of payments to a specific recipient under the Scheme.

## 8. Lost or stolen cards and other payment instruments

- 8.1 If you think someone else may be able to use, or has used, your Payment Instrument (because, for example, they have your card, or have found out your password or PIN), you must notify us as soon as you can by calling us. We will usually give you a telephone number to call when we give you, or agree with you, your Payment Instrument. You can also call your usual contact. We may require you to provide written confirmation within seven calendar days.
- 8.2 If we ask, you must give us any information you know about the misuse of the Payment Instrument. We will pass this to the police if we think that will be useful. Once a debit card is reported as lost, stolen or otherwise liable to misuse, you must not subsequently try to use it. If it is later found or comes back into your possession, you must destroy it.

## 9. Interest and tax deductions

- 9.1 We apply different rates of interest to our various services or products. Please refer to our website for details of the rate of interest applicable to particular services or products or ask your usual contact.
- 9.2 We generally work out interest at the end of each day taking into account Payment Orders we have carried out that day for you and payments received into your Bank Account. If we work out interest differently on a particular Bank Account, we will tell you in the specific Bank Account terms.
- 9.3 Unless the Bank Account terms state otherwise, interest will be credited to your Bank Account in arrears. Interest, if any, is paid in accordance with our interest rate leaflets or as agreed with you.
- 9.4 When we start to pay interest on payments made into the Bank Account depends on how the payment is made and the Bank Account you are paying it into.

Payment received on a Working Day	Interest payable from
Cash in euro, sterling or the currency of another EEA country (where cash is received into a Bank Account in the same currency) or Electronic payments in any currency where we provide the service to you	The day received
Cheques payable in one of the above currencies, paid in at a Barclays branch into a savings Bank Account in the same currency	The day received
Cheques payable in one of the above currencies, paid in at a Barclays branch into a Bank Account in the same currency which is not a savings Bank Account	Two Working Days after cheque paid in
Cheque payable in another currency or drawn on a bank outside the country where we provide the service to you	The day we receive or pay the amount of the cheque
Payments in a currency other than euro, sterling or the currency of another EEA country where we provide the service to you	As agreed

- 9.5 Because we treat payments as added to your Bank Account for the purpose of working out interest before we have actually received the amount of the payment, the amount shown on your statement is not always the same as the amount which is available for you to use.
- 9.6 We will deduct tax from any interest, other income and payments paid to you where Regulatory Requirements require us to do so.
- 9.7 We calculate interest on sterling Bank Accounts on the basis of a 365-day year. Interest on other currency Bank Accounts is calculated on the basis of a 360-day year with the exception of Bank Accounts denominated in the currency of Hong Kong, Kenya, Kuwait, South Africa and Singapore, which are calculated on a 365-day year basis.

## 10. Varying the interest rate

- 10.1 Where interest will be applied or charged to your Bank Account or facility, we will tell you in the Bank Account or facility terms, interest rate leaflet or tariff if you have a tracker rate or a fixed rate and what it is. A “tracker rate” is a rate which moves in line with changes to a Reference Interest Rate. A “fixed rate” is a rate that we will not change or which we will not change for an agreed period. If we do not tell you that you have a tracker rate or a fixed rate on a Bank Account, you will have a “Barclays managed rate”. A Barclays managed rate is a rate we set and can change.

### Terms that apply only to changing tracker rates

- 10.2 If you have a tracker rate:
- (a) for deposits, the rate will change automatically on the first Working Day of the month following a change in the relevant Reference Interest Rate; or
  - (b) for borrowing facilities including arranged overdrafts, the rate will change immediately following any change in the Reference Interest Rate.

### We will tell you the applicable Reference Interest Rate in the Bank Account or borrowing facility terms.

- 10.3 Whenever this changes, we will make the new rate available on our website, in branches and through online and telephone banking within three Working Days of the change.

### Terms that apply only to changing Barclays managed rates

- 10.4 If you have a Barclays managed rate, we may change that rate if at any time there is a change, or we reasonably expect that there will be a change:
- (a) in the costs we incur in providing the Bank Account or facility (including operational or funding costs, if relevant); or
  - (b) in Regulatory Requirements.

Where we make a change to comply with a Regulatory Requirement, the change will be a fair proportion of the cost of compliance on our banking services, as reasonably estimated by us. Other changes will respond proportionately to changes in our costs. We will not change a Barclays managed rate and our charges to cover the same cost twice.

- 10.5 We may also change a Barclays managed rate for a valid reason which is not set out in the terms under this heading.
- 10.6 Such changes may be made without notice if the change is favourable to you. We will make the new rate available on our website, in branches and through online and telephone banking within three Working Days of the change.
- 10.7 We will give you at least two months’ Personal Notice of other changes to a Barclays managed rate in accordance with the Variations clause.

## 11. Benefits and services with your Bank Account

- 11.1 If your Bank Account is part of an offering which includes a number of benefits and services, the terms under this heading will apply.
- 11.2 We provide benefits and services with your Bank Account that you will not be charged for unless we determine that your use of the benefits and services is excessive. In this case, we will notify you that you may start to incur charges.
- 11.3 The benefits and services may be provided to you by a company in the Barclays Group or a Provider. In certain circumstances, we may wish to add to, vary or withdraw any Provider from our list of Providers without notice to you.

- 11.4 If there is, in our judgement, a material change to the benefits and services, we will use reasonable endeavours to give you not less than 30 calendar days' advance notice of the change, unless it is a change to the Bank Account itself in which case the Variation clauses in Section A will apply.
- 11.5 In certain circumstances, we may wish to add to, vary or withdraw the different benefits and services which are provided to you without notice. We will do this if:
- (a) the Provider adds to, varies or withdraws a particular benefit or service without sufficient notice; or
  - (b) we consider the addition, variation or withdrawal to be in your interests; or
  - (c) we consider that, due to some change in law or a Regulatory Requirement, the provision of a Bank Account or service by us will be unlawful, will entail additional administration or will increase the risk of liability.
- 11.6 Any fee you pay is a fee for the provision of benefits and services. No part of the fee is attributable to any particular benefit or service. If you choose not to use a benefit or service, or are not eligible for a benefit or service, you will not be entitled to a refund of, or reduction in, your monthly fee.
- 11.7 If where you live or are normally resident changes:
- (a) you might no longer be eligible to receive some of the benefits and services contemplated by our offering and your Agreement with us; and
  - (b) it may be necessary for us to terminate our relationship with you.

## 12. Dormant and lost bank accounts

- 12.1 In the UK, we participate in the Unclaimed Assets Scheme established under the Dormant Bank and Building Society Accounts Act 2008. See further information and your and our rights set out on our website [www.barclays.co.uk](http://www.barclays.co.uk).

## Part 2 – Making and receiving payments

The Bank Account related services referred to in this Section C, Part 2 are only provided to you by Barclays Bank UK.

### 1. Payments into your Bank Account

- 1.1 We may deduct any applicable charges from a payment before we add it to your Bank Account.
- 1.2 The timing of payments into your Bank Account depends on how the payment is made and where it has come from.

#### Cash payments

Cash received by us in euro, sterling (or the currency of another EEA country where we provide the service to you) before the Cut-Off Time on a Working Day will be available for you to use immediately if paid into a Bank Account denominated in the same currency. You can ask us for the times that apply to payments in other currencies or to Bank Accounts denominated in other currencies.

We offer a number of ways for you to pay in cash. When we receive the cash depends on how you pay it in.

Cash paid in	Received by us
Over the counter at a Barclays branch in the country where we hold your Bank Account and counted while you wait	Immediately
Over the counter at a Barclays branch in the country where we hold your Bank Account but not counted while you wait or through a self-service machine	When the money is counted (we, or a notice on the machine, will tell you when this will happen)
Over the counter in a country other than the country where we hold your Bank Account	When the money is received in the country where we hold your Bank Account (we will tell you when this will happen)
Through a night safe	When the money is counted (this will be the start of the following Working Day unless we tell you otherwise)
Together with other non-cash credits (for example, where cash is paid together with a cheque on the same credit slip)	At the end of the day (we will tell you if this will happen sooner)

If you deposit cash over the counter at a Barclays branch in a different country to the country where we hold your Bank Account, we must first transfer it to the country where we hold the Bank Account. You can ask us when it will be received into your Bank Account.

If, in the UK, you pay in cash over the counter at the Post Office to your Bank Account, it will take an additional two Working Days, beyond the clearing time set out above, for the cash to be received by us.

#### Cheques

The law relating to the processing of sterling cheques issued in the UK has changed. In the future, banks will process cheques as images, and cheques will clear faster:

Once we make this service available:

- (a) when you pay in cheques, the funds will be in your Bank Account before midnight the next working day (Monday to Friday, except public holidays) at the latest.
- (b) we will allow cheques to be paid in by sending an image of the cheque (for example using an app or other technology we accept)
- (c) you can continue paying in cheques as you normally do (i.e. in branch)

we'll clear cheques using an image of the cheque rather than paper. This means if you want a copy of a cheque (for instance if it's returned unpaid), we'll only give you an image of the cheque.

### Electronic payments into your Bank Account

An Electronic payment received by us in euro or sterling, or the currency of another EEA country where we provide the service to you, into a Bank Account in the same currency will be available for you to use immediately. If you ask us, we will tell you when other Electronic payments will be available for you to use.

- 1.3 Sometimes a payment is recalled by the bank that made it (for example, because that bank's customer did not have enough money for the payment) and sometimes a payment is made into your Bank Account by mistake. If this happens, we will take the payment out of your Bank Account, even if we allowed you to make a payment or to take cash on the assumption that the payment would not be recalled. Where a payment goes into your Bank Account by mistake, we may also provide some details about you and the payment to the bank which sent the payment. You may incur charges and interest on any overdrawn amount, according to the terms for your Bank Account. We may also charge a fee if a payment is recalled by another bank or if we recall a payment you have made by cheque. Details of these charges will be set out in our published fee tariffs.
- 1.4 If we cannot recover a payment we make by mistake to your Bank Account by debiting your Bank Account, we may use other methods to recover such mistaken payment (for example, pursuing a claim through the court system). We may also take such actions where we are requested to do so (for example, under the Faster Payments system as a result of our obligations to other financial institutions).

### 2. Electronic payments from your Bank Account

- 2.1 If you are making a payment in an EEA currency to a person with a bank account at a bank in the EEA and from an Bank Account held in an EEA currency, we will make sure that the amount of each payment you ask us to make will reach that person's bank no later than:
  - (a) (a) one Working Day after we received your Payment Order, if the payment is to a person with a bank account:
    - (i) at a bank in the country where we provide services to you, and the payment is in euro or the currency of that country; or
    - (ii) at a bank in another country within the EEA, and the payment is in euro, unless the instruction was given by paper Payment Order, in which case we will make sure it reaches that person's bank no later than two Working Days after we received your Payment Order; or
  - (b) four Working Days after we received your Payment Order, in all other cases.

The bank receiving the payment from us is required by law to pay it into its customer's account on the day it receives the payment from us.

- 2.2 If you are making a payment to a person with a bank account at a bank not in the EEA or in a currency which is not an EEA currency or ask us to deduct the payment from an Bank Account which is not in an EEA currency, we will give you an indication of the date on which the payment should be received by that bank. This does not mean that the person the payment is being sent to will receive the payment that day. This will depend on the banking practice of the country concerned.
- 2.3 When you give us a Payment Order, we will decide, acting reasonably, how the payment will be sent.

### 3. Cheques

- 3.1 You must complete cheques so that they are not easy to alter (including putting a line through unused space) and you must not put a date on your cheques which is after the date of signature. If you do, we will not be liable for any Losses to you as a result of us paying a cheque before the date you have put on it.
- 3.2 You can cancel a cheque before it has been presented to us for payment by asking your usual contact. We will make a charge for cancelling a cheque on certain Bank Accounts. If we do, the charge will be set out in our published fee tariffs.
- 3.3 We may pay a cheque you have written on your Bank Account even if it is not sent to us for payment within six months of the date on the cheque, or any shorter expiry period that applies in the country where we provide the service. This means that, if you are asked to write another cheque because the first one you wrote seems to have been lost, you should ask your usual contact to cancel the first cheque to avoid making the same payment twice.
- 3.4 It may not be possible to accept cheques drawn on banks outside the jurisdiction in which we hold your Bank Account. If it is possible, we will either "collect" the cheque, in which case we will pay you the proceeds once we receive them, or "negotiate" it, in which case we will pay you the proceeds, less our charges, on a date we agree with you which will be before we receive the payment from the relevant bank.

#### 4. Card payments

We will not charge for cash withdrawals in pounds (£) in the UK at branches of Barclays Bank UK and those of our global alliance partners if they are within the charge-free withdrawal limit set from time to time. Fees are payable for other cash withdrawals, for example, we will charge you if you withdraw cash in any currency other than sterling. Copies of our published tariffs are available on request or see our website for details of our global alliance partners.

#### 5. International payments

- 5.1 Unless we agree with you otherwise, to make an international payment, we may have to route it through another bank. If this is the case, we will use a bank that is chosen by us or by a bank in the country the payment is being sent to or where you have asked us to make the payment in a foreign currency, by a bank in the country where that currency is the national currency.
- 5.2 In making an international payment, we are acting for you. You must ensure that both you and the person receiving the payment comply with any local laws in relation to the payment. If you do not do this and, as a result, we have to pay any costs or expenses because we were acting for you in relation to the payment, you must reimburse us for them, and for any Losses we reasonably incur, and take any steps necessary to put us in the position we would have been in had we not made the payment for you.
- 5.3 When you give us an instruction in respect of an international payment, we will ask you for certain information (including the SWIFTBIC or IBAN) to enable us to identify the bank and account into which the payment should be made. If you do not provide this information or provide additional information which is not required, we will try to obtain the information ourselves or work out what information is relevant and will make an additional charge to cover our costs in doing so. If you provide inaccurate information and the payment goes missing as a result, we will make reasonable efforts to recover the cash and reserve the right to levy an additional charge to cover our costs in doing so. Any additional charge will be notified to you.
- 5.4 If you ask us to make an international payment, we will convert it into the currency of the country the payment is being sent to before we send it, unless you tell us otherwise. The person receiving the payment may also have to pay charges to the other bank. Any value quoted by us is the value on the date on which cash will be available to the other bank. If you receive a payment in a different currency from that of the Bank Account, we may convert the payment to the currency of the Bank Account at our relevant currency exchange rate. We are not obliged to accept a payment to a Bank Account if we are not able to obtain the relevant currency exchange rate. We will only ever credit a payment to the Bank Account specified in the instructions received from the paying bank, even if you have a separate Bank Account in the same currency as the payment we have received.
- 5.5 If you ask us to make a payment in a currency other than the currency of the Bank Account it is being taken from or you receive a payment in a different currency from that of the Bank Account, we will use our relevant Reference Exchange Rate (to which we may add a margin) for that currency at the time we process the transaction, unless we have agreed a different rate with you. We have different margins for different customers and depending on the size of the transaction. You can ask us for the current Reference Exchange Rate, any margin and any other charges that would apply to a particular transaction at any time through your usual contact. If you ask us to make a payment on a future date and we do not agree a rate for that payment, we will calculate the exchange rate using the relevant Reference Exchange Rate at the time we process the payment.
- 5.6 Where you cancel or recall a payment that requires a currency conversion, or if we are unable to make a payment for reasons outside our control, we will refund the amount of the payment after deducting any fees that have already been charged, if the payment has already left your Bank Account. Unless we notify you otherwise, we will not pass on a gain or loss resulting from currency market movements. If we do notify you that we will pass on a gain or a loss, this will be debited or credited to your account. Further information on how this gain/loss is calculated is available from your usual contact.
- 5.7 All card payments made in a currency other than the currency of the card account will be converted into the currency of the account by the card scheme on the date it processes the transaction, using the exchange rate it uses for all such currency accounts (you can ask us for details of this rate), and a percentage commission which we set on the amount of the payment. This rate may not be the same as the rate that applied on the date the transaction was made, if the payment is processed by the card scheme after that date.
- 5.8 We will hold foreign currency standing to your credit either:
- (a) in a bank we choose in the country of that currency and subject to any local practices (including Working Days) and laws. You are responsible for any exchange rate risk; or
  - (b) in a Bank Account with us.



- 5.9 Notice periods for withdrawals may vary according to the currency. Details are available upon request. In most cases, transfers of cash held in any foreign currency require two Working Days' notice.
- 5.10 Please refer to Section B, Part 5 (Spot FX) for terms relating to foreign exchange transactions other than payments.

## 6. Unauthorised payments

- 6.1 If you tell us that a payment from your Bank Account was not authorised by you, unless we have reasonable grounds to think you are not entitled to a refund we will refund the amount deducted and will return your Bank Account to the position it would have been in if the unauthorised payment had not taken place. This means, for example, that we will pay any interest which you missed out on and/or refund interest or charges which we made because the Bank Account became overdrawn. We will have no further liability to you. If we discover you were not entitled to a refund or the wrong amount was refunded we may reverse or adjust the refund.
- 6.2 If we have reasonable grounds to think you are not entitled to a refund at the point you ask for one, we may look into your claim further before giving the money back. (This could include asking you to give us some information in writing, which might include by electronic means.) However, we'll always provide you with a refund by the end of the working day after the day you tell us about the unauthorised payment (or as soon as we are reasonably satisfied that you did not authorise payment where Regulatory Requirements do not apply), unless we reasonably suspect that you have acted fraudulently and we notify the police or another person permitted by law. Where we don't provide a refund in that time, we'll look into this as quickly as possible and, if we find that the payment was indeed unauthorised, we'll refund you and put your account right straight away.

However, you will be liable for:

- (a) all payments made from your Bank Account if you have acted fraudulently; and
  - (b) payments that take place until you notify us that your Payment Instrument has been lost or your passwords or PIN (or similar) have become known to someone else (other than authorised providers of Account Information Services or Payment Initiation Services which required your password to provide their services) but only if the payment was made because you deliberately or negligently failed to keep your Payment Instrument secret or failed to notify us as soon as you should have done.
- 6.3 We will not be liable to you for any Losses you suffer or costs you incur because:
- (a) we do not act on a Payment Order for any reason specified in the Agreement; or
  - (b) the details contained in the Payment Order were not correct.

You should let us know even if a provider of Payment Initiation Services is involved in making the payment.

## 7. Lost or mistaken payments

- 7.1 If you ask us to make a payment into an account at another bank and that bank says that it did not receive the payment, we will refund the amount of the payment as soon as we can and return your Bank Account to the position it would have been in if the payment had not been made (including, if applicable, refunding any charges you've paid and making sure that any interest we pay/refund to you dates back to when the relevant amount was taken from your Bank Account), except in the following cases:
- (a) There was a mistake in any of the details contained in the Payment Order you gave us (if applicable). If this is the case, we will make reasonable efforts to recover the cash. We will charge you a reasonable amount to cover our costs in doing so. We will tell you the amount of the additional charge before we take the action. Where we are unable to get the money back, you can send us a written request and we'll then provide all the relevant information we can in order for you to claim repayment of the funds. We'll only provide you with information that we are allowed to provide to you by law.
  - (b) We can show that the payment was received by the other person's bank. In this case, that bank is required by law to make the payment immediately to that person.
- 7.2 If you have instructed us to make payments requested by third parties under the UK Direct Debit Scheme, we will provide refunds for any error made in accordance with the terms of the Direct Debit Guarantee (set out on the direct debit form or direct debit confirmation).
- 7.3 If you ask us to make a payment to someone in the EEA and they receive it later than we've stated they should do (see Section C, Part 2 for more information), you can ask us and we'll contact the other bank and ask them to correct the amount of any interest on the Bank Account with their customer (so that it is as if the payment was received on time).

- 74 If we receive a payment from another bank for you and it is credited to your Bank Account later than it should have been (see Section C, Part 2), we'll immediately credit your Bank Account with the relevant amount to put the Bank Account back to the position as if you received the payment when you should have done.
- 75 If you ask us to trace a payment, we will do this and we will let you know the outcome. We will do this without charge (unless any payment instructions you provided to us weren't correct as then a charge may apply).

## 8. Refunds for certain payments

- 8.1 Where you have agreed that another person can take a payment out of your Bank Account (for example, if you have given your debit card details to a third party in the EEA for the purpose of making a payment), you can ask us to refund a payment if all the conditions set out below are satisfied. We may ask you to provide information which is reasonably necessary to investigate whether or not you are entitled to the refund. In addition, you may also find it helpful to contact the person who took the payment from you. We will refund you the payment within ten Working Days of receiving your request, or of receiving any further information we have requested, or we will inform you of our reasons for refusing the refund. If we provide a refund, we will make sure that any interest we pay/refund to you dates back to when the relevant amount was taken from your Account. The conditions are that:
- (a) the authorisation you gave did not specify the exact amount to be paid;
  - (b) the amount that has been requested was more than you could reasonably have expected to pay, based on the circumstances, including your previous spending patterns; and
  - (c) you make the refund request within eight weeks of the date when the payment was made from your Bank Account.
- 8.2 If you have instructed us to make payments requested by third parties under the SEPA Core Direct Debit Scheme you can ask us for a refund within eight weeks of the date when the payment was made from your Bank Account. You can do this for any reason. Your rights under the SEPA Core Direct Debit Scheme do not alter the arrangements between you and the person who took the payment and any disputes between you should be resolved directly.

## 9. Our liability

Except as set out above, the liability of any member of the Barclays Group for any Losses resulting from any failure, delay or error in respect of a payment instruction under this Section C will be limited to interest calculated at the rate and/or in the manner provided under applicable law or regulations governing such payments by persons generally (or, in the absence of such law or regulations, to interest at the Bank of England's Base Rate for the time being in force) and will be calculated from the end of the third Working Day (for payments within the EEA) or the fifth Working Day (for all other international payments) (or any other date we specifically agree with you) following the date we accept your instructions to the date the cash is credited to the beneficiary's bank.

## Part 3 – Other Bank Account related services

The Bank Account related services referred to in this Section C, Part 3 are only provided to you by Barclays Bank UK.

### 1. Borrowing on your Bank Account

- 1.1 If you think that you may occasionally need to borrow on your personal current Bank Account, you must ask whether we can set up an arranged overdraft.
- 1.2 An arranged overdraft allows you to borrow up to the limit we agree, if you would not otherwise have the Cash Available on your Bank Account to make a payment or a cash withdrawal. If a Personal Reserve or Emergency Borrowing facility is available on a Bank Account, you can have an arranged overdraft with or without a Personal Reserve or Emergency Borrowing. We do not have to agree to provide you with a borrowing facility but, if we do, we will tell you the limits, interest rates, fees and charges that apply and we will confirm these details to you in writing. All borrowing facilities are subject to status.
- 1.3 Arranged overdrafts and Personal Reserves/Emergency Borrowing are only for short term borrowing. You should make regular payments into your Bank Account so that the amount you owe us is reduced. If you do not do this, we can require you to do so. Unless we tell you, or agree with you otherwise, any sum paid into your Bank Account will be used to repay any amounts you owe us in the following order:
  - (a) firstly, our fees (including any insurance premiums we debit to your Bank Account);
  - (b) secondly, your Personal Reserve/Emergency Borrowing (where you have used this type of borrowing and whether or not you also have an arranged overdraft with us); and
  - (c) thirdly, your arranged overdraft (including interest).You cannot make a payment into your Bank Account to repay a particular payment or type of payment or to reduce the amount you owe us in any different order.
- 1.4 Arranged overdraft interest is calculated on the daily statement balance and will be charged at least quarterly.
- 1.5 You will be given at least 14 calendar days' advance notice on your statement of the total of any arranged overdraft interest or certain arranged overdraft and Personal Reserve/Emergency Borrowing fees that will be deducted from your Bank Account (details of these fees will be set out in our published tariffs). We work out the monthly charging period from the date you select for your statement to be issued. If you do not select a date, the statement will be issued on the day of the month that your Account was opened. The monthly charging period always closes one Working Day before the statement date and the statement is always dated one Working Day before the statement is issued.
- 1.6 We will review your arranged overdraft and/or borrowing facility limit regularly and may increase or decrease it (including removing it entirely). If we do, we will write to tell you. We will usually give you 2 months Personal Notice before the change takes effect but we can reduce your limit immediately if it is appropriate, for example where we have asked you to repay all or part of your arranged overdraft or based on our assessment of affordability or risk. If we reduce or remove your limit, you will have to pay our charges for refusing a payment due to lack of funds and/or for allowing a payment despite lack of funds if you subsequently attempt to exceed your revised limit.
- 1.7 Unless we have specifically agreed otherwise with you, we may require you to repay any or all of your overdraft or similar borrowing facility at any time. Wherever possible, we will give you advance notice of repayment but we do not have to give advance notice. If you have a foreign currency Bank Account, you must repay any overdraft on it by making a payment in the relevant foreign currency, at the bank we use for our foreign currency accounts (we will tell you which bank this is). Until you repay us in full, we will charge interest and fees (as applicable) at the contractual rates both before and after any court order in our favour for repayment.
- 1.8 You are responsible to us for any costs we reasonably incur in obtaining repayment of overdrawn balances.

### 2. Statements

- 2.1 We will provide statements showing the individual transactions paid into and out of your Account since the previous statement, together with information about those transactions, including details of any charges made, interest payable or exchange rates used in relation to the transaction. Unless a different frequency is agreed with you, we will provide these statements monthly. You can also ask us at any time for information about individual transactions or for a monthly statement by contacting your usual contact. If you have told us you do not want to receive a monthly statement, you can always change your mind and ask us to provide one.

- 2.2 If you have a restricted access account, the above won't apply to you and we'll put your account information on regular statements. We'll let you know in your additional conditions if your account is a restricted access account (that is an account where you can't make day to day payments or that has other payment restrictions).
- 2.3 You must tell us as soon as you can if a statement includes something which appears to you to be wrong or if a payment was not made in accordance with your instructions. We will correct any entry we made by mistake on your Account statement immediately after you tell us about it or we notice it.

### 3. Interest aggregation

- 3.1 You can ask us and we may agree to group together, for interest purposes, multiple sterling savings Bank Accounts, including your own and others'. You cannot include any Bank Accounts over which you have granted security to us or another bank.
- 3.2 Where you request Bank Accounts to be grouped in this way, we will work out interest on the total balance of the Accounts and pay it quarterly in arrears into your Nominated Bank Account.
- 3.3 You can ask us to add or remove a Bank Account from the interest aggregation at any time (instructions in relation to a joint Bank Account must be signed by each party).
- 3.4 We will stop grouping Bank Accounts in this way if any of the Bank Account holder's changes, dies or is subject to an insolvency or bankruptcy action, application or proceeding. If this happens, the remaining parties can reapply for their Bank Accounts to be grouped together.

# Annex A – Barclays UK banking services for Cash Accounts

The banking services referred to in this Section C, Annex A for Cash Accounts associated with investment services are only provided to you by Barclays Bank UK and in this Section C, Annex A “we” or “us” refers only to Barclays Bank UK. Barclays Investment Solutions is not a bank and does not provide you with any Bank Accounts or banking services. When it holds your cash it does so as Client Money in accordance with Section B, Part 9.

Section C of this Agreement shall apply to Cash Accounts attached to an Investment Account to which Section B applies subject to the following amendments:

## 1. Part 1 – Operating your Bank Account

1.1 Clause 6.3 (When we can refuse a payment) does not apply;

1.2 Clause 9.4 (Interest and tax deductions) shall be deleted and replaced with the following: -

9.4 When we start to pay interest on payments made into the Bank Account depends on how the payment is made and the Account you are paying it into.

<b>Payment received before any applicable Cut Off Time on a Working Day</b>	<b>Interest payable from</b>
Cash or Electronic payments in euro, sterling or the currency of another EEA country where we provide the service to you.	The day received
Cheques payable in one of the above currencies, paid in at a Barclays branch into a savings Account in the same currency	
Cheques payable in one of the above currencies, paid in at a Barclays branch into a Bank Account in the same currency which is not a savings account	Two Working Days after the cheque paid in
Cheque payable in another currency or drawn on a bank outside the country where we provide the service to you	The day we receive or pay the amount of the cheque
Payments in a currency other than euro, sterling or the currency of another EEA country where we provide the service to you	As agreed

## 2. Part 2 – Making and receiving payments

2.1 Clause 1.2 (Payments into your Bank Account) shall be deleted and replaced with the following: -

The timing of payments into your Cash Account depends on how the payment is made and where it has come from. Although payments made into a Cash Account on a non-Working Day will not generally be processed by us until the following Working Day, in certain circumstances (such as where they are made through online banking) they will be shown on your Cash Account, and will be available to use, on that day but will be dated the following Working Day. However, where applicable, interest will not begin to be payable until the following Working Day.

### Cash payments

Cash received by us in euro, sterling (or the currency of another EEA country where we provide the service to you) before the Cut-Off Time on a Working Day will be available for you to use immediately if paid into a Cash Account denominated in the same currency. You can ask us for the times that apply to payments in other currencies or to Accounts denominated in other currencies.

We offer a number of ways for you to pay in cash. When we receive the cash depends on how you pay it in.

Cash paid in	Received by us
Over the counter at a Barclays branch in the country where we hold your Account and counted while you wait	Immediately
Over the counter at a Barclays branch in the country where we hold your Account but not counted while you wait or through a self-service machine	When the money is counted (we, or a notice on the machine, will tell you when this will happen)
Over the counter in a country other than the country where we hold your Account	When the money is received in the country where we hold your Account (we will tell you when this will happen)
Through a night safe	When the money is counted (this will be the start of the following Working Day unless we tell you otherwise)
Together with other non-cash credits (for example, where cash is paid together with a cheque on the same credit slip)	At the end of the day (we will tell you if this will happen sooner)

If you deposit cash over the counter at a Barclays branch in a different country to the country where we hold your Account, we must first transfer it to the country where we hold the Account. You can ask us when it will be received into your Account.

If, in the UK, you pay in cash over the counter at the Post Office to your Account, it will take an additional two Working Days, beyond the clearing time set out above, for the cash to be received by us.

### Cheques

The law relating to the processing of sterling cheques issued in the UK has changed. In the future, banks will process cheques as images, and cheques will clear faster:

Once we make this service available:

- when you pay in cheques, the funds will be in your account before midnight the next working day (Monday to Friday, except public holidays) at the latest.
- we'll allow cheques to be paid in by sending an image of the cheque (for example using an app or other technology we accept)
- you can continue paying in cheques as you normally do (i.e. in branch)
- we'll clear cheques using an image of the cheque rather than paper. This means if you want a copy of a cheque (for instance if it's returned unpaid), we'll only give you an image of the cheque.

### Electronic payments

An Electronic payment received by us before the Cut-Off Time on a Working Day in euro or sterling, or the currency of another EEA country where we provide the service to you, into an Account in the same currency will be available for you to use immediately. If you ask us, we will tell you when other Electronic payments will be available for you to use.

2.2 Clause 1.3 (Payments into your Bank Account) shall be deleted and replaced with the following: -

1.3 Sometimes a payment is recalled by the bank that made it (for example, because that bank's customer did not have enough money for the payment) and sometimes a payment is made into your Cash Account by mistake. If this happens, we will take the payment out of your Cash Account, even if we allowed you to make a payment or to take cash on the assumption that the payment would not be recalled. You may incur charges and interest on any overdrawn amount, according to the terms for your Cash Account. We may also charge a fee if a payment is recalled by another bank or if we recall a payment you have made by cheque. Details of these charges will be set out in our published tariffs.

2.3 Clause 6.1 (Unauthorised payments) shall be deleted and replaced with the following:

6.1 If you tell us that a payment from your Cash Account was not authorised by you, we will carry out an investigation and, as soon as we are reasonably satisfied that you did not authorise payment (or earlier where the Regulatory Requirements provide), we will refund the amount deducted and will return your Cash Account to the position it would have been in if the unauthorised payment had not taken place. This means, for example, that we will pay any interest on the amount incorrectly paid and/or refund interest or charges which we made because the Cash Account became overdrawn. We will have no further liability to you.

2.4 Clause 6.2 (Unauthorised payments) does not apply.

2.5 Clause 6.3 (Unauthorised payments) shall be deleted and replaced with the following: -

6.3 However, you will be liable for:

- (a) all payments made from your Cash Account if you have acted fraudulently; and
- (b) payments that take place until you notify us that your Payment Instrument has been lost or your passwords or PIN (or similar) have become known to someone else but only if the payment was made because you deliberately or negligently failed to keep your Payment Instrument secret or failed to notify us as soon as you should have done.

2.6 Clause 6.4 (Unauthorised payments) shall be deleted and replaced with the following:

6.4 We will not be liable to you for any Losses you suffer or costs you incur because:

- (a) we do not act on a Payment Order for any reason specified in the Agreement; or
- (b) the details contained in the Payment Order were not correct.

2.7 Clause 6.5 (Unauthorised payments) does not apply.

2.8 Clause 7 (Lost or mistaken payments) shall be deleted and replaced with the following:

7. Lost or mistaken payments

7.1 If you ask us to make a payment in an EEA currency to an account at another bank in the EEA from a Cash Account held in an EEA currency and that bank says that it did not receive the payment, we will refund the amount of the payment and return your Account to the position it would have been in if the payment had not been made, except in the following cases:

- (a) There was a mistake in any of the details contained in the Payment Order you gave us. If this is the case, we will make reasonable efforts to recover the cash. We will charge you a reasonable amount to cover our costs in doing so. We will tell you the amount of the additional charge before we take the action.
- (b) We can show that the payment was received by the other person's bank. In this case, that bank is required by law to make the payment immediately to that person.

7.2 If you have instructed us to make payments requested by third parties under the UK Direct Debit Scheme, we will provide refunds for any error made in accordance with the terms of the Direct Debit Guarantee (set out on the direct debit form or direct debit confirmation).

7.3 If you ask us to make a payment to an account at another bank outside the EEA or from a Cash Account which is not in an EEA currency and the payment is not received by the other bank as a result of an error we made, we will refund the amount of the payment, our charges and interest calculated at the rate required by any Regulatory Requirements on the amount of the payment for the period from the date of your instructions until the date the refund is made.

If we can show that we carried out your Payment Order correctly or that there was a mistake in any of the details contained in the Payment Order you gave us, we will make reasonable efforts to recover the cash. We will charge you a reasonable amount to cover our costs in doing so. We will tell you the amount of the additional charge before we try to recover the cash.

2.9 Clause 8 (Refunds for certain payments) shall be deleted and replaced with the following:

8. Refunds for certain payments

8.1 Where you have agreed that another person can take a payment out of your Cash Account in an EEA currency (for example, if you have given your debit card details to a third party in the EEA for the purpose of making a payment), you can ask us to refund a payment if all the conditions set out below are satisfied. We may ask you to provide information which is reasonably necessary to investigate whether or not you are entitled to the refund. In addition, you may also find it helpful to contact the person who took the payment from you. We will refund you the payment within ten Working Days of receiving your request, or of receiving any further information we have requested, or we will inform you of our reasons for refusing the refund. The conditions are that:

- (a) the authorisation you gave did not specify the exact amount to be paid;
- (b) the amount that has been requested was more than you could reasonably have expected to pay, based on the circumstances, including your previous spending patterns; and
- (c) you make the refund request within eight weeks of the date when the payment was made from your Cash Account.

8.2 If you have instructed us to make payments requested by third parties under the SEPA Core Direct Debit Scheme you can ask us for a refund within eight weeks of the date when the payment was made from your Account. You can do this for any reason. Your rights under the SEPA Core Direct Debit Scheme do not alter the arrangements between you and the person who took the payment and any disputes between you should be resolved directly.

3. Part 3 – Other Account services

3.1 Clause 2 (Statements) shall be deleted and replaced with the following:

2. Statements

2.1 We will provide statements showing the individual transactions paid into and out of your Cash Account since the previous statement, together with information about those transactions, including details of any charges made, interest payable or exchange rates used in relation to the transaction. Unless a different frequency is agreed with you, we will provide these statements quarterly. You can also ask us at any time for information about individual transactions or for a monthly statement by contacting your usual contact.

2.2 You must tell us as soon as you can if a statement includes something which appears to you to be wrong or if a payment was not made in accordance with your instructions. We will correct any entry we made by mistake on your Account statement immediately after you tell us about it or we notice it.



# Section D – Additional Barclays UK services

## 1. Bill Payment Service

- 1.1 If we provide this service, you may instruct us to pay certain bills on presentation or on a date specified by you, in full or to an amount limited by you. The bills should be addressed to you, care of Barclays and marked for the attention of your usual contact. We can only make these payments from a personal current account you nominate and cannot make these payments from any corporate or savings accounts that you hold with us.
- 1.2 Except where we are entitled not to act on instructions for reasons set out in the Agreement, we will pay bills by debiting the account specified by you. All payments made by us on your instructions will be made by us as your agent at your risk. Where you do not put a time limit on your instruction, we will continue to pay bills in accordance with this section until you instruct us to do otherwise.

## 2. Hold Mail Service (not available to new clients)

- 2.1 If we provide this service, you may instruct us to hold, on your behalf, all items of correspondence (including letters, notices and statements) from us that would otherwise be sent to you during a period of one year (**Mail Retention Period**).
- 2.2 The correspondence will be held by us in a file maintained by us or in Electronic or any other form.
- 2.3 You acknowledge that you must accept delivery of all mail yourself, or by your authorised attorney, at least once each Mail Retention Period either:
  - (a) in our offices against acknowledgement of receipt; or
  - (b) via an Electronic banking application where available (the available mail may in such case be limited to account/ deposit statements, transaction advice and debit and credit advice).
- 2.4 In spite of any other clause in the Agreement, if you fail to accept delivery of the mail in physical or Electronic form, you acknowledge and agree that we will be entitled to:
  - (a) send the mail, in original, in copy or Electronically, to the default hold mail delivery address set out in your Application Form or as later notified by you in writing, without requesting or waiting for further instructions from you; and/or
  - (b) seek to contact you by other means; and/or
  - (c) decline to Execute any orders or instructions from you for the transfer or sale of assets; and/or reject incoming transfers; and/or cease to provide services on any or all of your Account, facilities or mandates held with, or operated by, us; and/or
  - (d) terminate our relationship with you, in each case without any liability at all for us.
- 2.5 You undertake to notify us immediately of any changes to the default hold mail delivery address.
- 2.6 We will retain and forward mail as your agent and at your risk. You will be responsible for any Losses that may result from not meeting any deadlines that are relevant to any mail that is the subject matter of this service. You will be liable to us for Losses incurred by us in complying with your instructions.
- 2.7 If we consider it necessary, we may, but are not obliged to, open or examine any mail addressed to you which is re-directed to us to hold as hold mail.
- 2.8 Where we are instructed to hold mail, you will be deemed to have received, on the date of such correspondence, and to be aware of and bound by the contents of any notices or revised terms that we have produced for, or are required to give, you during the relevant Mail Retention Period. You also agree that we may charge a fee in respect of these arrangements.

## 3. Safe Keeping and Safe Custody Services Safe Keeping Service

- 3.1 We may hold physical assets on your behalf, either on a disclosed and itemised basis or on an undisclosed basis, depending on the type of assets and your preferred method of deposit.
- 3.2 In the UK, this service is not regulated by the FCA. This means that FCA Rules for the protection of retail clients will not generally apply except for the right to complain to the Financial Ombudsman Service in certain circumstances.

- 3.3 If you deposit bearer securities, share certificates or other documents which are, or relate to, investments (**Investment Documents**), we will not in any way be responsible for administering them and will simply hold or arrange the holding of the Investment Documents on your behalf. For the avoidance of doubt, we will not, unless required by Regulatory Requirements:
- (a) record or register your interest on any register of holdings or similar records;
  - (b) exercise any rights in relation to the Investment Documents;
  - (c) reconcile any holdings of Investment Documents with a third party; or
  - (d) claim or arrange payments in respect of any Investment Documents. We will only remit and/or process payments received by us in relation to Investment Documents in accordance with our banking service.
- 3.4 If you wish to sell stocks or shares held by us as part of the safe keeping service, we may require you to enter into specific arrangements to facilitate this.
- 3.5 We will not include any Investment Documents held by us as part of the safe keeping service on statements or other periodic client reporting. If you ask us, we will prepare a schedule of Investment Documents held by us. A charge will apply. Copies of our published fee tariffs are available on request.
- 3.6 You must ensure that all registrars, paying agents and similar third parties have your correct mailing address as we will not deal with any correspondence in relation to Investment Documents on your behalf under the safe keeping service.
- 3.7 If the Assets deposited require any particular environmental or atmospheric conditions, it is your responsibility to ascertain that the arrangements for safe keeping are suitable.
- 3.8 You must keep the Assets deposited with us adequately insured and must follow any instructions or requirements we give you in relation to the Assets. We will not be responsible for loss or damage to your Assets caused by your failure to do this.
- 3.9 You must not deposit any item which includes any potentially explosive, corrosive, noxious or dangerous substance, any unlawful object or substance, or any object or substance to be used for any unlawful purpose or which represents the proceeds of crime.

#### Safe Custody Service

- 3.10 Unless we agree otherwise, we will provide a safe custody service where, in respect of your investments:
- (a) all Securities (except bearer stocks) purchased by you through us will be registered in your name; and
  - (b) any documents of title (including bearer stocks) will be held by us.
- 3.11 We will send you a valuation of Assets held by us within six months of the start of the Agreement and at minimum six-monthly intervals from then.
- 3.12 We may not send you six-monthly valuations if you currently receive this information directly from a product provider.

#### Miscellaneous

- 3.13 We will send to you any Assets held by us under the safe keeping and safe Custody Services by what we reasonably believe to be a secure method. We will not accept any responsibility for any failure of the delivery method. Unless we hear from you to the contrary within three months of the Assets being sent, we will assume that they have been safely received by you or the designated third party recipient.
- 3.14 If we lose contact with you, we may open or examine any asset held by us or the service provider on your behalf to assist us to trace you.

#### Ending the Safe Keeping and Safe Custody Services

- 3.15 In spite of the clauses dealing with ending the relationship, services or products set out in Section A, Part A of the Agreement, we may terminate the Safe Keeping and Safe Custody Services under the Agreement (in relation to all or some of the assets deposited or generally) at any time without notice.
- 3.16 If either we or you terminate your receipt of banking services from us, the Safe Keeping and Safe Custody Services under the Agreement will terminate at the same time.

# Section E – Your personal information and your business information

Barclays is committed to protecting your personal data. We will use your information for a number of different purposes, for example, to manage your account(s), to provide our products and services to you and others and to meet our legal and regulatory obligations. We may also share your information with our trusted 3rd parties for these purposes. For more detailed information on how and why we use your information, including the rights in relation to your personal data, and our legal grounds for using it, please go to <https://www.barclays.co.uk/important-information/control-your-data/> or you can request a copy from us.

## Credit Reference Agencies and Fraud Prevention Agencies

We will supply your personal information to credit reference agencies and fraud prevention agencies and they will give us information about you, such as about your financial history. We do this to assess creditworthiness and product suitability, check your identity, manage your account, trace and recover debts and prevent criminal activity. These agencies may in turn share your personal information with other organisations. If fraud is detected, you could be refused certain services, finance or employment. Once you open an account with us, we will share account data with the credit reference agencies on an ongoing basis.

If false or inaccurate information is provided to us and fraud is identified, details may be passed to credit reference and fraud prevention agencies to prevent fraud and money laundering and to verify your identity.

The Credit Reference Agency Information Notice (CRAIN) describes how the three main credit reference agencies in the UK each use and share personal data. The CRAIN is available on the credit reference agencies' websites:

- [www.callcredit.co.uk/crain](http://www.callcredit.co.uk/crain)
- [www.equifax.co.uk/crain](http://www.equifax.co.uk/crain)
- [www.experian.co.uk/crain](http://www.experian.co.uk/crain)

Or you can ask us for a copy of these.

For more details on how information held by credit reference agencies and fraud prevention agencies may be used, please go to <https://www.barclays.co.uk/important-information/control-your-data/> or you can request a copy from us.

You consent to us using your information to provide payment services to you. If you withdraw this consent, we will stop providing payment services but may still use your data where we have lawful grounds to do so (for example because we need to retain records for regulatory purposes).

# Section F – About us

## 1. Our businesses

Barclays UK offers banking, wealth and investment products and services to its clients through Barclays Bank UK and Barclays Investment Solutions.

## 2. Company details

All companies are registered in England, registered office 1 Churchill Place, London E14 5HP, unless we say otherwise.

Barclays Bank UK PLC Registered No. 09740322. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register No. 759676).

Barclays Investment Solutions Limited, Registered No. 02752982. Authorised and regulated by the Financial Conduct Authority (Financial Services Register No. 155595)

## 3. Our websites

[barclays.co.uk/wealth](http://barclays.co.uk/wealth)

## 4. Contacts

Service supplied by	Telephone and electronic contacts	Address
<b>UK</b>		
Barclays Investment Solutions Limited	Tel: +44 (0) 207 116 9000 Website: <a href="http://barclays.co.uk/wealth">barclays.co.uk/wealth</a>	Customer Relations Barclays 1 Churchill Place London E14 5HP
Barclays Bank UK PLC	Tel: +44 (0) 207 623 2323 Website: <a href="http://barclays.co.uk/wealth">barclays.co.uk/wealth</a>	Customer Relations Barclays 1 Churchill Place London E14 5HP

# Section G – Definitions and interpretation

**“Account”** means, unless otherwise provided in these terms, a Bank Account (including a Bank Account that is a Payment Account), ISA Account, Investment Account(s), Cash Account or other account opened by us for you in relation to a particular Barclays UK service under this Agreement.

**“Account Information Services”** means a service that allows you to see your Bank Accounts which are Payment Accounts with different providers in one place.

**“ADR”** has the meaning given in Section B, Part 4.

**“Advisory Service”** means a service of the kind provided by Barclays Investment Solutions or Barclays Bank UK as described in Section B, Part 3.

**“Affiliate”** means any undertaking in the same group as Barclays Bank UK, “Group” having the meaning given to that expression in the FCA Rules.

**“Agreement”** means the terms contained in this document, your Application Form or Application Forms and other documents or information, such as those setting out our interest rates and charges.

**“Application Form”** means the application form (or forms) completed and signed by you requesting the provision of services from either Barclays Bank UK or Barclays Investment Solutions and which incorporates the relevant sections of this document.

**“Approved Bank”** means a bank/credit institution with which Barclays UK Investment is, under the FCA Client Money Rules, permitted to hold Client Money.

**“Arrange or Arranging”** means where an investment firm passes an order for a transaction to another investment firm which is responsible for Executing the order on an execution venue.

**“Assets”** means the portfolio of assets (including uninvested cash) in respect of which Barclays Investment Solutions provides its Discretionary Investment Management Services or Custody Services under the Agreement.

**“Bank Account”** means a deposit account with Barclays Bank UK, which includes a current account and a savings account.

**“Barclays Bank UK”** means Barclays Bank UK PLC, Registered No. 09740322.

**“Barclays Group”** means the group of companies of which Barclays PLC is ultimate holding company, including (without limitation) Barclays Bank UK, Barclays Bank PLC and Barclays Investment Solutions Limited.

**“Barclays International”** means Barclays Bank PLC and other relevant companies which carry on Barclays International business.

**“Barclays Investment Solutions”** means Barclays Investment Solutions Limited, Registered No. 02752982.

**“Barclays UK”** means Barclays Bank UK and Barclays Investment Solutions and any other companies which carry on Barclays UK business.

**“Bank of England’s Base Rate”** means the base rate of the Bank of England at the time interest is calculated.

**“Best Execution Policy”** means (i) Barclays UK Investment’s policy that requires Barclays Investment Solutions to provide best execution as summarised in Schedule 2 when Arranging or Executing transactions for you; (ii) Barclays Bank UK’s similar best execution policy in Schedule 1 which applies when it Arranges transactions on your behalf.

**“Cash Account”** a cash account attached to an Investment Account to which Section B (Barclays UK investment services) applies)

**“Cash Available”** means having cleared cash available for use calculated in the way described in Section B (Barclays UK investment services) or Section D (Additional Barclays UK services), as appropriate.

**“Client Money”** means money of any currency that Barclays Investment Solutions or where relevant Barclays Bank UK receives or holds for you, or on your behalf, in accordance with the Client Money Rules, other than money which is due and payable by you to us or a third party or money which is otherwise excluded from the definition of Client Money under the Client Money Rules.

**“Client Money Rules”** means the FCA’s rules in chapter 7 of its Client Assets Sourcebook that concern the holding and distribution of Client Money by Barclays Investment Solutions.

**“Client Money Distribution and Transfer Rules”** means Chapter 7A in the FCA’s Client Assets Sourcebook.

**“Collective Investment Scheme”** means a scheme for the management of property of any description which enables participants in the scheme to receive income or profits from that property, such as open-ended investment companies, unit trusts and investment trust companies.

**“Confidential Information”** means all information we receive about you, your transaction and your Accounts, under or in connection with these terms, that is not already publicly available (other than as a result of breach of these terms by us).

**“Contingent Liability Transaction”** means a transaction that involves any actual or potential liability for you that may exceed the cost of initially acquiring an investment.

**“Costs and Charges Disclosure Documents”** means, in respect to Barclays UK investment services in Section B only, the information we provide to you about our costs and charges in relation to transactions including any pre trade disclosure, post trade disclosure, illustration and/or breakdown”. This may include costs and charges disclosure made in reports we make for other purposes, such as our periodic reporting for your Discretionary Investment Management Service from Barclays Investment Solutions, if relevant.

**“Cut-Off Time”** means the time, towards the end of the Payment Day, by which we must receive all Payment Orders and payments (including cash) into a Bank Account if they are to be processed that day.

**“Custody Services”** means a service of the kind provided by Barclays Investment Solutions as described in Section, B Part 8 when it holds and administers your Assets.

**“Dealing Services”** means a service of the kind provided by Barclays Investment Solutions or Barclays Bank UK as described in Section B, Part 4, including Executing and Arranging transactions. Barclays Bank UK only Arranges and does not Execute transactions.

**“Default Actions”** has the meaning provided in Section B, Part 4.

**“Discretionary Investment Management Service”** means a service of the kind described in Section B, Part 2 provided by Barclays Investment Solutions.

**“DVP Service”** means an investment service provided by Barclays Investment Solutions where your assets are held with a third party custodian outside the Barclays Group.

**“Early Termination”** has the meaning given in the Delivery/Receipt versus Payment Service terms in Section B, Part 1, clause 7.10.

**“EEA”** means the European Economic Area, which is all the countries in the European Union and Iceland, Norway, Liechtenstein and (for the purposes of this Agreement) Gibraltar.

**“Electronic”** and **“Electronically”** means any form of message or communication made by any type of telecommunication, digital or IT device. This includes, for example, text messages, email or communications using online tools we make available to you.

**“Emergency Borrowing”** is a type of borrowing that we can provide in addition to or instead of an arranged overdraft where we make additional Cash Available to you up to a pre-authorised limit to cover payments, for example, when there is insufficient cash in your current Bank Account, or a transaction on any other Bank Account will cause you to exceed any arranged overdraft limit.

**“Execute or Executing”** means where an investment firm receives an order either from a client or a third party (including a firm exercising its discretion as a portfolio manager) and is responsible for executing the order on an execution venue.

**“Faster Payments”** means the faster payments service operated by APACS (Administration) Limited or CHAPS Clearing Company Limited and which Barclays uses, as appropriate.

**“FCA”** means the Financial Conduct Authority in the UK, whose current address is 25 The North Colonnade, Canary Wharf, London E14 5HS, or any succeeding authority.

**“FCA Rules”** mean the legal rules and guidance published by the FCA.

**“FCA’s Custody Rules”** means the rules in Chapter 6 of the FCA’s Client Assets Sourcebook.

**“Financial Planning Services”** means the wealth planning services described in Section B, Part 11.

**“Funds For Investment”** means cash balances that you hold with us for investment purposes.

**“FX Contract”** means any spot contract, whether oral or written, for the purchase or sale of any currency. A spot contract is a contract for the exchange of one currency against another currency under which the terms provide for delivery to be made within the longer of the following periods: (a) 2 trading days in respect of any pair of Major Currencies or (b) for any pair of currencies where at least one currency is not a Major Currency, the longer of 2 trading days or the period generally accepted in the market for that currency pair as the standard delivery period.

**“Innovative Finance ISA”** means an ISA Account that is limited to holding investment in peer-to-peer loans and ‘crowdfunding debentures’

**“Insolvency Event”** means: (a) you have become bankrupt, insolvent or you are unable to pay debts as they fall due; or (b) any step, application or proceeding has been taken by you or against you or in respect of the whole or any part of your undertaking, for a voluntary arrangement or composition or reconstruction of your debts, winding up, bankruptcy, dissolution, administration, receivership or otherwise or any similar proceeding in any jurisdiction.

**“Investment Account”** means a securities investment account which represents securities and other investments which you hold with Barclays Investment Solutions for the purposes of our investment services, including Dealing and Discretionary Investment management Services, and to which assets are recorded or in which, where we provide custody, your Assets are held.

**“Investment Documents”** means bearer securities, share certificates or other documents which are, or relate to, investments.

**“Investment Objective”** means the investment objective that you have discussed and agreed with Barclays Bank UK or Barclays Investment Solutions (or where relevant, a FA) for a particular Barclays Investment Solutions service;

**“Investment Strategy”** means the investment strategy that you have discussed and agreed with Barclays Bank UK or Barclays UK Investment (or where relevant, a FA) for a particular Barclays Investment Solutions service.

**“ISA or ISA Account”** means an Individual Savings Account subject to and created under the ISA Regulations, including, in relation to Barclays Investment Solutions, a Stocks & Shares ISA or an Innovative Finance ISA or any other kind of individual savings account from time to time permitted by the ISA Regulations and made available to you by Barclays UK.

**“ISA Regulations”** means the Individual Savings Account Regulations 1998, as amended or supplemented from time to time.

**“KID”** means a key information document that we are required to provide to you with respect to packaged retail investment products (such as money market funds and structured products).

**“KIID”** means a key investor information document that we are required to provide to you with respect to UCITS funds.

**“LEI”** means a legal entity identifier.

**“Leveraged Financial Instrument”** means a financial instrument that has the potential to magnify your exposure to an underlying risk (e.g. a future or other margined transactions).

**“Limit Order”** means an instruction to place a trade at a price (agreed with us) that is more advantageous to you than the market price at the time the order is placed, for example, an instruction to sell at a price that is higher than is currently available or to buy at a price that is lower than is currently available.

**“Losses”** means all reasonable losses, costs, expenses, damages and liabilities.

**“Major Currency”** means US dollar, Euro, Japanese yen, Pound sterling, Australian dollar, Swiss franc, Canadian dollar, Hong Kong dollar, Swedish krona, New Zealand dollar, Singapore dollar, Norwegian krone, Mexican peso, Croatian kuna, Bulgarian lev, Czech koruna, Danish krone, Hungarian forint, Polish złoty and Romanian leu.

**“Margin”** means cash or assets that you deposit with us in connection with a Contingent Liability Transaction or leveraged trading position.

**“Market Rules”** has the meaning given in Section B, Part 4.

**“MiFID”** means Directive 2014/65/EU on markets in financial instruments

“**MiFIR**” means Regulation (EU) No 600/2014 of the European Parliament and of the Council of 15 May 2014 on markets in financial instruments

“**MTF**” is short for Multilateral Trading Facilities, which is explained in Barclays Investment Solutions’ Best Execution Policy in Schedule 2.

“**Nominated Bank Account**” means a personal bank or building society account in your name or held jointly by you which you specified in your Application Form or notified to us at a later date.

“**OTC**” means over the counter, i.e. when an investment transaction does not take place on a trading venue.

“**OTF**” means an organized trading facility. This is a multi-lateral trading system in which multiple third party buying and selling interests are traded as defined in the FCA Rules.

“**Packaged Product**” means: (a) a life policy; (b) a unit in a Regulated Collective Investment Scheme; (c) an interest in an investment trust savings scheme; (d) a stakeholder pension scheme; (e) a personal pension scheme; whether or not (in the case of (a), (b) or (c)) held within a wrapper and whether or not the packaged product is also a stakeholder product.

“**Payment Account**” means a Bank Account provided by Barclays Bank UK that is predominantly used for making payments rather than for saving. We will tell you when you open a Bank Account if it is not a Payment account.

“**Payment Day**”, for the purpose of making or receiving payments, means calendar days other than weekends or public holidays.

“**Payment Initiation Services**” means a service that allows you to instruct payments to be made from any of your relevant Bank Accounts which is a Payment Account by a third party.

“**Payment Instrument**” means a personal device, card or Security Information or a physical device and Security Information (such as a card used with a PIN) as defined in Section C, Part 1 (Operating your Bank Account).

“**Payment Order**” means an instruction to make payments (for example, by direct debit, cheque or direct transfer) or cash withdrawals from a Bank Account in accordance with Section C or from a Cash Account as set out in Section C, Annex A.

“**Personal Notice**” means any notice sent to you by post or Electronically, including notices sent with a statement.

“**Personal Representative**” means:

- (a) the individuals who have obtained probate, confirmation, letters of administration or their equivalent on your death, or have satisfied us that they intend to, and who have the power to give us competent Instructions relating to your estate; or
- (b) the individuals from whom we have been reasonably satisfied it is legitimate for us to take Instructions in relation to your estate, after your death and after we have satisfied ourselves there is no person willing and able to apply for the authorisations normally required by law to administer your estate.

“**Personal Reserve**” means a type of borrowing that we can provide in addition to or instead of an arranged overdraft where we make additional Cash Available to you up to a pre-authorised limit to cover payments, for example, when there is insufficient cash in your current Account, or a transaction will cause you to exceed your arranged overdraft limit.

“**PIN**” means personal identification number.

“**PRA**” means the Prudential Regulation Authority in the UK, whose current address is 20 Moorgate, London EC2R 6DA, or any succeeding authority.

“**PRA Rules**” mean the legal rules and guidance published by the PRA.

“**Provider**” means an external provider of benefits and services to you under the Agreement or any other agreement you have with Barclays.

“**Reference Exchange Rate**” is a rate that is used as a basis for converting one currency into another which we set and make publicly available or comes from another available source (such as a rate set by Visa or MasterCard).

“**Reference Interest Rate**” is a rate on which a tracker rate will be based, such as Bank of England’s Base Rate or another central bank rate;

“**Regulated Collective Investment Scheme**” means a Collective Investment Scheme that can be marketed to the public generally in the UK.



**“Regulated Market”** as defined in the FCA rules, being broadly, an EEA multilateral trading system operated/managed by a market operator in which trading interests ) which brings together or facilitates the bringing together of multiple third-party buying and selling interests in financial instruments – examples in the UK are the London Stock Exchange and Euronext.

**“Regulatory Requirement”** means:

- (a) any obligation that we or, where relevant, another person, has to comply with under any law or regulation (including any tax legislation or rules made by an applicable regulatory body), or as the result of a decision by a court, ombudsman or similar body; or
- (b) any obligation under any industry guidance or codes of practice which we or, where relevant, another person, follows; or
- (c) any other legal or regulatory requirement governing the provision of financial services in the jurisdiction in which we provide services to you under the Agreement.

**“Regulatory Requirements”** for this purpose includes MiFID and MiFIR, the FCA Rules and the equivalent rules of other regulators in jurisdictions where we do business with you.

**“Retail Investment Product”** has the meaning given to that expression in the FCA Rules but includes life policies, personal pension schemes (including stakeholder schemes) and investment trust securities.

**“Scrip Dividend”** has the meaning given in Section B, Part 4 (Arranging and Executing transactions for you).

**“Security”** or **“Securities”** means shares, stocks, bonds, debentures, notes, certificates of indebtedness, warrants or other securities or financial instruments (whether represented by a certificate or by a book-entry on the records of the issuer or other entity responsible for recording such book-entries).

**“Security Information”** means any security procedures, password, security keys, cards, personal identifier, codes, PINs or encryption device provided to or agreed with you for use in connection with the services to be provided under the Agreement.

**“Stocks & Shares ISA”** means an ISA Account that is limited to holding shares in companies, Regulated Collective Investment Schemes and corporate or government bonds.

**“Stop Loss Order”** means, for the purpose of our investment services in relation to FX Contracts, an instruction to place a trade at a rate (agreed with us) that is less advantageous to you than the market rate at the time the order is placed, for example, an instruction to sell at a rate that is lower than is currently available or to buy at a rate that is higher than is currently available.

**“Tax Obligations”** means all tax declaration and reporting obligations relating to the Assets held your Barclays Investment Solutions Account(s) and your Barclays Bank UK Bank and ISA Account(s) and any income or gains they produce

**“Trading Platform”** has the meaning given under the heading Trading Platforms in Section B, Part 4 (Arranging and Executing transactions for you). UK means the United Kingdom.

**“Unregulated Collective Investment Scheme”** means a Collective Investment Scheme that is not authorised for distribution to the public generally in the UK.

**“US”** means the United States of America.

**“Working Day”** means any day on which the relevant Barclays UK company providing the service to you is open for business to accept instructions. Although some Barclays Bank UK branches are open at weekends and we may provide certain Electronic and telephone services that can be accessed seven days a week, Barclays Bank UK cannot usually act on Payment Orders or make payments into Bank Accounts at weekends or on public holidays.

Words which begin with a capital letter that have not been defined in this section are terms that have been defined in the FCA or PRA Rules and will have the same meaning in this Agreement.

# Schedule 1 : Best Execution – How Barclays Bank UK Arranges transactions

## Execution Policy Notice

### Introduction

Barclays Bank UK Arranges orders in various asset classes depending on the products and services we are providing to you. Asset classes include equities, debt instruments, collective investment schemes, derivative instruments and foreign exchange. In carrying out this activity we will Execute orders directly with a trading venue (such as a Regulated Market, Multilateral Trading Facility or Organised Trading Facility) or with counterparties that are systematic internalisers or market makers. We may also Arrange transactions for you by transmitting orders to counterparties to execute.

Before we Arrange any deals in investments for you (which we will do by taking your order and passing it to be Executed), it is important that you understand how we will do so. The following information is a summary of our Best Execution Policy designed to provide you with a general understanding of how we Arrange transactions for you. Please note that this information should not be seen as a prescriptive statement of how a particular order must be dealt with.

When we pass orders to other entities for Execution we are required to act in your best interests. To do this we must take all sufficient steps to we achieve the best possible result for you taking into account various execution factors relevant to the order.

### Part 1 – When we apply best execution to client investment transactions

We will apply our best execution standards to all client transactions. This is consistent with the general principle that client classification (whether you are classified as a retail client or professional client), whilst an important factor in the overall context of a client relationship, will not be usually considered in terms of the quality of Execution we obtain for you. If you are an eligible counterparty client best execution will not apply.

Best execution is delivered by an appropriate consideration of a number of execution factors.

### Part 2 – Process by which we determine the relative importance of the execution factors

When handling an order on behalf of a retail client, best execution is primarily determined in terms of Total Consideration. Total Consideration is the price of the relevant financial instrument, plus the costs related to Execution, including all expenses incurred by you which are directly related to the Execution of the order such as execution venue fees, clearing and settlement fees and any other fees paid to third parties involved in Arranging the Execution of the order. While the same process is applied in practice for transactions we arrange for clients who are not categorised as retail clients, we may also bear in mind your investment objective on a case by case basis when determining how to achieve the best outcome for your transaction and Total Consideration is no longer an overriding factor.

There are other execution factors to be considered and which may be given precedence over the immediate price and cost consideration only insofar as they are instrumental in delivering the best possible result in terms of Total Consideration. These are:

- (a) speed of Execution;
- (b) likelihood of Execution and settlement;
- (c) size and nature of order;
- (d) market impact; and
- (e) any other implicit transaction costs.

In coming to our determination, we will consider the type of financial instruments that are the subject of the order, the type of order and its specific characteristics, such as the size of the order or the liquidity of the underlying, as well as the execution venues to which the order could be directed when the order is passed on to be Executed.

Where we receive specific instructions from you in relation to the importance of the Execution Factors (for example, if you request that transaction costs should be a more significant factor than price), we will Execute the order in accordance with such instructions. If you provide us with specific instructions you should be aware that this may prevent us from the taking the steps in this policy to obtain the best possible result for Execution of your order.

### Part 3 – Our typical dealing arrangements for different types of investment

The following is a summary of how we will Arrange transactions for you. For full details please refer to our Best Execution Policy which is available to you on our website.

We Arrange all transactions for you by transmitting your order to Barclays Investment Solutions which will Execute them by transmitting them to brokers and Execution venues in accordance with its own best execution policy. We place all orders with Barclays Investment Solutions on the basis that we are satisfied it has Execution arrangements that enable us to comply with our obligations to act in your best interests when Arranging a transaction by placing or transmitting orders to it for Execution.

We do not place orders with or transmit orders to any other entity in or outside the Barclays Group. We keep our approach of only sending orders to Barclays Investment Solutions under review to ensure that this continues to provide the best possible result for our clients on a consistent basis and that Barclays Investment Solutions will Execute your orders to achieve results as least as good as could be obtained if other entities were used for Execution. We will monitor this using internal analysis based on the broker and venue and Execution quality information Barclays Investment Solutions publishes from time to time.

In accordance with the Regulatory Requirements we will publish annually information on how we Arrange orders for Execution. We will provide you with this information for retail and professional client orders. This information will be published on our website.

# Schedule 2 : Best Execution: How Barclays Investment Solutions Executes and Arranges transactions

## Execution Policy Notice

### Introduction

Barclays (Wealth Management) executes orders in various asset classes depending upon the products and services we are providing to you. Asset classes include equities, debt instruments, collective investment schemes and foreign exchange. In carrying out this activity we will execute orders directly with a trading venue (such as a Regulated Market, Multilateral Trading Facility or Organised Trading Facility) or counterparties that are systematic internalisers or market makers. We may also transmit orders to counterparties to execute.

Before we complete any orders in investments for you, it is important that you understand how we will Execute such orders. The information contained in this policy is a summary of our best execution policies and is designed to provide you with a general understanding of our typical dealing arrangements for different asset classes (Schedule 2, Part 3), the execution venues that we use and other counterparties to which we transmit orders (Schedule, Part 4). Please note that this information should not be seen as a prescriptive statement of how a particular order must be dealt with.

Best execution is the requirement to take all sufficient steps to obtain the best possible result for you taking into account various execution factors relevant to the order.

### Part 1 – When we apply best execution to your investment transactions

We will apply our best execution standards to all of your orders. This is consistent with the general principle that your classification (whether you are classified as a retail, professional or eligible counterparty client), whilst an important factor in the overall context of our relationship, will not be usually considered in terms of the quality of execution we obtain for you.

Responsibility for best execution applies not only to ourselves but also to other entities with whom we interact with on orders. When we place or transmit your orders (rather than Executing them ourselves), we will act in accordance with your best interests and ensure that the entities with which we place or transmit your order, including where we may utilise a counterparty's proprietary algorithmic trading, have Execution arrangements that enable us to obtain the best possible result for you.

Best execution is delivered by our considering a number of execution factors outlined in the Part 2 below.

### Part 2 – Factors affecting our selection of an execution venue for orders including the process by which we determine the relative importance of certain execution factors

When Executing an order on behalf of a retail client, best execution is primarily determined in terms of total consideration. Total consideration is the price of the relevant financial instrument, plus the costs related to Execution, including all expenses incurred by you which are directly related to the order such as execution venue fees, clearing and settlement fees and any other fees paid to entities involved in the order (express costs) and implicit costs such as market impact. While the same process is applied in practice for orders we Execute for clients who are not categorised as retail clients, we may also bear in mind your investment objective on a case by case basis when determining how to achieve the best outcome for your order and total consideration may no longer be the overriding factor.

There are other execution factors to be considered and which may be used over the immediate price and cost consideration only insofar as they are instrumental in delivering the best possible result in terms of total consideration.

These are:

- (1) speed of Execution;
- (2) likelihood of Execution and settlement;
- (3) size and nature of order;
- (4) market impact; and
- (5) any other implicit transaction costs.

In coming to our determination, we will consider the type of financial instrument that is the subject of the order, the type of order and its specific characteristics, such as the size of the order and liquidity, as well as the execution venues to which the order could be directed.

Client instructions and market impact will be crucial in the selection process but we will also consider:

- Historical volumes
- The time of day
- The spread
- Any limit price you supply as part of your instructions
- Historical performance of the counterparty and the algorithm's they make available to us for an order to be Executed in line with specific parameters.

### Where you provide a specific instruction

Our ability to achieve the best possible result, and hence our obligation to do so, will be limited to the extent that we are following a specific instruction from you. For example, where we are given specific instructions on the use of a counterparty or other execution venue this may prevent us achieving the best possible terms for the order. Where any instruction relates to only part of the order, we will continue to apply our order execution policy to those aspects of the order not covered by the specific instruction.

Where we receive specific instructions from you in relation to the importance of the execution factors (for example, if you request that cost of Execution should be a more significant factor than price), we will Execute the order in accordance with such instructions.

### How we analyse the quality of Execution and verify the best possible results are obtained

Order Execution is monitored pre and post trade on an ongoing basis and is subject to regular sampling, testing and evidencing against best execution criteria to ensure the best possible result is obtained for you. We ensure that we select appropriate benchmarks and thresholds that determine the quality of Execution that should be achieved and employ the use of third party tools such as market data vendors in order to verify the level of Execution quality. This is overseen by a governance structure which gives senior management sufficient oversight that we are achieving best Execution on a consistent basis and where exceptions to this are identified these can be addressed.

## Part 3 – Our typical dealing arrangements for different types of investment

### 1. Equities

For standard UK market orders, and in normal market conditions, we may poll different execution venues, using automatic execution technology to identify the best terms available to us at the point of trading for the equity concerned.

#### 1.1 UK Equities

UK Equities are largely Executed via a Retail Service Provider (RSP), request for quote, model. An RSP is a counterparty which is typically a London Stock Exchange (LSE) member firm which provides non-order book price quotes based on the price available on the LSE's order books. The model has a highly automated price polling mechanism across a panel of RSPs to determine the best terms available at the point of Execution. In order to maximise the effectiveness of the price discovery process where applicable we also utilise the proprietary trading technology of Barclays Investment Bank for cross trading venue price discovery.

Where orders cannot Execute automatically (typically due to large value or low liquidity) a manual price discovery model is used leveraging market data feeds and approved counterparty relationships which leads to Execution with the counterparty who offer the most competitive terms available (see Schedule 2, Part 4).

As part of this model RSPs (provided that they also comply with their duties as an LSE member firm & registered market maker when executing transactions) are responsible for trade reporting all trades in the stocks we execute with them to the relevant venue. In circumstances where we do not execute a UK equity with an RSP the following applies

- Via a Multilateral Trading Facility (MTF) - The responsibility will be on the MTF to report
- Where we execute directly on exchange – By executing in this way reporting is automated
- Via a Systematic Internaliser (SI) - The responsibility will be on the SI to report

Barclays execution policy does not permit equity transactions to be performed outside of a Trading Venue using any other methods, given that they are required in order to comply with the Equities Trading Obligation, and involve additional risk to customers.

There is typically no execution fee levied by the counterparties due to the fact that Execution is predominantly conducted under LSE member firm status.

## 1.2 International Equities

International Equities are largely Executed using other entities Direct Electronic Access facilities. This provides us with the ability to select various trading strategies provided by an approved counterparty panel. We utilise the exchange membership and trading strategies offered by the counterparty.

Orders are Executed via different execution venues which can be directly on exchange, via Multilateral Trading Facilities (MTFs) or directly with an approved counterparty. This is done either automatically via routing rules which are available on selected exchanges or routed manually by a dealer.

Various proprietary trading algorithms of counterparties may also be used in determining the appropriate strategy to achieve best execution and an execution fee is levied by the counterparties.

## 1.3 Limit Orders

In some cases, we believe that immediately publishing your unexecuted limit orders may not be in your best interests and may result in us not achieving the best possible result for you, particularly where this concerns best total consideration, speed and certainty of Execution, market impact and avoidance of partially filling your order. Under these circumstances, we consider we should apply our discretion as to when and how your unexecuted limit orders are made publicly available.

## 2. Debt Securities (or “bonds”)

The debt market in some locations is not centrally organised, and for many non-government issues, is not a liquid market. Where liquidity is available orders are largely Executed via MTFs or directly with an approved counterparty on a request for quote basis to determine the most competitive overall pricing for the size of order concerned, where liquidity does not exist orders will be dealt manually in order to identify counterparties that are quoting prices in the security concerned.

## 3. Collective Investment Schemes

We will usually trade directly with the fund manager or fund administrator.

## 4. Over the counter products

Over the counter products are products that are traded other than on a trading venue (for example structured products). Over the counter products are dealt either directly between us and our client, or may be sourced via a counterparty or other third party. The order routing process will depend firstly on the execution factors. Further issues that may affect the order process are the following:

- 4.1 for bespoke, highly negotiated transactions or for those which may be original trading ideas or for which we have a duty of confidentiality to the originating firm, we will route such orders exclusively to the originating firm since there will be no other available market liquidity within a reasonable timeframe; and
- 4.2 for some more standardised products, we will usually select and price poll from a shortlist of counterparties identified by us to be among the most competitive in the field concerned.

## 5. Foreign Exchange (or ‘FX’)

Under normal market conditions and based on the consideration of the execution factors, we use Barclays Investment Bank as our primary FX provider for spot FX using electronic trading tools such as BARX FX. Orders undertaken with Barclays Investment Bank are subject to the same Best Execution criteria as trades done with any other counterparty.

In the event that we cannot Execute electronically we will Execute manually.

### Part 4 – The Execution Venues that we use

#### 1. Regulated Markets

Regulated markets are subject to strict operating rules governed by the relevant regulatory body in each jurisdiction in which they operate. Execution via a regulated market occurs in line with the rules of each exchange which are designed to protect market participants.

We use many regulated markets to Execute client orders. However, we place significant reliance on the following regulated markets when we Execute deals on your behalf:

- London Stock Exchange – all markets (generally via our RSP model)
- New York Stock Exchange
- NASDAQ
- Euronext

## 2. Multilateral Trading Facilities (MTFs)

MTFs are privately operated order matching systems which act in a similar way to an order driven market. Similar to regulated markets, these execution venues are subject to regulatory standards determined and governed, in jurisdictions subject to the legislative powers of the EU, by the requirements of the Markets in Financial Instruments Directive (MiFID).

We place reliance on the following MTFs when we Execute deals on your behalf:

- Market Axess
- Tradeweb
- Bloomberg

## 3. Organised Trading Facilities (OTFs)

MiFID II has introduced a new type of Trading Venue called an Organised Trading Facility (OTF) which is a multilateral system which is not a regulated market or an MTF and in which multiple third-party buying and selling interests in bonds, structured finance products, emission allowances or derivatives are able to interact in the system in a way that results in a contract. We will only Execute on an OTF if it is in your best interests to do so.

## 4. Trading bilaterally with other Regulated Firms

We may, where regulations permit, make use of the following forms of off-exchange trading when relevant to the service provided to our client:

- 4.1 Systematic Internalisers, being firms who routinely offer prices on listed investments outside of a regulated market or MTF;
- 4.2 Other authorised firms which trade in debt securities, and over the counter derivatives.

Off-exchange trading may be conducted with other counterparties or with Barclays Investment Bank.

When transacting outside of a Regulated Market, MTF, or OTF, we will always consider the best interests of clients when selecting the counterparty. Executing with a counterparty may create exposure to counterparty risk and, as such, our credit risk assessment of counterparties may have an impact on our selection of the counterparty and the strategy adopted for each trade.

## 5. Counterparties

We seek to ensure we have deep relationships with high quality counterparties with an aim of maximising execution quality in terms of price net of any related dealing costs. For example, for equities and debt securities we operate a counterparty panel which has been developed to provide sufficient competition across the assets dealt by our clients. In certain circumstances it may be necessary to transact with counterparties who do not feature on our counterparty panel. We will only do so when we reasonably believe it is necessary to transact in this way in order to achieve best execution. Our approved counterparty panel is available in Schedule 2, Part 6 below.

We will always make every effort to select execution venues to achieve best execution. This includes use of automated price polling mechanisms, utilisation of connected divisions such as Barclays Investment Bank and manual selection based on factors outlined in Schedule 2, Part 2 (above) together with experience and expertise of our dealing teams.

Prior to being accepted onto our panel, all counterparties or venues used for execution of orders must meet a set of minimum criteria. Counterparties and trading venues are reviewed on a regular basis throughout the year and will be subject to ongoing performance assessment based on quality of Execution and overall efficiency.

### Part 5 – Additional Information

#### Top 5 Execution Venue Reporting

With effect from 3 January 2018 we will be required to publish, the top 5 execution venues it has used to Execute orders as well as the top 5 counterparties to which orders were placed or transmitted in terms of trading volumes, in the preceding year, together with information on the quality of Execution obtained. This report will be per class of financial instrument and will report separately for Retail and Professional clients.

Publication of the report is an annual event for the previous calendar year and will be in April each year. First publication is due in April 2018 for 2017 trading.

The report will be located from April 2018 via this link:

<https://www.barclays.co.uk/wealth-management/important-information/terms-and-conditions>

### Execution Venues and Quality links

From April 2018 all of our execution venues will be required to publish their own Execution quality metrics. This information will be used as part of our counterparty and venue assessment process. The information will be publically available and from April 2018 the links will be provided below alongside the venue names.

### Part 6 – Counterparties

Our current approved counterparty panel is set out below; there may be changes to the panel from time to time.

Arden Partners PLC	J&E Davy	Peel Hunt LLP
Barclays Investment Bank	Jefferies	Shore Capital
BMO Capital Markets	JP Morgan	Singer Capital Markets
Canaccord Genuity	KCG Europe	Stifel Nicolaus Europe Limited
Cantor Fitzgerald Europe	Liberum Capital Ltd	Susquehanna International Group LLP
Cenkos Securities PLC	Numis Securities Ltd	WH Ireland
Investec	Panmure Gordon(UK) Ltd	Winterflood Securities

### International Equities

Barclays Investment Bank
Credit Suisse
Instinet
Morgan Stanley

Additionally we may use the following counterparties to Execute orders in International Equities

Alliance Bernstein	Deutsche Bank	Natixis
Bank of America Merrill Lynch	Dexion	Nomura Securities
BCS Prime Brokerage	Goldman Sachs	Raymond James Financial
BNP Paribas	Helvea	Royal Bank of Canada
Cantor Fitzgerald Europe	HSBC	Royal Bank of Scotland
Citigroup	ING	Societe Generale
Commerzbank	Jane Street	UBS
CT Smith	Jefferies	
DBS	JP Morgan	



## Debt Securities

Banco Santander	Deutsche Bank	Morgan Stanley
Bank of America Merrill Lynch	Deutsche Zentral-Genossenschaftsbank	Nomura Securities
Barclays Investment Bank	Goldman Sachs	Royal Bank of Canada
BNP Paribas	HSBC	Royal Bank of Scotland
Citigroup	ING	Societe Generale
Credit Agricole	Jefferies	UBS
Credit Suisse	JP Morgan	

Additionally we may use the following counterparties to Execute orders in Debt Securities

ANZ Bank	Mizuho Securities
Banco ITAU	Toronto Dominion
Bridport	VTB
Lloyds	Wells Fargo
Market Axess	ZKB (Zurcher Kantonalbank)

## Foreign Exchange

Our primary counterparty for Foreign Exchange is Barclays Investment Bank

Citigroup
UBS

# Schedule 3 : Investment risk warnings

## 1. General risks

### (a) Volatility of returns

The value of investments and the amount of income derived from them may go down as well as up. All investments can be affected by a variety of factors, including macro-economic market conditions such as the interest or exchange rate environment, or other general political factors in addition to more company or investment specific factors.

### (b) Liquidity and non-readily realisable securities

Some investments may be very illiquid, meaning that they are infrequently traded, and so it may be difficult to sell them on within a reasonable timeframe or at a price which reflects “fair” value. In extreme cases an investment may be non-readily realisable. This means that the investment is neither a government security, nor a listed investment, nor an investment that regularly trades on an exchange. In this case there may be no secondary market available, and it may be difficult to obtain any reliable independent information about the value and risks associated with such an investment.

### (c) Investment leverage, or gearing

Use of borrowing to invest increases both the volatility and the risk of an investment. This applies if a company has significant borrowings, or if an investment vehicle otherwise allows an investor to gain much greater economic exposure to an asset than is paid for at the point of sale. It also applies if an investor borrows money for the specific purpose of investing. The impact of leverage can be as follows:

- (i) movements in the price of an investment leads to much greater volatility in the value of the leveraged position, and this could lead to sudden and large falls in value;
- (ii) the impact of interest costs could lead to an increase in any rate of return required to break even; or
- (iii) a client may receive back nothing at all if there are significantly large falls in the value of the investment.

### (d) Foreign exchange

Investments denominated in foreign currencies open up additional risks related to the relevant exchange rate. Movements in exchange rates may cause the value of an investment to fluctuate either in a favourable or unfavourable manner.

### (e) Legal obligations and tax affairs

You have sole responsibility for the management of your legal obligations and tax affairs including making any applicable filings and payments and complying with any applicable laws and regulations. We have not and will not provide you with tax or legal advice and we recommend that you obtain your own independent tax and legal advice tailored to your individual circumstances. The tax treatment of investment products can be complex, and the level and basis of taxation may alter during the term of any product. Prospective investors should therefore obtain professional tax advice appropriate to their own circumstances before investing.

## 2. Investment specific risks

### 2.1 Equity Securities and Equity Funds

Ownership of an equity security represents a direct stake in the company concerned. Such an investment will participate fully in the economic risk of the company and its value can therefore fall as well as rise. The price volatility of equity markets can change quickly, and cannot be assumed to follow historic trends. In adverse market conditions, irrecoverable capital losses could be incurred. In the worst case, a company could fail and, if this happens, its equity can become worthless. Equity securities are commonly used by investors seeking longer term capital growth. Examples of typical company characteristics which could heighten equity investment risks are:

- (a) a low market capitalisation;
- (b) a product set that is undiversified or reliance on single markets as a major source of income;
- (c) a significant reliance on borrowing as a source of finance;

- (d) a significant level of fixed costs to pay, irrespective of output, production or turnover levels;
- (e) major income sources which are seasonal or “cyclical” in nature; and
- (f) companies trading primarily in emerging markets, particularly during poor market conditions, or in countries where legal property rights may be difficult to enforce.

The equity of some smaller companies may trade in very small sums per share, and an investment into this kind of equity will usually involve a proportionately large difference between the market buying and selling price. The effect of this difference means that an immediate sale may realise significant losses.

Other smaller companies may not be subject to the rules of a listing authority. Such companies are likely to be high risk ventures and may have an unproven trading history or management team. These equity shares may not be readily sold, and it could be difficult to realise or to value them independently due to the lack of a secondary trading market.

The risks involved in equity investment can often be managed through investment via diversified investment vehicles, or by investing directly in a wide range of different companies, industries, countries and currencies.

## 2.2 Debt Securities and Fixed Income Funds

The value of debt investments (or “bonds”) can generally be expected to be more stable than that of equity investments. However, in some circumstances, particularly when interest rate expectations are changing, the value of most bonds is also volatile. The most common use of a bond is to provide a reliable yield, or source of income until maturity. For example, the value of a bond can be adversely affected by a number of factors, such as:

- (a) the issuer’s credit rating, which reflects their ability to repay the amounts payable when they fall due;
- (b) the market expectations about future interest and inflation rates;
- (c) amount of interest payable (the coupon);
- (d) the length of time until the debt falls due for repayment; or
- (e) the seniority of a bond within the capital structure of a company, and the quality of any security available.

The factors which are likely to have a major impact on the value of a bond are the perceived financial position of the issuer and changes to market interest rate expectations. Bonds issued by major governments or supranational bodies tend to be lower risk investments, while the risks of other debt securities (such as those with emerging market or corporate issuers) can vary greatly. For example, if an issuer is in financial difficulty, there is an increased risk that they may default on their repayment obligations. In this event, little or no capital may be recovered and any amounts repaid may take a significant amount of time to obtain.

## 2.3 Life Assurance Products

Life assurance bonds are a form of insurance contract which provide both an element of insurance in the case of the death of the covered person or persons in addition to having an ongoing value as an investment (as opposed to expiring worthless at the end of a defined period or term).

Life bonds are issued by insurance companies, and an investment will be subject to the ability of the insurance company to repay the sums owing to an investor when they fall due for payment. This means that the creditworthiness of the insurance company is important, much in the same way for any other bond.

In some cases, the returns available from a life bond are linked directly to a specific pool of assets held by the insurance company. In other cases, the returns could be linked more generally to the profits of the company in general, which reduces the overall transparency of returns.

If you wish to invest in a life bond, you will be presented with specific information about the type of contract, its terms and more general information about the insurer and its financial strength. Please refer to this documentation for specific details about the policy and a more detailed description of the investment risks.

## 2.4 Structured Products

“Structured products” is the generic phrase for products which provide economic exposure to a wide range of underlying asset classes. The level of income and/or capital growth derived from a structured product is usually

linked to the performance of the relevant underlying assets. However, the potential return from your structured product may be different to that which may be achieved by the underlying assets. Certain structured products provide capital protection if held to maturity, subject to the creditworthiness of the issuer and the occurrence of certain extraordinary market events as described below, such that an investor will not have economic exposure to performance of the underlying assets below a certain level. Other structured products may put your capital at risk (these are sometimes known as Structured Capital At Risk Products or SCARPs).

Similar to bonds and debt instruments, most structured products strategies are exposed to the credit rating of the product issuer, meaning that repayment could be at risk if the issuer is not able to repay the sums due under the terms of the product. However some products may include a guarantee to mitigate these potential credit risks. Investors should be aware that the return of capital invested at the end of the investment period is not guaranteed, and therefore investors may get back less than was originally invested.

Investors should understand both the nature of the underlying assets and extent of their economic exposure to those assets. In some cases, structured products may offer high income or a high level of participation to the capital growth experienced by the underlying assets. These products generally do not incorporate capital protection, and any that is provided is dependent on a financial index or basket of indices meeting certain conditions during the product life (such as a minimum value) and their value can be subject to sudden and large falls if the conditions which disapply protection arise.

Investors should review the issuer's base prospectus and final terms or other offering documentation such as a term sheet carefully for details of any factors which might impact on how the payoff from a product may change with different economic or market conditions. In particular, where the payoff from a product incorporates conditional protection, if the protection barrier is breached the capital value of an investment will be exposed to the full risk of the underlying assets.

Investors should be aware that the product terms described only apply to investors who invest at launch and who hold the product until final maturity. Investors should be aware that early redemption or secondary market purchase could result in a capital loss, even where the product terms protect or guarantee return of the nominal amount purchased. These products may also not be readily realisable, which means that it may be difficult to liquidate or sell a product of this type.

Investors in products which have either conditional or no capital protection should only invest in them if they are prepared to sustain a total or substantial loss of the money they have invested, plus any commission or other transaction charges.

Alternative investments may be used by some clients to further diversify the investment risks present within their portfolio of assets. These investments are very bespoke in nature and may involve unique or unusual risks as a result of providing alternative sources of return for a portfolio. It is important that you understand the properties of the type of assets before making such an investment.

Many alternative investments are structured as unregulated funds. This means that standards of operation, administration and management are determined privately by the operator of the fund, rather than by force of regulation.

It is important to understand that it may be difficult to liquidate or sell an investment of this type, or to identify an independently determined fair valuation for an interest in this kind of vehicle. In addition you may not be protected by certain regulatory protections or compensation schemes in the event that a scheme operator acts unlawfully and causes a loss to you when managing fund assets. Such risks can be mitigated through the performance of extensive due diligence prior to investment, or through investment via a professionally managed fund or funds.

Investors should only invest in these products if they are prepared to sustain a total or substantial loss of the money they have invested, plus any commission or other transaction charges.

The phrase "alternative investments" can cover a very wide range of investment products, and the major classes of these products are set out below:

#### (a) Hedge Funds

Hedge funds are investments which, in contrast to conventional "long only" funds, will employ a wide variety of different trading strategies in order to produce returns. The type of strategies and investments envisaged by a hedge fund will be a key determinant of how risky the investment will be. Strategies may range from lower risk absolute return funds up to high risk or speculative funds which make use of extensive leverage in an attempt to make maximum gain from their investment strategy.

Investments undertaken by hedge funds may be narrowly based around a specific type of asset or trading strategy, and the returns experienced by investors in these funds may be adversely affected by very specific market or industry circumstances. It is therefore important to understand the type of strategy and investment to be used in any hedge fund prior to investment.

#### (b) Private Equity and Private Equity Funds

Private equity funds commonly invest in any form of equity or company that is not openly traded via a public investment exchange. The companies concerned will therefore raise finance privately and will not be subject to stringent listing rules or filing requirements as a result. This factor means that private equity funds may invest in a wide range of unlisted companies. They may be small start-up companies with little or no proven track record, and range up to firms which are of a significant size with a long and established trading history. A number of attributes of private equity investment give rise to unique risk factors such as:

- (i) non-transferable investments, or a long “lock up” period during which the investment cannot be sold. Even if a buyer is found, it may not be possible to sell and any sale which is permitted may not occur at a price which reflects fair value;
- (ii) (the committed capital may be drawn down during a capital commitment period. Investors must be capable of making payments to satisfy the capital calls made throughout the commitment period;
- (iii) a focused portfolio of investments, which could lead to exposure to an undiversified economic exposure to the underlying assets;
- (iv) possible use of significant leverage or borrowing, which amplifies possible risks;
- (v) a possible lack of scrutiny or accountability of management to shareholders for decisions they make; and
- (vi) distributions are generally made in cash, however if a fund is unable to sell its interest in a private company, it may distribute minority interests in these companies to fund investors.

It is important that you are familiar with the terms of, and risks associated with, any fund that you invest in.

#### (c) Property or Property Development Funds

Investment in real property or property funds involves a number of risks particular to this class of asset. Notably fixed property is immovable and might not be easy to sell or to value independently. As a result of the illiquid nature of property it may take time to realise any investment made even when participating in a property fund. There is no guarantee that the underlying properties will remain occupied, or that they might not incur significant maintenance or restoration costs which may impact on the returns available. All property is subject to local risks which may be unique in nature, which may be caused by factors such as the prevailing legal, economic, environmental or political circumstances.

Investors in property development funds face additional risks related to the successful completion of the development project both on time and according to budget. Even if a project is successfully completed, there is no guarantee that properties will either be sold or tenanted at the intended cost or timeframe.

Commercial property is also subject to risks related to the type of use associated with the property, and the prosperity of the local or national economy relevant to the tenants and their business.

Returns available from property funds may also be affected by leverage where borrowing is used to finance either construction or purchase.

In order to maintain fairness and equity between unitholders remaining in and unitholders leaving a fund, in exceptional circumstances, there may be delay switching or encashing all or part of unit holding in the funds for typically up to one month or, in the case of units of a fund which invests directly or indirectly in buildings or land, for up to six months. If there is delay, the switch or encashment will generally use the unit prices that apply on the day on which the switch actually takes place.

#### (d) Commodities Linked Products

Commodity based investments may be impacted by a variety of political, economic, environmental and seasonal factors. These relate to real world issues that impact either on demand or on the available supply of the commodity in question. Their value can fall as well as rise, and in some cases may be mean reverting in nature.

Investment into commodities is often achieved either via a structured product over a commodities index or basket of different commodities, or by using a commodity derivative. Please refer to the risk disclosures for each of these products for further information.

The terms of a product may allow the issuer to redeem the product at any point during its term if, for example:

- there is a significant change in taxation impacting the issuer in respect of its obligations under the product;
- the issuer determines that it has become unlawful for it to perform its obligations under the product;
- its ability to source or unwind related transactions (which were put in place to provide the returns on the product) is adversely affected in any material way; or
- there is any other type of disruptive event where no suitable adjustment could be made to the terms of the product.

If the issuer redeems the product early under these circumstances, the issuer will, where Regulatory Requirements allow, pay investors an amount it determines to be the product's market value immediately before the early redemption, disregarding the circumstances. The market value may be reduced to reflect costs associated with the early redemption, such as those incurred by the issuer in unwinding any related transactions.

## 2.5 Derivatives and warrants

This category of investments covers a very broad range of financial instruments which can be used either for low cost risk management purposes or for achieving speculative exposure to specific economic risks. Before investing or authorising another to invest in derivatives on your behalf, you should take care to ensure you understand the following important aspects of those derivatives:

- (a) the characteristics and risks/volatility of the assets to which a contract is linked (the "underlying");
- (b) any relevant market quote conventions, such as the lot size of a contract and the value attributed to movements in the value of the underlying;
- (c) the "leveraged" exposure to price movements in the underlying, which significantly increases volatility;
- (d) the sums you are able to afford to risk before you may wish to closeout;
- (e) how different investments in derivatives might interact with one another;
- (f) any ongoing responsibilities you may have during the life of the contract such as any requirements to post cash amounts as Margin, and the potential consequences of failure to do so;
- (g) any action you may need to take in order to exercise or opt for settlement at or before expiry; and
- (h) the person that will be responsible for paying any sums owing to you either during the course of the contract or at maturity or expiry, and the likelihood that these sums will be repaid when they fall due.

If you are unsure of any of these or other aspects of a derivatives contract you are considering entering into, please consider your actions carefully and refer to a professional financial adviser as necessary.

## 2.6 Derivatives and warrants can involve contingent liabilities

Contingent liability transactions, which are Margined may require investors to make a series of payments based on the market value of the underlying assets from time to time. If you trade in futures, contracts for differences or sell options, you may sustain a total loss of the Margin you deposit prior to closeout. If the market moves against you, you may be called upon to pay substantial additional Margin at short notice to maintain the position. If you fail to do so within the time required, your position may be liquidated at a loss and you will be responsible for the resulting deficit. Even if a transaction is not Margined, it may still carry an obligation to make further payments in certain circumstances over and above any amount paid when you entered the contract.

## 2.7 Typical derivatives contracts

- (a) Bought options or warrants

These contracts offer a time limited right to subscribe for or to dispose of a defined amount of an asset in the future at a price specified now. An investor will pay an upfront premium to purchase the option to buy or sell ("**exercise**") the asset at a time ("**expiry**") and price ("**strike**") specified in the contract. The maximum potential loss in each case is the amount of the upfront premium paid. This premium is usually small in comparison to the value of the asset to be traded on expiry or exercise. It will be lost in its entirety if the option is exercised or reaches expiry when the price

of the underlying is above the strike price of a bought put option or below the strike price of a bought call option. A relatively small movement in the price of the underlying security can therefore result in a disproportionately large movement, unfavourable or favourable, in the price of options or warrants.

It is essential for anyone who is considering purchasing warrants to understand that the right to subscribe (which a warrant confers) is invariably limited in time with the consequence that if the investor fails to exercise this right within the predetermined time-scale then the investment becomes worthless.

In the event that an investor buys an option on a futures contract, and later exercises this option, they will be exposed, in the case of a call option, to the risks of a long future, and in the case of a put option, to the risks of a short future. The risks of futures are set out below.

#### (b) “Written” or sold options

Selling options involves significantly greater risk than buying options. This is because the seller of the option usually accepts a relatively small premium in return for the possible legal obligation to either buy or sell a much larger amount of an asset at exercise or expiry at a price determined now if the buyer chooses to exercise. The potential losses involved in writing an option are therefore usually much greater than the initial premium received. This means they are contingent liability investments, which could require an investor to pay additional cash when the contract is exercised.

In the case of written call options, if you already own sufficient of the underlying assets to deliver in the event of exercise, this may limit the potential risk involved.

An investor may be liable to post cash Margin payments during the life of a written options contract to cover potential losses.

#### (c) Futures or Forwards

Transactions in futures or forwards differ as to legal obligation to either buy (“**long**”) or to sell (“**short**”) a specified amount of an asset at expiry at a price determined today. These transactions usually carry a high degree of risk, which arises because an investor is exposed to the movement of a proportionately large amount of the underlying in return for a small upfront payment. This can either work in the favour of or against an investor, depending on the difference between the current market price of the underlying and the strike price defined in the contract.

For bought futures or forwards, an investor will profit from rising market prices, and vice versa for sold futures or forwards. Please also note that the current price at which an asset can be traded in the futures market may differ from the price at which it can be bought or sold immediately at the time of dealing. This can work either in the favour or against the returns experienced by an investor.

Futures or forwards are contingent liability investments, meaning that you may be called upon to pay additional sums during the life of the contract and on maturity. It is very important that you understand the potential amounts you could be liable for, and are comfortable that you will be able to afford to pay such amounts when they fall due if required to do so.

#### (d) Contracts for Difference

Contracts for difference are similar to futures or forwards. However, unlike other futures and options, these contracts can only be settled in cash. Investing in a contract for difference carries similar risks as investing in a future and you should be aware and understand the risk warnings set out in the above sections.

Some contracts for difference are known as swaps. Typical forms of this type of contract can be similar to an agreement to purchase or sell a series of options over an underlying asset or index at an average price specified today. Swaps and other contracts for difference are contingent liability investments, meaning that if the underlying price moves in an unfavourable direction, an investor can be called on to pay additional cash on final settlement.

### 3. Other risk factors associated with derivatives

#### 3.1 Off-exchange Derivatives

It may not always be apparent that a derivative is traded on or off-exchange. Some off-exchange products may be highly liquid, however many such products are not transferable and there is no exchange market on which to close out an existing position. It may not be possible to liquidate a position held in such a contract, or to accurately assess its value or exposure to risk. Off-exchange transactions may be less regulated or subject to a separate regulatory regime.



## 3.2 Suspensions of Trading

Under certain trading conditions, it may be difficult or impossible to liquidate a position. This may occur, for example, at times of rapid price movement if the price rises or falls in one trading session to such an extent that under the rules of the relevant exchange trading is suspended or restricted. Placing a Stop Loss order will not necessarily limit your losses to the intended amounts, because market conditions may make it impossible to Execute such an order at the stipulated price.

## 3.3 Clearing House Protections

On many exchanges, the performance of a transaction is “guaranteed” by the exchange or clearing house. However, this guarantee is unlikely in most circumstances to cover you, the client, and may not protect you if another party defaults on its obligations to you. On request, we will be pleased to explain any protection provided to you under the clearing guarantee applicable to any on-exchange derivatives in which you are dealing.

There is no clearing house for traditional options, nor normally for off-exchange instruments which are not traded under the rules of an exchange.

## 3.4 Collateral

If you deposit collateral as security with a firm, the way in which it will be treated will vary according to the type of transaction and where it is traded. There could be significant differences in the treatment of your collateral depending on whether you are trading on exchange, with the rules of that exchange (and the associated clearing house) applying, or trading off exchange. Deposited collateral may lose its identity as your property once dealings on your behalf are undertaken. Even if your dealings should ultimately prove profitable, you may not get back the same assets which you deposited, and may have to accept payment in cash.

## 3.5 Insolvency

The event of an insolvency or default of the issuer of a derivative, or that of any other brokers involved with your transaction, may lead to positions being liquidated or closed out without your consent. In certain circumstances, you may not get back the actual assets which you lodged as collateral and you may have to accept any available payments in cash. On request, your firm must provide an explanation of the extent to which it will accept liability for any insolvency of, or default by, other firms involved with your transactions.

## 3.6 Risk disclosure statement for trades in foreign exchange and derivatives

This brief statement should be read in conjunction with the risk warnings stated in the rest of this Schedule 3, above. This statement does not disclose all of the risks and other significant aspects of trading foreign exchange and derivatives. In consideration of the risks, you should enter into such transactions only if you understand the nature of the contracts and the contractual legal relationship into which you are entering and the extent of your exposure to risk. Transactions in foreign exchange and derivatives are not suitable for many members of the public. You should carefully consider whether transacting is appropriate for you in light of your experience, objectives, financial resources and other relevant circumstances.

### (a) Effect of “leverage” or “gearing”

Transactions in foreign exchange and derivatives carry a high degree of risk. The amount of initial margin may be small relative to the value of the foreign exchange or derivatives contract so that transactions are “leveraged” or “geared”. A relatively small market movement will have a proportionately larger impact on the cash you have deposited or will have to deposit; this may work against you as well as for you. You may sustain a total loss of initial margin cash and any additional cash deposited with us to maintain your position. If the market moves against your position and/or margin requirements are increased, you may be called upon to deposit additional cash on short notice to maintain your position. Failing to comply with a request for a deposit of additional cash within the time indicated may result in closure of your positions by us on your behalf and you will be liable for any resulting loss or deficit.

### (b) Risk-reducing orders or strategies

The placing of certain orders (e.g. “Stop Loss” orders, where permitted under local law, or “limit” orders), which are intended to limit losses to certain amounts, may not be adequate if markets conditions make it impossible to Execute such orders, e.g. due to illiquidity in the market. Strategies using combinations of positions, such as “spread” and “straddle” positions may be as risky as taking simple “long” or “short” positions.



## Options

### (c) Variable degree of risk

Transactions in options carry a high degree of risk. Purchasers and sellers of options should familiarise themselves with the type of option (i.e. put or call) which they contemplate trading and the associated risks. You should calculate the extent to which the value of the options must increase for your position to become profitable, taking into account the premium and all transaction costs.

The purchaser of options may offset or exercise the options or allow the option to expire. The exercise of an option results either in a cash settlement or in the purchaser acquiring or delivering the underlying interest. If the option is on a future, the purchaser will acquire a futures position with associated liabilities for margin. If the purchased option is out-of-the-money when it expires, you will suffer a total loss of your investment, which will consist of the option premium plus transaction costs. If you are contemplating purchasing out-of-the-money options, you should be aware that the chance of such options becoming profitable ordinarily is remote. Selling (“writing” or “granting”) an option generally entails considerably greater risk than purchasing options. Although the premium received by the seller is fixed, the seller may sustain a loss well in excess of that amount. The seller will be liable for additional margin to maintain the position if the market moves unfavourably. The seller will also be exposed to the risk of the purchaser exercising the option and the seller will be obliged to either settle the option in cash or to acquire or deliver the underlying interest. If the option is on a future, the seller will acquire a position in a future with associated liabilities for margin. If the option is “covered” by the seller holding a corresponding position in the underlying asset, in a future or in another option, the risk may be reduced. In case the option is not covered, the risk of loss can be unlimited.

Certain exchanges in some jurisdictions permit deferred payment of the option premium, exposing the purchaser to liability for margin payments not exceeding the amount of the premium. The purchaser is still subject to the risk of losing the premium and transaction costs. When the option is exercised or expires, the purchaser is responsible for any unpaid premium outstanding at that time.

### Additional risks common to foreign exchange and derivative transactions

#### (d) Terms of contracts

You should ask the firm with which you deal about the terms of the transactions entered into and information on associated obligations (e.g. the circumstances under which you may become obliged to make or take delivery of the underlying interest of a futures contract and, in respect of options, expiration dates and restrictions on the time for exercise). Under certain circumstances, the specifications of outstanding contracts (including the exercise price of an option) may be modified by the exchange or clearing house to reflect changes in the underlying interest.

#### (e) Suspension or restriction of trading and pricing relationships

Market condition (e.g. illiquidity) and/or the operation of the rules of certain markets (e.g. the suspension of trading in any contract or contract month because of price limits or “circuit breakers”) may increase the risk of loss by making it difficult or impossible to effect transactions or close/offset positions. If you have sold options, this may increase the risk of loss. Normal pricing relationships between the underlying asset and a derivative do not always exist. The absence of an underlying reference price may make it difficult to judge “fair” value.

#### (f) Deposited cash and property

You should familiarise yourself with the protections accorded the collateral you deposit by way of money or other assets in domestic and foreign transactions, particularly in the event of a firm insolvency or bankruptcy. The extent to which you may recover your money or other assets is governed by the legislation and local rules in the country in which the counterparty acts.

#### (g) Commission and other charges

Before you begin to trade, you should obtain a clear explanation of all commissions, fees and other charges for which you will be liable. These charges will affect your net profit or loss.

#### (h) Transactions in other jurisdictions

Transactions on markets in other jurisdictions, including markets formally linked to a domestic market, may expose you to additional risk. Such markets may be subject to regulation, which may offer different or diminished investor protection. Your local regulatory authority will be unable to compel the enforcement of the rules of regulatory authorities or markets in other jurisdictions where your transactions have been effected.

(i) Trading facilities

Most open-outcry and Electronic trading facilities are supported by computer-based component systems for the order-routing, Execution, matching, registration or clearing of trades. As with all facilities and systems, they are vulnerable to temporary disruption or failure. Your ability to recover certain losses may be subject to limits on liability imposed by the system provider, the market, the clearing house and/or member firms. Such limits may vary: you should ask the firm with which you deal for details in this respect.

(j) Electronic trading

Trading on an Electronic trading system may differ not only from trading in an open-outcry market but also from trading on other Electronic trading systems. If you undertake transactions on an electronic trading system, you will be exposed to risks associated with the system, including the failure of hardware and software. The result of any system failure may be that your order is not Executed according to your instructions, or is not Executed at all and you are not continuously informed about your positions and fulfilment of the margin requirements.

(k) Off-exchange transactions

In some jurisdictions firms are permitted to effect off-exchange transactions. The firm with which you deal may be acting as your counterpart to the transaction. It may be difficult or impossible to liquidate an existing position, to assess the value, to determine a fair price or to assess the exposure to risk. For these reasons, these transactions may involve increased risks.

Before you undertake such transactions, you should familiarise yourself with applicable rules and attendant risks.

## Schedule 4 : Stabilisation

### 1. Risk warning in respect of securities that may be subject to stabilisation

Unless the Agreement states otherwise, we may, from time to time, recommend transactions in securities to you, or carry out such transactions on your behalf, where the price may have been influenced by measures taken to stabilise it.

You should read the explanation below carefully. This is designed to help you judge whether you wish your cash to be invested at all in such securities and, if you do, whether you wish:

- (a) to be consulted before we carry out any such transaction on your behalf; or
- (b) to authorise us to carry out any such transaction on your behalf without first having to consult you.

### 2. What is stabilisation?

Stabilisation enables the market price of a security to be maintained artificially during the period when a new issue of securities is sold to the public. Stabilisation may affect not only the price of the new issue but also the price of other securities relating to it.

Stabilisation can help to counter the fact that, when a new issue comes onto the market for the first time, the price can sometimes drop for a time before buyers are found.

Stabilisation is carried out by a “**stabilisation manager**” (normally the firm chiefly responsible for bringing a new issue to market). As long as the stabilisation manager follows a strict set of rules, he is entitled to buy back securities that were previously sold to investors or allotted to institutions which have decided not to keep them. The effect of this may be to keep the price at a higher level than it would otherwise have been during the period of stabilisation.

### 3. The stabilisation rules:

- (a) limit the period when a stabilising manager may stabilise a new issue;
- (b) fix the price at which he may stabilise (in the case of shares and warrants but not bonds); and
- (c) require him to disclose that he may be stabilising but not that he is actually doing so.

The fact that a new issue or a related security is being stabilised should not be taken as any indication of the level of interest from investors, or of the price at which they are prepared to buy the securities.

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