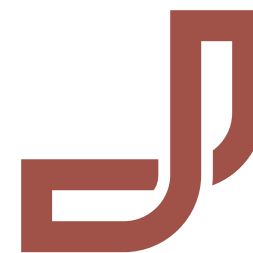




# Reyker Securities plc (in Special Administration) (the “Company”)



Client Claim Portal - User Guide

December 2020



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# 1. Glossary

Capitalised terms within this document are defined as follows:

Bar Date	The deadline for Clients to submit their claims in respect of Client Money and/or Custody Assets
Client	A party for whom the Company held either Client Money or Custody Assets or both on their behalf
Client Assets	Client Money and Custody Assets
Client Asset Return Statement	A statement showing Clients' Custody Assets and Corporate Action Assets which will be available through the Portal. This Statement will detail the Nominated Broker to which Custody Assets will be transferred.
Client Money	Money of any currency that the Company has received or holds for, or on behalf of, a Client, as at 8 October 2019
Client Representative	An individual acting on behalf of the Company's Client who is named on the Client Statement(s) and has explicit authority to act on behalf of the Client for the purpose of submitting their claim to Custody Assets and / or Client Money in the special administration and someone with whom the Client has shared their unique user-name and/or password details to access the Portal.
Company / Reyker	Reyker Securities plc - in special administration
Corporate Action Income	Client Money received on behalf of Clients following 8 October 2019
Custody Assets	The securities (including stock, shares and other investments) held for and on behalf of the Clients, as at 8 October 2019
Distribution Plan	A statutory distribution plan, pursuant to the Regulations and the Rules, to facilitate the return of Custody Assets
FCA	Financial Conduct Authority
FSCS	Financial Services Compensation Scheme
Investment Manager	An organisation that manages investments in funds and other portfolios of Client Custody Assets on behalf of Clients under the terms of an investment management
JSAs	The Joint Special Administrators
Nominated Broker	One of the designated brokers who will receive a transfer of Client Assets following the approval of the Distribution Plan
Portal	Client Claim Portal established to allow Clients submit a claim for both Custody Assets and Client Money
Proposed Transfer Date	The proposed date from which the assets on this statement will start to transfer to the Nominated Brokers. Due to the complexity of the process, the transfer of Client Assets will be staggered and it may take some time after this date for Transfers to be completed.
Regulations	The Investment Bank Special Administration Regulations 2011 as amended by The Investment Bank (Amendment of Definition) and Special Administration (Amendment) Regulations 2017
Rules	The Investment Bank Special Administration (England and Wales) Rules 2011
S&W	Smith & Williamson LLP
Transfer	The Transfer of Custody Assets to one of a small number of selected Nominated Brokers.
Transfer Conditions	The Transfer Conditions referred to in clause 5.4 of the Distribution Plan which need to be met before the JSAs can transfer or distribute your Client Assets set out in this statement, such as your Share of the Costs or any outstanding Pre-Administration Liabilities having been paid





## 2. Portal overview

The JSAs have established and developed the Portal to allow you to:

1. **Submit your claim for both Custody Assets and Client Money held by the Company on your behalf as at 8 October 2019**
  - Clients were required to submit a claim to Client Assets by no later than **17:00 hours on 21 July 2020**
  - However, the Claim declaration page remains open and Clients are strongly encouraged to submit a claim if they have not already done so
  - If no claim is received:
    - the JSAs will rely on the Company's records when calculating the amount of Custody Assets to be returned to you and you may therefore lose your right to dispute your holdings as per your Client statement and Client Assets Return Statement (see below);
    - The JSAs will not be able to distribute any of your Client Money as your Claim needs to have been submitted prior to being able to complete a Client Money Instruction Form (see below).
  
2. **Provide instructions for the Client Money distribution**
  - The deadline for the first interim Client Money distribution has now passed.
  - For those Client's who did not submit a Client Money Instruction Form by the deadline, their share of Client Money is being safeguarded under the JSAs' control until such time that either a second interim or a final distribution is declared (and instructions have been received).
  - If you previously instructed the JSAs to hold your Client Money until the approval of the Distribution Plan, you must now confirm via the Portal whether you wish for your Client Money to be distributed to the Nominated Broker(s) identified or provide an alternative instruction.
  
3. **View your Client Assets Return Statement and, where applicable, submit the Opt-out Request Form**
  - Your Client Assets Return Statement confirms which assets are being transferred, to which Nominated Broker and the proposed Transfer date.
  - Should you wish to opt out of the Transfer (and select your own choice of broker to receive your Custody Assets and Corporate Action Income), you must complete and submit the Opt-out Request Form by no later than **midnight GMT on 22 January 2021**

This User Guide provides assistance to navigate the Portal to submit a claim to Client Assets, submit a Client Money Instruction Form and access your Client Assets Return Statement (including the Opt-out Request Form). Additional information regarding the Special Administration can be found at <https://smithandwilliamson.com/reyker-securities-plc/> or, alternatively, by contacting Client Services on 0800 048 9512 or by email at [clientservices@reyker.com](mailto:clientservices@reyker.com)





## 3. Logging in

The Portal can be accessed via [www.reykerportal.com](http://www.reykerportal.com).

Enter the unique Client ID and password provided to you in the letter dated 6 March 2020 to log in to the Portal.

If you have previously logged in to the Portal please use the memorable password you entered and skip to section 5.

Should your log in details not be recognised or if you forget your password, contact Client Services on 0800 048 9512.

**Sign in**

Client ID

Password

**Sign in**

#### **WARNING - Fraudulent communication**

- Given several instances of fraudulent communications seeking advance payments from Clients have been reported, we continue to encourage you to remain vigilant and to exercise caution when dealing with correspondence regarding the Special Administration.
- Fraudsters are typically using fake website domain names or email addresses to impersonate Reyker and Smith & Williamson, such as 'clientservices@reyker-securities.co.uk' **[please note the differing email suffix]** or 'smithandwilliamsoninfo@gmail.com' and may be masking their caller IDs to appear connected to Reyker, Smith & Williamson or other intermediary providers.
- We continue to communicate such approaches to the relevant authorities, including the FCA, and ask Clients to remain vigilant to such fraudulent communications.
- If you are in any doubt regarding the legitimacy of any communication regarding the special administration, please refer to the information provided on this webpage in the first instance or contact the JSAs directly on 0800 048 9512 or, alternatively, at either clientservices@reyker.com or reyker.securities@smithandwilliamson.com. Further information can also be found at <https://www.fca.org.uk/consumers/protect-yourself-scams>.
- If you have lost money as a result of a scam, you should contact Action Fraud on 0300 123 2040 or visit <https://www.actionfraud.police.uk>.

The affairs, business and property of Reyker Securities Plc ('the Company') are being managed by the joint special administrators Mark Ford, Adam Henry Stephens, and Henry Shinnors of Smith & Williamson LLP ('the JSAs'). They act as agents of the Company and without personal liability. The JSAs are licensed as insolvency practitioners in the UK by the Institute of Chartered Accountants in England and Wales. Reyker Securities Plc is incorporated in England and Wales under the Companies Act 2006 with registered number 01747595. The Company is authorised and regulated by the Financial Conduct Authority with FRN 115308. Former LSE No: 780. The Fair Processing Notice in relation to the General Data Protection Regulation can be accessed at [www.smithandwilliamson.com/rsgdpr](http://www.smithandwilliamson.com/rsgdpr). Should you wish to be supplied with a hard copy, free of charge, please contact Smith & Williamson's offices.





## 4. Initial user access

The first time you log into the Portal you will be required to set up a new memorable password.

This page will only appear the first time you log in to the Portal and you are only required to reset your password once.

The new password will be required for all future log-ins. Please keep this safe.

If you forget your password please contact Client Services on 0800 048 9512.



Reyker Securities Plc (in special administration) Client Claim Portal

### Change your password

Before you can use the Client Claim Portal, we need you to set up a new password.

#### Change your password

Current password

New password

Confirm password

Save

Cancel



Reyker Securities Plc (in special administration) Client Claim Portal

### Change your password

Before you can use the Client Claim Portal, we need you to set up a new password.

You have successfully verified your account and set up a new password.

Continue





## 4. Initial user access (cont'd)

Once you have logged in to the Portal, you will be automatically directed to the 'Welcome' page, which provides a summary of 'Important information'.

To browse the Portal, use the tabs to the left hand of the screen, or the blue hyperlinks under the Welcome heading, to view each section.

Your portal overview provides a summary of any required action and should be carefully reviewed.

You will not be able to access the 'Client Money Instruction Form' until you have submitted your 'Claim declaration'.

Further information regarding the Special Administration can be found in the 'Useful information' section.

This includes more detail regarding the terms and conditions and the options available for the distribution of the Client Money Pool.

The screenshot shows the 'Welcome' page of the Reyster Securities plc Client Claims Portal. On the left is a navigation menu with the following items: Welcome, Client details, Client statement(s) as at 8 Oct 19, Claim declaration, Client Money Instruction Form, Client Assets Return Statement, and Useful information. The 'Welcome' page content includes:

**Important information**

- Following the approval of the Distribution Plan by the Court on 16 October 2020, the Portal has been updated to facilitate the return of Custody Assets.
- Where a Proposed Transfer Date has been set for all or part of your Custody Assets and / or Corporate Action Income, your Client Assets Return Statement(s) will appear in the 'Client Assets Return Statement' area of the Portal. This can be found using the menu to the left-hand side of the screen.

**Welcome**

Welcome to the Reyster Securities plc (in special administration) Client Claims Portal ("the Portal").

The Portal has been designed and updated to enable you to:

- Review your personal details held by Reyster – see [Client details](#)
- Review a statement of the Custody Assets and Client Money held by Reyster on your behalf as at 8 October 2019 (being the date the Company entered Special Administration) – see [Client statement\(s\) at 8 October 2019](#).
- Submit your claim to Client Assets (being Client Money and Custody Assets) held as at 8 October 2019 and FSCS compensation - see [Claim declaration](#)
- Provide your instructions to the JSAs regarding the distribution of your Client Money (being cash by Reyster on your behalf as at 8 October 2019) – see [Client Money Instruction Form](#);
- Review your Client Assets Return Statement which details your Custody Assets and Corporate Action Income (being income received following 8 October 2019) to be transferred to the JSAs' Nominated Broker(s) under the Distribution Plan – see [Client Assets Return Statement](#); and
- Opt-out of the proposed transfer to the Nominated Brokers and provide alternative distribution instructions should you wish to do so. Any opt out request must be received by no later than **midnight (GMT) on 22 January 2021** – see [Client Assets Return Statement](#).

**Your portal overview**

Item	Status	Required action
Claim to Client Assets	Submitted	None
FSCS protected*	Yes	None
Client Money Instruction Form	Outstanding	Please submit your <a href="#">Client Money Instruction Form</a> to participate in future Client Money distributions.
Client Assets Return Statement	Available	Please review your <a href="#">Client Assets Return Statement</a> carefully.  If you are happy with the Nominated Broker(s) chosen for you and you have met the Transfer Conditions, <b>no further action</b> is required.  If you wish to opt out of the proposed transfer to the Nominated Broker(s) chosen for you, you will need to complete the Opt-out Request Form within the ' <a href="#">Client Assets Return Statement</a> ' area of the Portal by no later than <b>midnight (GMT) on 22 January 2021</b> .

\* Based on present information available to the JSAs and the FSCS





## 5. Reviewing Client details

To review personal details, select 'Client details' on the left hand side panel to review your (or the Client's) personal details, as per the Company's records.

Please review these details carefully and if any details need updating please contact Client Services on 0800 048 9512 or [clientservices@reyker.com](mailto:clientservices@reyker.com) who will update the Company's records accordingly.

**Smith & Williamson**  
Reyker Securities Plc (in special administration) Client Claim Portal

Welcome

**Client details**

Client statement(s) as at 8 Oct 19

Claim declaration

Client Money Instruction Form

Client Assets Return Statement

Useful information

**Client details**  
Please carefully review the Client details below.

**Personal details**

Client ID [REDACTED]

Name [REDACTED]

Birth date [REDACTED]

Email address [REDACTED]

**Address details**

Type	Line1	Line2	Town	County	Postcode
[REDACTED]					

**Further assistance**

If any of your details are incorrect, please contact Client Services on:

Telephone: 0800 048 9512

Email: [clientservices@reyker.com](mailto:clientservices@reyker.com)

Please refer to the Smith & Williamson Reyker webpage for updates: <https://smithandwilliamson.com/reyker-securities-plc>





# 6. Reviewing Client statements

The Client statements have been prepared as at **8 October 2019** (the date of appointment of the JSAs) and identify the quantities of Custody Assets and / or Client Money held in either the Client Money Pool or Client Asset estate upon the JSAs' appointment.

To view the 'Client statement(s)' select the page on the left hand side of the screen.

A list of all the plans held in your (or the Client's) name will appear under the heading 'Plans'.

Select the blue hyperlink under 'Plan name' in order to obtain a detailed breakdown of the cash and securities held within that plan.

To return to the main Client statement screen once you have viewed the plan breakdown click on 'Client Statement(s)' on the left hand side or click back in your web browser.

Smith & Williamson  
Reyker Securities Plc (in special administration) Client Claim Portal

Client statement(s) as at 8 Oct 19

**Client statement(s) as at 8 Oct 19**

Please see below your (or the Client's) personalised Client statement(s) confirming your (or the Client's) Client Asset holdings as at 8 October 2019 according to the records of the Company which have been adjusted, where required, to reflect discrepancies identified by the JSAs' reconciliation.

The statements are prepared as at 8 October 2019 (the date of appointment of the JSAs) and identify the proportion of your (or the Client's) Custody Assets and / or Client Money held in either the Client Money Pool or Custody Asset estate which crystallised upon the JSAs' appointment.

The statements below do not, therefore, include dividends and bond coupons received after that date nor do they reflect any corporate actions post 8 October 2019. We can confirm that all dividend and bond coupon receipts continue to be received and banked separately by the JSAs and are held in designated bank accounts for Clients.

Please note, for Custody Assets, the statement(s) do not include asset valuations. This is because the purpose of the claims process is to agree the quantity of Client Assets held for each Client and not their respective value.

Should you agree with your (or the Client's) Client statement(s), please confirm this via the 'Claim declaration' screen to validly submit a claim to the Client Assets.

**Your plans**

[To view a detailed breakdown of the cash and securities held in your plan\(s\), please click on the plan reference under the 'Plan name' column below \(blue hyperlink\).](#)

Plan name	Type	Status	Cash balance	Securities
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Further assistance**

If you have any queries please contact Client Services on:

Telephone: 0800 048 9512  
Email: [clientservices@reyker.com](mailto:clientservices@reyker.com)

Please refer to the Smith & Williamson Reyker webpage for updates: <https://smithandwilliamson.com/reyker-securities-plc>

If you do not agree with any of the information held please contact Client Services on 0800 048 9512 or email [clientservices@reyker.com](mailto:clientservices@reyker.com).





# 7. Submitting your Claim

Once you have verified that the Client details and Client statements are correct proceed to the 'Claim declaration' page to submit your claim to Client Assets.

There are four steps to this process.

## Step 1

- Select the tick box to confirm your agreement to the Client statements.

## Step 2

- Indicate whether you are submitting the claim on your own behalf or as a Client Representative (i.e. on behalf of a Client who has given you authority to act).
- If you are submitting the claim on behalf of a Client you will be required to enter your details to verify your relationship to the Client.

*The JSAs reserve the right to request additional documentation from either the Client or the Client Representative to verify the relationship*

The screenshot shows a web interface for submitting a claim. On the left is a vertical navigation menu with the following items: Welcome, Client details, Client statement(s), Claim declaration (highlighted), Client Money Instruction Form, and Useful information. A large red arrow points from the 'Claim declaration' menu item to the main content area.

The main content area is titled 'Claim declaration' and contains the following text: 'Once you are happy that your (or the Client's) details and Client statement(s) are correct, please complete the following declaration and press "confirm" in order to submit a claim to Client Assets in the Special Administration.'

Below this is a grey box with contact information: 'If you have any queries please contact Client Services on: Telephone: 0800 048 9512, Email: clientservices@reyker.com'.

The 'Statement' section contains a checkbox: ' I hereby confirm that the Client statement(s) confirming the quantity of Custody Assets and / or the amount of Client Money held in my (or the Client's) plans as at 8 October 2019 are correct and, accordingly, submit a claim to the aforementioned Custody Assets and / or Client Money in the Special Administration.'

Below the checkbox is the text: 'Furthermore, I confirm that I submit the claim'.

There are three radio button options for the relationship:
 

- As a Client on my own behalf
- As a legal entity (e.g. a company or partnership) which is a Client and of which I am a duly authorised to act
- On behalf of an individual Client from whom I have specific authority to act

 Two red arrows point from the 'Statement' section to these radio buttons.

Below the radio buttons is a form titled 'Where authorised to represent a corporate Client or where authorised to act on behalf of an individual Client please provide the following details prior to submitting the claim:'. The form has input fields for: Full name, Capacity / Relationship (e.g. director/spouse), Telephone, and Email. A red arrow points from the 'Step 2' text to this form.

At the bottom of the form, it states: 'The JSAs reserve the right to contact the client to verify the relationship and/or request additional documentation as required.'



# 7. Submitting your Claim (cont.)

## Step 3 - FSCS Compensation

- The information displayed here will vary between Clients depending on whether the total value of Client Assets held as at 8 October 2019 is above or below £85,000.
- If the total value of Client Assets held is less than £85,000 you are automatically treated as having submitted a claim for compensation from the FSCS and no further action needs to be taken in this regard. The JSAs are in the process of reviewing each Client's eligibility jointly with the FSCS.
- If the total value of Client Assets held is equal to or more than £85,000, please select whether you wish to submit a claim for compensation to the FSCS (as shown in the screen print to the right).

**Financial Services Compensation Scheme ("FSCS")**

As previously reported, the costs of pursuing Objective 1 of the special administration (i.e. the return of Client Assets) are paid from Client Assets and, therefore, Clients who don't receive FSCS compensation may have a shortfall in their client assets following a deduction for their share of the costs.

We have been liaising closely with the FSCS in order to streamline the process by which eligible Clients may receive compensation in order to mitigate the need for an eligible Client to submit a claim direct to the FSCS themselves and, where possible, to ensure Client Assets are transferred to the proposed purchaser whole.

Accordingly, the FSCS has confirmed that it has exercised its power under COMP 3.2.1A of the FCA Handbook (<https://www.handbook.fca.org.uk/handbook/COMP/3/2.html>) and will treat all Clients with Client Assets with a total value of less than £85,000 as at 8 October 2019 as if they have claimed compensation. This means:

- Subject to the total value of your Client Assets being less than £85,000 as at 8 October 2019, you will automatically be treated as having submitted a claim for compensation from the FSCS and you do not need to take any further action in this regard. The JSAs are in the process of reviewing each Client's eligibility jointly with the FSCS;
- Clients who have Client Assets with a total value as at 8 October 2019 either equal to or greater than £85,000 will not be treated as having automatically claimed compensation from the FSCS. Such Clients are asked as part of this Declaration to confirm whether they wish to submit a claim for FSCS compensation or not.

The FSCS can pay up to £85,000 per eligible Client for claims in respect of Reyker Securities plc (in special administration), including those in respect of their share of the Objective 1 costs. Further information on eligibility criteria may be found at <https://www.fscs.org.uk/how-we-work/eligibility-rules/>

As the total value of your (or the Client's) Client Assets as at 8 October 2019 are equal to or greater than £85,000, you (or the Client) have not been automatically treated as having claimed compensation from the FSCS. If you believe you (or the Client) may meet the eligibility criteria and wish to submit a claim to the FSCS via the Portal, please tick the relevant box below.

I hereby wish to submit a claim to the FSCS for any shortfall in my (or the Client's) Client Assets that may arise as a result of the costs of the special administration.

I do not wish to submit a claim to the FSCS for any shortfall in my (or the Client's) Client Assets that may arise as a result of the costs of the special administration.

*Please note, any eligible Client who does not submit a claim for compensation from the FSCS via the Portal may have to meet their share of the costs of the special administration upon the transfer of the Client Assets to the purchaser and the JSAs may reserve sufficient Client Assets to cover these costs.*

*Where a Client does submit a claim for FSCS compensation and it is subsequently determined that they do not meet the FSCS' eligibility criteria, the JSAs will write to the Client with an explanation of the options available to them.*

<https://reykerportal.com/introduction>



# 7. Submitting your Claim (cont.)

## Step 4

- Finally, select the tick boxes to confirm your agreement to the User representations and General disclaimer.

Once you have completed all steps, press 'Confirm' to submit your claim.

Confirmation will be provided once the claim has been successfully submitted.

You will still be able to access the Portal once you have confirmed your Claim in order to view your Client statement(s) and to complete your Client Money Instruction Form.

If you have any queries following the submission of your claim, please contact Client Services on 0800 048 9512 or by email at [clientservices@reyker.com](mailto:clientservices@reyker.com).

Welcome

Client details

Client statement(s)

Claim declaration

Client Money Instruction Form

Useful information

### User representations

For the purpose of these representations ("User Representations"):

- 'User' is defined as either the Company's Client (as referenced on the Client statement(s) herein) or a Client Representative of the Client
- 'Client Representative' is defined as an individual acting on behalf of the Company's Client who is named on the Client Statement(s) herein and has explicit authority to act on behalf of the Client for the purpose of submitting their claim to Custody Assets and / or Client Money in the special administration and someone with whom the Client has shared their unique user-name and/or password details.
- 'Client' is defined as the Client referenced in the client details and client statement(s) herein
- 'Guidance' is defined as the instructions and user guides included on the Portal and the Reyker dedicated webpage of Smith & Williamson's website. <https://smithandwilliamson.com/en/services/restructuring-and-recovery-services/rekker-securities-plc>

By logging into the Portal and pressing confirm below, you are making the following User Representations:

- You are a User (as defined above) and have authority to access the information contained in this Site;
- You have read and understood the Guidance (as defined above) and that neither the Company, the JSAs' or their firm shall be liable to any consequences of any failure by you to follow the Guidance;
- You shall treat all information viewed on the Portal or provided to you in connection with the Portal as confidential;
- The Company, the JSAs and their firm shall not be liable (a) for any consequences of any failure by you to provide accurate, complete and up-to-date information and (b) for any fraudulent use by you of the Portal; and you acknowledge and accept that the Company, the JSAs or their firm shall not be liable to any consequences of any failure on your part to observe the General Disclaimer, these User Representations, any applicable additional representation or the Guidance.
- To the extent that you submit information to the Company through this Portal, you are duly authorised to submit such information to the Company through this Portal;
- You have read and understood our Fair Processing Notice in relation to the General Data Protection Regulation which can be accessed at [www.smithandwilliamson.com/rrsgdpr](http://www.smithandwilliamson.com/rrsgdpr) and agree to the JSAs, their firm and the Company holding and processing any data or information held or submitted, including through this Portal, for the purposes of the special administration of the Company, including the distribution or transfer of Clients' Client Assets.
- If a Client Representative, you are authorised to accept these User representations and the JSAs' general disclaimer (below) on behalf of the Client.

Please tick the below box prior to confirming your claim to confirm your acceptance to the above User Representations.

I, a User of the Portal, have read, understood and accept the User Representations on behalf of myself or the Client

### General Disclaimer

The JSAs act as agents for and on behalf of the Company and neither they, their firm, members, partner, employees or their representatives shall incur any personal liability whatsoever under or in relation to the Portal or in connection with any information provided on or accessed through this Site. The exclusion of liability set out in this paragraph shall arise and continue notwithstanding the termination of the agency of the JSAs and shall operate as a waiver of any and all claims (including, but not limited to, claims in tort, equity and common law as well as under the laws of contract).

I, a User of the Portal, have read, understood and accept, the General Disclaimer on behalf of myself or the Client

Confirm





# 8. Client Money Instruction Form

Once your 'Claim declaration' has been submitted, you will be able to access the 'Client Money Instruction Form' tab on the left hand side.

This virtual form allows you to provide distribution instructions for each plan held with Reyker in preparation for the distribution of Client Money.

Please read the 'Required action' carefully before proceeding to complete the 'Client Money Instruction Form'.

The 'Your notes' section is tailored to each Client and provides specific information relating to the plan(s) held by you.

If you do not see this box, it means that you do not hold any Client Money that requires special considerations, e.g.:

- An investment with a tax wrapper;
- In a foreign currency; or
- In a plan that is linked to an Investment Manager who has already provided instructions on your behalf.

Welcome	
Client details	
Client statement(s)	
Claim declaration	
<b>Client Money Instruction Form</b>	
Useful information	
Welcome	
Client details	
Client statement(s)	
Claim declaration	
<b>Client Money Instruction Form</b>	
Useful information	

## Client Money Instruction Form

The JSAs have concluded that a series of partial transfers of Custody Assets under Regulations 10B and 10C and a separate distribution of Client Money in accordance with the FCA's Client Money Distribution and Transfer Rules (as set out in CASS 7A), now represents Clients' best interests. Accordingly, Clients must provide instructions as to how and where their share of Client Money should be distributed.

The first interim distribution of Client Money will be paid to all participating Clients during August 2020 provided the required actions below have been completed.

### Required action

Please complete your Client Money Instruction Form in order for your Client Money to be distributed in accordance with your instructions.

To participate in the first interim distribution of Client Money, please complete your Client Money Instruction Form by no later than **17.00 hours (GMT) on 7 August 2020**.

Instructions provided by you in respect of the first distribution will apply to subsequent distributions except where alternative instructions are provided, either through this Portal or to the JSAs in writing. Alternative instructions need to be provided in good time. Reversals of transactions which have been set in motion or completed as per your original instructions will not be possible.

### Next steps:

1. Review the Client Money Instruction Form (below) which lists each plan you hold with the Company and the Client Money balance held within that plan;
2. Confirm to the JSAs where you would like your Client Money to be distributed by clicking on a plan reference (blue hyperlink) and selecting one of the four available options on the following screen. A summary of the available options can be accessed by clicking [here](#).
3. Read through the important information in respect of your selected option and, if you're happy to continue, complete any data fields (where required) and press 'confirm' to complete your instruction to the JSAs in respect of that plan;
4. If you have multiple plans, repeat steps (2) and (3) for all plans within your Client Money Instruction Form. Please note, if you wish to provide the same instructions for **all** your plans, this can be done by clicking the red 'Select all' button and following the instructions provided.
5. Once you have provided an instruction for each plan within your Client Money Instruction Form, please complete the 'Client Money Instruction Declaration' at the bottom of this page and press 'Submit'.
6. You will receive confirmation of the date that your Client Money Instruction Form was submitted and that no further action is required.

### Your notes

- You have a plan held through the investment manager Deepbridge Capital Limited and you have given them the power to give instructions on your behalf. As per their instructions, the cash held within this plan will be transferred to their choice of broker, being Kin Capital Limited. No further action needs to be taken in respect of this plan unless you wish for the respective Client Money balance to be distributed elsewhere. This can be done by clicking on the respective plan number and selecting one of the alternative options available.
- You have a plan held through the investment manager Puma Investments and you have given them the power to give instructions on your behalf. As per their instructions, the cash held within this plan will be transferred to their choice of broker, being Pershing Limited. No further action needs to be taken in respect of this plan unless you wish for the respective Client Money balance to be distributed elsewhere. This can be done by clicking on the respective plan number and selecting one of the alternative options available.
- You have a plan where cash is invested in a scheme with a tax wrapper. You may wish to consider seeking specialist advice before providing your instructions to the JSAs.
- You have a plan with cash held in a foreign currency. If seeking to receive the cash to a personal bank account, a UK or international bank account may be designated. Payment of the distribution will, however, remain subject to the JSAs' bank account verification checks. Please note, any charges associated with the transfer of cash balances, such as bank transfer fees or foreign exchange charges levied by your bank, will be borne by you and paid from the balance of Client Money being distributed.
- You have a plan with an overdrawn balance. No distribution instructions are required in respect of this plan. As part of the distribution process, the JSAs will seek to repay this balance from Client Money held in other plans (insofar as possible).





## 9. Providing Client Money instructions

In order to submit your instructions, select the blue hyperlinks on the left hand side, in turn, to provide a distribution instruction for each plan.



Plan	Client Money	Currency	Product type	Distribution instruction
<a href="#">G101</a>	510.00	GBP	EIS	
<a href="#">G102</a>	520.00	GBP	EIS	
<a href="#">G103</a>	530.00	GBP	EIS	
<a href="#">G104</a>	540.00	GBP	EIS	
<a href="#">ABC</a>	5,000.00	GBP	ISA	
<a href="#">DEF</a>	2,500.00	GBP	JISA	
<a href="#">GHI</a>	-500.00	GBP	Direct	N/A – overdrawn balance needs to be repaid or set-off
<a href="#">JKL</a>	10,000.00	GBP	Direct	
<a href="#">MNO</a>	0.43	EUR	Direct	
<a href="#">PQR</a>	2,000.00	EUR	Direct	



Clients can provide different instructions for each plan held by selecting each plan individually.

Should you wish to provide the same instructions for all plans, please click ‘**Select all**’.

Should you wish to clear all instructions provided and re-enter, select ‘**Clear all**’ and all instructions will be removed.



[Select all](#) [Clear all](#)

You are not able to provide instructions for any plans with an overdrawn balance. Any overdrawn balances will be set-off by the JSAs (where possible) in accordance with the terms and conditions of the Client Money Pool distribution.

Once you have provided distribution instructions for all of your plans, the details will appear on the table under ‘**Distribution instructions**’.





# 9. Providing Client Money instructions (cont'd.)

Once you have selected a plan using the blue hyperlink (or 'Select all' function), you will be presented with the Plan details at the top of the page.

The 'Plan details' will confirm the plan number, currency, balance, product type and whether a tax wrapper is applicable.

Where a tax wrapper is applicable, a text box will appear advising you to seek independent advice if you are unsure which is the best option for your investment.

A note will also appear if the plan is held through an Investment Manager and they have already provided instructions on your behalf.

Select one of the four available options for the selected plan and press 'Continue'.

Welcome

Client details

Client statement(s) as at 8 Oct 19

Claim declaration

**Client Money Instruction Form**

Client Assets Return Statement

Useful information

### Client Money Instruction Form - Options

Plan details			
Plan number:	H101_400	Currency:	GBP
Nominated Broker:	James Brearley & Sons Limited	Plan balance:	14,000.00
Product type:	Direct	Distributed to date:	1400.00
Tax wrapper applicable:	No	Remaining balance:	12600.00

Please provide instructions in respect of the Client Money held within this plan by selecting one of the options provided below.

Once selected, press continue to read further detail in respect of the option you have selected. You will be given the option to either confirm or come back to this option screen.

**Please select one of the following:**

- Please distribute the Client Money to the Nominated Broker selected by the JSAs
- Please distribute the Client Money to my (or the Client's) personal bank account.
- Please distribute the Client Money to an alternative broker or ISA manager.
- I (or the Client) wish to irrevocably waive any entitlement to the Client Money and instruct the JSAs to donate such funds to the NHS Charities Together.

**Continue**

**Disclaimer**

Neither the Company nor the JSAs can give Clients any advice whatsoever in respect of their investments, the distribution of Client Money or the transfer or distribution of Custody Assets and nothing within this document, the Portal, or any other associated literature issued by the JSAs should be treated as such. If you are uncertain as to the best option(s) for you and your investments and the financial consequences, please seek independent professional advice. It may be necessary to seek specialist tax advice in respect of any investments held within ISA, JISA, IF ISA or Child Trust Fund products before providing instructions to the JSAs.

Mark Ford, Adam Stephens and Henry Shinnars of Smith and Williamson LLP were each appointed as the JSAs of the Company on 8 October 2019. The affairs, business and property of the Company are being managed by the JSAs who act as agents of the Company and without personal liability.

The cash held within this plan is subject to a tax efficient wrapper. If you are uncertain as to the best option for you and your investments and the financial consequences, please seek independent professional advice. Neither the Company nor the JSAs can give Clients any advice whatsoever in respect of their investments and / or the distribution of Client Money.





# 10. Clients with Investment Managers

The JSAs will accept investment instructions from Investment Managers, acting for Clients, where those Investment Managers have satisfied the JSAs as to their authority to do so; specifically the authority to decide where to invest their clients' Client Money.

Where this has been agreed, Clients will see a text box confirming that the Investment Manager has provided instructions on their behalf and the option to transfer to an alternative broker will already be selected.

If you are happy for the JSAs to accept the Investment Manager instruction and transfer to their chosen broker, no further action is required.

Should you wish to provide alternative instructions (for the next distribution), you can select one of the other options or select your own choice of broker on the next screen.

If you have any queries relating to the instructions provided by your Investment Manger please contact them directly.

Welcome	<b>Client Money Instruction Form - Options</b>  <b>Plan details</b> <table border="1"><tr><td>Plan number:</td><td>DEF</td><td>Product type:</td><td>JISA</td></tr><tr><td>Currency:</td><td>GBP</td><td>Tax wrapper applicable:</td><td>Yes</td></tr><tr><td>Plan balance:</td><td>2,500.00</td><td></td><td></td></tr></table> <p>The cash held within this plan is subject to a tax efficient wrapper. If you are uncertain as to the best option for you and your investments and the financial consequences, please seek independent professional advice. Neither the Company nor the JSAs can give Clients any advice whatsoever in respect of their investments and / or the distribution of Client Money.</p> <p>This plan is linked to your investment manager, [REDACTED] and you have given them the power to give instructions on your behalf. Your investment manager has provided instructions to the JSAs on your behalf and requested for the Client Money balance held in this plan to be transferred to their alternative broker, being [REDACTED] you may select another option or nominate or your choice of alternative broker should you wish to do so.</p> <p>Should you have any queries, please contact [REDACTED]</p>	Plan number:	DEF	Product type:	JISA	Currency:	GBP	Tax wrapper applicable:	Yes	Plan balance:	2,500.00		
Plan number:		DEF	Product type:	JISA									
Currency:		GBP	Tax wrapper applicable:	Yes									
Plan balance:		2,500.00											
Client details													
Client statement(s)													
Claim declaration													
Client Money Instruction Form													
Useful information													







# 11. Client Money Instruction Form: Option 1

**OPTION 1: Please distribute the Client Money to the Nominated Broker selected by the JSAs**

Selecting this option will mean your Client Money will be distributed to the Nominated Broker identified under 'Plan details' (and on your 'Client Assets Return Statement') (further details in section 16).

Confirm your instruction by reading the 'Important information' and pressing 'Confirm'.

Your instruction will be noted against the selected plan in the 'Client Money Instruction Form'.



Reyker Securities Plc (in special administration) Client Claim Portal

[Redacted]

Welcome

Client details

Client statement(s) as at 8 Oct 19

Claim declaration

Client Money Instruction Form

Client Assets Return Statement

Useful information

### Client Money Instruction Form - Options

**Plan details**

Plan number:	H101_500	Currency:	GBP
Nominated Broker:	Pershing Securities Limited	Plan balance:	14,000.00
Product type:	Direct	Distributed to date:	1400.00
Tax wrapper applicable:	No	Remaining balance:	12600.00

You have selected to:

- Please distribute the Client Money to the Nominated Broker selected by the JSAs**

**Important information**

Selecting this option will mean the Client Money will be distributed to the same broker or ISA manager to whom your Custody Assets will be transferred under the Distribution Plan approved by the Court on 16 October 2020 (unless you have requested to opt-out of such a transfer).

The Nominated Broker(s) for your Custody Assets (and Corporate Action Income received thereon) can be found on your Client Asset Return Statement on the Portal.

This option may be considered attractive to ISA clients who wish for Client Money and Custody Assets, all held within the same ISA plan, to be transferred to the same broker or ISA manager. Clients should, however, take their own independent advice in this regard.

Confirm

**Disclaimer**

Neither the Company nor the JSAs can give Clients any advice whatsoever in respect of their investments, the distribution of Client Money or the transfer or distribution of Custody Assets and nothing within this document, the Portal, or any other associated literature issued by the JSAs should be treated as such. If you are uncertain as to the best option(s) for you and your investments and the financial consequences, please seek independent professional advice. It may be necessary to seek specialist tax advice in respect of any investments held within ISA, JISA, IF ISA or Child Trust Fund products before providing instructions to the JSAs.

Mark Ford, Adam Stephens and Henry Shinnars of Smith and Williamson LLP were each appointed as the JSAs of the Company on 8 October 2019. The affairs, business and property of the Company are being managed by the JSAs who act as agents of the Company and without personal liability.





# 12. Client Money Instruction Form: Option 2

**OPTION 2: Distribute the Client Money to my (or the Client's) personal bank account.**

Selecting this option will mean the Client Money will be paid to you (or the Client's) personal bank account.

This will be classified as a withdrawal of the Client Money from any tax efficient investment scheme (please take appropriate advice).

You will need to designate a bank account to which the Client Money will be paid by completing the required fields. This can be a UK or international bank account.

Confirm your instruction by reading the 'Important information' and pressing 'Confirm'.

Your instruction will be noted against the selected plan in the 'Client Money Instruction Form'.

Once all fields have been completed, read the 'Important information' and press 'Confirm'.

Welcome

Client details

Client statement(s)

Claim declaration

**Client Money Instruction Form**

Useful information

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Document library

Guides


### Client Money Instruction Form - Options

Plan details			
Plan number:	G101	Product type:	EIS
Currency:	GBP	Tax wrapper applicable:	No
Plan balance:	510.00		


You have selected to:

- Distribute the Client Money to my (or the Client's) personal bank account.**

Please provide the following details in respect of your (or the Client's) personal bank account:

UK 

International

Sort code:  

Account number:

It is your responsibility to ensure the details provided are correct. The Company, the JSAs and their firm shall not be liable for any consequences of any failure by you to provide accurate, complete and up-to-date information or for any fraudulent use by you of the Portal. Additional verification checks of all bank accounts will, however, be carried out prior to any distributions being paid.


### Important information

Selecting this option will mean the Client Money balance held within this plan will be paid to you (or the Client's) personal bank account as designated below. This will be classified as a withdrawal of the respective cash balance from any tax efficient investment scheme.

The Portal enables you to provide details for either UK or international bank accounts with a view to preserving any investments in foreign currencies, should you so wish.

Please note:

- Any costs associated with the transfer of cash balances, such as bank transfer fees or foreign exchange charges, will be borne by you (or the Client) and paid from the balance of Client Money being distributed. It is your responsibility to ensure that you are aware of the associated costs prior to selecting this option.
- The JSAs will need to verify each Client's designated bank account in advance of paying any distribution. This will initially be done by way of an automated verification check, however, this will only be possible for UK residents designating a UK bank account.
- In the event any designated bank account cannot be verified using the automated verification check, a member of the Client Services team may contact you to discuss next steps. This may require additional documentation to be provided to the Company.

**Confirm** 

**Disclaimer**

Neither the Company or the JSAs can give Clients any advice whatsoever in respect of their investments and / or the distribution of Client Money and nothing within this document, the Portal, or any other associated literature issued by the JSAs should be treated as such. If you are uncertain as to the best option(s) for you and your investments and the financial consequences, please seek independent professional advice. It may be necessary to seek specialist tax advice in respect of any cash balances held within ISA, JISA, IF ISA or Child Trust Fund products before providing instructions to the JSAs to deal with the distribution of that element of your Client Money balance.

Mark Ford, Adam Stephens and Henry Shinnars of Smith and Williamson LLP were each appointed as the JSAs of the Company on 8 October 2019. The affairs, business and property of the Company are being managed by the JSAs who act as agents of the Company and without personal liability.





# 13. Client Money Instruction Form: Option 3

## OPTION 3: DISTRIBUTE the Client Money to an alternative broker or ISA manager.

Selecting this option will mean the Client Money will be transferred to the alternative broker or ISA manager of your choice.

In order to select this option you **must** already have an account open with the proposed broker and ISA manager and confirmed that they are willing to receive the Client Money **directly from Reyker**.

If this has been done:

- Tick the three boxes to confirm you have taken the necessary steps and to provide consent for the JSAs to contact the broker or ISA manager (where necessary)
- Provide the required broker or ISA manager details.
- Your client reference is your account reference for *the alternative broker or ISA manager (not your Reyker Client ID)*

Once all fields have been completed, read the 'Important information' and press 'Confirm'.

Welcome

Client details

Client statement(s)

Claim declaration

**Client Money Instruction Form**

Useful information

### Client Money Instruction Form - Options

**Plan details**

Plan number:	G101	Product type:	EIS
Currency:	GBP	Tax wrapper applicable:	No
Plan balance:	510.00		

You have selected to:

- **Distribute the Client Money to an alternative broker or ISA manager**

Please provide the following details:

I confirm:

I (or the Client) already have an open account with the alternative broker or ISA manager;  
 The broker or ISA manager has confirmed it will receive a payment direct from Reyker as opposed to from my (or the Client's) own personal account; and  
 I (or the Client) consent for the JSAs to contact the alternative broker or ISA manager to verify my account and arrange the distribution of Client Money

Broker name:

Broker address:

FCA registration number:

Your client ref:

This is your (or the Client's) unique account/client reference with the alternative broker or ISA manager and is required so that the JSAs can verify your active account

It is your responsibility to ensure the details provided are correct. The Company, the JSAs and their firm shall not be liable for any consequences of any failure by you to provide accurate, complete and up-to-date information or for any fraudulent use by you of the Portal.

**Important information**

Selecting this option will mean the Client Money will be transferred to the alternative broker or ISA manager you identify above. The Client Money will be received by the alternative broker or ISA manager and may remain invested within the respective product type (e.g. ISA or JISA).

Please note, in order to avoid a delay to the distribution of funds, Clients ticking this option **must have**:

- Contacted the proposed alternative broker or ISA manager and opened an account;
- Made the new broker or ISA manager aware that the Client Money will be received directly from the Company (and not from a personal bank account); and
- Obtained all relevant references for the transfer so that this information may be added to the Portal.

Your choice of broker or ISA manager is at your own risk and nothing within this document should be considered advice in this regard. Please make sure you are fully aware of any costs that may be incurred with your alternative broker or ISA manager prior to confirming this option and you are comfortable that your desired investment aims will be satisfied accordingly. There will be no possibility of Clients transferring money back to Reyker following any distribution.

**Confirm**

**Disclaimer**

Neither the Company or the JSAs can give Clients any advice whatsoever in respect of their investments and / or the distribution of Client Money and nothing within this document, the Portal, or any other associated literature issued by the JSAs should be treated as such. If you are uncertain as to the best option(s) for you and your investments and the financial consequences, please seek independent professional advice. It may be necessary to seek specialist tax advice in respect of any cash balances held within ISA, JISA, IF ISA or Child Trust Fund products before providing instructions to the JSAs to deal with the distribution of that element of your Client Money balance.

Mark Ford, Adam Stephens and Henry Shinnars of Smith and Williamson LLP were each appointed as the JSAs of the Company on 8 October 2019. The affairs, business and property of the Company are being managed by the JSAs who act as agents of the Company and without personal liability.





# 14. Client Money Instruction Form: Option 4

**OPTION 4: I (or the Client) wish to irrevocably waive my entitlement to the Client Money and instruct the JSAs to donate such funds to the NHS Charities Together**

Ticking this option will mean you irrevocably waive any entitlements that you (or the Client) have to the Client Money and instruct the JSAs to donate such funds to the NHS Charities Together.

Please read the 'Important information' and press 'Confirm'.

Your instruction will be noted against the selected plan in the 'Client Money Instruction Form'.

Welcome


Client details

Client statement(s)

Claim declaration

**Client Money Instruction Form**

Useful information



## Client Money Instruction Form - Options

Plan details			
Plan number:	G101	Product type:	EIS
Currency:	GBP	Tax wrapper applicable:	No
Plan balance:	510.00		

You have selected to:

- **Irrevocably waive my (or the Client's) entitlement to the Client Money and instruct the JSAs to donate the Client Money to NHS Charities Together.**

### Important information

Ticking this option will mean you irrevocably waive any entitlements that you (or the Client) have to the Client Money and instruct the JSAs to donate such funds to the NHS Charities Together.

NHS Charities Together is the new trading name of The Association of NHS Charities, a membership organisation representing, supporting and championing NHS Charities. Further detail is available at <https://www.nhscharitiestogether.co.uk/what-we-do/>

This option has been provided given the high number of legacy accounts that appear to remain open with small balances.

Please note, the Regulations do not confirm a de minimis level and, therefore, any Client Money held by the Company on behalf of a Client, no matter how small, may still be claimed or donated.

**Confirm**



### Disclaimer

*Neither the Company or the JSAs can give Clients any advice whatsoever in respect of their investments and / or the distribution of Client Money and nothing within this document, the Portal, or any other associated literature issued by the JSAs should be treated as such. If you are uncertain as to the best option(s) for you and your investments and the financial consequences, please seek independent professional advice. It may be necessary to seek specialist tax advice in respect of any cash balances held within ISA, JISA, IF ISA or Child Trust Fund products before providing instructions to the JSAs to deal with the distribution of that element of your Client Money balance.*

*Mark Ford, Adam Stephens and Henry Shinnars of Smith and Williamson LLP were each appointed as the JSAs of the Company on 8 October 2019. The affairs, business and property of the Company are being managed by the JSAs who act as agents of the Company and without personal liability.*





# 15. Client Money Instruction Declaration

Once you have provided a distribution instruction for all of your plans that hold a Client Money balance, your Client Money Instruction Form will be complete.

Please proceed to the 'Client Money Instruction Declaration' where you need to:

- Tick boxes to confirm the distribution instructions and that you have read the terms and conditions and User Representations (these can be viewed by selecting the blue hyperlinks).
- Confirm whether you are submitting the instruction on your own behalf or as a Client Representative (i.e. on behalf of a Client) and provide your most up to date contact details.

Press 'Submit' to submit your Client Money Instruction Form to the JSAs.

You may be contacted by a member of the Reyker team in the event additional information is required to verify and complete your distribution instructions.

Plan	Currency	Client Money	Distributed	Remaining	Product type	Distribution instruction
H101_500	GBP	14,000.00	1,400.00	12,600.00	Direct	Distribute to JSA's Nominated Broker
H102_500	EUR	7,000.00	700.00	6,300.00	Direct	Distribute to JSA's Nominated Broker

**Select all** **Clear all**

**Client Money Instruction Form**

Useful information

**Client Money Instruction Declaration**

Please complete the following declaration once you have provided a distribution instruction for all plans listed in your Client Money Instruction Form and press 'Submit'.

I hereby confirm that the Client Money Instruction Form accurately reflects my (or the Client's) wishes in respect of where the respective Client Money balances should be distributed under the FCA's Client Money Distribution and Transfer Rules (as set out in CASS 7A); and

I have read and understood the terms and conditions of the Client Money Pool distribution (which are available [here](#))

I, a User of the Portal, have read and understood and accept the User Representations on behalf of myself or the Client (which are available [here](#))

Furthermore, I confirm that I submit the Client Money Instruction Form

As a Client on my own behalf

As a legal entity (e.g. a company or partnership) which is a Client and of which I am a duly authorised to act

On behalf of an individual Client from whom I have specific authority to act

**Submit**

**Disclaimer**

*Neither the Company or the JSAs can give Clients any advice whatsoever in respect of their investments and / or the distribution of Client Money and nothing within this document, the Portal, or any other associated literature issued by the JSAs should be treated as such. If you are uncertain as to the best option(s) for you and your investments and the financial consequences, please seek independent professional advice. It may be necessary to seek specialist tax advice in respect of any cash balances held within ISA, JISA, IF ISA or Child Trust Fund products before providing instructions to the JSAs to deal with the distribution of that element of your Client Money balance.*

*Mark Ford, Adam Stephens and Henry Shinnars of Smith and Williamson LLP were each appointed as the JSAs of the Company on 8 October 2019. The affairs, business and property of the Company are being managed by the JSAs who act as agents of the Company and without personal liability.*





# 15. Client Money Instruction Declaration (cont'd.)

Confirmation that your Client Money Instruction Form has been submitted will be provided on the next screen.

A summary of your distribution instructions provided for the Client Money held in each of your plans will be displayed.

**No further action is required for Client Money.**

The distribution instructions provided will be used for next distribution of Client Money.

However, should you wish to make any changes to your Client Money Instruction Form, please select **'Change instructions'** to return to the **'Client Money Instruction Form'** and edit as required.

**Please note:** if you select **'Change instructions'** you must resubmit your Client Money Instruction Declaration in order for the revised instructions to be received by the JSAs.



Reyker Securities Plc (in special administration) Client Claim Portal

**Welcome**

**Client Money Instruction Form**

Your Client Money Instruction Form was submitted on Thursday, December 17, 2020

Thank you for submitting your Client Money Instruction Form. This has been received by the JSAs.

No further action is required at this time.

**Distribution summary**

Plan	Currency	Client Money	Distributed	Remaining	Product type	Distribution instruction
H101_500	GBP	14,000.00	1,400.00	12,600.00	Direct	Distribute to JSA's Nominated Broker
H102_500	EUR	7,000.00	700.00	6,300.00	Direct	Distribute to JSA's Nominated Broker

**Updating instructions**

Please note, instructions provided by you in respect of any interim Client Money distributions will apply to subsequent distributions except where alternative instructions are provided, either through the Portal or to the JSAs in writing. Alternative instructions need to be provided in advance of any subsequent distribution cut-off date and written instructions must be acknowledged by the JSAs. Reversals of transactions which have been set in motion or completed as per your original instructions will not be possible.

If you would like to update any of the instructions submitted above, please click on the 'Update instructions' button below.

This will take you back to the Client Money Instruction Form where you can update or modify any of the distribution instructions already submitted.

**Update instructions**

**Further assistance**

If you have any queries please contact Client Services on:

Telephone: 0800 048 9512  
Email: [clientservices@reyker.com](mailto:clientservices@reyker.com)

Please refer to the Smith & Williamson Reyker webpage for updates: <https://smithandwilliamson.com/reyker-securities-plc>





# 16. Client Assets Return Statement

You will receive written notice from the JSAs once your **Client Assets Return Statement** is available on the Portal.

To access, select '**Client Assets Return Statement**' on the left hand side panel.

To view your **Client Assets Return Statement** click the red button; this will produce a PDF statement. To open please click on the document when it appears at the bottom of the screen. This may take a few seconds to load.

The '**Your notes**' section is tailored to each Client and provides specific information to your own personal circumstances.

A summary of the information contained within your Client Assets Return Statement is provided provided under '**Transfer Summary**'.

To review a breakdown of your Custody Assets and Corporate Action Income within each plan, select the blue hyperlink.



Reyker Securities Plc (in special administration) Client Claim Portal

**Client Assets Return Statement**

I am pleased to confirm the Distribution Plan regarding the return of Custody Assets was approved by the Court at a hearing on 16 October 2020.

Under the terms of the Distribution Plan, the JSAs must provide Clients with a Client Assets Return Statement stating which assets are being transferred, to which Nominated Broker and the proposed Transfer date.

To view your Client Assets Return Statement, click the button below.

**View Client Assets Return Statement**

**Your notes**

- Under the terms of the Distribution Plan you have some or all of your assets transferring to James Brearley & Sons Limited. This will result in a change to your current terms and conditions. You should have received a letter providing notice of the new terms and conditions for these plans at the point of transfer.
- The FSCS have confirmed you are eligible for compensation and that it will pay your Share of Costs on your behalf.
- No further action is required in respect of the transfer of your Custody Assets and / or Corporate Action Income to the Nominated Broker(s) referenced on your Client Assets Return Statement.
- If you **do not** wish for all or part of your Custody Assets and / or Corporate Action Income to transfer to the Nominated Brokers referenced on your Client Assets Return Statement, please see the below section regarding 'Opting out'. Please note, opting out will result in a delay to the distribution of your assets.

ClientAssetsReturn....pdf

**Transfer summary**

A summary of your Custody Assets and Corporate Action Income by plan and the respective Nominated Broker is set out below.

Please click on the plan number for a full breakdown of your Custody Assets and Corporate Action Income held within each plan.

If you **do not** wish for all or part of your assets to Transfer to the Nominated Broker(s) selected by the JSAs, please read the following section 'Opting out'.

Plan	Plan type	No. stock lines	Corp. Action Currency	Corp. Action Amount	Nominated Broker
<a href="#">H101_500</a>		0	GBP	250.00	Pershing Securities Limited
<a href="#">H102_500</a>	Direct	0	EUR	250.00	James Brearley & Sons Limited





# 16. Client Assets Return Statement

This is an example of a Client Assets Return Statement.

The grey box at the top confirms whether the Transfer Conditions have been met and whether any further action is required.

For 99% of Clients, the Transfer Conditions have been met and **no further action** is required (unless you wish to opt out of the Transfer).

The Client Assets Return Statement confirms the Custody Assets and Corporate Action Income to be transferred to your Nominated Broker and the Proposed Transfer Date from which transfers will start to be processed.

If you do not have Custody Assets and/or Corporate Action Income, this will be noted on your Client Assets Return Statement.

If you have any queries on the contents of your Client Assets Return Statement, please contact Client Services on 0800 048 9512 or [clientservices@reyker.com](mailto:clientservices@reyker.com).

reyker

Private & Confidential

350 High Street  
Westbury  
BA133BN

25 Moorgate  
London EC2R 6AY  
Tel 0800 048 9512  
www.smithandwilliamson.com

This Client Asset Return Statement is for information purposes only. You have met the Transfer Conditions outlined in the Distribution Plan and no further action needs to be taken by you in advance of your Custody Assets and Corporate Action Income being transferred to your Nominated Broker(s) unless you wish to opt out of any such transfer.

Reyker Securities plc (in special administration)

Client Assets Return Statement as at 14 December 2020

This statement is a summary of your Custody Assets and Corporate Action Income to be transferred or distributed under the terms of the Distribution Plan. This statement is prepared as at 14 December 2020, being the Transfer Selection Date. Notes explaining capitalised terms and the contents of this statement are included.

**Transfer Conditions met: Yes**  
**Outstanding conditions: None**

#### Key information

ClientID: 200  
Nominated Broker(s): Thompson Taraz Depository Limited  
Proposed Transfer Date: 29 January 2021  
Transfers start from this date but will take some time to complete. Clients should allow at least two weeks for Electronically held and at least four weeks for paper certificates.  
Transfer Cut-off Date: 22 January 2021  
Costs Allocation Value: £28,358.35  
Claimant's Share of Costs: £2,500.00  
FSCS protected: Yes  
Claimant's Share of Costs paid: Yes  
Security Interests: None  
Shortfall(s): None  
Pre-Administration Outstanding Amount: None

If you dispute the above Pre-Administration Outstanding Amount please contact Client Services on 0800 048 9512 to discuss the reasons for this. Under the terms of the Distribution Plan you have 21 days to apply to court to dispute the amount. Further detail is included within this statement.

Please note that where you hold Child Trust Funds or Innovative Finance ISAs, they are not included on this Client Assets Return Statement because we have not yet set a Proposed Transfer Date in respect of these Custody Assets.

#### Custody Assets to be transferred to the JSAs' Nominated Broker(s)

Plan: H101\_200

Nominated Broker: Thompson Taraz Depository Limited

ISIN	Security description	No. of units	Security location
ZZ000000XX_A	XXXXXXXXXX	4,366.00	CREST
ZZ000000XX_B	XXXXXXXXXX	7,136.00	CREST
ZZ000000XX_C	XXXXXXXXXX	18,617.00	Kas Bank
ZZ000000XX_X1	XXXXXXXXXX	4,366.00	CREST
ZZ000000XX_X2	XXXXXXXXXX	7,136.00	CREST

Plan: H102\_200

Nominated Broker: Thompson Taraz Depository Limited

ISIN	Security description	No. of units	Security location
ZZ000000XX_D	XXXXXXXXXX	4,366.00	Paper certificate
ZZ000000XX_E	XXXXXXXXXX	7,136.00	Paper certificate

#### Corporate Action Income (i.e. investment income received following 8 Oct 2019)

Corporate Action Income does not include Client Money received before the appointment of the JSAs. This is being returned by way of the Client Money distribution, being a separate process not subject to the Distribution Plan.

Plan: H101\_200

Nominated Broker: Thompson Taraz Depository Limited

Date	Transaction information	Currency	Amount
	Balance b/fwd - 8 October 2019	GBP	0.00
01/11/2019	UK dividend income	GBP	50.00
01/02/2020	UK dividend income	GBP	50.00
01/05/2020	UK dividend income	GBP	50.00
01/08/2020	UK dividend income	GBP	50.00
01/11/2020	UK dividend income	GBP	50.00
	<b>Balance to transfer</b>	<b>GBP</b>	<b>250.00</b>







# 17. Client Assets Return Statement - Opt-out Request Form

If you agree with your Client Assets Return Statement and are happy with your Nominated Broker(s) selected by the JSAs, no further action is required and you do not need to complete the next section.

If, however, you **do not** wish for all or part of your assets to Transfer to the Nominated Broker(s) selected by the JSAs, you must complete the **Opt-out Request Form** by the 'Transfer Cut-off Date' stated on your Client Assets Return Statement. For most Clients this will be midnight on **22 January 2021**.

Please read the information provided before completing the **Opt-out Request Form**.

To complete the **Opt-out Request Form** select the red button.

The screenshot shows a web interface with a left-hand navigation menu and a main content area. The navigation menu includes: Welcome, Client details, Client statement(s) as at 8 Oct 19, Claim declaration, Client Money Instruction Form, Client Assets Return Statement (highlighted), and Useful information. The main content area is titled 'Opting out' and contains the following text: 'Under the terms of the Distribution Plan, your Client Assets and Corporate Action Income on your Client Assets Return Statement will automatically Transfer to the Nominated Broker(s) on the Proposed Transfer Date (or as soon as practicable thereafter) unless you request to opt-out of the Transfer and designate your own choice of broker or ISA manager to receive such assets on your behalf.' Below this is a box titled 'Please read the following information before deciding to opt-out' containing a bulleted list: 'An Opt-out Request Form only needs to be completed if you **do not** wish for all or part of your Custody Assets and / or Corporate Action Income to be transferred to the Nominated Brokers as set out in your Client Assets Return Statement and Transfer summary.', 'Opting out of a Transfer of all or part of your Custody Assets and / or Corporate Action Income **will result in a delay** in the distribution of those assets as the JSAs will prioritise the bulk Transfer of Client Assets to the Nominated Brokers in the interests of the majority of Clients.', 'All Opt-out Request Forms must be completed and submitted by no later than **midnight GMT on 22 January 2021**.', and 'The distribution of your Custody Assets and / or Corporate Action Income to your own choice of broker or ISA manager will only take place once i) the JSAs have set a Distribution Selection Date and ii) you have provided the instructions required in respect of an alternative broker and iii) you have ensured that your Share of Costs has been paid.' Below the list is a paragraph: 'If you still wish for all or part of your Custody Assets and / or Corporate Action Income to be transferred to an alternative broker, please click on the button below to complete your request to opt-out.' At the bottom of the main content area is a red button labeled 'Opt-out Request Form'. Below the button is a note: 'This form only needs to be completed if you **do not** wish for your Custody Assets and / or Corporate Action Income to be transferred to the Nominated Brokers as set out in your Client Assets Return Statement and Transfer summary.' At the very bottom of the page is a grey box with the text: 'Should you have any queries, please contact Client Services on 0800 048 9512 or, alternatively, by email at [clientservices@reyker.com](mailto:clientservices@reyker.com).' Red arrows in the original image point to the 'Opting out' header, the 'Please read the following information...' box, and the 'Opt-out Request Form' button.

Welcome

Client details

Client statement(s) as at 8 Oct 19

Claim declaration

Client Money Instruction Form

Client Assets Return Statement

Useful information

### Opting out

Under the terms of the Distribution Plan, your Client Assets and Corporate Action Income on your Client Assets Return Statement will automatically Transfer to the Nominated Broker(s) on the Proposed Transfer Date (or as soon as practicable thereafter) unless you request to opt-out of the Transfer and designate your own choice of broker or ISA manager to receive such assets on your behalf.

**Please read the following information before deciding to opt-out**

- An Opt-out Request Form only needs to be completed if you **do not** wish for all or part of your Custody Assets and / or Corporate Action Income to be transferred to the Nominated Brokers as set out in your Client Assets Return Statement and Transfer summary.
- Opting out of a Transfer of all or part of your Custody Assets and / or Corporate Action Income **will result in a delay** in the distribution of those assets as the JSAs will prioritise the bulk Transfer of Client Assets to the Nominated Brokers in the interests of the majority of Clients.
- All Opt-out Request Forms must be completed and submitted by no later than **midnight GMT on 22 January 2021**.
- The distribution of your Custody Assets and / or Corporate Action Income to your own choice of broker or ISA manager will only take place once i) the JSAs have set a Distribution Selection Date and ii) you have provided the instructions required in respect of an alternative broker and iii) you have ensured that your Share of Costs has been paid.

If you still wish for all or part of your Custody Assets and / or Corporate Action Income to be transferred to an alternative broker, please click on the button below to complete your request to opt-out.

**Opt-out Request Form**

*This form only needs to be completed if you **do not** wish for your Custody Assets and / or Corporate Action Income to be transferred to the Nominated Brokers as set out in your Client Assets Return Statement and Transfer summary.*

**Should you have any queries, please contact Client Services on 0800 048 9512 or, alternatively, by email at [clientservices@reyker.com](mailto:clientservices@reyker.com).**





# 17. Client Assets Return Statement - Opt-out Request Form

There are three steps to the opt-out process.

## Step 1

- Select whether you wish for all or part of assets to be transferred to an alternative broker by selecting one of the options provided. The grey box confirms your respective Nominated Broker(s) selected by the JSAs.
- If you wish for only part of your assets to be transferred to an alternative broker, you will then be presented with a summary of plans held in your name.
- Select the relevant tick box for each plan you wish to be transferred to an alternative broker.

Welcome

Client details

Client statement(s) as at 8 Oct 19

Claim declaration

Client Money Instruction Form

**Client Assets Return Statement**

Useful information

### Client Assets Return Statement - Opt-out Request Form

Your Nominated Broker(s): James Brearley & Sons Limited, Pershing Securities Limited

Proposed Transfer Date: 29 January 2021

Transfer Cut-off Date: 22 January 2021

Opting-out of the proposed Transfer(s) to the Nominated Broker(s) will cause a delay in the distribution of the respective Client Assets as the JSAs will prioritise the bulk Transfer of Client Assets to the Nominated Brokers in the interests of all Clients generally.

Any distribution of your Custody Assets and / or Corporate Action income to your own choice of broker or ISA manager will only take place once:

1. the JSAs have set a Distribution Selection Date; and
2. you have provided the instructions required below in respect of an alternative broker; and
3. you have ensured that your Claimant's Share of Costs has been settled.

**Declaration**

I wish for all of my Custody Assets and / or Corporate Action Income to be transferred to an alternative broker and, therefore, opt-out of the Transfer(s) to the above-named Nominated Broker(s).

I wish for part of my Custody Assets and / or Corporate Action Income to be transferred to an alternative broker and, therefore, opt-out of the Transfer to the Nominated Broker in respect of my plans selected below:

Opt-out	Plan	Plan type	No. stock lines	Corp. Action Currency	Corp. Action Amount	Nominated Broker	Distribution Instructions
<input type="checkbox"/>	H101_500	Direct	0	GBP	250.00	Pershing Securities Limited	N/A
<input type="checkbox"/>	H102_500	Direct	0	EUR	250.00	James Brearley & Sons Limited	N/A

*Please tick the box next to each plan which you DO NOT want to transfer to the Nominated Broker.*





# 17. Client Assets Return Statement - Opt-out Request Form

## Step 2

Select whether you have opened an account with your own broker.

- If you have not done so at this stage, you can still submit your Opt-out Request Form, however, you will need to return to confirm your broker's details.
- If you have already opened an account, please complete the broker details and provide the required confirmations with regard to your broker by ticking the following three boxes.

## Step 3

- Submit the Opt-out Request Form by completing the usual declarations and confirming whether you are submitting the instruction on your own behalf or as a Client Representative (i.e. on behalf of a Client).

Please press 'Submit' to ensure the JSAs received your Opt-out Request Form to the JSAs.

The screenshot shows the 'Client Assets Return Statement' section of a web portal. A sidebar on the left contains a menu with items: 'Welcome', 'Client details', 'Client statement(s) as at 8 Oct 19', 'Claim declaration', 'Client Money Instruction Form', 'Client Assets Return Statement' (highlighted), and 'Useful information'. Red arrows point from the text on the left to the corresponding sections in the form. The main content area is titled 'Your broker details' and contains the following text: 'The JSAs will require details of your own choice of broker in order for them to be able to set a Distribution Selection Date for any assets that you have requested to **not** transfer to the Nominated Broker(s) selected by the JSAs. Please confirm one of the following:'. There are two radio button options: 'I have not yet opened an account with my own broker' (selected) and 'I have an open account with my own broker'. Below this is a link: 'If you do not yet have an open account with an alternative broker, you can still submit your Opt-out Request Form and provide your own broker's details by returning to the Portal once you have opened an account.' and a prompt: 'Please complete the below declarations and submit your Opt-out Request Form.' The form then asks to confirm the broker to which the selected Client Assets should be distributed by completing the below details and declarations. There are four input fields: 'Broker name:', 'Broker address:', 'FCA registration number:', and 'Your client ref:'. Below these is a note: 'This is your (or the Client's) unique account/client reference with the alternative broker or ISA manager and is required so that the JSAs can verify your active account'. There are three checkboxes: 'I (or the Client) have an open account with the above-named broker or ISA manager', 'The alternative broker or ISA manager has confirmed it can accept the Client Assets detailed within this Client Asset Return Statement', and 'I (or the Client) consent for the JSAs to contact the alternative broker or ISA manager to verify my account and arrange for the transfer of Client Assets'. At the bottom, there are two more checkboxes: 'I, a User of the Portal, have read and understood and accept the User Representations on behalf of myself or the Client (which are available here)' and 'I understand that submitting this Opt-out Request Form will result in a delay in the return of the respective assets.' Below these is the text 'I confirm I submit this opt-out request:' followed by three radio button options: 'As a Client on my own behalf', 'As a legal entity (e.g. a company or partnership) which is a Client and of which I am a duly authorised to act', and 'On behalf of an individual Client from whom I have specific authority to act'. At the very bottom is a red 'Submit' button.





# 17. Client Assets Return Statement - Opt-out Request Form

Confirmation that your **Opt-out Request Form** has been submitted will be provided on the next screen.

To return to the **Transfer Summary** click the **'Return to Transfer summary'** red button. This will confirm all plans to which you have requested to 'opt out' of the transfer by replacing the name of the Nominated Broker(s) selected by the JSAs.

If you have provided alternative broker details, the broker name will appear in a new column called **'Distribution Instructions'**.

## FURTHER ACTIONS

### Update broker details

- If you have not yet provided details of your own broker, red text will appear notifying you that these details need to be added. Select the red box **'Update broker details'** to enter once you have opened an account. This can be done after the Transfer Cut-off Date.

### Cancel Opt-out request

- Should you wish to no longer opt-out of the Transfer you must select the **'Cancel Opt-out request'** red box and select **'Yes'** on the next page.

Plan	Plan type	No. stock lines	Corp. Action Currency	Corp. Action Amount	Nominated Broker	Distribution Instructions
H101_300	Direct	0	GBP	250.00	Opted out	Please provide broker details*
H102_300	Direct	0	EUR	250.00	Opted out	Please provide broker details*



### **Disclaimers**

*The guide has been prepared for information purposes only and is subject to change without notice. Neither the Company nor the JSAs can give Clients any advice whatsoever in respect of their investments and / or the distribution of Client Money or the return of Custody Assets and nothing within this document, the Portal, or any other associated literature issued by the JSAs should be treated as such. If you are uncertain as to the best option(s) for you and your investments and the financial consequences, please seek independent professional advice.*

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