

## Change of transfer agency system: FAQ

### Change of transfer agency system

---

#### 1. What is changing?

In order to enhance the consistency and efficiency of the services provided to you by our current registrar and transfer agent HSBC, a decision has been taken to implement a change in the underlying transfer agency system for our Schroder Luxembourg and Cayman domiciled funds.

This change will not affect the investment management of the Fund or the ownership of the units/shares held in our funds.

#### 2. When is the change expected to happen?

The change will take effect on Monday 13 March 2023 (Effective Date).

#### 3. Will there be a trading block/freeze?

No. The system change will take place over the weekend to avoid any need to block/freeze trading.

#### 4. How will the change of transfer agency system impact investors?

As of the Effective Date, the following changes will result for investors:

- a. Your existing shareholder account number(s) will change and you should have been provided with the new shareholder number(s) in alphanumeric format, e.g. ABCDE1234567. Those new account numbers will replace your current account number(s) and should be used as of the effective date onwards
- b. If you are an agent, you will also have been provided with a new agent code to replace the existing agent code. This new agent code should also be used as of the effective date along with your clients' new shareholder account number(s)

- c. A new online platform (Investor Insight) will be available and registration onto this portal will commence from 20 March. Please follow the link

<https://investorinsight.gbm.hsbc.com> to access the login page of this online portal. You can get an overview/user guide of this portal by using the 'Support' icon at the bottom of the page

You can use Investor Insight to:

- Access valuations across your global fund holdings
- View historical transactions
- Access fund information, price history and distribution history
- Access your statements, distribution vouchers, and contract notes

There will be a few changes in the layout/format of the reports/outputs which you currently receive from us. But you will still have access to all the relevant information in the new outputs/reports which will be provided to you

- d. After the effective date, if you currently receive paper statements then these will continue to be sent by post on a monthly basis.  
  
Please get in touch with HSBC at the contact details provided to you in this letter in case you do not wish to receive paper statements. Alternatively, we would encourage you to register onto the new HSBC online portal called Investor Insight in order to access your statements.
- e. If you are submitting trades via a direct SWIFT connection to HSBC, you will be required to change the BIC (Bank

Identification Code)/DN (Distinguished Name) as outlined below:

**New BIC: MIDLGB22GTA**

**New DN: cn=funds,ou=gta,o=midlgb22,o=swift**

If you are submitting trades via an STP provider (like Calastone, Euroclear, Clearstream) to HSBC, please continue to use the same BIC/DN as you are using currently when sending your trade instructions.

In both of the above instances, kindly ensure that you state your new agent and/or shareholder account numbers while submitting trades to HSBC or any other STP provider (your new details have been provided as part of mailing).

**5. Will there be any changes to the current contact details for the transfer agent due to this change?**

The telephone number and fax number provided below for reference is the same as what you are currently using to contact HSBC.

Telephone number: +352 40 46 46 500

Fax number: +352 26 37 89 77

The contact email address for HSBC will however be changing post the Effective Date of 13 March 2023 as stated below:

**Email: simeutransferagency@lu.hsbc.com**

With effect from 1 November 2022, HSBC has moved their office location to:-

**HSBC Continental Europe, Luxembourg  
18, Boulevard de Kockelscheuer  
L – 1821 Luxembourg  
Grand Duchy of Luxembourg**

Please be advised that the PO Box remains unchanged from B.P. 413

**6. Why is Schrodgers making this change?**

This change builds upon our global strategic partnership with HSBC, enhancing the consistency and efficiency of the services provided, whilst enhancing our investors' experience.

**7. Will the costs of making this change be passed on to investors?**

The costs, including those related to regulatory and shareholder communications regarding this change, will not be borne by the funds or investors.

**8. Will I need to advise my administrator, consultant, custodian or third party, who may place trades and settle on my behalf, of these changes?**

Schrodgers has made every effort to notify consultants and custodians of the changes ahead of the migration. Where however there are other administrators or third parties involved in the administration of your funds and are interacting with the transfer agent, we strongly recommend that you share any necessary information with the relevant persons ahead of the Effective Date of 13 March 2023 to ensure they are operationally ready.

**9. Will STP providers be impacted?**

Yes. STP providers have been fully briefed and prepared for this system change. If you instruct via STP, you will need to use your new account number(s), BIC and DN on all future instructions.

**10. Will investors be able to use STP on the first day of dealing on the new system on the 13 March 2023?**

Yes. Please refer to question 4 about the requirements to submit trades via STP.

**11. Can I use my existing account number and/or agent code as of 13 March 2023?**

Following the change of the transfer agency system on 13 March 2023, HSBC cannot accept any trade instructions under the old numbers (your new account and agent numbers have been provided in the notification letter sent to you). However, if you need HSBC to locate the account(s) using an old account number during a telephone enquiry, you will still be able to do so. Please be advised that your STP trades will be rejected if you continue to use incorrect details.

**12. How should we place orders with you as of 13 March 2023?**

The method of placing orders will remain the same and where these are sent by fax you should continue to use the same number as confirmed above. Please note all STP channels remain in place as currently.

**13. Please confirm the contingency procedures should we not be able to place an order when dealing commences on 13 March 2023 ?**

All methods of dealing will be available on 13 March 2023 – STP, FAX and Post. If you encounter any issues trading via these mediums, we would advise you to contact HSBC on Monday 13 March 2023 at the contact details provided above. If there are any issues or changes to the migration, communication will be issued to ensure all our clients are kept up to date with any changes which may be required to ensure full service is available.

**14. Will there be any change to the current settlement terms?**

There is no change and settlement terms remain the same as currently.

**15. Will personal data continue to be secure as a result of this change?**

Yes. Our obligations to process client data securely and in compliance with data protection laws remain unchanged.

**16. Will the changes impact investors' rights under GDPR (Global Data Protection Regulation)?**

No. Our obligations remain unchanged and your rights will be unaffected.