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Charity Investor FAQs

The information provided is current as of September 2023.

1 How do we invest?

Simply download and complete a charity application form from our literature library on our website. Alternatively you can contact us on 0800 032 3778 and we will post an application form to you. Further information on those completing the form may be required. All application forms received before midday will be invested on the same day. Application forms

received after midday will be dealt on the following business day. A contract note detailing the number and value of shares purchased will be sent to you shortly after we receive the application form together with details of how to pay for the investment.

2 Is our money easily accessible?

Although our funds are intended for long-term investment you can access your capital without restriction. Shares can be sold on any working day simply by sending us a suitably authorised written instruction and the funds will usually be credited to your account within four working days.

3 How frequently are Distributions paid?

Majority of our Funds declare distributions in June and December each year. Please refer to the respective Fund Factsheet in our literature library on our website for the fund's respective Distribution dates. The distribution proceeds are paid approximately two months after the distribution had been declared.

4 Can the Distribution be reinvested?

Yes. Simply advise us that you would like the distribution be reinvested and a contract note will be sent to you confirming the amount reinvested and the number of shares purchased.



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5 Can we switch our investment from one fund to another?

Yes. We will require a suitably authorised written instruction and there is no charge for this service.

6 Who do we contact for administrative queries?

For all administrative queries please call our administrative team on 0800 358 3010 and select option 1 or alternatively email them on edentreeinquiries@ntrs.com.

7 Who do we contact if we have a complaint?

Should you have any reason to complain please contact EdenTree Investment Management on 0800 032 3778, email us at charities@edentreeim.com or write to us at 24 Monument Street, London, EC3R 8AJ.

8 General Data Protection

General Data Protection Regulation - use of your personal data.

On 25 May 2018, data protection laws changed. We have updated our practices to ensure compliance with these laws and to ensure that we use your data in a way that is transparent.

Please refer to our [Fair Processing Notice](#) or full [Privacy Policy](#) for more information.



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9 FACTA & CRS Requirements

Foreign Account Tax Compliance Act (FATCA)

The FATCA requirements relate to US taxpayers. It requires tax authorities to obtain detailed information for US taxpayers on an annual basis.

FATCA is intended to increase transparency for the Internal Revenue Service (IRS) with respect to US persons that may be investing and earning income through non-US institutions.

You will be asked to provide this information when you invest. If this information is not provided your investment instruction may be rejected.

Information is only required if you are a US resident or entity or are classified as such for tax purposes.

10 What does it cost to invest?

Costs vary from Fund to Fund. Please refer to the Fund Factsheet in our literature library on our website for the respective Fund's Ongoing Charge which includes the Annual Management Charge (AMC). This fee is deducted at fund level and you will not be charged separately for any fees.

The purpose of this information is to provide answers to your specific questions.

This list is not exhaustive, if you have any questions that are not included please contact us on **0800 032 3778**, alternatively email us at charities@edentreeim.com

Should you have dealing or administrative queries please contact our administrative team between 9am and 5pm Mondays to Fridays on **0800 358 3010** or email them at edentreeinquiries@ntrs.com

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