FAQs

Financial Adviser

The information provided is current as of July 2025.

1 How can I access your funds for my clients?

Via a Fund Platform. A list of platforms supporting our funds is available **here**.

Via an offshore bond. Our funds are available via a number of offshore bonds. If your chosen provider is not currently listing our funds, please contact us and we will arrange for them to be made available.

Directly with EdenTree via a Stocks & Shares ISA or an Investment Account. An agency will need to be set up when you first submit business.

2 How do I get information about how to access and trade in EdenTree funds for my clients?

Please use our contact form to get in touch with us, available **here**. A local sales representative will then be in touch.

3 How do I access application forms and regulatory documents?

Please visit our literature library **here** or our regulatory information page **here**.

4 How do I obtain a current valuation or account-specific information for my clients?

Contact **edentreeimqueries@ntrs.com** or telephone 0800 358 3010 during office hours.

5 How do I update information for my clients (for example change of address)?

Instructions to change details on an account should be posted to EdenTree Investment Management, Sunderland, SR43 4AU, or scanned copies of the written signed instruction can be emailed to:

Dealing instructions: **edentreedealing@ntrs.com**

Non-dealing instructions: **uk@ntrs.com** or **edentreenonfinancialntuk@ntrs.com**

General Enquiries, client account queries, request for valuations etc, should be sent to **edentreeimqueries@ntrs.com**.

6 How to notify us of a customer vulnerability or special instructions?

Should you be made aware that an investor requires any additional assistance either on a temporary of permanent basis, please notify us. Statements and correspondence can be provided as large print or in an audio format. Other vulnerabilities and requirements will also be added to their account on request.

7 How do I find out more information about your funds?

Our website offers a wealth of information, including factsheets, brochures, fund manager biographies and research. Please visit our literature library **here**. Alternatively, please complete our contact form as detailed below and your local representative will be in touch.

8 Who is my local EdenTree representative?

Please use our contact form to get in touch with us, available **here**. A local sales representative will then be in touch.

9 How do I complain on behalf of a client?

Please contact us by telephone on 0800 358 3010 or email **edentreeimqueries@ntrs.com**.
Or in writing to EdenTree Investment Management Limited, Sunderland, SR43 4AU.

10 What commission is available?

As there are no initial charges on our funds, no initial commission is available. Renewal commission continues to be paid on eligible legacy assets.

11 Do you offer an Adviser Fee Service?

No. However, platforms do offer this service.

12 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.

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

If you have an Adviser or your investments are administered by a platform, you should contact them to discuss any matters relating to your investments.

This list is not exhaustive, if you have any questions that are not included please contact us on
0800 358 3010
Monday to Friday 9am to 5pm.
We may monitor or record calls to improve our service.

You can also contact our Client Service team by calling us on
0800 011 3821

Or by email at
clientservice@edentreeim.com

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EdenTree is authorised and regulated by the Financial Conduct Authority and is a member of the Investment Association.

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