FAQs

Charity Investor

The information provided is current as of June 2026.

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 358 3010 and we will post an application form to you. Further information about the individuals completing the form may be required. All completed 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. This can be posted to us at EdenTree Investment Management Limited, Sunderland, SR43 4AU, or the scanned instruction can be emailed to us at edentreedealing@ntrs.com. If your scanned instruction has been successfully delivered, you will receive a confirmation email. The funds will usually be credited to your account within four working days. Alternatively, instructions can be provided over the telephone on 0800 358 3010 during office hours.

Please note, release of the payment may be delayed if anti-money laundering documentation is required. Please keep your information up to date and provide requested documents as soon as possible to avoid any delays.

3 How frequently are distributions paid?

Distribution frequency varies by fund and may be quarterly or half-yearly. Please refer to the relevant Fund Factsheet for details. 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 has been declared.

4 Can the distribution be reinvested?

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

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 edentreeimenquiries@ntrs.com.

7 How do we update account information?

You can update your account details by providing us with a clear letter of instruction signed by two authorised signatories on the account. This should be on headed paper and can be posted to us or a scanned copy can be emailed to us at edentreenonfinancialntuk@ntrs.com.

We are able to make some limited changes over the telephone, please call 0800 358 3010 during office hours to discuss.

8 How do we update the Trustee information on our account?

When there is a change in Trustees we need to be provided with an updated list of all Trustees, which should include the Trustee's full name, address and date of birth.

We may need to obtain anti-money laundering documents if the new Trustee is a principal on the account.

It is important to keep this information up to date on the account to avoid delays when requesting a withdrawal from your account.

9 Who do we contact if we have a complaint?

Should you have any reason to complain, please contact EdenTree Investment Management on 0800 011 3821, email us at compliance@edentreeim.com or write to us at 24 Monument Street, London, EC3R 8AJ.

10 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.

11 FATCA and 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.

12 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.

Please send postal instructions to:
EdenTree Investment Management Limited
Sunderland
SR43 4AU

Should you have dealing or administrative queries, please contact us on
0800 358 3010

Or by email at
edentreeimenquiries@ntrs.com