



Technology Fixed Income Plan: April 2022

**DOUBLE ISA OPPORTUNITY: USE YOUR ISA ALLOWANCE
FOR BOTH THE 2021/22 AND 2022/23 TAX YEARS**

This brochure explains the key features and risks of this investment.
It must be read together with both Dura Capital's Terms & Conditions and
Société Générale's Key Information Document (KID).

This Plan does not guarantee to repay the amount you invest and you
should be prepared to risk losing some or all of your investment.

Dura Capital does not provide investment advice. We recommend you seek
advice from an independent financial adviser before investing in the Plan, as
they will be able to determine whether it is suitable for your needs.



IMPORTANT DATES

Investment Deadline	ISA transfers: 08 Apr 2022 2021/22 ISA investments: 05 Apr 2022 All other applications (including 2022/23 ISAs): 22 Apr 2022
Start Date	29 Apr 2022
Income Dates	Monthly, from the 31 May 2022 to the 29 Apr 2025, inclusive
Final Maturity Date	29 Apr 2025

WHO IS THE PLAN AIMED AT?

This Plan is targeted at investors who are looking for a monthly income over a three-year period.

Investors should be prepared to put the amount they invest in the Plan ('Amount Invested') at risk in exchange for a higher income than they would achieve from an investment that does not put their investment at risk.

Investors should also be able to understand the features and risks associated with this investment. Please see page 12 ('Who is this plan suitable for?') for more information.

HOW MUCH INVESTMENT RISK SHOULD I BE WILLING TO TAKE?



The summary risk indicator is a guide to the level of risk of this Plan compared to other products. It shows how likely it is that the Plan will lose money because of movements in the market or because Société Générale is not able to meet its commitment to you under the terms of the Plan.

Société Générale has classified this investment as 5 out of 7, which is a medium-high risk class. Please ask your financial adviser to provide you with the KID for more information.

All capitalised terms in this brochure have the meaning given to them in the Terms and Conditions of the Plan, which you must read before deciding to invest.

WHO'S INVOLVED?

There are a number of firms involved in putting together this Plan. Here is a brief summary of the different firms and their roles.

Dura Capital is the 'Plan Manager', meaning we are responsible for designing, arranging and marketing this Plan. We are also the 'Plan Administrator', meaning we process your application, deal with any queries you have, and buy and sell the Securities the Plan purchases on your behalf.

Our team is made up of industry experts across distribution, operations, product design, marketing and management. And we all share the same mission: to deliver products which are accessible, easy to understand, fully transparent and good value for investors. We are FCA-regulated, with a strong focus on compliance and governance across everything that we do. For more information visit duracapital.co.uk.

Bank of New York Mellon is the 'Custodian', meaning they will hold the Plan Securities on your behalf for safekeeping.

Bank of New York Mellon is a trusted partner to safeguard and service assets for clients around the world. For more information, please visit bnymellon.com.

SG Issuer is the 'Issuer', meaning they are responsible for issuing the investment (known as Securities) which the Plan will purchase in order to provide the returns of the Plan to you.

SG Issuer is part of Société Générale, and Société Générale guarantees any payments due to you from SG Issuer under the terms of this Plan.

To understand more about their role, please see page 9.

Neither us, nor the Custodian or Issuer can provide you with financial advice in relation to an investment in the Plan. We strongly recommend that you seek advice from an independent financial adviser before making a decision to invest, as they will be able to determine whether the Plan is suitable for your needs.

WHAT COULD YOU RECEIVE WHEN THE PLAN MATURES?

Monthly income

You will receive an income payment each month during the term. Each income payment will equal 0.42% of your Amount Invested (a total of 5.04% a year).





The payment of this income is fixed, meaning it will not change during the term of the Plan.

The repayment of your Amount Invested

Whether you are repaid your Amount Invested in full when the plan matures depends on the performance of the shares of three global technology companies – specifically Amazon, Apple and Microsoft, together referred to as the 'shares'. The performance of the shares will be measured from their closing levels on the Start Date (the 'Start Levels') to their closing levels on the Final Maturity Date (the 'Final Levels').

The amount you will get back at maturity will depend on the performance of the worst performing share only:

- If the Final Levels for all three shares are at or above 50% of their Start Levels, you will be repaid your Amount Invested in full.
- However, if the Final Level for at least one share is below 50% of its Start Level (meaning it has more than halved in value since the start of the Plan), the repayment of your Amount Invested will be reduced by 1% for every 1% fall in the worst performing share (please see below for some examples of how much you could lose in different scenarios).

Scenario 1	The Final Levels for all 3 shares are at or above 50% of their Start Levels		You will get your money back
Scenario 2	The Final Levels for 2 shares are at or above 50% of their Start Levels		You will make a loss
Scenario 3	The final Level for 1 share is at or above 50% of its Start Level		You will make a loss
Scenario 4	the Final Levels for all 3 shares are BELOW 50% of their Start Levels		You will make a loss

For example...

The table below shows examples of the total amount you would receive based on an Amount Invested of £10,000. The exact amount you receive will depend on the amount that you invest and the performance of the worst performing share from the Start Date to the Final Maturity Date.

Level of the worst performing share on the Final Maturity Date	Sum of all income paid during the term	Repayment of Amount Invested at maturity
50% higher than the Start Level	£1,512 (5.04% p.a.)	£10,000
25% higher than the Start Level	£1,512 (5.04% p.a.)	£10,000
No change from the Start Level	£1,512 (5.04% p.a.)	£10,000
25% lower than the Start Level	£1,512 (5.04% p.a.)	£10,000
50% lower than the Start Level	£1,512 (5.04% p.a.)	£10,000
51% lower than the Start Level	£1,512 (5.04% p.a.)	£4,900 (51% loss)
75% lower than the Start Level	£1,512 (5.04% p.a.)	£2,500 (75% loss)
100% lower than the Start Level	£1,512 (5.04% p.a.)	£0 (100% loss)

Please note the above figures are examples only and not indicative of future performance. The section "What could you expect to receive in different scenarios?" will give you an indication of the different likelihoods of this product running to its full term.

ABOUT THE SHARES

The Plan is linked to the performance of the shares of three companies operating in the technology sector globally. The internet has become a vital tool for communication, information and entertainment in today's digital world and these three companies are among the world's largest companies and most recognisable brands:

Amazon.com, Inc. is an online retailer that offers a wide range of products. The Company products include books, music, computers, electronics and numerous other products. Amazon offers personalized shopping services, Web-based credit card payment, and direct shipping to customers. Amazon also operates a cloud platform offering services globally.

Apple Inc. designs, manufactures, and markets personal computers and related personal computing and mobile communication devices along with a variety of related software, services, peripherals, and networking solutions. Apple sells its products worldwide through its online stores, its retail stores, its direct sales force, third-party wholesalers, and resellers.

Microsoft Corporation develops, manufactures, licenses, sells, and supports software products. The Company offers operating system software, server application software, business and consumer applications software, software development tools, and Internet and intranet software. Microsoft also develops video game consoles and digital music.

All the shares are traded on the Nasdaq exchange in the US and levels are published every day (including 'closing levels' at the end of the day) on [nasdaq.com](https://www.nasdaq.com). However, please note that past performance is no indication of how any of the shares might perform in the future, and there is no guarantee that their future performance will be positive.

While the performance of the Plan is linked to the performance of the shares, this does not mean that by buying the Plan you own these shares. Nor will you receive any dividends paid to shareholders. Instead, the performance of the shares is only used to determine whether you are repaid your Amount Invested in full.

WHAT COULD YOU EXPECT TO RECEIVE IN DIFFERENT SCENARIOS?

When preparing the Plan, we look at both past performance of the shares and three different future possible scenarios, to help show how the Plan could perform in the future*.

The scenarios are provided for illustration purposes only and are not a reliable indicator of the future returns or risks of this Plan. You must make your own judgment as to likely future levels of the shares, and whether therefore the plan is appropriate for you. If you are in any doubt you should consult your financial adviser.

	HISTORICAL	BULLISH SCENARIO	NEUTRAL SCENARIO	BEARISH SCENARIO
You'll receive a fixed income each month	DEFINITELY	DEFINITELY	DEFINITELY	DEFINITELY
You'll suffer a loss at maturity**	NEVER	VERY UNLIKELY	UNLIKELY	UNLIKELY

* These likelihoods are based on how frequently those outcomes occurred in our analysis:



** Where the amount you receive is the sum of the income payments during the term and any repayment of your Amount Invested at maturity.

Historical: Evaluates the Plan's performance using the last 18 years of the shares' prices

Bullish Scenario: Evaluates the Plan's possible performance where the share prices are most likely to rise significantly in the future

Neutral Scenario: Evaluates the Plan's possible performance where the share prices are most likely to stay at similar levels in the future

Bearish Scenario: Evaluates the Plan's possible performance where the share prices are most likely to fall significantly in the future

The price of the shares can fall as well as rise and past performance is not a reliable indicator of future performance.

ARE THERE ANY OTHER CIRCUMSTANCES WHERE YOU MIGHT LOSE MONEY?

You are investing in a three-year security-backed investment. This means your money will be used to buy Securities issued by SG Issuer (the 'Issuer') and guaranteed by Société Générale. These Securities are similar to a loan to Société Générale, where the repayment of your Amount Invested at maturity depends on the ability of Société Générale to make the payments due to you (and also the performance of the shares). And like an interest payment you would receive from a loan, you receive regular income during the term.

Société Générale is responsible for meeting any payment obligations of SG Issuer, meaning it expects to pay you any return or repayment of your Amount Invested due under the Plan if SG Issuer is unable to do so.

Because Société Générale is ultimately responsible, it's important that you understand what will happen if it collapses / fails or become insolvent, meaning it fails to make the payments due. In this event, it is likely that you will lose a significant amount of your Amount Invested and you will not be entitled to compensation from the Financial Services Compensation Scheme.

You must use your own judgement and the advice from your financial adviser to assess the likelihood of Société Générale failing to meet its obligations. Credit ratings, assigned and regularly reviewed by independent companies called 'ratings agencies', can be a simple and useful tool to evaluate the risk

associated with an issuer. Credit ratings range from AAA (the highest) to D (the lowest) and any investment or security with a rating of BBB- or higher is considered to be 'investment grade'. Credit ratings for Société Générale from three of the world's leading ratings agencies are included in the table below:

Rating Agency	Latest Rating	Latest Rating Outlook	Rating Description
Fitch	A	Stable	A ratings denote expectations of low default risk. The capacity for payment of financial commitments is considered strong. This capacity may, nevertheless, be more vulnerable to adverse business or economic conditions than is the case for higher ratings. The stable outlook means that Fitch expects the Issuer to retain this rating in the next few years.
Moody's	A1	Stable	Obligations rated A are judged to be upper-medium grade and are subject to low credit risk. The stable outlook signals that Moody's expects the Issuer to retain this rating in the next few years.
Standard & Poor's	A	Stable	Deemed to have adequate capacity to meet financial commitments, but more subject to adverse economic conditions. The stable outlook signals that S&P expects the Issuer to retain this rating in the next few years.

Source: Fitch / Moody's / Standard & Poor's, 02 Mar 2022. Ratings shown relate to Société Générale, not SG Issuer. Credit ratings are assigned independently by credit rating agencies and are subject to change at any point. For more information on what these ratings mean, please refer to the agencies' websites: [standardandpoors.com](https://www.standardandpoors.com), [moodys.com](https://www.moodys.com) and [fitchratings.com](https://www.fitchratings.com).

You can find out more about the Securities issued by SG Issuer, and how they are designed to deliver the investment objectives of the Plan, in the 'Base Prospectus'. This document is available on request, either from your financial adviser or by calling 0330 678 1111.

About Société Générale

Société Générale is one of Europe's leading financial service groups and a major player in the economy for over 150 years, supporting 30 million clients every day with 133,000 staff in 61 countries.

Société Générale was established in the UK in 1871 as the group's first international office outside France. Their expertise in the UK ranges from corporate and investment banking to private banking services, asset management, prime brokerage and clearing services. In 2021 they celebrated their 150th anniversary in the country, demonstrating and reaffirming their long-standing commitment to the UK.

To find out more, visit societegenerale.com.

WHAT ARE THE RISKS?

While the Plan is designed to pay the amounts described in this brochure when it matures, there are a number of factors that could impact any income and repayment of your Amount Invested. You should only invest in the Plan if you can accept these risks.

ISSUER RISK: This is the risk that you lose money because the provider of an investment is unable to meet its financial commitments, due to insolvency or similar. For this Plan:

- If SG Issuer and Société Générale (as guarantor) fail or become insolvent, they will be unlikely to meet their payment obligations to you under the terms of the Plan. In this case, you could lose most, if not all, of your Amount Invested and you will not be entitled to compensation from the Financial Services Compensation Scheme ('FSCS').

MARKET RISK: When you invest in a product that is linked to the performance of a particular market or financial instrument (such as the shares), you risk losing money or not making the returns you expect if that market or financial instrument does not perform in the way you expected. For this Plan:

- Your Amount Invested is at risk. On the Final Maturity Date, if any of the shares close lower than 50% of their Start Levels, you will lose some or all of your money.
- This Plan is linked to the performance of the shares of specific companies, rather than a broad index like the FTSE 100. The performance of individual shares can be much more volatile than an index and this Plan is therefore higher risk than a similar plan linked to the performance of an index like the FTSE 100.
- There is no guarantee that the shares will perform in a similar way to each other. It is possible that the price of one share rises, while the others fall. The repayment of your Amount Invested depend on the performance of the worst performing of these shares only.
- There are many factors that can affect the price of the shares, and events such as natural disasters and pandemics can have a very significant impact in a very short space of time. In these extreme cases, there could be large falls in the price of the shares and these factors could also cause Société Générale to collapse / fail. In turn, this could lead to you losing a significant amount of your Amount Invested.

PRODUCT RISK: Different types of investment include different risks, due to the way the investment is put together. There are certain risks that are included in plans like ours, which you need to be aware of. For this Plan:

- The Start Levels are recorded on the Start Date of the Plan, and not the date you apply to invest. The price of the shares may vary significantly between these two dates.
- How much of your Amount Invested you get back at maturity depends on the prices of the shares on set dates (being the Start Date and the Final Maturity Date) only.
- When the Plan matures, you might not be able to reinvest your proceeds to achieve the same, or similar, level of income.
- You cannot achieve more than the fixed income offered by the Plan.
- There may be cases where SG Issuer has the discretion to adjust the terms of the Plan due to unforeseen events (referred to as 'business disruption, market disruption and adjustment events'). For example, this might happen if the publication of the prices of the shares are suspended because of a technology failure, terrorist threat or because a change in regulations prevents Société Générale from meeting its obligations under the terms of the Securities. If such an event occurs, this may affect when returns are paid to you and how much you receive. In certain scenarios, it may mean the Plan has to be terminated early.

LIQUIDITY RISK: This is the risk that you are unable to sell back an investment early if you need to. For this Plan:

- While Société Générale aims to offer liquidity, this may not always be possible (for example, if there is a suspension or delay in the publication of the prices of the shares). There is no guarantee that you will be able to close your Plan before the Final Maturity Date, should you wish to do so, and you should make sure you have sufficient funds available to you to cover you for emergencies.
- If you do close your Plan early, you will not get the return that is described in this brochure. Instead, the amount you receive will depend on many factors, including the prices of the shares, market volatility, how much of the investment term is remaining and current interest rates. You may get back significantly less than the amount you originally invested.

CONCENTRATION RISK: If you do not spread (or 'diversify') your portfolio across a range of investments, you risk large losses if markets do not perform as you expect. A well-diversified portfolio can reduce the risk of loss, as the negative performance of some investments may be offset by positive performance of others. For this Plan:

- This Plan is linked specifically to the performance of the shares of technology companies. An investment in the Plan should form part of a broader investment portfolio, made up of a range of different types of investment.

INFLATION AND INTEREST RATE RISK: Inflation will reduce the real value of your return and Amount Invested over time. For this Plan:

- The income payments and the repayment of your Amount Invested will not be adjusted if interest or inflation rates change. This means that if there are positive interest and inflation rates over the term, the real value of your Amount Invested will go down (meaning the same amount of money will be worth less in the future than it is today).

TAXATION RISK: The levels and bases of taxation may change in the future, and these changes could be backdated. For this Plan:

- The tax treatment of the Plan could change at any time, and this could have an adverse impact on the returns you receive.
- You should conduct your own analysis regarding the tax treatment of an investment into the Plan and carefully review and consider the investment in light of your personal circumstances, consulting your own tax adviser if necessary.

CANCELLATION RISK: You should be aware of how you will be affected if you decide to cancel an investment, or if the provider of that investment cancels. For this Plan:

- If you cancel your investment and we do not receive your completed cancellation form until after the Start Date, you may get back less than you invested if the value of the Plan has fallen.
- We reserve the right to cancel the launch of the Plan before the Start Date. We may do so if we have not received enough applications, or if market conditions have changed significantly. If we do this, we will always repay your Amount Invested in full, however you may be unable to find another investment product offering the same terms.
- If the Plan is cancelled (either at your instruction or because we have cancelled its launch) and we have paid a fee to your financial adviser on your behalf, we cannot repay that fee to you. It is your responsibility to discuss whether you are due a refund of that fee directly with your financial adviser and if so, to arrange that directly with them.

WHO IS THIS PLAN APPROPRIATE FOR?

We know that this Plan won't be appropriate for everyone. We have designed it to meet the investment objectives of investors with certain investment characteristics, which we call our 'target market'.

If you are a 'basic investor', meaning you have little knowledge and experience of financial products and a limited ability to understand complex investment products, you must seek professional advice from a financial adviser before you invest in the Plan, even if you think all the statements below apply to you.

If you are an informed or sophisticated investor, with a higher capacity to understand complex financial products, we still recommend that you take advice from a financial adviser who will be able to help you assess your investment needs and whether the Plan is appropriate for meeting those needs.

THIS PLAN **MAY BE APPROPRIATE FOR YOU IF YOU AGREE TO ALL THE FOLLOWING STATEMENTS:**

- You are comfortable with leaving your money invested for up to three years and you have access to other funds during this period for emergencies;
- You have at least £3,000 to invest as a lump sum;
- You already have a larger investment portfolio made up of different types of investments (such as bonds, funds and other equity-based investments);
- You are able to understand the features and risks associated with this investment;
- You are comfortable with investing in a Plan that is linked to the shares of Amazon, Apple and Microsoft, and have a neutral or positive outlook on the potential growth of these shares in the three-year term;
- You understand that linking the repayment of your Amount Invested to these shares is higher risk than a similar Plan where the repayment of your Amount Invested is linked to a broader index, like the FTSE 100.
- You are looking for income which is higher than you would achieve from a risk-free investment (such as a savings account);
- You accept that in order to achieve a higher income, there is a risk that you may get back less than your Amount Invested at maturity;
- You are able to bear significant losses if the price of any of the shares has fallen by more than 50% at maturity;
- You understand how the Plan works, in particular that the income and any repayment of your Amount Invested at maturity are not covered by the Financial Services Compensation Plan ('FSCS') and depend on Société Générale being able to meet its payment obligations;
- You understand that if you sell the Plan early, the amount you receive would depend on the value of the Plan on the date of sale and could be less than the Amount Invested;
- You understand the personal tax implications of an investment in the Plan;
- You accept the risks associated with this investment.

IF YOU CANNOT AGREE TO ALL OF THE STATEMENTS ABOVE, THIS PLAN **MAY NOT BE APPROPRIATE FOR YOU.**

WHAT ARE THE FEES?

Our fees are already accounted for in the Plan return

We take a fee from the amount you invest to cover our costs of marketing, managing and administering your investment. We expect this fee to be around 2.5% of the amount you invest in the Plan. So, for example, if you were to invest £10,000, that would include a fee to be paid to us of £250.

You will be notified of the total fee applied by the Plan Manager after the Start Date.

Our fee has been taken into account when setting the return for the Plan, meaning the impact of our costs are already included in the Plan return. For clarity, no charges are taken away from your Amount Invested or your income payments. There are no annual management charges or charges to close your Plan early, so any returns are based upon the full Amount Invested at the start date.

Our costs are included in the costs shown in the Key Information Document (KID) which is prepared by Société Générale and is available from your financial adviser.

Our fee does not include any amount that you need to pay your financial adviser for the advice they provide to you. How much you pay your financial adviser needs to be agreed between yourself and them and

may depend on how much you invest. You can pay this fee directly to your financial adviser, alternatively you can ask us to pay this to them on your behalf by deducting it from the amount that you invest. If you would like us to pay your financial adviser for you, please make sure you fill in the relevant section of the application form.

YOUR QUESTIONS, ANSWERED

Please see below answers to some commonly asked questions about investing in the Plan.

While we hope this is useful, the full details about how the Plan will work are covered in the Terms and Conditions, and it is important that you read those in full.

If you still have questions about the Plan after reading these documents, please speak to your financial adviser.

Before you invest:

WHO CAN INVEST?

The Plan is available to residents of the United Kingdom aged 18 and over only and applications must be made via a financial adviser.

WHAT ARE THE DIFFERENT WAYS I CAN INVEST?

You can invest by using your annual ISA allowance, by transferring an existing ISA, investing via a pension scheme such as a SIPP or SSAS, or even outside of an ISA or pension wrapper (a 'direct' investment). We also accept applications from

UK-based trusts, companies and partnerships. Please make sure you use the correct application form depending on the way you wish to invest.

The timing of this Plan allows you to use your ISA allowance for both the 2021/22 and 2022/23 tax years, provided you haven't already subscribed to a Stocks & Shares ISA with another ISA manager in either tax year.

This means you can invest up to £40,000 worth of ISA allowance in this Plan. But if you wish to use your 2021/22 ISA allowance, we must receive your completed application form on or before the end of the tax year (05 April 2022).

HOW MUCH CAN I INVEST?

The minimum you can invest in the Plan is £3,000.

There is no maximum amount you can invest, however the Plan should only be considered as part of an overall portfolio. You should only put

a portion of the money you have available for investment into any one product or Plan, to avoid over-exposure to Société Générale or the shares.

WHERE IS MY MONEY HELD BEFORE THE START DATE (AND AFTER THE PLAN MATURES)?

We will hold your money in a segregated Client Money account at HSBC Bank PLC collectively with the money of other investors. Any return and repayment of your Amount Invested when the Plan matures will be held in the same way, until we return it to you. This means your money is protected in accordance with the FCA's client money rules and if HSBC Bank PLC becomes insolvent while holding your money, you may be entitled to claim compensation from the Financial Services Compensation Scheme (FSCS) up to a maximum limit of £85,000 per person, subject to the limits set by the FSCS ([fscs.org.uk](https://www.fscs.org.uk)).

Please note that your money will not earn any interest while it is held in the Client Money account before the Start Date and after the Plan matures.

CAN I CHANGE MY MIND?

Yes, you have the right to cancel your Plan. When we acknowledge receipt of your application, we will send you a cancellation form that you can complete should you wish to exercise your right to cancel.

You can do so within 14 days of receiving this cancellation form from us. If you change your mind about investing after the Start Date, which is when the Securities that make up the Plan are purchased, we will pay you the current market value of the

Plan, which may be less than your Amount Invested, especially in stressed market conditions. You will usually receive the proceeds from cancelling your Plan within five business days of us receiving them from SG Issuer.

Also, if we have paid a financial adviser charge to your financial adviser on your behalf, you will be responsible for obtaining any refund directly with your financial adviser.

WHAT HAPPENS IF DURA CAPITAL CANCELS THE PLAN?

We can decide to cancel the launch of the Plan before the Start Date for a number of reasons, including insufficient subscriptions or a change in market conditions that makes it impossible to maintain the terms of the Plan. If this were to happen, you would be repaid your Amount Invested in full. But if we have paid a financial adviser charge to your financial adviser on your behalf, we would deduct that from the sum repaid to you and you would be responsible for obtaining any refund directly with your financial adviser.

WHAT ELSE DO I NEED TO CONSIDER IF I AM TRANSFERRING AN EXISTING ISA?

Your existing ISA will be transferred in cash. If your existing ISA is a Stocks and Shares ISA, this means your existing ISA manager will need to sell any investments and there is some potential for loss of investment growth if markets rise while your transfer remains pending. If your existing ISA is a cash ISA, you could lose some interest if you decide not to wait for the expiry of any notice period. Your existing manager may also charge you an exit or transfer fee.

We have an earlier deadline for ISA transfer applications, to allow time for us to receive the proceeds from your existing ISA manager. However, if they do not send the funds needed to fund your application before the Start Date, we will not be able to accept your application. We will contact you to discuss how you would like to proceed in that instance.

Similarly, if we decide to cancel the launch of the Plan and you have requested to transfer an existing ISA into the Plan, we will let you know the options available to you and discuss how you would like to proceed.

During the term:

CAN I TOP UP MY INVESTMENT?

No. You are only able to buy the Plan during the offer period before the Start Date. If you miss the deadlines or want to top up your investment after this, you will not be able to do so. However, there may be another Dura Capital Plan available for you to invest in once this Plan has closed. Your financial adviser will be able to provide you with details.

WILL YOU SEND ME UPDATES ON MY INVESTMENT?

If you are investing directly in the Plan, you will be able to access our online portal to receive information throughout the life of the Plan, including valuations and annual statements. You will receive your log in details as part of the application process and it is therefore very important that you provide us with an up-to-date email address when filling in an application form. Hard copies of correspondence can be provided upon request.

If you are investing indirectly, we will provide your platform or SIPP provider with valuations and all relevant information so that they can keep you updated on your investment in the Plan as part of their agreed communications with you.

WHEN WILL I RECEIVE INCOME PAYMENTS?

While income payments will be determined on the Income Dates, you will usually receive the income payment in your designated account within five business days of us receiving the payment from SG Issuer. We expect this to be paid to you on or around the 5th business day of each month.

Please note that the last income payment due on

the Final Maturity Date may be paid slightly later, as the Issuer will need to determine how much of your Amount Invested you will be repaid at the same time.

CAN I CLOSE MY PLAN BEFORE IT MATURES?

While the Plan is designed to be held until it matures, it should be possible to close your Plan early if you need to. If you do decide to close your Plan early, you must give us a formal instruction notice and we will then sell your Plan at the next possible dealing day (usually the next business day). There may be certain exceptional circumstances that mean we are delayed in selling your Plan. You will usually receive the proceeds five business days from of us receiving them from SG Issuer.

Please be aware that the amount you receive from selling your Plan may be less than the Amount Invested. The amount you receive is affected by the price of the shares, market volatility, interest rates and liquidity among other market variables.

We allow partial withdrawals (subject to a minimum withdrawal of £500). Any returns you receive at maturity will be based on the amount you have left invested in the Plan.

HOW DO I COMPLAIN?

Any complaint about your Plan should be addressed to Dura Capital Limited in the first instance, by writing to PO Box 1233, AL1 9HU, emailing info@duracapital.co.uk or calling 0330 678 1111. If you are not satisfied with how we address your complaint, you can refer your complaint to the Financial Ombudsman Service at Exchange Tower, London E14 9SR. A statement describing our complaints handling policy is available on request.

ARE THERE ANY COMPENSATION ARRANGEMENTS IN PLACE?

If you suffer a loss because of our actions or negligence, you may be entitled to claim

compensation from the Financial Services Compensation Scheme ('FSCS') if we were declared to be in 'default'.

Likewise, as mentioned previously, if HSBC Bank PLC becomes insolvent while holding your money before the Start Date or after the Final Maturity Date, you may be entitled to claim compensation.

The FSCS is set up to compensate you if a financial firm goes out of business and can't pay you what you are owed. It would protect you for a range

of services, such as your bank or building society account, pension provider, mortgage advice or insurance. But it will not protect you for all financial products – and this plan is not covered by the FSCS, meaning you will not be compensated for any losses if Société Générale is unable to meet its financial commitments to you.

In these cases, the maximum compensation you could claim is currently £85,000 per person, and it is also subject to the limits set by the FSCS ([fscs.org.uk](https://www.fscs.org.uk)).

WHAT HAPPENS IF I DIE?

Single applicants: in the event of your death, your estate can choose to cash in the Plan or transfer ownership to a beneficiary. If the Plan is cashed in, we will pay the market value as of the date we sell your Plan. If your estate chooses to transfer ownership to a beneficiary, the Plan will continue until maturity. In all cases the Plan will be administered in accordance with the instructions from your personal representatives and / or as part of probate / administration.

Joint applicants: for Plans held jointly by a married couple, the Plan will transfer automatically to the name of the surviving partner. For other joint applications, the Plan will be administered in accordance with the instructions of your personal representatives and / or as part of probate / administration.

When the plan matures:

WHAT HAPPENS AT MATURITY?

We will contact you before the Final Maturity Date outlining the options available to you. If you use our online portal, you will receive an email notifying you of your options and will be able to give us your instructions online. If you chose to encash your maturity proceeds, we expect to pay these to you within 5 business days of us receiving them from SG Issuer.

If we do not receive instructions from you after a reasonable time, we may decide to return your money by BACS or send a cheque to the last

address we have on record for you. It is therefore very important that you keep us up to date if your details change.

HOW WILL MY RETURN BE TAXED?

The tax treatment of the Plan will depend on your individual circumstances and could change at any time in the future. This could have an adverse impact on the returns you receive. The information that follows is based on tax rules and practice as of the date of publication and interpreted in good faith by us. We are not qualified to give legal, tax or accounting advice and do not intend to do so in this document. Speak with a specialist tax adviser if you need any advice about your tax position.

If you have invested via an ISA or as part of a pension, the return is expected to be paid to you free from either income tax or capital gains tax.

If you have invested in the Plan directly, the return is expected to be subject to income tax. We will make the payment to you without deducting tax and it is your responsibility to declare this on your personal tax return.

If you are a company, trustee or other corporate investor, how the return is taxed depends on the tax position of your organisation. We will make the payment to you before deducting any tax.

STRUCTURED INVESTMENT PLAN

TERMS AND CONDITIONS

These are Dura Capital Limited's standard Terms and Conditions on which we intend to rely. For your own benefit and protection, please read this document carefully. It contains important information about your rights and obligations as well as limitations and exclusions that may apply to you. If there is anything that you do not understand please contact your financial adviser. Words that are capitalised in these terms have a specific meaning, which is set out in Clause 1 below. The headings in these Terms are for convenience only and do not limit their scope. Your acceptance of these Terms is signified by submitting a signed Application Form.

1. DEFINITIONS

"Amount Invested" – The amount of your Subscription, less any amount you have asked the Plan Manager to pay to meet any financial adviser charges outlined in Condition 10.

"Application Form" – the form that you must complete either physically or using our online portal, for a Direct Investment and / or ISA Investment and which is submitted to Us by your financial adviser.

"Base Prospectus" – the document created and published by the Issuer that provides full information about the Securities that make up the Plan.

"Business Day" – a day (other than Saturday or Sunday) on which commercial banks are open for business in London.

"Calculation Agent" – means SG Issuer. The Calculation Agent will be responsible for determining the value of the Plan and therefore any returns that are due to you.

"Client Money" – any money that We are holding on Your behalf, and which will be clearly separated from money that belongs to Us, subject to the provisions of the FCA's Client Assets Sourcebook.

"Custodian" – means Bank of New York Mellon, who is responsible for holding the Securities on your behalf for safekeeping.

"Data Protection Legislation" – the UK Data Protection Act 1998 and any subsequent legislation including but not limited to the General Data Protection Regulation (2016/679) of the European Union ("GDPR"), as well as all other applicable laws and regulations in force in the UK relating to or

impacting on the processing of personal data and privacy, including the UK Privacy and Electronic Communications (EC Directive) Regulations 2003.

"Designated Client Money Account" – a current or deposit account at a third-party bank that is in Our name, but includes in its title an appropriate description to indicate that it holds only Client Money in accordance with our regulatory responsibility and is used to hold the money of one or more clients.

"Direct Investment" – an investment in the Plan not qualifying as an ISA Investment.

"Early Maturity Dates" – the dates, as detailed in the Key Investor Information Document ('KID') and Plan Brochure, on which the Plan can mature early if certain conditions are met.

"FCA" – means the Financial Conduct Authority (whose responsibilities were previously undertaken by the Financial Services Authority) or any of its successors.

"Final Maturity Date" – the date on which the plan will mature, if there has been no early maturity on an Early Maturity Date.

"Guarantor" – means Société Générale. The Guarantor is responsible for meeting any payment obligations of the Issuer if they are unable to do so.

"Income Date" – a date on which an income payment can be calculated, if certain conditions are met (and if applicable to the Plan).

"ISA Investment" – an investment in the Plan qualifying as an ISA under the Regulations.

"Issuer" – SG Issuer.

“Market Maker” – SG Issuer. The Market Maker will be responsible for providing a market in the Securities that make up your Plan should you need to close your Plan early.

“Plan” – The Direct Investment or ISA Investment, as described in the Plan Brochure and made up of Securities and cash that the Plan Manager handles on your behalf.

“Plan Brochure” – the brochure provided to you that explains the key features and risks of the Plan.

“Plan Manager” – Dura Capital Limited. Dura Capital Limited is authorised and regulated by the FCA and must follow its rules as amended from time to time (‘the Rules’). If there are any differences between the Rules and these Terms and Conditions, the Rules will apply.

“Plan Objective” – the objective of securing the return described in the Plan Brochure.

“Regulations” – HM Revenue and Customs Regulations for Individual Savings Accounts as amended from time to time. If there are any differences between the Regulations and these Terms and Conditions, the Regulations will apply.

“Securities” – the underlying qualifying investments of the Plan, arranged to provide the investment and capital returns set out in the Plan Brochure.

“Start Date” – the date on which the Plan starts, and when your Amount Invested is used by the Plan Manager to purchase the Securities. It is also when the Start Level is recorded.

“Start Level” – The closing level of the Underlying Asset(s) on the Start Date.

“Subscription” – the total amount(s) you pay to the Plan Manager, including any amount you have asked the Plan Manager to pay to meet any financial adviser charges outlined in Condition 10.

“Underlying Asset(s)” – the asset, share or index on which the performance of the Plan depends.

“We and Us or Our” – Dura Capital Limited

“You and your” – the Plan holder(s) named on the Application Form.

2. YOUR APPLICATION

- 2.1 The Plan Manager may accept a fully and correctly completed Application Form and Subscription amount from you under these Terms and Conditions. The Plan Manager has the right to reject an application for a number of reasons, including if you are not eligible to invest in the Plan, if we have not received the full Subscription amount indicated on your form, or if information is missing or incomplete.
- 2.2 By submitting the Application Form, you confirm that the information you have provided is accurate and complete.
- 2.3 By submitting the Application Form, you instruct the Plan Manager to choose and buy Securities that have been designed to provide the benefits of the Plan as described in the Plan Brochure.
- 2.4 You must invest in an ISA with your own money, or by transfer of cash from an existing ISA. Transfers of cash from existing ISAs will normally be arranged with the existing ISA managers. Once the cash from the existing ISA manager has been transferred, your ISA will be subject to these Terms and Conditions.
- 2.5 If the Plan Manager must cancel or void your ISA under the Regulations, you authorise the Plan Manager to hold your Securities outside the ISA as a Direct Investment. In this case the Terms and Conditions will continue to apply to your investment as a Direct Investment.

3. CANCELLATION RIGHTS

- 3.1 You have the right to cancel your Plan within 14 days of receiving the acceptance notification from the Plan Manager and a notice of your right to change your mind.
- 3.2 On the Start Date, the Plan Manager purchases Securities on your behalf. If the Plan Manager receives your completed cancellation request after the Start Date, the amount you will receive may be less than the amount of money you invest, if the price at which the Plan Manager sells the Securities is lower than the price it paid for them.

3.3 You will be responsible for reclaiming any refund from your financial adviser for an adviser charge that the Plan Manager has paid on your behalf.

3.4 In respect of an ISA transfer, a cancellation notice will be sent to you after the funds are received from your previous ISA manager.

3.5 For ISA Investments or following the transfer of an existing ISA, if you cancel your ISA, you may lose the favourable tax treatment applicable to the investments held within it.

4. CLIENT CLASSIFICATION

4.1 Except where otherwise notified to you in writing, the Plan Manager shall treat you as a retail client, for the purposes of the Rules to provide the highest level of regulatory protection.

5. PURCHASE OF PLAN SECURITIES

5.1 The Plan Manager will be responsible for buying and selling all Securities and will carry out transactions on terms that are at least as favourable as those that the Plan Manager can set when dealing directly with the Issuer.

5.2 The Plan Manager may choose and instruct brokers or dealers (including associated companies) to buy, sell and deal in Securities for your Plan.

5.3 Your Amount Invested will be used by the Plan Manager to buy Securities on your behalf. Upon receipt of cleared funds, any money received prior to the Start Date will be held in the Designated Client Money Account. You will not receive any interest on money held on your behalf from when the funds are cleared to the Start Date.

5.4 We are making use of the DVP ('delivery-versus-payment') exemption available under the Client Money Rules when handling money during the settlement period for buying or selling the underlying plan securities. You will be exposed for no more than 72 hours and in most cases only a few hours, during this period your money is held in a Bank of New

York Mellon London cash account pending settlement. While we are operating under the DVP exemption, your money will not be subject to the protections conferred by the Client Money Rules and, if we were to fail, the FCA's client money distribution rules as set out in Chapter 7A of CASS (the 'Client Money Distribution Rules') will not apply to these sums and you will not be entitled to share in any distribution under the Client Money Distribution Rules in respect of these sums.

5.5 The amount(s) the Plan Manager invests in Securities to be held in your Plan will not exceed the amount of cash placed by you under the Plan Manager's control. The amount invested on your behalf will be rounded down to the nearest whole number of pounds and the balance retained by the Plan Manager.

5.6 When you invest in the Plan the relevant principal or nominal amount of Securities will be allocated to you by the Plan Manager and will be held by the Custodian on your behalf and you will be the beneficial owner of those Securities allocated to you.

5.7 If, for any reason, the Plan Manager is unable to purchase Securities to fulfil the commitments set out in the Plan Brochure, your Amount Invested will be returned to you. You should discuss with your financial adviser whether you are entitled to a refund for any fees paid to them, as this is dependent on the terms agreed between you and them. You will need to arrange for your financial adviser to repay to you directly any such refund of fees.

5.8 In the event of the Issuer and the Guarantor being unable to meet its obligations to repay the amounts due, you may not receive the amounts your Plan has been designed to pay and you could lose some, or all, of your Amount Invested (after the deduction of fees) plus any investment return to which you would otherwise be entitled.

5.9 You, or someone you nominate, can ask to see all entries in the Plan Manager's records relating to your transactions at any time. The

Plan Manager will maintain these records for at least six years after the transaction date.

6. CUSTODY

- 6.1 Your Securities will be held in a custody account with Bank of New York Mellon, and documents of title, if any, will be kept in the custody of Bank of New York Mellon.

The Plan Manager may, at its reasonable discretion, agree to such alternative custodial arrangements as it may determine from time to time without notice to you. Such documents of title shall not be lent to any third party and money may not be borrowed on your behalf against the security of those documents.

- 6.2 Unless alternative custodial arrangements are agreed, your Securities will be held collectively in an account with Bank of New York Mellon and, although the amount of Securities that you hold will be recorded and separately identified by the Plan Manager, your holding may not be identifiable by separate documents or certificates of title. Therefore, in the event of default, any shortfall in the Securities may be shared pro rata among all investors in the Plan whose Securities are held with Bank of New York Mellon.

7. CASH HELD

- 7.1 You may invest into the Plan only in line with these published Terms and Conditions.
- 7.2 Subject to 5.4, all money belonging to clients is held in a Designated Client Money Account in the name of Dura Capital Limited until the purchase of the Securities, following the calculation of an income payment (if applicable, while we hold the income pending payment to You), or following maturity or earlier redemption of the Securities. This ensures that all clients' money is separate from the funds belonging to the Plan Manager. The Plan Manager does not accept any liability for default by any bank or other financial institution holding funds under these Terms and Conditions. In the event of a default on

repayment, any shortfall in clients' monies would be apportioned on a pro-rata basis between all investors in the Plan (or as otherwise required under the Rules).

- 7.3 The Plan Manager will use your Amount Invested to purchase the Securities to be held in the Plan.

8. MATURITY

- 8.1 Under the terms of the Plan, the Plan will mature on either:
- i) the Final Maturity Date; or
 - ii) one of the Early Maturity Dates (if applicable). The Securities are structured so that the amount you are due to receive from your Plan is calculated in accordance with the Plan Objective. The Plan Manager will contact you to inform you of your options at maturity and any action required by you. The Plan Manager may, at its discretion, repay maturity proceeds to you by transferring the funds into the bank or building society account from where the Amount Invested originated.

Should this occur you will be notified by the Plan Manager. You should note that once the Plan has matured, we will hold the proceeds in a Designated Client Money Account up to 6 months and interest will not be paid. If we have not received your written instructions at 6 months, we will return your money by BACS or send a cheque to the last address provided to us. If your Amount Invested was an ISA Investment the ISA status will subsequently be lost.

9. CLOSING YOUR PLAN

- 9.1 You may close your Plan at any time by giving the Plan Manager your instructions. This will not affect any transactions the Plan Manager has already started to carry out. The Plan Manager will sell the Securities at the next dealing date and issue payment for the net proceeds (less any applicable fees). We expect

to pay You the proceeds within 5 business days of us receiving them from the Issuer.

- 9.2 The value of your Securities will be dependent on the market price of your holdings at the date of sale. The price will be quoted by the Market Maker and will reflect the limited market in the Securities. The Market Maker reserves the right to cease to make a secondary market if market conditions or its corporate circumstances materially change.
- 9.3 Before you close or transfer your Plan prior to maturity you should consider that the Plan is designed to be held until the Final Maturity Date.
- 9.4 Partial withdrawals or partial transfers are permitted subject to a minimum withdrawal or transfer of £500. Any future investment returns will be based upon the remaining amount invested in the Plan.
- 9.5 Subject to Clause 9.4, on your instructions and within the time stipulated by you, an ISA or part of an ISA, shall be transferred to another ISA manager.
- 9.7 The Plan Manager may terminate your Plan in the following circumstances:
- a) If it is not possible to administer the Plan in accordance with the necessary Rules and Regulations, or if you are in breach of the Rules or Regulations.
 - b) If you fail to pay any money due, or
 - c) If you are in breach of these Terms and Conditions and, following our written notice to you to remedy the breach, you fail to do so within three months of such notice from us. In these circumstances, the Plan Manager will notify you in writing. This will not affect any transactions the Plan Manager has already started to carry out.
- 9.8 Once this agreement has ended, the Plan Manager will not carry out any transactions, except to allow the Plan Manager to pay the proceeds of the Securities in accordance with your instructions.

10. CHARGES

- 10.1 The terms on which the Plan Manager will purchase Securities for you will reflect certain charges, fees and expenses. You will be notified of the total cost and charges applied in writing by the Plan Manager. This will not affect the calculation of returns described in the Plan Brochure.
- 10.2 If you decide to pay any financial adviser charge from your Plan you may instruct the Plan Manager to deduct and pay such fee from your Subscription. In all cases the level of such charge must be agreed by you with your financial adviser. Any charge will be based on either an agreed percentage of the amount to be invested or an agreed cash amount in relation to the Plan. This charge will be deducted from your Subscription, reducing the amount of money invested in the Plan by this amount. This must be confirmed by you at the time you agree to invest in the Plan. You are responsible for checking that the amount shown is correct. The Plan Manager will not be responsible for recovering any overpayment from or making up any underpayment to your financial adviser if the amount shown on the confirmation is not the amount you have agreed with your financial adviser.
- 10.3 No other charges are anticipated. If you terminate your Plan before maturity, no further charges will be deducted, however, you may not get back the original amount invested. We will also deduct any associated selling costs and transfer taxes including stamp duty or stamp duty reserve tax to the extent applicable. Please note that it is possible that you will be liable to pay additional taxes or costs that are not paid, or imposed, by us. You will need to discuss reclaiming any fee paid to your financial adviser with your financial adviser. The Plan Manager is not responsible for rebating any such fee.

11. TAXATION

- 11.1 If your Plan is an ISA and you live in the UK,

you will not, under current tax rules, pay UK Income Tax or UK Capital Gains Tax on the return from the Plan, but, any losses on your Plan will be ignored for the purposes of UK Capital Gains Tax.

11.2 If your Plan is, or becomes, a Direct Investment you may, depending on your circumstances, pay tax on any interest, income, or capital gain you receive.

11.3 The taxation information in this condition is based on our understanding of current tax legislation, regulation and practice, which may change in the future and may be applied retrospectively. The tax treatment of your Amount Invested will depend on your personal circumstances and you should take independent tax advice.

12. CORPORATE AND TRUSTEE PLANHOLDERS

12.1 If you are a company or corporate trustee, you confirm that:

- a) You have the corporate authority to invest in the Plan.
- b) By investing, you do not breach any of your constitutional documents.
- c) You have provided an up-to-date list of signatories.

12.2 You agree to give the Plan Manager any relevant documentation and information that the Plan Manager asks for in support of your application.

12.3 If you are a trustee you confirm that:

- a) You are an authorised trustee of the relevant trust.
- b) You have the authority and consent to invest in the Plan.
- c) By investing, you do not breach the constituting trust documents.
- d) You have provided an up-to-date list of trustees and signatories.

13. KEEPING YOU INFORMED

13.1 The Plan Manager will send you an acknowledgement of your Application Form within five working days of receipt.

13.2 The Plan Manager will send you an opening statement for your Plan, shortly after the Securities have been purchased.

13.3 The Plan Manager will give you an annual report and valuation of your Plan. You may request to receive this information more frequently.

13.4 You can contact the Plan Manager by telephone (by calling 0330 678 1111), by email (by emailing info@duracapital.co.uk) or by letter (by writing to Dura Capital Limited, PO Box 1233, AL1 9HU) for any other information you want on the Plan.

13.5 The Plan Manager will be able to provide you with information over the telephone after successful completion of its verification of identity procedures, which may include the need to provide one or more characters from your confidential password and / or the provision of personal information, from which the Plan Manager can identify you.

13.6 The Plan Manager may provide all information and correspondence in electronic format via email and / or web services. The Plan Manager may also offer alternative media for information and correspondence from time to time.

13.7 The Plan Manager will always write and speak to you in English.

14. COMPLAINT HANDLING

14.1 You may complain to the Plan Manager about any aspect of your dealings with the Plan Manager. Please refer to 'Frequently asked questions' for full details on how to complain, including our contact information.

14.2 If you ask, the Plan Manager will send you written details of how the Plan Manager will deal with your complaint.

14.3 If You are not satisfied with the way the Plan Manager has dealt with your complaint you can complain to the Financial Ombudsman Service at Exchange Tower, London, E14 9SR. Tel: 0300 123 9123. Making a complaint will not affect your right to take legal action.

15. ACCESS TO THE FINANCIAL SERVICES COMPENSATION SCHEME

15.1 Dura Capital Limited is covered by the Financial Services Compensation Scheme and you may be entitled to compensation from the scheme if the Plan Manager cannot meet its obligations. You should be aware that compensation is not available merely because the Securities perform less well than you expected or because the Issuer and Guarantor of the Securities becomes insolvent and is unable to pay back the value of the Securities.

15.2 If the Issuer and Guarantor who the Plan Manager deals with on your behalf fails to meet its obligations to pay to the Plan Manager the amount due from the Securities you will not, for that reason alone, be entitled to compensation.

15.3 Your entitlement would depend on the type of business and the circumstances of the claim.

15.4 You can get more information about compensation arrangements from the Financial Services Compensation Scheme ([fscs.org.uk](https://www.fscs.org.uk)).

16. DEATH

16.1 If you die during the Term of the Plan, the Plan Manager will act on the instructions of your personal representatives.

16.2 If they elect to do so they can re-register the ownership of the Plan and hold it to the Final Maturity Date.

17. DATA PROTECTION STATEMENT

17.1 Dura Capital will handle the processing and transfer of Personal Data in accordance with the Data Protection Legislation.

17.2 The Plan Manager may hold personal and financial information on computer and manual systems and use this to handle and service your Subscription and to put together statistics for assessment and analysis.

17.3 By ticking the relevant box on the Application Form, you are confirming that the Plan Manager may make your personal and financial information available:

- a) To your financial adviser by email or other means, including a secure internet service;
- b) As the Plan Manager is obliged to under the requirements of any law, regulation or court order that the Plan Manager must follow;
- c) To you, if you ask, and in line with the Data Protection Legislation;
- d) To transfer the data to third party service providers and agents;
- e) To use the data for fraud prevention and anti-money laundering purposes;
- f) To fulfil its regulatory responsibilities and
- g) To any delegate or successor to some or all its rights or obligations hereunder.

17.4 You should notify the Plan Manager of changes in your data.

17.5 If you require a copy of the information the Plan Manager holds on you, you should write to the Plan Manager.

18. PREVENTION OF MONEY LAUNDERING

18.1 Your financial adviser must verify your identity for anti-money laundering regulations and will probably have asked you for sight of various documents to fulfil this requirement. The Plan Manager can accept the verification provided by your financial adviser but does reserve the right to request additional information and / or documentation to satisfy its own anti-money laundering procedures.

18.2 The Plan Manager may carry out electronic checks on your identity before the Plan

Manager can accept an application from you or prior to selling Securities on your behalf. This is so that the Plan Manager can be sure that the Plan Manager is taking instructions only from the correct person. The check will be carried out using a reliable and reputable electronic database agency. To meet our regulatory obligations, we may also be required to seek further information related to you from a reputable electronic database agency. This is not a credit check and will leave a different 'footprint' on your electronic record to that left by a credit check. It will not affect your credit rating.

18.3 This enables the Plan Manager to comply with the UK anti-money laundering regulations and the Regulation and is for your protection. In completing an application, you give the Plan Manager permission to obtain such information.

18.4 It might be necessary for the Plan Manager to ask you for, and for you to provide, more information as part of this process.

19. TELEPHONE RECORDING

19.1 For your security and for training and monitoring purposes telephone conversations may be recorded.

20. LIABILITY

20.1 The Plan Manager will exercise due care and diligence in managing your Plan. However, the Plan Manager will not be liable to you:

- a) For any default by the Custodian, or any securities depository with whom your Securities are deposited, or for any fraud, negligence or wilful default on the part of the Custodian or any such securities depository or other third party;
- b) For any loss, depreciation or fluctuation in the value of the Securities held within your Plan, except as a result of fraud, negligence or wilful default by the Plan Manager or its agents;
- c) If the Plan Manager cannot carry out its responsibilities because of circumstances

beyond its reasonable control; or

d) For the acts or omissions of any professional financial adviser or intermediary who arranged your investment in the Plan.

20.2 The Plan Manager will exercise its authority under these Terms and Conditions in an appropriate way. However, whilst the Securities will be structured with a view to meeting the Plan Objective, the Plan Manager is unable to (and does not) guarantee that the Plan Objective will be met. In particular, you acknowledge that your entitlement under the Plan is dependent on the exact terms of issue of the Securities. These may contain provisions allowing for:

- a) Adjustments to the timing of calculation of entitlements and
- b) The termination of the Securities, including (without limitation) in circumstances where the Plan Manager is in default. No provision in these Terms and Conditions will operate to exclude or limit the liability of the Plan Manager and / or the Issuer and/or the Guarantor to the extent that this would be prohibited by law or the FCA and PRA Rules.

20.3 The Plan Manager will not be liable or have any responsibility of any kind for any loss or damage you suffer as a result of any failure, interruption or delay in carrying out its obligations resulting from:

- a) Breakdown or failure of any telecommunications or computer service;
- b) Industrial disputes;
- c) Failure of other people to carry out their obligations;
- d) Acts of governments or international authorities;
- e) Any other event or circumstance that is not reasonably within its control.

20.5 Nothing in these Terms and Conditions will exclude, or restrict to an extent prohibited by the rules of the FCA or any duty or liability the

Plan Manager may have under the regulatory system. Nothing in these Terms and Conditions will exclude any obligations the Plan Manager may have in common law.

21. CONFLICTS OF INTEREST

21.1 Occasions can arise where the Plan Manager, or one of its other clients, will have some form of interest in business which is being transacted for the Plan. If this happens, or the Plan Manager becomes aware that its interests or those of one of its other clients conflict with your interests, you will be informed and asked for your written consent before any transaction is carried out. A copy of Dura Capital Limited's conflicts policy can be obtained upon request from Dura Capital Limited, PO Box 1233, AL1 9HU (Tel: 0330 678 1111).

22. EVENTS BEYOND THE PLAN MANAGER'S REASONABLE CONTROL

22.1 In the event of any failure, interruption or delay in the performance of its obligations resulting from breakdown, failure or malfunction of any telecommunications or computer service, industrial disputes, failure of any third party to carry out its obligations, acts of governmental or supranational authorities, or any other event or circumstance whatsoever not reasonably within its control, the Plan Manager may be unable to fulfil its financial responsibilities in the market then your ability to have access to your investment may be restricted and the Plan Manager shall not be liable or have any responsibility of any kind for any loss or damage you incur or suffer as a result.

23. NO RESTRICTION ON INVESTMENT SERVICES

23.1 Nothing in these Terms and Conditions shall restrict the Plan Manager's right to provide investment services to others.

24. HMRC

24.1 You authorise the Plan Manager to provide HMRC with all relevant details of the Direct

Account, ISA and its investments which HMRC may reasonably request at any time.

25. GOVERNING LAW

25.1 These Terms and Conditions and all non-contractual obligations arising out of or in connection with them shall be governed by English law and will become effective on acceptance by the Plan Manager of your Application Form. The courts of England and Wales shall have exclusive jurisdiction to settle any dispute arising out of or in connection with these Terms and Conditions in respect of any claim (including any non-contractual claim).

26. ENFORCEMENT

26.1 In the event that any of these Terms and Conditions is held to be unenforceable or illegal, in whole or in part, such part shall be deemed not to form part of these Terms and Conditions, but the enforceability of the remainder shall remain unaffected.

26.2 If the Plan Manager fails, or chooses not to, enforce any provision of these Terms and Conditions this will not constitute a waiver of its right to subsequently enforce such provision or any other provision of these Terms and Conditions.

27. AMENDMENT TO THESE TERMS AND CONDITIONS

27.1 The Plan Manager may vary these Terms and Conditions from time to time by giving you at least one month's notice of such change. The Plan Manager will only make changes for good reason including but not limited to:

- a) Making them clearer and more favourable to you;
- b) Reflecting legitimate increases or reductions in the cost of providing the service to you;
- c) Providing for the introduction of new systems, services, changes in technology and products;

d) Rectifying any mistakes that may be discovered in due course;

e) Reflecting a change of applicable law or regulation. Any amendment that is made to reflect a change of applicable law or regulation may take effect immediately or otherwise as the Plan Manager may specify.

IMPORTANT INFORMATION

Issued by Dura Capital Limited, registered in England and Wales, Registered Office: 6th Floor, 2 London Wall Place, London EC2Y 5AU. Registration Number: 10778261, authorised and regulated by the Financial Conduct Authority (FCA), Financial Services Registration Number 786640.

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