hop

Financial contracts issued by

CIBC

Plan managed by

meteor

Semi-Annual Recallable Fixed Growth Plan

July 2025 | CI9925 | XS3079983519

5.70% annual Growth (non-compounded)

All invested money will be returned on a Recall or at the end

BANK

Subject to the ongoing financial health of **CIBC**

hopinvesting.com

An Introduction

Thank you for choosing hop investing

This brochure has been prepared to help customers understand how this investment works. This includes who the intended target market is, what the potential risks are and what customers might get from the investment.

We appreciate that some people may find it easier to digest this information in other formats. This is why we try our best to be flexible in our information delivery and are happy to discuss what works best.

Format requests and general questions about investing with us can be directed to our team through the following means:

For customer queries:
info@meteoram.com
020 7904 1010
24/25 The Shard, 32 London
Bridge Street, London, SE1 9SG
www.meteoram.com

For financial advisers:
info@hopinvesting.com
020 7769 6726
1 King William Street,
London, EC4N 7AF
www.hopinvesting.com

Customers who are unsure about how this investment works or whether it suits their circumstances, should seek professional financial advice.

Contents

An Introduction	1
Who is the plan designed for?	2
The essentials	3
How does the plan make money?	4
Can the plan lose money?	5
Practical examples	6
Who made the plan?	7
Know the risks	8
How much does the plan cost?	10
Before investing	11
How to invest	13
What happens after investing?	14
Other questions	15

This type of investment is called a "structured product"

A structured product is an investment where financial contracts are packaged together to define, at the outset, the conditions for what, how and when it pays. We then add the necessary administration services and marketing, making it an investable plan.

Some structured products, such as this plan, can end early at certain junctures at the discretion of the bank who manufactures the financial contracts that provide the plan features (the "Counterparty"). The decision to end the plan early will depend on a number of factors, including the Counterparty's situation and financial markets during the life of the plan. In general, if interest rates fell from their current levels, the plan is more likely to end early. Ultimately, however, the Counterparty can choose to end the plan for any reason.

Financial markets and interest rates are influenced by many factors such as, and not limited to:

- The strength of economies
- Governments, policies and politics
- War and conflict
- Natural disasters
- The supply and price of resources

As such, what gets paid from this structured product will be influenced by these factors too.

Important Information

- This plan is available to residents of the United Kingdom only.
- This document explains the features and risks of this plan and should be read in conjunction with the relevant Key Information Document (KID) and Meteor Asset Management Limited's Terms and Conditions.
- This document has been approved and issued by Meteor Asset Management Limited as a financial promotion intended for information only. It does not contain investment, legal or tax advice.
- This document has not been prepared by CIBC, or any of its respective directors, officers or agents. It makes no representation or warranty and accepts no responsibility or liability to any party in relation to any marketing materials, including this document.
- All references to the potential money that could be made are quoted gross, before tax. Personal tax circumstances have not been taken into account.

Who is the plan designed for?

The target market

We have designed this plan to meet the objectives of customers with certain characteristics, which we call our "target market". If you do not fit the following criteria, this plan may not be appropriate for your circumstances.

Market view	Customers should be prepared for conditions that favour the plan ending early as well as those that do not. Otherwise, this plan does not suit their market view. Ultimately, CIBC can choose to end the plan early, or not, for any reason.
Investor type	This plan has been primarily designed for retail investors. Customers should be comfortable with being treated as such but if they wish to be treated otherwise, they may request this. See the associated Terms and Conditions for more details.
Knowledge & experience	Customers should be able to understand how this plan works and be able to make an informed investment decision after reading this document and the associated Key Information Document. Otherwise, they should seek professional financial advice.
Risk tolerance	Customers should be comfortable with the level of risk described in this document and the associated Key Information Document. Otherwise, this plan does not suit their risk tolerance.
Ability to bear losses	Customers who are not willing or able to withstand losing money fall within the target market. When the plan ends, all invested money will be returned subject to the ongoing financial health of CIBC. Customers should, however, appreciate the importance of having a diversified spread of investments to reduce the risk of being highly exposed to any one investment type or sector.
Objective	Customers should be investing for Growth, not Income. They should also be willing to accept that the total amount of Growth they receive is conditional. Otherwise, this plan does not suit their investment objective.
Horizon	Customers should be willing and able to tie up their money for the life of this plan and have other sources of money to cover daily and emergency spending. Otherwise, this plan does not suit their investment horizon.
Distribution channel	We highly recommend taking professional financial advice, but applications will not be rejected if no advice was taken. Customers must complete the relevant application form fully, including the appropriateness questions.
Vulnerable customers	Customers with certain characteristics may be vulnerable to poor outcomes, especially if the plan does not perform as expected. The elderly, digitally averse, anyone suffering a bereavement and those suffering an income shock should proceed with caution. Customers who think they may have characteristics of vulnerability should seek professional financial advice.

Professional financial advice is recommended

We highly recommend taking professional financial advice before deciding whether to apply for this investment. We do not provide tailored advice on customers' specific needs, or if they fall within our target market. The information provided on this page is not investment advice or an investment recommendation. We have not taken individual circumstances into consideration.

Please note that we will accept non-advised applications but seeking professional financial advice is encouraged.

The essentials

How the plan works

- The amount of money this plan pays is dependent on when the plan ends.
- The plan will start on the **Start Date**.
- Throughout the life of the plan, the Counterparty can decide to end the plan early for any reason on scheduled dates. We call these dates, the **Recallable Dates**.
- If the plan does not end early, it will end on the **End Date**.
- Any money customers make will be paid out in one lump sum, **Growth** payment.
- Should any relevant date fall on or become a non-business day, the next business day will be used.

The goal of the plan

The plan starts on the Start Date. On each Recallable Date if the Counterparty decides to end the plan early, it will pay Growth equal to 2.85% of the money invested for every six months the plan has been in force. This is called a **Recall**. The first date this can happen is 8 July 2027.

- If the plan never Recalls and reaches the End Date, it will pay Growth equal to 34.20% of the money invested.
  - Customers will get all their invested money back when the plan ends, whether that be at the End Date or from a Recall on a Recallable Date.

The relevant dates and percentages are shown in the following tables. More detailed information on how, what and when the plan pays can be found in the "How does the plan make money?" and "Can the plan lose money?" sections, respectively.

Key Dates

Deadlines	20 June 2025 for applications with an ISA transfer 4 July 2025 for all other applications
Start Date	8 July 2025
End Date	8 July 2031
Payment Date	Any money owed to customers is expected to be paid to us by CIBC within 10 business days after the relevant Recallable Date if the plan ends early or End Date if the plan does not end early. We then expect to pay customers within 5 business days of receipt.
Term	Maximum 6 years, 3 weeks

Recallable Dates

	Growth (% of money invested)
8 July 2027	11.40%
10 January 2028	14.25%
10 July 2028	17.10%
8 January 2029	19.95%
9 July 2029	22.80%
8 January 2030	25.65%
8 July 2030	28.50%
8 January 2031	31.35%
8 July 2031 (End Date)	34.20%

How does the plan make money?

Growth

The flowchart below describes how customers can make money from this plan. Any Growth will only be paid when the plan ends, whether that be at the End Date or from a Recall on a Recallable Date.

Please note that:

- Any Growth will be paid up to 15 business days after the relevant Recallable Date or End Date.
- Any Growth will be made by bank transfer directly into a customer's nominated bank account on receipt of their instruction.
- Any payment of Growth is subject to the ongoing financial health of CIBC.
- At each Recallable Date, CIBC can choose to Recall the plan, or not, for any reason.

Can the plan lose money?

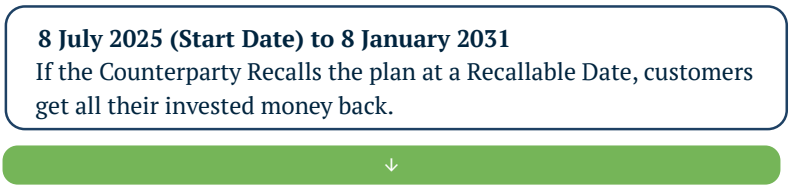
The return of invested money

Customers will get all their invested money back when the plan ends, whether that be at the End Date or from a Recall on a Recallable Date. The flowchart below illustrates this.

Should a customer choose to withdraw from the plan at any other time, they will only be able to get back the value of the plan when it is sold which is likely to be less than the money they originally invested, sometimes significantly so.

Please note that:

- Any return of invested money will be paid up to 15 business days after the relevant Recallable Date or End Date.
- Any return of invested money will be made by bank transfer directly into a customer's nominated bank account on receipt of their instruction.
- Any return of invested money is subject to the ongoing financial health of CIBC.



Practical examples

Examples

The illustration below describes examples of potential outcomes under this plan.

These do not give predictions of what we believe customers might receive and are illustrative only. They also do not take personal circumstances into consideration.

We have also assumed an example invested amount of £10,000 to give more context. The actual amount chosen to invest could be higher or lower.

Investment amount
£10,000

Made money at the end

UK interest rates remain stable over the life of the plan. No Recall happens and the customer gets their invested money back with Growth.

On the End Date, 8 July 2031:

- The customer gets their £10,000 back with a Growth payment of £3,420 (34.20% of the money invested).

Made money early

UK interest rates fall significantly in the second year of the plan. The Counterparty decides to Recall the plan at the first opportunity. The customer gets their invested money back with Growth.

On the Recallable Date, 8 July 2027:

- The Counterparty lets us know that they want to Recall the plan and we inform all customers.
- The customer gets their £10,000 back with a Growth payment of £1,140 (11.40% of the money invested).

Who made the plan?

The parties involved

This plan is made possible by the expertise of the four parties described below. Customers should note, however, that as an investor, their relationship is primarily with us; hop investing and Meteor. We will use their money to buy financial contracts from the Counterparty on their behalf. The contracts are tailored to achieve the investment objectives of this plan.

hop investing (Distributor)	Meteor Asset Management Limited (Plan Manager)	Meteor Investment Management Limited (Administrator)	CIBC (Counterparty)
Designs, arranges, promotes and distributes the plan to customers		Provides administration services for the plan	Manufactures the financial contracts that provide the plan features

About hop investing

hop enters the market with a refreshing approach: to empower investors with structured products that are easy to understand and use. We prioritise clear communication and personalised service. Backed by a team with years of experience delivering financial products in the UK, hop is dedicated to achieving the best possible outcome for its clients.

This commitment translates to our goal of providing a wide range of structured investments spanning diverse risk profiles. To ensure clients are serviced with the utmost care and attention, hop has partnered with the award-winning plan manager, Meteor.

SEHA FS LTD ("hop"), with Financial Services Register Number 998128, is an Appointed Representative of Meteor Asset Management Limited, which is authorised and regulated by the Financial Conduct Authority.

More information can be found at **www.hopinvesting.com**

About Meteor

Since 2006, we have created thousands of opportunities for customers to achieve their financial goals. This makes us one of the largest and longest serving structured product providers in the UK.

Meteor Asset Management Limited (MAM) will outsource the administration and safekeeping of customer assets to Meteor Investment Management Limited (MIM). Both companies are authorised and regulated by the Financial Conduct Authority. Meteor Asset Management Limited: Financial Services Register Number - 459325. Meteor Investment Management Limited: Financial Services Register Number - 496880.

More information can be found at **www.meteoram.com**

About Canadian Imperial Bank of Commerce (CIBC)

The underlying financial contracts in this plan are manufactured by an investment bank. Because they are ultimately responsible for any payment obligations such as any money made from the plan and the repayment of invested money, they are considered the **Counterparty**.

More specifically, the Counterparty to this plan is CIBC in its capacity as issuer of the financial contracts.

The financial contracts will be notes issued under CIBC's structured note issuance programme. This arrangement effectively loans your money to the Counterparty, entitling you to the features of this plan. More information can be found in the Counterparty's Offering Documentation: The Prospectus dated 24 January 2025 and any supplements thereto.

"Canadian Imperial Bank of Commerce (CIBC) is one of North America's leading financial institutions. It serves about 14 million clients in Canada, the US, and around the world."

Source: Bloomberg, 23 May 2025

More information can be found at **www.cibc.com**

Know the risks

The key risks

Whether it be shares in a company or a fixed rate deposit from your local bank, there are risks involved in any investment. For this plan, the risks most likely to have the greatest impact are the future ups and downs of financial markets **(Market Risk)** and the ongoing financial strength of the Counterparty **(Counterparty Risk)**.

The **Summary Risk Indicator** was developed by financial regulators to provide investors with a way to compare the level of risk between investment products. It is designed to indicate the amount of risk in an investment due to Market Risk or Counterparty Risk.

This plan has been given a risk rating of 1 out of 7, which is considered low risk. More information can be found in the associated Key Information Document which must be read with this brochure.

Summary Risk Indicator

Market Risk

How much money a customer gets from this plan depends on when and if the Counterparty decides to Recall the plan. The Counterparty's decision to end the plan early will depend on a number factors, including the Counterparty's situation and financial markets during the life of the plan. In general, if interest rates fell from their current levels, the likelihood of a Recall will increase. Conversely if interest rates stayed the same or increased, the likelihood will decrease. In addition, the longer the plan goes on without a Recall, the more likely it is to run to the End Date because Recalls become increasingly less economical for the Counterparty. Ultimately, however, the Counterparty can choose to end the plan for any reason. The section on "How does the plan make money?" describes this in more detail. In addition, any inflation will reduce the real value of anything paid by the plan.

When the plan ends, all invested money will be returned subject to the ongoing financial health of CIBC. The section on "Can the plan lose money?" describes this in more detail.

Counterparty Risk

The payment of any money owed to customers depends on the continued financial strength of the Counterparty. If the Counterparty's ability to pay its financial obligations deteriorates significantly, customers' money, regardless of how the plan is performing at the time, will be at risk of not being paid back in full. Customers will not be entitled to compensation from the Financial Services Compensation Scheme (FSCS) in this event.

One way to gauge the financial strength of a Counterparty is to look at credit ratings. These are the opinions of independent agencies, such as Fitch, Moody's and Standard and Poor's. Each rating agency uses different labels but are scaled similarly. By way of example, Standard & Poor's highest rating is AAA and lowest rating is D. Outlooks indicate the future direction of a credit rating view.

As these are opinions only, credit ratings should not be considered a guarantee of financial strength. Ratings are also subject to change at any time depending on the Counterparty's circumstances. The table below shows the relevant credit ratings of the Counterparty for this plan.

Credit ratings: Canadian Imperial Bank of Commerce (CIBC)

Agency	Rating	Outlook
Fitch	AA (Legacy Senior Debt)	Stable
Moody's	Aa2 (Legacy Senior Debt)	Stable
S&P	A+ (Legacy Senior Debt)	Stable

Correct as at 16 May 2025

You can find more information on credit ratings on our website and the websites of each respective agency:
Fitch: **www.fitchratings.com**
Moody's: **www.moodys.com**
S&P: **www.standardandpoors.com**

Know the risks

Other important risks

In addition to Market and Counterparty Risk, the following are some other risks that customers should consider before investing. This list is not comprehensive, and customers should read this brochure and the Terms and Conditions fully to understand the potential risks involved.

Application risk

The plan does not begin on the date on which a customer applies. It has a fixed Start Date.

The plan could sell out or in rare cases, be cancelled before its Start Date. In these circumstances, a customer's money cannot be invested. We will notify them if this happens and ask for their instruction. Our website will flag when products are close to being sold out or full.

When the plan ends, customers might not be able to reinvest their money in another plan or investment that has the same, or similar, level of money-making potential.

Withdrawal risk

If a customer wishes to withdraw from the plan before the End Date, they will only be able to get back the value of the plan when it is sold which is likely to be less than the money they originally invested, sometimes significantly so. If we also paid a financial adviser on their behalf, they will be responsible for obtaining any refund, if applicable.

The value of the plan at any time will be impacted by, but not limited to, the cost of manufacture, the cost of transacting, interest rate changes, the performance of stock markets and the ongoing strength of the Counterparty.

We do our best to accommodate daily trading, but the Counterparty does not commit and is under no legal obligation to do so. The Counterparty may also not be able to quote regular prices making it difficult to value the plan promptly, delaying any early withdrawal requests made.

Tax risk

Before investing, customers should be aware of and review the tax implications of this plan. They may wish to consider consulting a professional tax adviser.

Tax risks include changes in laws, regulations or rules under the relevant authority which may negatively impact payments to you from the plan. Any tax relief will depend on individual circumstances and could change at any time. These changes could also be backdated.

Re-registration of this investment to a new holder may alter the tax implications.

Unforeseen circumstances

Extraordinary events such as, but not limited to, natural disasters, the introduction of restrictive regulations, suspension of financial markets and other events outside our control could impact the plan. If such an event occurs, payments owed to customers could be adjusted, reduced or delayed. In all cases we will use due care when considering how to respond and any response will aim to be fair and proportionate.

Customers should have other savings that they can access promptly to meet any emergency cash needs. The contract terms of the plan may permit the Counterparty to delay, reduce or withhold payments. This is not intended to circumvent what is legally due to customers, but it is intended to cover unforeseen events which affect the potential payments from the plan, for example, a suspension or delay in receiving prices.

How much does the plan cost?

Our charges

To make your investment journey as simple as possible, all of the money you send to us for investment, will be invested.

To cover our costs of designing, arranging, promoting, distributing and administering the plan, we earn a one-off percentage margin equal to the difference between the total money invested by customers and the price we pay for the underlying financial contracts of the plan. This margin can vary as we buy and sell contracts to meet customer demand.

As at 16 May 2025, this margin was 1.10%.

For the avoidance of doubt, this has already been factored into structuring the plan and there will be no charges to the money you intend to invest or any money you might make. We do not charge any ongoing management or maturity fees either.

Charges described in the Key Information Document

There are also cost disclosures in the associated Key Information Document. This document is produced by the Counterparty and considers both our costs and costs further up the distribution chain. Although this information is important to read carefully in full, customers should note that these charges are already embedded and have already been accounted for in the plan. Customers do not pay the percentages described in the Key Information Document on top of their intended investment amount.

Adviser charges

Customers using a professional financial adviser may request for us to pay an adviser charge directly to them via the application form.

Charges for additional administration services

The following table sets out administration charges for additional services.

Withdrawal services		
Early withdrawal of plan This charge is applicable whether the proceeds are paid to the customer, held in a customer's account pending further instructions or, for ISAs, transferred to another ISA manager.	£100 + VAT	On withdrawal
Other services		
CHAPS payment (including after the plan ends)	£35 + VAT	On payment
Unpaid cheque	£40 + VAT	On debit from our account
Copy of taped call	£40 + VAT	On request and delivery
Stamp duty reserve tax or other financial transaction tax	As chargeable	
Re-registration to new owner	£40 + VAT	On re-registration in our records

Before investing

Read this brochure and the associated documents fully

Ensure that you have fully digested the relevant documentation. If there is anything you do not understand, speak to your professional financial adviser.

	Brochure	Key Information Document	Terms and Conditions	Counterparty's Offering Documentation
Available from	Website: Product Page	Website: Product Page	Website: Product Page	Website: Document Centre

Consider your need for professional financial advice

It is crucially important that you only proceed with this plan if it is right for you. We highly recommend you seek financial advice from a professional. We cannot advise you if this plan meets your specific needs or if you fall within our target market. Please note that for some of our products we require you to take professional financial advice. Refer to the "Who is the plan designed for?" section to confirm if this plan requires you to take professional financial advice.

Consider your tax implications

It is our understanding that any money made from this plan as a direct investment by individuals or Trusts is expected to be subject to **Income Tax**. If available, using a tax wrapper such as an Individual Savings Account (ISA) or Self Invested Personal Pension (SIPP) can provide more tax-efficient ways to invest. The information in this brochure is based on what we know about UK tax legislation as at the time of writing. Tax rules are subject to change and the value of tax reliefs will depend on your individual circumstances. We do not provide tax advice and customers should consult a financial and/or tax adviser if necessary.

Check you have chosen the right plan

To cater for a range of tastes and target markets, we often have a variety of plans available at any time. When you or your financial adviser decide that it is time to invest, please ensure you choose the right plan. The below table lists some details that can help you to identify this plan.

Plan Name	Product Code	International Securities Identification Number (ISIN)	Listing
Semi-Annual Recallable Fixed Growth Plan July 2025	CI9925	XS3079983519	London Stock Exchange

Before investing

Choose the right application form

We offer various avenues to investment so that customers have flexibility in how their investment is taxed. You should complete the form that matches your needs. We do not provide tax advice and customers should consult a financial and/or tax adviser if necessary. Further information about tax in the UK, ISAs and pensions, is available from the UK government website at: **www.gov.uk**

The below describes the options available to you. The information on taxation in this brochure is based on our understanding of tax, current legislation, regulations and practice at the time of writing. These are likely to change in the future and changes could be backdated.

Direct, ISA & ISA Transfer	► If you apply directly outside of a tax wrapper as an individual, jointly, or on behalf of a child under the age of 18, any money made will be subject to tax. ► If you apply via an ISA, you can use your ISA allowance which allows you to invest without paying tax on any money made. For the 2025/26 tax year, the ISA allowance is £20,000. ► If you wish to transfer an existing ISA, your ISA manager will sell your existing investment. They may charge for this, and you could lose out on any money you might have made in your existing ISA whilst the transfer takes place. We have a deadline for receiving ISA transfer applications. If the ISA manager fails to send us the funds on time, we will not be able to proceed.
Pensions	► If you invest via a SIPP (Self Invested Personal Pension) or SSAS (Small Self Administered Scheme), any money you make will usually be free of tax. The trustees, subject to the terms of the scheme, can hold investments as a permitted investment within any type of pension arrangement, including a SIPP and a SSAS.
Trustees	► The plan is eligible for most trusts, subject to relevant articles of association permitting such an investment.
Companies & Partnerships	► The plan is eligible for most companies and partnerships subject to relevant articles of association permitting such an investment. The taxation of any gains made by companies, partnerships or other businesses will depend on the tax position of the organisation.

Availability

	Direct Individual, Joint	Stocks & Shares ISA	Cash ISA	ISA Transfer	Pensions	Trustees, Companies, Partnerships
Availability	✓	✓	×	✓	✓	✓
Minimum Investment	£5,000	£5,000		£5,000	£5,000	£5,000

How to invest

Step 1: Fill in an application form and send it to us

Depending on how you intend to invest, you should carefully and completely, fill in the appropriate application form. You can complete an application via three avenues:

- Online via the **Apply Online** button on the relevant plan page on our website at **www.hopinvesting.com**
- Via **email** by downloading and completing the relevant PDF form, then sending it to **adminteam@meteoram.com**
- Via **post** by downloading, printing and completing the relevant form, then sending it to:
  Meteor Asset Management Limited, 24/25 The Shard, 32 London Bridge Street, London, SE1 9SG

Application forms must be completed fully as we need all the information to proceed with an investment. We will retain the information provided to set up and administer customers' investments and will do so in accordance with data protection legislation.

Step 2: Send the investment money

Any time between submitting an application form and before the deadline for the plan, you can send us your investment money via electronic bank transfer. If your bank is operating Confirmation of Payee, it should confirm that you are paying '**Meteor Investment Management Limited'**. The details required are:

Meteor Investment Management Limited Client Account
HSBC Bank plc
Sort Code: 40-05-30
Account Number: 13692752
IBAN: GB21MIDL40053013692752
Reference: Your full name and/or hop investing account number (if known)

Alternatively, cheques can be made payable to '**Meteor Investment Management Limited Client Account**', but we highly recommend against this option as cheques greatly increase the risk of delays and failures in processing applications. Please send cheques to: **Meteor Asset Management Limited, 24/25 The Shard, 32 London Bridge Street, London, SE1 9SG**. If you have chosen to submit a paper application form, the cheque can accompany the form in the post to us.

If you are transferring money from another provider or reinvesting maturing money from a previous product managed by Meteor, you can indicate this in the application form.

Checklist

The following can be used as a guide to the steps needed to help make the application journey as smooth as possible.

✓	Do you fit the intended target market for this plan?
✓	Do you understand how this plan works, the specific features, the risks involved, and are you able to make an informed investment decision?
✓	Have you read this brochure, the Key Information Document and the Terms and Conditions?
✓	Have you considered seeking professional financial and/or tax advice?
✓	Have you checked to see if this plan requires the use of professional financial advice before investing?
✓	Does the intended investment amount meet the minimum investment amount specified?
✓	Have the Application Deadlines been checked to ensure we receive the application form and investment money on time? This is especially important if it is an ISA transfer application, or if you are sending a cheque as we need enough time to process these.

What happens after investing?

After you complete the application form and send funds

You will receive:

- An acknowledgement of your application, a summary of your investment and a "Notice of the Right to Cancel", which will be sent within 5 business days;
- Details of your investment, shortly after the Start Date;
- Half yearly valuation statements, as at 5 April and 5 October;
- Any other important information that arises about the investment;
- Notification when the investment looks like it might be ending.

You can also access details of your investment at any time, by logging onto the client section of our website at **www.hopinvesting.com** using your username and password. We will provide you with a username and password when the account is set up and you can change the password after you first log in. The website also allows customers to access their valuation statements, review all transactions, check valuations and download past and present documentation.

Once an application has been completed, you will receive an initial acknowledgement and an initial transaction statement from us by post. Thereafter, for the rest of the investment term, we will send all regular communications by email.

When the investment ends

Depending on the performance of the investment around important dates and events, we will alert you to the situation and the options available. For example, you may be contacted if the investment is likely to be coming to an end.

If the application was made via a financial adviser, we will also write to them so that they can discuss options with customers.

Although we will communicate regularly, you should monitor performance throughout the life of the investment.

What happens to your money...

...before we purchase the financial contracts for the investment?	▶ Cleared funds received will be held safely in a segregated customer account at an independent, reputable bank until the financial contracts are purchased. Your money never forms part of our assets, and no interest will accrue to you whilst it is held here. ▶ Any adviser charge you have instructed us to pay will be deducted and paid to your adviser from the money you have sent to us once it has cleared.
...after we have purchased the financial contracts for the investment?	▶ The money will be used to buy the financial contracts designed to provide the features of the investment. ▶ The financial contracts will be held in the name of 'Meteor Nominees Limited' and will be held by in an external custodian, which is currently BNP Paribas. You will remain the beneficial owner of these contracts purchased on your behalf.
...when the investment ends?	▶ We will receive any money owed to you from the Counterparty. This money will be held safely in a segregated customer account at an independent, reputable bank until we are instructed by you. ▶ The money will be available to you within 15 business days of the investment ending. We will not make any payment until we have received a written instruction from you. We will continue to hold your money until instructed to pay the cash value or to reinvest it.

Other questions

What if you change your mind about investing?

When we acknowledge an application, we will send you a "Notice of the Right to Cancel". You have 14 days from the day you receive this to complete and send it back to us. However, if we receive your request to cancel your investment after the financial contracts have been purchased, you will get back less than you invested. If we pay an adviser charge to a financial adviser on your behalf and you subsequently change your mind about investing, you will be responsible for obtaining any refund which may be due to you.

What if you want to withdraw from an investment before it ends?

In normal market conditions this is possible, but you will only be able to get back the value of the investment when it is sold. You will also be charged an administration fee for early withdrawal. See the section, "How much does the plan cost?", for details on this.

We do our best to accommodate daily trading with the Counterparty. This means that if a sale request is submitted before 5:30pm on a business day, the order will be processed on the next business day. In normal market conditions, payment will be made into your nominated bank account within 5 business days after the order is processed.

What happens to the investment if I die?

We will require a death certificate and any supporting documentation so that we can administer the investment in accordance with instruction by your personal representatives. We will provide a valuation as at the date of death and will outline the options available, which will include re-registering the investment to a new owner so that it can be held until it ends. Where an investment is held jointly, the investment will be the joint property of all the holders and, following proof of death of the relevant holder, all instructions must be authorised by all the remaining joint holders.

What can you do if you have a complaint?

If you wish to complain about this investment, or the service you have received, you may do so by contacting:
Compliance Officer, 24/25 The Shard, 32 London Bridge Street, London, SE1 9SG or by telephoning **020 7904 1010**.

We will keep you informed during the investigation process and will notify you of our conclusions and explain how these have been reached. If you are not satisfied with the way we have dealt with the complaint, you can complain, free of charge, to the Financial Ombudsman Service at:
Website: www.financial-ombudsman.org.uk
Telephone: 0800 023 4567
Email: complaint.info@financial-ombudsman.org.uk

Making a complaint does not prejudice your right to take legal action. Full details of our complaint procedure is available upon request. We would draw attention to the fact that the value of investments can change unpredictably, and any unfavourable performance is not, in itself, usually a valid reason for complaint.

What compensation arrangements are in place if the Counterparty or Meteor fails?

If the Counterparty fails to meet its obligations to pay to us the amount due from the financial contracts and you lose the money you invested in the plan, or any money to which you would otherwise have made, you will not, for this reason alone, be entitled to compensation from the FSCS.

Meteor Asset Management Limited and Meteor Investment Management Limited are covered by the FSCS. Therefore, you may be entitled to compensation from the FSCS if we are declared to be 'in default' and you have suffered a loss as a result of Meteor's actions or negligence. In this event, the compensation limit is currently £85,000 per person. If the level of a claim against us is greater than £85,000 you would not be covered for the excess.

We currently use a range of banks to hold customer money. You may be eligible to make a claim if any of the banks we use, or may use in the future, becomes insolvent whilst holding your money, prior to the purchase of the financial contracts or pending payment to you of the amounts due when the plan ends. In this event, the compensation limit is currently £85,000 per person and this applies to all deposits held with the insolvent bank and any other member of its group. You would not be covered for any excess amount over the compensation limit. Many banking groups use several brands, which means the total investments you hold within a group will count towards one compensation limit. Details of banking and savings groups can be found on the Bank of England website at **www.bankofengland.co.uk**. Any queries can be directed to the FSCS at:

Financial Services Compensation Scheme, P.O. Box 300, Mitcheldean GL17 1DY, Telephone: 0800 678 1100, Website: www.fscs.org.uk

Contact us if you require this information delivered in an alternative format

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32 London Bridge Street,
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SE1 9SG
Tel: 020 7904 1010
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