

## WHAT AM I INVESTING IN?

You are investing in a 8-year security backed investment. Your money will be used to buy securities issued by the Issuing Bank. In effect you are lending money to the issuing bank for the duration of the Plan. The Securities are designed to generate the investment returns linked to the FTSE 100 and the EuroStoxx 50.

The securities are held in custody on behalf of the investor with the Bank of New York Mellon.

Dura Capital is responsible for the design, distribution and administration of the Plan.

## WHAT IS THE FTSE 100 INDEX?

The FTSE 100 Index is a widely used benchmark for the UK stock market. The Index measures the performance of the shares of the 100 largest companies traded on the London Stock Exchange. The FTSE 100 is an international index which includes HSBC, Vodafone, Royal Dutch Shell and GlaxoSmithKline. The companies that comprise the FTSE 100 derive more than two thirds of their revenues from outside the UK and therefore provide exposure to the world economy as well as the UK.

## WHAT IS THE EUROSTOXX 50 INDEX?

The EuroStoxx 50 Index was launched in February 1998 and is generally considered to be a benchmark of the performance of Eurozone markets. The Index tracks the 50 largest blue-chip companies from 11 Eurozone countries: Austria, Belgium, Finland, France, Germany, Ireland, Italy, Luxembourg, the Netherlands, Portugal and Spain.

## WHAT HAPPENS TO MY MONEY IF THE ISSUER FAILS OR BECOMES INSOLVENT?

In the event that the Issuer fails or

becomes insolvent you could lose some or all of your Initial Capital, you will not have recourse to the Financial Services Compensation Scheme (FSCS).

## Advice

### DO I NEED TO SEE A FINANCIAL ADVISER OR INTERMEDIARY?

We strongly recommend that you talk to a financial adviser or intermediary before making an Investment in the Plan, to ensure that the Plan is appropriate for you. You should also speak with a specialist tax adviser if you require any advice on tax. If you apply for the Plan via an intermediary without taking advice, the intermediary you use must assess the appropriateness of the Plan for you. This will help them to determine whether you have the necessary knowledge and experience to understand the risks associated with an Investment in the Plan.

### HOW MUCH WILL ADVICE COST?

You may need to pay your financial adviser a fee for advising on and or arranging the sale of this Plan. Your financial adviser will discuss and agree this fee with you before you invest. Dura Capital do not offer an advice service.

## Administering your investment

### WHERE IS MY MONEY HELD BEFORE THE START DATE AND AFTER MATURITY?

We will hold your money in a segregated Client Money account at HSBC Bank PLC collectively with the money of other investors. Similarly, once your investment matures, any Return and repayment of your Investment due will be held in the same way (i.e., in a Client Money account at HSBC Bank PLC) until we return it to you. You will not receive any interest on any money held by us on your behalf before the Start Date or after the

Maturity Date. This money is protected in accordance with the FCA's client money rules. If HSBC Bank Plc becomes insolvent, you may be entitled to claim compensation from the Financial Services Compensation Scheme (FSCS), up to the maximum limit of £85,000 per person, and subject to the limits set by the FSCS.

### WILL I EARN INTEREST ON MY INVESTMENT PRIOR TO THE START DATE?

No interest will be paid if we receive your investment monies before the start date.

### WHAT HAPPENS IF I CHANGE MY MIND?

You have the right to cancel your Plan within 14 days of receiving the cancellation notice from us. You can exercise your right to cancel by contacting us. If we do not receive your cancellation notice until after the Start Date, we will pay you the current market value of the Plan, which may be less than your Investment especially in stressed market conditions. You will usually receive the proceeds from cancelling your Plan within 6 business days of us receiving your cancellation notice, however this could be delayed if there is a delay in the Issuer making the payment to us.

### WHAT HAPPENS IF THE PLAN IS CANCELLED BEFORE THE PLAN START DATE?

Dura Capital can decide to cancel the launch of the Plan before the Start Date. This could be for a number of reasons, including insufficient subscriptions or a change in market conditions that make it impossible to maintain the terms of the Plan. If this were to happen, you would be repaid your Investment in full. If we had facilitated the payment of a fee to a financial adviser or intermediary on your behalf, you would have to contact them directly to repay this to you.

## CAN I CLOSE MY PLAN BEFORE IT MATURES?

Whilst the Plan is designed to be held until it matures, it should be possible for you 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, 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 6 business days from the day we sell your Plan, however this could be delayed if there is a delay in the Issuer making the payment to us. Please be aware that the redemption value of your Plan may be less than your Initial Investment. The value returned is affected by the level of the underlying indices, market volatility, interest rates and liquidity among other market variables.

We do allow partial withdrawals subject to a minimum withdrawal of £500 and £3,000 remaining invested in the Plan. Any returns at maturity will be based on the amount remaining in the Plan.

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## HOW WILL YOU KEEP ME INFORMED DURING THE TERM?

You will have the ability to access the Dura Capital online portal to receive information through the life of the Plan, including valuations and annual statements. You will receive your log in details as part of the investment application process. Physical correspondence can be provided on request. If you require a valuation you can access an indicative value online via the portal.

## HOW CAN I GET A COPY OF THE PROSPECTUS RELATING TO THE SECURITIES THAT MAKE UP THE PLAN?

A copy of the prospectus is available upon request by calling us on 0330 678 1111.

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## 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 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.

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## WHAT HAPPENS AT MATURITY?

We will contact you before the Maturity Date outlining the options available to you. If you use the Dura Capital online portal you will receive an email notifying you of your options and will be able to give us your instructions online. If you choose to encash your maturity proceeds we expect to pay these to you within 10 business days of the Maturity Date. However, this could be delayed if there is a delay in the Issuer making the payment to us. If we do not receive any 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 address changes and any changes in your bank details. You will not earn any interest on your maturity proceeds whilst we are waiting to pay these to you.

## 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 at date of receipt of all required documentation. 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 invested in the name of husband and wife, 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.

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## WHAT SHOULD I DO IF I HAVE MORE QUESTIONS?

It is important that you only invest in the Plan if you understand how it works, the risks involved with an investment and are comfortable that it is appropriate for your personal circumstances. In the first instance you should always call your financial adviser. Please note that Dura Capital Limited will not be able to offer you any investment advice.

For administration queries including questions regarding the online portal, please contact us on Tel: 0330 678 1111 or send a message to us on the digital portal.

## Costs and charges

**Plan Charges:** As Plan Manager, we incur costs and charges for administering and marketing the Plan. In addition, we also earn our Plan Manager's fee. These overall costs total 1.00% (£100). This information is based on an illustrative nominal amount of £10,000 invested. All of these costs and fees have been taken into account when setting the return for the Plan.

For clarity no charges are taken away from your initial investment or your potential maturity payment and the potential return stated in the Plan Factsheet will be made on your total investment held at maturity.

There are no annual management charges or additional costs for servicing your investment including early redemptions and ad hoc valuation requests.

**Financial Adviser charges:** You may incur fees for the financial advice you receive. You can choose to pay these direct to your financial adviser, or we can deduct the fee from the amount you invest. Any agreed fee will be paid to your financial adviser 10 working days after we process your application. Please discuss with your financial adviser for more details.

## Tax

You should speak with a specialist tax adviser if you require any advice on tax.

Maturity returns will be paid gross.

**Direct investments:** Any gain made at maturity is expected to be liable to Capital Gains Tax (CGT). However, there is an annual CGT exemption (£12,000 for the current tax year), which can be utilised to reduce or eliminate the tax payable, depending on your individual circumstances.

**ISA investments:** Maturity returns from ISAs are not subject to tax, and are therefore paid gross. If at maturity you sustain a capital loss it will be ignored for the purposes of UK Capital Gains Tax.

## Important information:

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