

## Overview

In our application forms, we ask all clients to supply their bank details regardless of whether or not they intend to take a regular payment.

The request is made, so that in the event the client requires an ad-hoc withdrawal, their details are already on file and therefore payment is not delayed.

A client can request withdrawal of funds from their portfolio, or make amendments to regular withdrawals at any point in time.

All regular payments are made via BAC's a couple of days prior to the end of each month, but ad-hoc payments can be made via BAC's or Chaps.

The payment types and timings are as defined as follows:

<b>Payment Method</b>	<b>Time</b>	<b>Applicable Charges</b>
BAC's - electronic payment service	Three day bank to bank service	N/A
CHAPS - electronic payment service	Same day bank to bank service	£22.50

## The Process

We accept withdrawal requests or changes to existing regular payments either in writing or via e-mail.

### Written Requests:

To assist the client in communicating their requirements we provide the following templates:

**Appendix 1:** Regular Cash Withdrawal Request

**Appendix 2:** Ad-hoc Cash Withdrawal Request

Once the request has been completed and signed in accordance with the signature mandate applicable to the portfolio in question, it can either be posted back to the address on the template or a scanned copy e-mailed to [ethical.support@kasl.co.uk](mailto:ethical.support@kasl.co.uk).

### E-Mail Requests via their IFA or direct to Ethical Support:

We are committed to the protection of client money and assets at all times. Should the client want to make use of the e-mail withdrawal request mechanism we would first require a written letter from the beneficial owner of the portfolio stipulating

- a. The e-mail address that they are happy for us to accept e-mail instructions from
- b. The e-mail address of the IFA from which instructions would be forwarded
- c. Full bank details to where the withdrawal is to be paid, as this details will be held on file for future withdrawals

It is important, that should any details change at any point in time that a revised written letter is sent as soon as possible.

It is also important to note that where the client prefers to communicate their requirements via their IFA we can accept such requests so long as:

1. The originating request from the client is visible in the e-mail chain
2. The IFA has authority from the client to communicate such requests to King & Shaxson.

On receipt of the request King & Shaxson's compliance team will verify the legitimacy of the request, by checking details back to information pertaining to the portfolio in question that are already held on file.

Should there be any doubt of the origin of the request and/or any discrepancies in information supplied, then the compliance team reserve the right to perform further due diligence to ensure the request is bona fide.

On successful completion of the verification process the request will be actioned by the relevant teams, and once the requirements have been actioned they will notify all relevant parties.

## Points to Note

1. All requests should be e-mailed to [ethical.support@kasl.co.uk](mailto:ethical.support@kasl.co.uk) or posted to:

King & Shaxson Asset Management Limited  
**Ethical Support**  
1st Floor  
155 Fenchurch Street  
London  
EC3M 6AL

2. Any instruction should clearly state the details of the required action including the unique portfolio code on which the request is to be actioned
3. Any request received after 2pm will be processed on the next working day subject to the request being approved by compliance.
4. The urgency of the cash requirement should be considered as in some instances sales of holdings may need to be actioned to generate monies on account.
5. We are unable to make any payments to third parties. Funds will be returned to an account in the clients name only.

## Appendix 1

*Insert your address here*

King & Shaxson Asset Management Limited  
**Ethical Support**  
1<sup>st</sup> Floor  
155 Fenchurch Street  
London  
EC3M 6AL

*(Insert date here)*

Dear Sir/Madam

**Re: Regular Cash Withdrawal Request from Account** *(insert your account number(s) here)*

I/We *(delete as applicable)* wish to withdraw:

Receive a regular payment of *(insert amount)*:

Or

Receive all dividend and bond income once all fees are paid *(Tick)*

The regularity of the payments should be made *(tick as required)*

Monthly

Quarterly

Bi-Annually

Annually

The account to which my/our *(delete as applicable)* funds are to be electronically returned to me/us *(delete as applicable)* is as follows:

Bank Name: \_\_\_\_\_

Sort Code: \_\_\_\_\_

Account Number: \_\_\_\_\_

Account Name: \_\_\_\_\_

Yours faithfully

**SIGN IN ACCORDANCE WITH SIGNATURES ON ACCOUNT**

\_\_\_\_\_  
Signature of account holder

\_\_\_\_\_  
Signature of account holder

\_\_\_\_\_  
Signature of account holder

\_\_\_\_\_  
Print name of account holder

\_\_\_\_\_  
Print name of account holder

\_\_\_\_\_  
Print name of account holder

## Appendix 2

*Insert your address here*

King & Shaxson Asset Management Limited

**Ethical Support**

1<sup>st</sup> Floor

155 Fenchurch Street

London

EC3M 6AL

*(Insert date here)*

Dear Sir/Madam

**Re: Ad-hoc Cash Withdrawal Request from Account *(insert your account number(s) here)***

I/We (delete as applicable) wish to with draw the amount of £ (insert amount) from my/our (delete as applicable) account (insert your account number). We would be obliged if the payment can be made to reach my/our (insert your account number) no later than (insert date)

I/We (delete as applicable) would like the funds transferred to us by (tick applicable box against your preferred method):

- BAC's *(three day electronic transfer direct to bank account - Free)*
- CHAPS *(same day electronic transfer direct to bank account – Charged – refer to rates card)*

To reconfirm, the account to which my/our (delete as applicable) funds are to be electronically returned to me/us (delete as applicable) is as follows:

Bank Name: \_\_\_\_\_

Sort Code: \_\_\_\_\_

Account Number: \_\_\_\_\_

Account Name: \_\_\_\_\_

Yours faithfully

***SIGN IN ACCORDANCE WITH SIGNATURES ON ACCOUNT***

\_\_\_\_\_  
Signature of account holder

\_\_\_\_\_  
Signature of account holder

\_\_\_\_\_  
Signature of account holder

\_\_\_\_\_  
Print name of account holder

\_\_\_\_\_  
Print name of account holder

\_\_\_\_\_  
Print name of account holder

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