

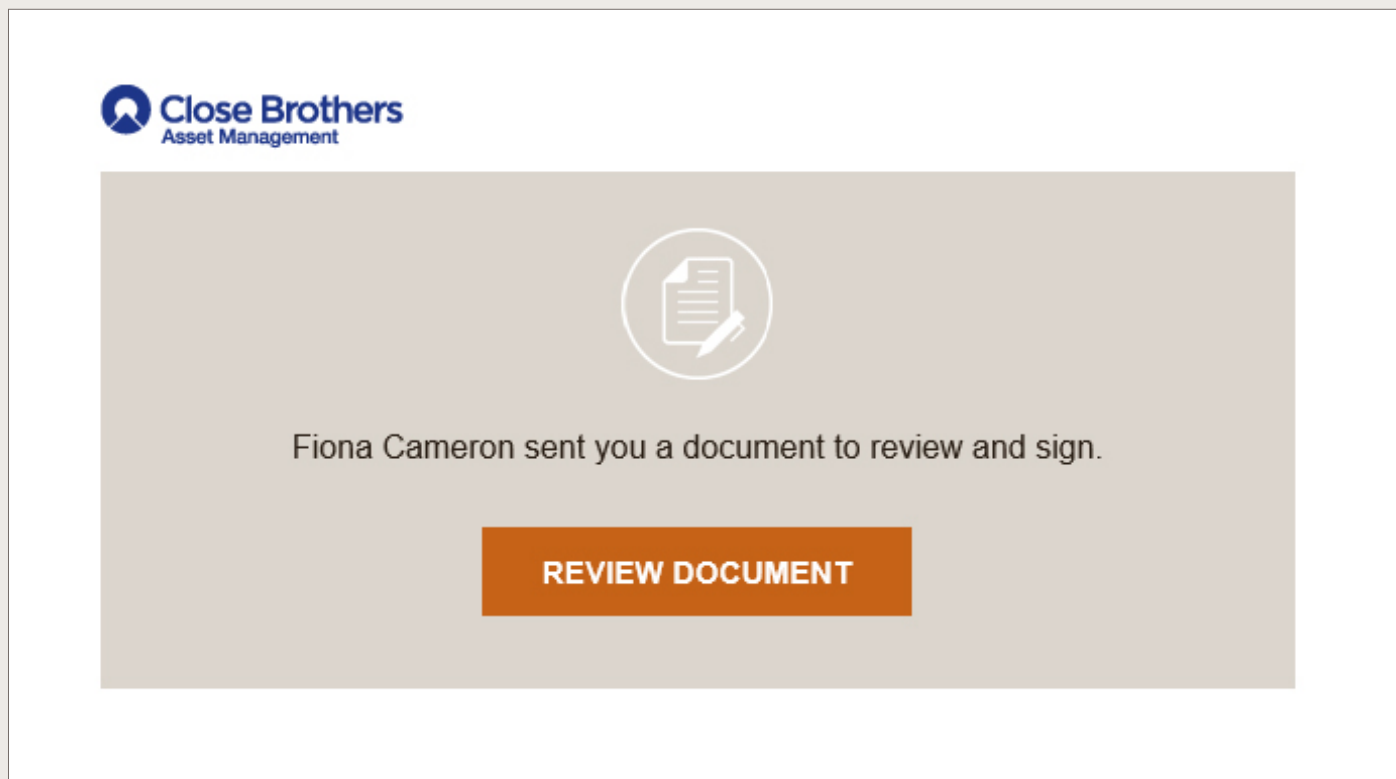
Your step-by-step guide to using DocuSign

Introduction

We are excited to announce our partnership with DocuSign to provide you with a way of completing and signing your application forms electronically. To guide you through this seamless process, please refer to the following document for step-by-step instructions on accessing these electronic forms.

Should you have any questions or need assistance with viewing or filling out the documents, please feel free to contact your dedicated Close Brothers representative. We are here to help and ensure your experience is smooth and effortless

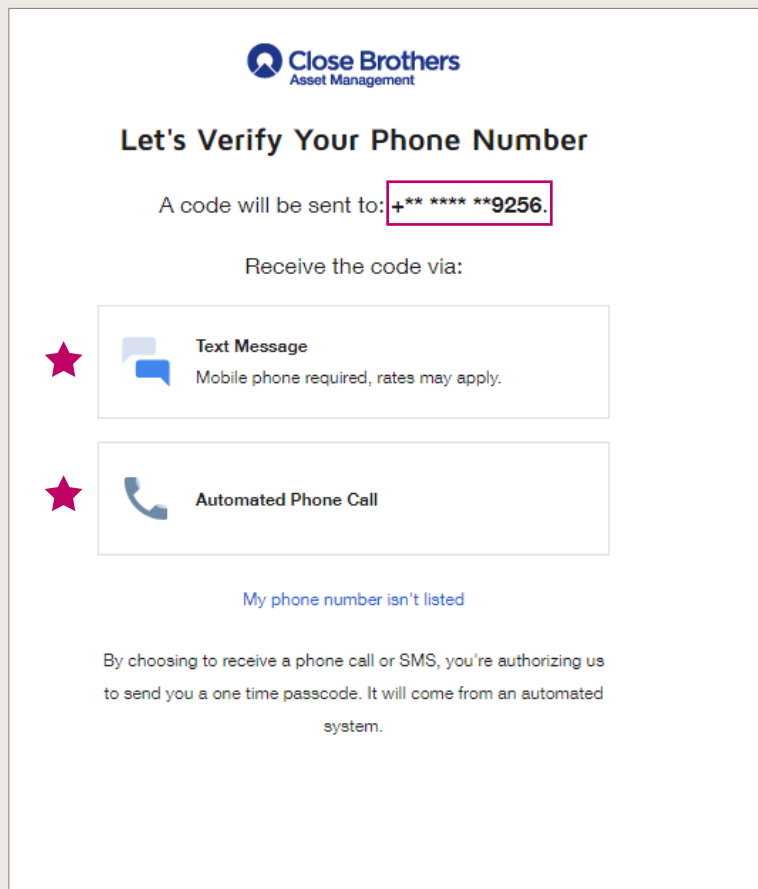
How will I receive my documents?



- The documentation will be sent via our Partner, DocuSign
- You will receive an email from donotreply@documents.closebrothersam.com
- The name of the sender and senders email will be included in the body of the email
- To access the document(s), click the 'Review Document' button

Next step

Verification and security



Close Brothers
Asset Management

Let's Verify Your Phone Number

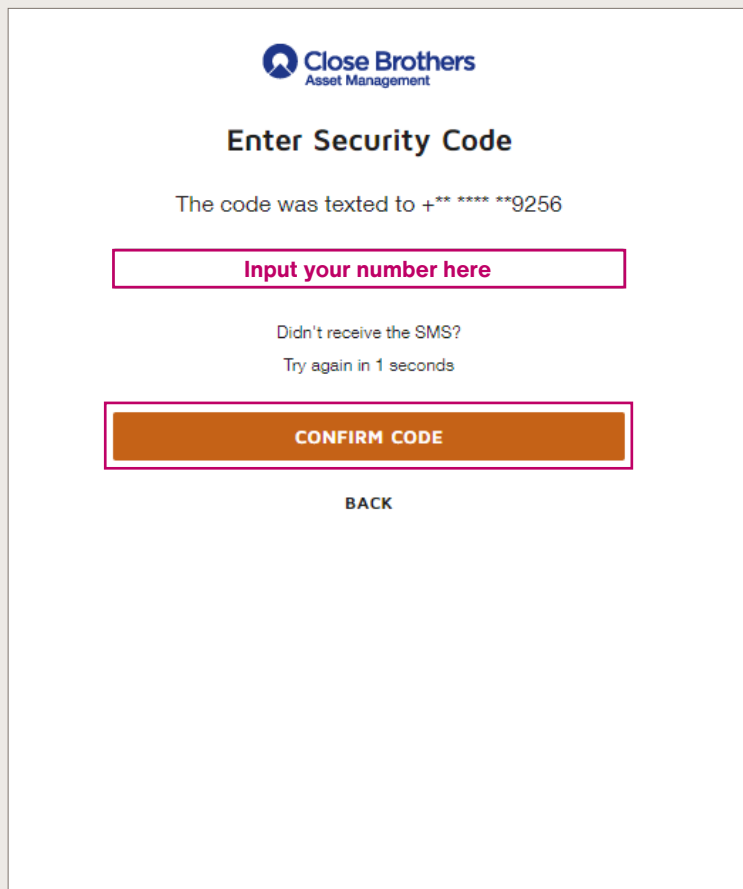
A code will be sent to:

Receive the code via:

- ★ **Text Message**
Mobile phone required, rates may apply.
- ★ **Automated Phone Call**

[My phone number isn't listed](#)

By choosing to receive a phone call or SMS, you're authorizing us to send you a one time passcode. It will come from an automated system.



Close Brothers
Asset Management

Enter Security Code

The code was texted to +** ***** **9256

[Didn't receive the SMS?](#)
Try again in 1 seconds

CONFIRM CODE


[BACK](#)

- To open the document, you will need to input a One Time Security Code that will be sent to the phone number we have for you on our records
- You can request this is sent by text or provided by a phone call
- Input the 6-digit code into the field detailed and click "Confirm Code". You have three attempts before this is locked
- Once completed, you will be redirected to the document
- You will be asked to tick a box to confirm that you agree to use Electronic Signatures

Next step

Completing the documents

NEXT PAGE



Cash withdrawal request

Please complete in BLOCK capitals using a black ballpoint pen or type.
Please note any sections that are not completed correctly may incur delays or may have to be returned to you. The dispatch of withdrawal proceeds may take up to 10 business days from the receipt of your withdrawal instruction.

Client name(s) Fiona Cameron

Client No / Account ref(s) CAM123

Withdrawal details

OPTION 1 – If you wish to withdraw funds from specific account(s) / investment(s) please state them here:

Account/Portfolio Wrapper <small>(e.g. Investment Account/ISA)</small>	Fund/Portfolio Name (e.g. Close Balanced X Acc; DMS Balanced)	Maturity date <small>(DD/MM/YY)</small>	Owner	Amount
Investment Account	Balanced Managed	30/10/2023	Fiona Cameron	10000

If you have received Advice on this decision from your Close Financial Planner, tick here

If you are withdrawing a Fixed Term Deposit, do you wish to: Wait until maturity Surrender (see note 5 overleaf)

OR

OPTION 2 – If you wish for the withdrawal to be processed in line with our Pre-Defined Hierarchy (see note 8 overleaf) tick here and state the total amount that you wish to withdraw.

Please note this option only applies to investments managed by Close Brothers Asset Management.

Capital Gains Tax Details

Please tick this box if you **do not** wish to exceed your annual CGT allowance when processing your withdrawal (Please see note 9 overleaf)

Payment instructions

Option 1 – BACS transfer to your account

- You will be asked to agree to providing your signature electronically prior to accessing the documentation
- Depending on the service, we may have pre-completed some of the form on your behalf. If you see any errors, please correct them
- To navigate the document, you can scroll or click 'Next Page'
- Mandatory fields are highlighted in red, optional fields are highlighted in grey. You will be directed to any mandatory sections prior to successfully completing the document.
- Where applicable, notes explaining 'How to Complete' can be found in the right hand column
- If the application is joint and requires input and signatures from two or more applicants, all applicants will receive the documentation and can complete fields assigned to them. If you are unable to complete certain sections of the document, those fields have been assigned to the other applicant.
- You can only complete sections highlighted in red or grey
- Hovering your mouse or clicking on a field will display a comment confirming the field completion requirements

Next step

Signing and completing

NEXT PAGE

Moving to another provider
 Other expenditure (please detail)

Signatures

Please read the important statements on the following page, and then sign below to authorise our actions. One signature can be accepted for Jointly owned accounts/portfolios unless you have previously given us instructions to the contrary or the account is held as tenants in common. For individually owned accounts/portfolios (even if linked) each individual owner must sign accordingly.

Signature

Sign

Mr / Mrs / Miss / Ms (please delete as appropriate)

Print name (BLOCK CAPITALS)

Date

Signature

Mr / Mrs / Miss / Ms (please delete as appropriate)

Print name (BLOCK CAPITALS)

Date

For office use only

- Click on the mandatory “Sign” field in the signature box
- You will see an automatically created signature to sign the form. You do not need to sign this with your own signature.
- Click ‘Finish’
- All done! You will receive a copy of the completed document(s) to your registered email address for your records
- To access the completed document, you will need to request a new One Time Code and follow the process set out above under “Verification and Security”
- Click to download the documentation. If you are using a mobile device, click the three lines to download the completed forms.

Questions or Troubleshooting

I have not received an email from donotreply@documents.closebrothersam.com

Please check your junk mail folder. If you have not received the email, speak to your usual Close Brothers contact who will check your email address and re-send the documentation.

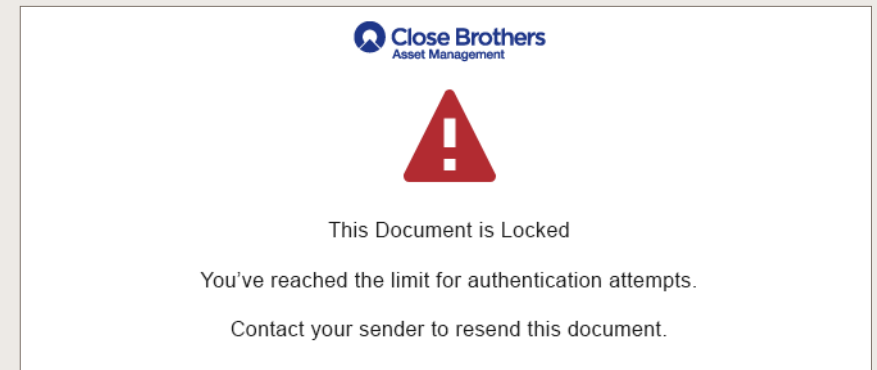
I do not recognise the name of the sender within the body of the email. Is this safe?

All documents are sent from a Close Brothers employee with a format of firstname.surname@closebrothers.com or firstname.surname@closebrothersam.com or donotreply@closebrothersam.com. You may receive documentation from a member of our support services team. If you are not confident on the sender please do speak to your usual Close Brothers contact to verify or arrange for documentation to be sent via an alternative method.

I do not recognise the last four digits of the contact number used for the Verification step or my telephone number has changed.

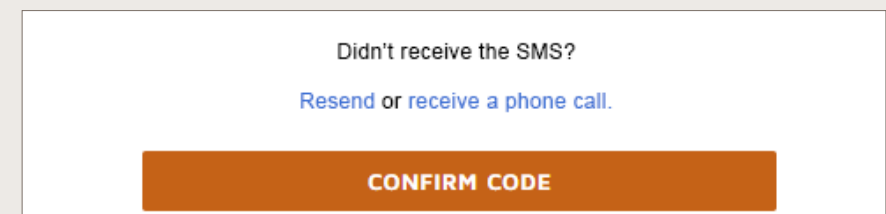
Please speak to your usual CBAM contact. We will verify and update our records and the paperwork will be re-sent with the correct contact number.

I have entered the Security Code three times and received the following error.



You have three attempts to input the Security Code, if unsuccessful speak to your usual Close Brothers contact who will resend the documentation.

Within three attempts, you also have the option to select "Resend" or "receive a phone call."



I have received a document or a form and it has an error on it. Can I correct it?

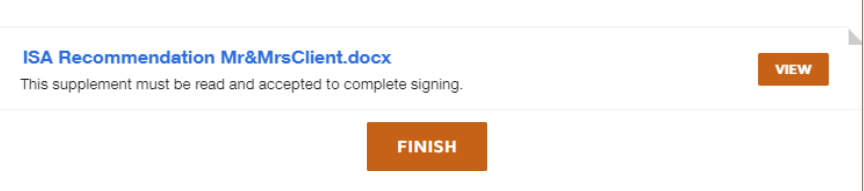
Yes, you can delete and replace with the correct information. If others have signed before you it will automatically ask them to resign with the new information.

If there is an error in the supporting documentation, please reach out to your usual Close Brothers contact.

I have received multiple documents, how can I view these?

Forms will appear in sequence and you can complete by scrolling or clicking 'Next'.

I have a message 'This supplement must be read and accepted to complete signing'. What does this mean?



ISA Recommendation Mr&MrsClient.docx

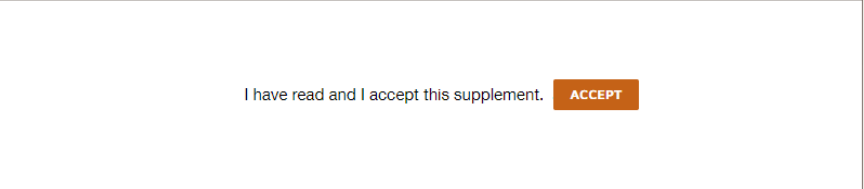
This supplement must be read and accepted to complete signing.

VIEW

FINISH

We have included all supporting documentation in the DocuSign email. This could be a suitability report, illustrations, factsheets or a Key Investor Information document.

In order to complete signing select 'View', scroll through the document and select 'Accept' to confirm you have read the enclosures. You will need to read these in order to select 'Accept'.

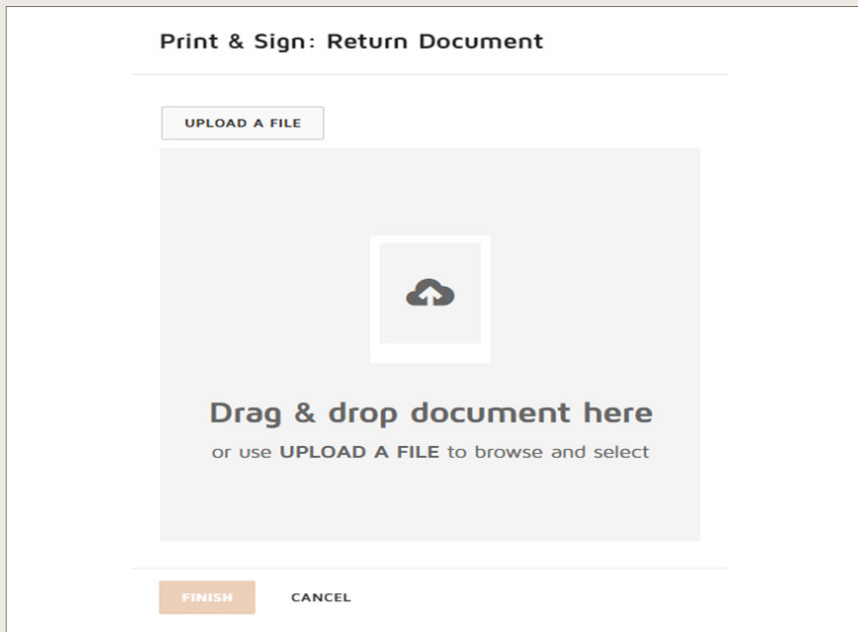


I have read and I accept this supplement. **ACCEPT**

I want to sign this traditionally rather than electronically

Select 'Other Actions' or click the three lines on a mobile device then select 'Sign on Paper'.

Download the documentation, print, complete and sign and return via post.



Alternatively you can scan and return but uploading back into DocuSign

I have decided not to proceed or have chosen to change my request or instruction

Select 'Other Actions' or click the three lines on a mobile device then select 'Decline'.

Please detail your reason for declining and we will contact you to discuss.

I need assistance completing or have questions relating to the documentation

Please speak to your usual Close Brothers contact who will be happy to assist.

Which web browsers support DocuSign

DocuSign can be used via Safari, Chrome, Microsoft Edge and Firefox.



Please remember that all investments carry risk. Values can go up and down and you may get back less than invested. Close Brothers Asset Management is a trading name of Close Asset Management Limited (Registered number: 01644127) and Close Asset Management (UK) Limited (Registered number: 02998803). Both companies are part of the Close Brothers Group plc group of companies, are registered in England and Wales and are authorised and regulated by the Financial Conduct Authority. Registered office: 10 Crown Place, London EC2A 4FT. VAT registration number: 245 5013 86.