

Client reference: <<client reference>>



<<title>> <<short name>>
<<house name>>
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<<postcode>>
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<<date>>

Dear <<title>> <<surname>> ,

A REFRESHING CHANGE IS COMING – WHAT IT MEANS FOR YOU

In October 2019 our owner, interactive investor, agreed the sale of our advised business to Embark. As you have advised investments with Alliance Trust Savings (ATS), this affects you.

Plans are now underway for your ATS Account(s) to move to Embark Investment Services Limited (Embark platform) no earlier than the end of July 2020. We will confirm the date at least 30 days prior to the move. In the meantime, you and your financial adviser can continue using your ATS service as normal.

We have written to your adviser about this too. It is their role to support you so please contact them in the first instance if you have questions about the content of this letter and what it means for you.



About Embark

Embark Group is the UK's leading independent provider of retirement solutions. Backed by some of the largest investment institutions in the world, they power the platforms and pensions of some of the UK's best-known financial brands including RBS Coutts, Standard Life, BestInvest and Nutmeg. The Embark platform, part of Embark Group, is built on market leading technology and offers comparable services to ATS.

What action do I need to take?

1 Read your *Embark Terms and Conditions*

This letter is giving you notice that your *ATS Terms and Conditions and Charges* are changing and that your contract is moving from ATS to the Embark platform.

Unless we tell you otherwise, from the confirmed move date. Your new *Embark Terms and Conditions and Charges* will apply. You can find these documents at www.alliancetrustsavings.co.uk/refreshing-change. Please download and read them or we can provide you with paper copies on request. If you have access to an online ATS Account, we have added them there too.

The Embark platform will also become the Data Controller for your personal data and its *Privacy Notice* will apply. Your rights under data laws are not affected by this and you can read the new *Privacy Notice* at www.embarkplatform.co.uk/privacy-notice.

Alliance Trust Savings

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ATS GEN L 0292 (11370)

2 Learn more about your new service

Read the *Understanding your new service* guide enclosed. It covers what will happen when your Account moves and details how your new Embark platform service compares to your current ATS service. It also explains the key differences you need to be aware of, including how the charges will work and how your investments and cash will be protected.

3 If you don't want your Account(s) to move, tell us

The Embark platform offers comparable services to ATS. Your overall cost of investment will be broadly similar to your current ATS rates and you will continue to benefit from a flat Account charge that does not grow as your wealth does. A formal review of your charges will be completed by Embark after a transitional period and if you have paid materially more than you would have done with ATS you will receive a refund. More information will follow as part of future communications.

Given the above, we hope you and your financial adviser will both support the move. But if you decide you don't want to move to the Embark platform, you will need to close your Account(s) or transfer them elsewhere. We will not charge an exit fee. And, should you change your mind after the move, the Embark platform doesn't charge exit fees either.

If you wish to close your Account(s) we will need to receive your instructions by 5pm 10 working days prior to the move. If you are transferring to another provider, we will need to receive completed transfer out forms from that provider by 5pm 10 working days prior to the move.

If we do not receive instructions your Account(s) will move to the Embark platform.

What happens next?

We will manage the move on your behalf so that it's as easy as possible for you and your adviser. Unless you tell us you want to make other arrangements as explained above, you will next hear directly from the Embark platform when your move is complete.

What if I have questions?

In *Understanding your new service* you will find questions and answers to topics that we think will be important to you. If you don't find what you are looking for there, your adviser may be able to help. Alternatively, you can email us at contact@alliancetrustsavings.co.uk or call us on **01382 573737**. Lines are open 8am to 5pm Monday to Friday and calls may be recorded for training and monitoring purposes.

We hope you will find the move to the Embark platform a refreshing change and thank you and your adviser, as always, for your valued business.

Yours sincerely,



Richard Wilson
Chief Executive Officer
Alliance Trust Savings



Peter Docherty
Chief Executive Officer
Embark Platform