



Frequently Asked Questions

Should I seek financial advice?

You must seek financial advice as some features of this plan may be considered complex. Please discuss this plan with a financial adviser.

When is the level of the underlying asset measured?

The level of the underlying asset(s) is measured at market close on the start date of the plan and the maturity date. If the plan also includes observation dates for kick out or income, these dates will also measure the level of the underlying asset(s) at market close.

Is this plan covered by the Financial Services Compensation Scheme (FSCS)?

Funds invested in capital at risk structured products are not covered by the FSCS. As of 1 January 2016 the money deposited in the client money account is covered up to £75,000 per eligible investor and banking group. Once invested this protection no longer applies. No FSCS protection applies if the counterparty bank defaults. Please see www.fscs.org.uk for more information about the scheme. Terms of the scheme are subject to change.

What happens to my money before the start date?

Prior to the start date of a plan your money is held in a client money account with one or more reputable banks. You may be entitled to compensation from the FSCS if the bank we use to hold your money becomes insolvent prior to the purchase of securities.

Where can I obtain the prospectus for a structured product investment?

You can obtain a copy of the prospectus in relation to any investment by visiting the 'Current Offers' section of our website and clicking on the tab entitled 'literature'.

What happens if I die during the investment term?

Reyker will act on instructions from your personal representatives. They can re-register ownership or encash the securities if they wish to do so. Selling the investment early will incur a charge of 0.5%, subject to a minimum charge of £150 per plan. Please note charges may change during the life of the plan.

What happens if Reyker defaults?

Reyker group is regulated by the FCA to act as safe custodian for client investments and money. We report to the FCA every month on this. This means that throughout their life we look after your investments directly and can deal with any valuations and queries from you or your financial adviser straight away without using a middle man. These investments are held in one of our nominee companies and are fully ring fenced from our trading companies, so that client investments are not mixed with our own money and investments at any time.

The obligation to provide your investment and capital return lies with the counterparty bank throughout the whole life of your investment, so you are not at risk of losing whatever the current market value of your asset is even if Reyker fails as a business; your exposure is to the counterparty bank not to Reyker. Similarly prior to investing and at maturity, we hold client money for you and this is separated and ring fenced from our own money and is held in a regulated bank.

Although structured products investment assets we hold in custody for you are not protected under the Financial Services Compensation Scheme (FSCS), any client money that we hold for you at any time, including prior to investment and on maturity, is protected under the FSCS scheme, subject to their limits.

What happens if I decide to cancel?

In line with FCA regulations, we give you the opportunity to cancel your investment within 14 days of making an application. If you cancel your application during this 14 day period and prior to the start date of the investment your initial capital will be returned in full. After the start date of the investment, you will be exposed to price movements. The cancellation form can be found on our website in our 'Document Centre'. It is your responsibility to obtain any refund for fees and charges, where applicable, paid to your financial adviser in relation to your investment.

What will I be charged to invest in this plan?

Your financial adviser will agree directly with you the cost of their advice. Reyker will not charge you anything to invest in our plans - our return and the cost of us providing safe custody, management, monitoring and general administration for the 6 year term is covered by the discounted price we pay for bulk buying the underlying note from the bank, this can be up to 2.5%. Biannual valuations are also free as long as you get them online via your secure internet account with us. We charge for paper statements and extra work such as probate valuations. Plan prices are uploaded on our website for your convenience. You can work out the value of your investment any time by visiting the plan prices page, then multiplying your initial investment amount by the unit price stated. Please refer to our Standard Tariff of Fees and Charges, alongside our Terms and Conditions of Business for further information. Both of these can be found in the document centre on our website.

Where can I obtain the back-testing / forward-looking stress testing for products?

We have a strict product governance process and perform historical back-testing and forward-looking stress testing on each product before launch. These help us to form our target market and investor profile detailed in our brochures. Your adviser can request them from our Markets and Investment team on 020 7397 2597 or investments@reyker.com prior to closing date of the plan.

Where are the latest 'terms and conditions of business'?

The full and current version of our Terms and Conditions (T&Cs) of Business can be found on our website in our Document Centre and are available in print on request. This is updated periodically, so they may change from when the investment began. The current version of our T&Cs will supersede previously issued versions including those applicable at the time the investment was made. We can provide this document in a large print format. If you do not understand any of the terminology used, or the effect of any of the clauses, please discuss this with your financial adviser or contact us directly. You must read the terms before committing to an investment as when you use our services this is deemed acceptance of our Terms and Conditions of Business and you will be bound by them.

Can I encash/transfer a plan before maturity?

Your circumstances as well as market conditions may change and we take this into consideration from the very beginning; working with the counterparty bank to potentially give you the opportunity to sell your investment early.

This means you have a weekly opportunity to sell the investment before the maturity date. The amount you may receive is affected by different factors and can be less than the original capital you invested. Typically the amount you get back will be higher if the level of the underlying index has gone up and vice versa. A rise in interest rates generally reduces the amount that you may get back. These factors may offset each other as well. In order to help you keep track of the market value of your investment, we publish indicative prices on our website.

If you decide to sell your investment early after consulting with your adviser, you can use the form that is available on our website or inform us in writing. The written instructions must be received by us at least 2 business days before our dealing date, which is Wednesday every week (or the next business day if that is a public holiday). Early redemptions will be charged at 0.5%, subject to a minimum charge of £150 per plan. Charges may change during the life of the plan and will be reflected in our latest published Standard Tariff of Fees and Charges, alongside our Terms and Conditions of Business. These will always be available on our website.

What should I do if I have a complaint?

Our professionally trained client services team are always available to answer any of your questions and provide you with any information you may require. If you would like to speak to a member of the client services team, they can be contacted on 020 7397 2586.

We always try to resolve any issues you may have within 1 working day, however, in the unlikely event that you wish to complain about this plan or our service you can write to: The Compliance Office, Reyker, 17 Moorgate, London, EC2R 6AR or email compliance@reyker.com. Our complaints procedure is stated in our terms and conditions and is available on our website.

