How to get in touch

Please contact: Sample Adviser
Alternatively
Web: fidelity.co.uk/clients
Freephone: 0800 358 4060
Mon-Fri 8:30am-5:30pm
You'll need this reference if you call:
ACCNT1234

1/1:UK
Mr A B Sample
Address Line 1
Address Line 3
Address Line 4

21 March 2025

Important news about your Private Trust Account

Dear Mr Sample

We contacted you recently about a range of new features we're launching for your Private Trust account. We'll shortly be moving your account(s) onto the administration system that offers these services.

A block on transactions so we can move your investments

To ensure this transfer can proceed and goes as smoothly as possible, there will be a block on transactions within your Private Trust account between 8th and 24th April 2025.

What this means

You won't be able to make payments into this account(s) or withdraw money from it, switch from one fund to another, or request a transfer from another company during this period. Similarly, your adviser or discretionary fund manager won't be able to place instructions on your account on your behalf in this period. The block will be lifted on 25th April 2025 and any necessary instructions can then be placed.

If you login to this account(s) at fidelity.co.uk, you'll see reference to this transaction block.

Any instructions that we receive before the suspension starts will be dealt with as normal. Any instructions received from you during the suspension period will be returned to you unprocessed and you can resubmit once the period ends.

If you have a Regular Savings Plan

As the transfer is due to take place close to the date of your Regular Savings Plan payment, we won't be able to collect your April or May Direct Debit.

If your collection is on the 18th of the month, we won't collect the 18th April direct debit, but this will automatically go back to normal from 18th May.

If your collection is on the 4th of the month, we won't collect the 4th May direct debit, but this will automatically go back to normal from 4th June.

We'll send you confirmation of your Direct Debit details, and your bank will notify you that a new Direct Debit has been set up. **There is no need for you to do anything about these notifications** – they are simply for your records because we're going to start using a new reference when we collect Direct Debits.

Next steps

You have the option of making a one-off investment to cover any missed regular payments or additional investments. You can ask your adviser to arrange this on your behalf.

Please wait until you receive confirmation that your account(s) has been moved to the new system before your adviser makes any one-off payments or future withdrawal requests, or initiates any other changes. This is so we don't return the instruction to you.

You can contact us on the number above if you have any queries. You'll need to give us your Customer Reference Number if you call. This is a 10-digit number beginning 100 and you can find this on any of your regular statements.

Thank you for choosing Fidelity.

Yours sincerely

Your Fidelity Team