

Advance Portfolio Team
PO Box 1200
The Grange
Cheltenham
GL50 9UP

E: enquiries@embarkadvance.co.uk

T: 0345 607 2013

Strictly Private And Confidential

<Recipient Title And Name>

<Address Line 1>

<Address Line 2>

<Address Line 3>

<Address Line 4>

<Postcode>

April 2022

INFORMATION ABOUT YOUR ADVANCE PORTFOLIO

Advance Portfolio Number: <XXXXXXXXXXXX>

Dear <Name>

We frequently review our products to ensure you are benefitting from our latest technology, and we have some good news to share.

Later this year your portfolio will move from the Advance by Embark platform (Advance) to the Embark Platform. More than 150,000 customers have accounts with Embark Platform, which offers many of the features you and your adviser (if you have one) would expect from a digital wealth platform in 2022.

Change of Embark Company

You will remain part of the Embark Group but there is a change to the legal entity that underpins your portfolio. Whilst the Advance platform was provided by Sterling ISA Managers Limited, the Embark Platform is provided by Embark Investment Services Limited (EISL).

Your ISA manager and your pension scheme will then be operated by EISL. If you have a pension with us, it will be transferred from the ABE Personal Pension Scheme into the Embark Personal Pension Scheme.

EISL is an established part of the Embark Group, and your investments will continue to have all the same protections they currently enjoy, including those provided via the Financial Services Compensation Scheme.

What to do next

You do not need to do anything to benefit from the move to Embark Platform as your portfolio will move automatically.

If you have any questions or would like to know more about Embark Platform and why we are making this change, we have built a website containing all the information you need. Our website will shortly have a page added to it that provides details of some things that work differently on the Embark Platform. Please make sure that you review this page to familiarise yourself with the differences.

Please visit **www.client.embarkplatform.co.uk/welcome-embark**

This is where you can also find your new Terms and Conditions and the Key Features Documents for Embark Platform. We know few people enjoy reading the small print, but we encourage it so that you feel informed about where your investments are held.

If you do not want your investments to move to the Embark Platform then you can arrange to transfer your investments to another provider. We will not charge you for this. You should discuss this with your financial adviser.

We'll be in touch

If you have any questions you should contact your financial adviser in the first instance, alternatively you can contact us on **0345 607 2013** or by emailing **enquiries@embarkadvance.co.uk**

Please note that, if we hold an email address for you, we will communicate with you by email from now. If you wish to amend your email address you will need to telephone our contact centre using the number above.

Remember, we will write to you again about the move to Embark Platform before anything happens.

We will be very pleased to welcome you to the Embark Platform later in 2022.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Phil Bungey', written in a cursive style.

Phil Bungey
Chief Executive Officer
Advance by Embark