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## IMPORTANT UPDATE ON YOUR ADVANCE BY EMBARK PORTFOLIO

Advance Portfolio Number: <ZRXXXXXXXXXXXX>

Reference Number: T60NCL

Dear <Name>

We are writing with a further update regarding the upcoming move of your portfolio to our new upgraded technology called Embark Platform. This will give you access to new features and flexibility, helping you and your financial adviser, if you have one, to manage your investments more easily.

You will, of course, continue to receive the same award-winning level of service and support that you enjoy today.

This letter contains some important information for you ahead of this move.

### Change of Embark Group Company

After the move you will remain part of the Embark Group, but the legal entity that underpins your account, ISA manager and pension scheme will move from Sterling ISA Managers Limited (SIML) to Embark Investment Services Limited (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.

### Pension Relief at Source (PRAS)

If you make regular contributions to a pension scheme and we are currently claiming pension relief at source on your behalf, your adviser will need to re-declare your entitlement to PRAS ahead of the transfer of the ABE Personal Pension Scheme to the Embark Personal Pension Scheme.

## Important information

As we approach the move, we want to keep you updated on the various changes you will see. To help make this as easy as possible we have built a website [client.embarkplatform.co.uk/welcome-embark](http://client.embarkplatform.co.uk/welcome-embark) that will contain all the details you need to know.

Please visit the website regularly; it will provide you with important information to ensure your move to Embark Platform goes as smoothly as possible.

## Will I still receive my regular withdrawals and pension income payments?

We will ensure that you continue to receive your regular withdrawals and pension income payments. If you are due to be paid a regular withdrawal or pension income payment during the time when we are carrying out the move, we will pay it early. Thereafter it will revert to the usual date.

## Service restrictions during the move

As we approach the move some services will be impacted for a short period of time. We have summarised these impacts in an easy-to-follow table on the website – please type this address into your browser to view the table [client.embarkplatform.co.uk/welcome-embark/service-information](http://client.embarkplatform.co.uk/welcome-embark/service-information)

## ISA regulations

Under the ISA regulations we must give you 30 days-notice of the transfer from Sterling ISA Managers Limited to Embark Investment Services Limited. We must also inform you of the address for Embark Investment Services Limited, which is 100 Cannon Street, London, EC4N 6EU.

As this is a transfer within the Embark Group, Embark Investment Services Limited can continue to collect subscriptions without you needing to complete a new application.

## What are my options if I do not want to transfer to Embark Platform?

If you do not want to transfer to Embark Platform, then you have the option to transfer to another provider. We will not charge for this either on Advance by Embark platform or on Embark Platform after the move. If you wish to do this, you should discuss your options with your adviser if you have one.

We will accept applications to transfer away from Advance by Embark platform to another provider. Please check our website for more information on this; as we approach the move we will confirm the deadline for making such requests.

## Find Out More

You can find more details on our website [client.embarkplatform.co.uk/welcome-embark](http://client.embarkplatform.co.uk/welcome-embark). This contains everything you need to know about the move to Embark Platform. You may wish to have a look at regular intervals to stay up to date.

The leaflet enclosed with this letter contains more information about your move to Embark Platform. If you have any questions that are not answered in the leaflet or on our website, please contact your adviser in the first instance. Alternatively, you can call us on **0345 607 2013** or by emailing us at [enquiries@embarkadvance.co.uk](mailto:enquiries@embarkadvance.co.uk).

We look forward to welcoming you to the Embark Platform over the coming months.

Yours sincerely,



**Phil Bungey**  
Chief Executive Officer  
Advance by Embark