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Mr A Sample  
Sample House  
123 Sample Street  
Sampletown  
SAMPLESHIRE  
AB11BA

000001

**Your Account Number:** ABCD123456

**Our address:** Oakhill House, 130 Tonbridge Road, Hildenborough, Tonbridge, Kent TN11 9DZ

**Call us:** 0800 358 4060  
Lines open Mon-Fri 9am-6pm

**Find us at:** fidelity.co.uk

**Date:** August 2015

Dear Mr Sample,

### Important news – we're introducing a £10 Client Fee

We always aim to offer you competitive prices, and one of the most effective ways we can do this is by focusing on our online services, now used by thousands of investors. To enable us to build on the success of these services, we are going to introduce a Client Fee of £10 a year from 1 October 2015, which will also help us meet the cost of servicing accounts at a time of increasing regulation.

The new fee will be paid by customers, such as yourself, who do not currently pay our Investor Fee of £45 a year and it will mean that the Client Terms you agreed to when you took out your investment will change.

### How to avoid paying the £10 fee

As you may know, our website offers a secure store of documents such as letters, statements and transaction confirmations. This means you no longer have to keep paper copies of these items, which can help reduce the environmental impact of printing and sending them – not to mention the challenge of filing them all.

**So, if you would prefer not to pay the £10 Client Fee, all you have to do is opt out of receiving paper copies of all the documents that we make available online.** There is no need to worry that you might miss important messages, as you'll have the option of receiving an email alert whenever there is a new online document waiting for your attention.

### How to go paperless

Simply go to [fidelity.co.uk/registernow](http://fidelity.co.uk/registernow) and choose 'Register for online access' – you'll need your Customer Reference Number, which you can find on a recent statement, and the account number from the top of this letter. You can opt for online documents as part of the registration process, or go to 'Document delivery preferences' in the 'Your profile' section.

As well as storing documents online, our website offers a range of other helpful services, including an easy way to keep track of your investments. In no time at all, you can call up a consolidated view of your holdings, see how each one is performing and check up on recent transactions, such as regular investments and income payments.



# Changes to your FundsNetwork Client Terms related to the new Client Fee

August 2015

We are making the following changes to your FundsNetwork™ Client Terms with effect from 1 September 2015:

## Appendix 2: Charges

The table in Section 2 titled "Service and Platform charges" will now read:

Name of charge	How and when taken
Platform Fees	<p><b>Investment Fund Accounts, ISA Accounts</b></p> <p>Platform Fees will be charged in return for providing Platform services. This includes, as applicable, services such as the provision of nominee, administration or safeguarding of assets, servicing transactions, the provision of reporting and statements and administrative and support activities associated with your Investments.</p> <p>Our fees are made up of three separate charges: you will pay an <b>Investor Fee</b> or a <b>Client Fee</b>, charged as a fixed monetary amount, and a <b>Service Fee</b>, charged as a percentage of the assets you hold in certain Share classes. These fees are annual fees and are described in more detail below. We may, at our discretion, decide to discount or waive these fees. If you add or remove an adviser from your account the rates applicable to you may change. We will notify you of any changes to your charges if this happens. If we can't collect any fees due for a period, we may add what you still owe to the amount we collect at the next due date, and keep doing this until the balance has been paid. For the purposes of the FCA client money rules, the Platform Fees will become due and payable to us no later than five Business Days after Shares have been sold to collect it. Where a charge is being taken from an Investment Trust or an ETF, we are required to sell whole Shares, which may result in a potential cash residue which will be held for future repurchase.</p> <p>The <b>Investor Fee</b> is an annual fee for each different combination of named account holders and is charged six-monthly in advance. It is charged if you have made a qualifying transaction after 16 December 2013 or were migrated to the Investor Fee from the Account Fee which operated before that. A qualifying transaction includes, but is not limited to a new Investment, a top up to an existing Investment, Switches, Transfers and Re-registrations to FundsNetwork, increasing monthly amounts invested in a monthly savings plan or adding new Investments to a monthly savings plan. The Investor Fee is taken from a CashManager Account if you have one, or else by selling Shares from your Investments.</p> <p>The <b>Client Fee</b> is an annual fee for each different combination of named account holders and is taken annually in arrears. It is charged only if you are not subject to the Investor Fee. The Client Fee is taken by selling Shares from your Investments.</p> <p>The <b>Service Fee</b> is an annual fee and is payable monthly in arrears. It is taken from a specific Investment, if you have nominated one, or else the largest Investment holding in the account which accrued the charge. For some Investments, we will not charge an additional Service Fee when we receive a Service Fee as part of the AMC from the relevant product provider.</p>
Switching fee	<p><b>Investment Fund Accounts and ISA Accounts</b></p> <p>Charged for Switches you make into applicable Investments.</p> <p>Where charged, it is taken from your Investment as it is Switched. In some cases the normal Initial Charge may apply instead of a Switching Fee. Not all Investments charge a Switching Fee.</p>
ETP dealing fee	<p><b>Investment Fund Accounts and ISA Accounts</b></p> <p>Charged when you buy or sell any Exchange Traded Products that are traded on the London Stock Exchange.</p> <p>It is taken from your investment by the broker at the time the relevant transaction is made.</p>