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Important change to paper applications for ISAs and Investment Fund Accounts

Dear Administration Manager

Over the past year, advisory firms working with FundsNetwork™ have welcomed the enhancements we have made to our online services.

Feedback shows that the online processes for opening ISAs and Investment Fund Accounts, making redemptions and some account management activities are working well and achieving increases in speed, accuracy and efficiency.

As a result, we now plan to withdraw the paper application forms for these transactions when they are carried out on behalf of private individuals – we will only accept online instructions from 2 May 2016. At the same time, the telephone dealing option, which is not available on ISAs, will also be closed for Investment Fund Accounts.

Finding out more about these changes

There is further information about which products and processes are affected by these changes in the detailed questions and answers we've posted on fundsnetwork.co.uk. Here you can also find a range of short videos showing how intuitive and easy it is to transact online.

We would be grateful if you could share this information with any colleagues in your firm who use our services. If you would like further information, please visit our website.

Yours sincerely



Debbie Wates
Head of Client Services

Important information about web browsers

For reasons of usability and security, our latest online services will not be available on browsers that are no longer supported by their manufacturers, such as Internet Explorer 7 and 8, and some older versions of Chrome, Firefox and Safari.

If you do use one of these browsers, you'll still have access to all the Client Management features you use at the moment, but keeping your browser up to date will ensure you can take full advantage of the new enhanced services available.