

Addendum to the Triodos Bank Terms and Conditions for our Impact Investment funds and Ethical Stocks & Shares ISA and Supplementary Information Document (SID)

Effective from Tuesday 31 March 2020

We are all facing unprecedented challenges with the spread of Covid-19, and it's important at this time that we look after everyone.

Triodos Bank use the services of T Bailey Fund Services Limited (TBFS) to administer Triodos Impact Investment fund accounts. Both Triodos and T Bailey have a joint responsibility to ensure we continue to service you, while still protecting the people who work for us and the wider community during this challenging time.

This is why during this period there will be some changes to the way you can access our services, which will take affect from Tuesday 31 March.

These changes will see a shift from paper-based and postal processes, as outlined in our T&Cs and SID, to email and phone services, as detailed in the table below:

Service	Current process	New process
Payments	Electronic bank transfer and postal cheque	Electronic bank transfer only Please ensure that you quote your full name, or your TBFS account number in the reference if you are an existing customer. If you require confirmation of our bank details, they can be found on the relevant top-up/application form on Triodos Bank's website, or by contacting a member of our Client Services team.
New applications, top ups, transfers and switches	Paper-based forms	New applications by email forms only. Top ups, transfers and switches by email and telephone dealing. You can now download and complete our forms via https://www.triodos.co.uk/apply-for-a-triodos-impact-investment-fund To agree to our terms and conditions and the declaration each time you apply,

		<p>simply tick the box under declaration to confirm.</p> <p>Please note, for security reasons, there may be a requirement for us to contact you regarding any emailed instructions you may send to us.</p> <p>Please email completed forms to: clientservices@tbailey.co.uk or telephone on 0115 988 8213.</p> <p>When calling us please make sure you have your name, address and security word to hand as we will need to verify your identity before accepting any instructions over the phone.</p>
Redemptions	Signed letter	Telephone dealing only – please call our Client Services Team on 0115 988 8213
Contract notes and Quarterly Statements	Post	We will continue to send these to you via post where possible, however please be aware if the postal service is interrupted, we will look to send these electronically.
Change of Nominated Bank Account (for sales proceeds and dividends)	Signed letter	Telephone only – please call our Client Services Team on 0115 988 8213
Change of address	Signed letter	<p>You can update your address in Internet Banking, if you aren't yet set up with Internet Banking you can download a form from Triodos's website.</p> <p>Changes of addresses will now be processed at Triodos, please send signed post to 'Freepost TRIODOS BANK' (no stamp needed) and your letter will reach us second class free of charge.</p> <p>Alternatively please call Triodos on: 0330 355 0355 if you do not have Internet Banking or are unable to write in.</p>
Change of email	Signed letter	<p>You can update your email address in Internet Banking.</p> <p>Alternatively please call Triodos on: 0330 355 0355 if you do not have Internet Banking.</p>



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Tel 0330 355 0355

If you are concerned regarding any form of instruction you have sent to TBFS, or for any general enquiries, please call us on 0330 355 0355 (or +44 117 973 9339 if calling from abroad) or email us at contact@triodos.co.uk.