Terms and Conditions

for our Impact Investment Funds,
Stocks and Shares ISA and
Junior Stocks and Shares ISA

Triodos Bank

Table of Contents

1. Introduction

1.1. These Terms and Conditions apply to your Impact Investment Account(s), including joint Accounts, and/or your Stocks and Shares ISA and/or Junior Stocks and Shares ISA with Triodos Bank UK Ltd. These Terms and Conditions explain our obligations to you and your obligations to us. They are in addition to any other conditions that are implied or included by law, such as your statutory rights as a consumer, even if they don't appear in these Terms and Conditions.

1.2. These Terms and Conditions are divided into five parts:

- General Terms and Conditions – apply to all Triodos Impact Investment Funds customers
- General Terms and Conditions for the Impact Investment Funds – apply to all aspects and services we offer to Triodos Impact Investment Fund customers
- Additional account-specific Terms and Conditions for the Triodos Stocks and Shares ISA – apply only to customers that hold some or all of their Triodos Impact Investments in a Stocks and Shares ISA wrapper
- Additional account-specific Terms and Conditions for the Triodos Junior Stocks and Shares ISA – apply only to customers that hold some or all of their Triodos Impact Investments in a Junior Stocks and Shares ISA wrapper
- Additional Terms and Conditions applicable to both the Triodos Stocks and Shares ISA and the Junior Stocks and Shares ISA - apply only to customers that hold some or all of their Triodos Impact Investments in a Stocks and Shares ISA wrapper or a Junior Stocks and Shares ISA wrapper.

1.3. Please read these Terms and Conditions before you invest. If there is anything you do not understand, please contact us because these are the Terms and Conditions on which we will rely. Other terms may apply to the other services we provide.

1.4. You should read these Terms and Conditions carefully and keep a copy for future reference. We can provide you with additional or up-to-date copies of these Terms and Conditions (and any other documents which form part of the Agreement between you and us) if you ask us. You should read these Terms and Conditions in conjunction with the Key Investor Information Document (KIID), Best Execution Policy, Supplementary Information Document (SID) and Prospectus. Copies of these documents can be found on our Website, or please contact us for a hard copy using the contact details in section 12.

1.5. We will not provide, and you should not expect, personal financial advice about the suitability of an account or the investments you hold within it. You should seek advice from a qualified investment adviser if you're not sure.

1.6. All investments can go down in value, as well as up, so there's a risk that you could get back less than you invested. We are not responsible for any losses you incur or any tax liabilities which arise as a result of your dealings with us.

1.7. We may appoint any person (whether connected to Triodos Bank or not) to advise on or perform any of our functions or responsibilities under these Terms and Conditions. This contract may be assigned in whole or in part, but only if this does not offer you a poorer service and if your rights are not prejudiced by the assignment.

1.8. You can find information about our accounts and services on our Website: www.triodos.co.uk. If you have any questions, you can call us on **0330 355 0355**. If abroad, call **+44 (0)1179 739339**. Calls may be recorded for training and monitoring purposes and may be used as evidence if there is a disagreement.

2. Meaning of words

In these Terms and Conditions, several words and phrases have a special meaning, which is explained here:

- **You** and **your** refer to each person who is named as the Account holder. If there is more than one of you then it refers to both of you individually and jointly. We explain more about what this means for joint Account holders in section 13.4
- **We**, **us** and **our** means Triodos Bank UK Ltd.
- **Account** means an Impact Funds investment account you hold with us under these Terms and Conditions (an Impact Investment Account, a Triodos Stocks and Share ISA or a Triodos Junior Stocks and Shares ISA)
- **Business Day** is any day on which banks are open for business in Luxembourg i.e. any day other than Saturdays, Sundays, other Luxembourg public holidays or holidays only applicable to Luxembourg banks

- **Calendar Day** means any day of the week from Monday to Sunday
- **Cash Account** means a Cash Account linked to either an Impact Investment Account, a Triodos Stocks and Shares ISA or a Triodos Junior Stocks and Shares ISA
- **Contract Note** is the written confirmation of the results of your dealing instruction once carried out
- **Dealing** means buying or selling an investment, such as a share in a Sub-fund
- **Dealing Cut-off** means the time by which a dealing instruction needs to be placed to trade that day
- **Dealing Day** is the day on which a deal or trade is placed
- **Fund Manager** means the manager of the SICAV, namely Triodos Investment Management BV, which is authorised in the Netherlands
- **HMRC** means His Majesty's Revenue and Customs
- **ISA** means an individual savings account as defined in the ISA Regulations
- **ISA Regulations** means the Individual Savings Account Regulations 1998 (as amended)
- **Minimum Investment** is the minimum investment amount required in each Sub-fund
- **Net Asset Value** is the value per share of all of the assets owned by a fund minus any liabilities, such as fees to investment managers
- **Nominee Company** is a company whose sole task is to hold investments on behalf of the actual or beneficial owner
- **Secure Message** means a message sent through the Triodos App or Internet Banking, for example a chat or feed message, which can only be viewed when you are logged in
- **Security Details** means any digipass, username, passwords (including your PIN) and passcodes relating to your Account
- **Sub-funds** are individual investment funds (e.g. the Global Equities Impact Fund, the Pioneer Impact Fund, the Future Generations Fund, and the Sterling Bond Impact Fund) existing within the SICAV
- **Share Class** is a further level of distinction of share type available within a Sub-fund. See section 14.8 for details.
- **SICAV** stands for Société d'Investissement à Capital Variable. A SICAV is a type of open-ended investment fund authorised in Luxembourg in which the amount of capital in the fund varies according to the number of investors. Shares in the fund are bought and sold based on the fund's current Net Asset Value. In this Agreement, 'the SICAV' means Triodos SICAV I. The SICAV is a recognised scheme for the purposes of section 271A of the Financial Services and Markets Act 2000 and the UK Overseas Funds Regime. This means the SICAV can be marketed (subject to conditions) to UK retail investors
- **Terms and Conditions** means these Terms and Conditions and the application form, unless otherwise stated
- **Triodos App** means the app available on Google Play or the App Store, otherwise referred to as the 'Triodos Mobile Banking App'
- **Triodos Nominees** means Triodos Nominees Limited, a Nominee Company incorporated and registered in England and Wales with company number 06059752 whose registered address is Triodos Bank, Deanery Road, Bristol, BS1 5AS
- **Website** means our website at **www.triodos.co.uk**.

Part 1: General Terms and Conditions

3. Changes to these Terms

From time to time, we may change our Agreement with you, including these Terms and Conditions and our charges for providing this service.

Our reasons include, but are not limited to, the following:

- To change Terms and Conditions to your advantage. This includes changes which clarify or simplify these Terms and Conditions or which make them fairer in any other way
- To improve or update a product or service we provide to you
- To remove a product or service (for example where it is not being used)
- To reflect changes in our systems or processes
- To reflect changes in applicable laws or regulations
- To change the charges applicable to your Account or introduce new charges to reasonably reflect an increase in our costs (brought about, for example, by a change in law or regulation)
- To reflect changes relating to our business model, policies, operations or viability
- To reflect any event beyond our reasonable control.

If we make any changes to these Terms and Conditions that are not to your advantage, we will tell you at least 30 days before we make the change.

If we tell you in advance about a change and we do not hear from you, you will be treated as accepting the change. If you do not want to accept any change we tell you about, you can end your Agreement with us by selling your holdings in Sub-funds and closing your Account before the date on which we have told you the change will happen. For ISA Accounts, you may instead request a transfer of your ISA to another provider in line with the ISA Regulations and these Terms and Conditions. We do not charge to sell shares in Sub-funds.

If we make any changes to these Terms and Conditions that do not disadvantage you, we may make them immediately and tell you about them within 30 Calendar Days of having done so.

We will tell you about any changes by post, email or using the most recent contact details you provided to us.

4. Security

It is important that you keep your Security Details safe and secure. This is essential to help prevent fraud and protect your Account.

Accordingly, you must:

- Take care when you use your Security Details and make sure no one can see
- Keep your payment device and Security Details safe
- Safely destroy any Security Details we send you
- If you suspect, or know, that someone else knows your Security Details, change them immediately and tell us as soon as possible
- Take care if you sell your phone or give it to someone for repair.

You must not:

- Tell anyone your Security Details
- Choose Security Details that could be easily guessed by someone else
- Write down your Security Details in a way that other people could easily understand
- Log in, or stay logged in, on a device that is not fully under your control or in your possession
- We will never ask for your Security Details whether by email, letter, SMS or phone. You should never share this information with anyone in any circumstance.

You must contact our Customer Support Team immediately on **0330 355 0355** (if calling from the UK) or **+44 (0)1179 739339** (if calling from abroad) in the event of any of the following:

- You've lost any of your Security Details or think they have been stolen
- You think someone else may be able to use your Security Details or knows your Security Details.

Once you have contacted us:

- We will immediately block your Security Details for any future use, and issue you with new Security Details

- You must provide us with any information you have about the loss or theft, report it to the police and give them any help they ask for.

We may also give the police or any prosecuting authority information we believe may help recover funds or prevent further losses.

We may also block the use of your Security Details when we reasonably believe that it is necessary to protect your Account. Where possible, we will tell you in advance that we intend to stop you using your Security Details and explain our reasons why.

If you see a transaction on your Account that you don't recognise or see a transaction on your Account that is not correct, you should contact us as soon as possible using the contact details above.

5. Liability

Please contact us as soon as possible if:

- You are required to do so under section 4 of these Terms and Conditions
- You suspect that a payment has been made out of your Account without your permission or in error
- You think someone else may be able to use your Security Details
- You think that you have been the victim of fraud or a scam
- You have any other concerns about a payment that you've made (for example, that an investment has been made into the wrong Sub-fund).

Nothing in these Terms and Conditions excludes or limits our liability under the Financial Services and Markets Act 2000 or any rules or requirements of the Financial Conduct Authority; nor does it exclude or limit any liability that cannot be excluded or limited under applicable law. If we fail to comply with these Terms and Conditions, we are responsible for loss or damage you suffer as a foreseeable result of our breaking this contract or our failing to use reasonable care and skill.

We are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen (or we ought to have known it might happen), including for example if you discussed it with us during the process.

If we do not carry out any request, or delay doing so, or we do not carry out your request correctly, we will be liable for any direct material loss you suffer as a result of our failure, late action or mistake, with the following exceptions:

- We will not be responsible to you for any loss you may suffer if we or any of our agents or correspondents are prevented from or delayed in providing you with your product due to compliance with laws preventing money laundering, sanctions, fraud, terrorist financing, strikes, industrial action, failure of equipment or supplies, or other instances beyond our reasonable control.
- We will not be responsible for any direct or indirect loss caused by:
- Your failure to keep your Security Details and other confidential information relevant to your product secure
- Your failure to take all reasonable precautions to prevent unauthorised or fraudulent use of your password, user name, telephone security word or other confidential information relevant to your product
- Your failure to comply with the security obligations set out in these Terms and Conditions and the security recommendations on our Website
- Our disclosure of your personal details to governmental authorities.

By opening an Impact Investment Account and/or Stocks and Shares ISA (or Junior Stocks and Shares ISA) you remain the beneficial owner of the investments and cash held in the Account. This means, in particular, that you agree that you will not attempt to gift the contents of the ISA or Account to anyone else whilst they remain in the ISA wrapper or Account. You also agree that you will not try to sell the contents of the ISA or Account to another party, use them as collateral for loans, mortgage them, or otherwise deal in or part with beneficial ownership of the investments and cash held in the ISA or Account. We have no lien (legal claim) over the investments and we will not deposit, pledge or charge your investment for any loan.

6. Nature of our Service and Investment Range

6.1. Execution-only service
We provide an execution-only investment

service. This means we will only carry out your instructions to buy, sell or switch investments available through the Triodos App or Internet Banking.

We do not provide you with investment advice or personal recommendations about the suitability of any investment, investment strategy, wrapper (such as an ISA) or any other product or service.

6.2. Limited investment range
The only investments currently available through us are shares in the Sub-funds. We do not offer access to other funds or investments, and we do not provide a "whole of market" or "best buy" service.

6.3. No advice
Any information we provide about the Sub-funds or tax wrappers (including ISAs and Junior ISAs) is for general information only and is not tailored to your personal circumstances.

We will not assess whether:

- any Sub-fund,
- any account type (including an ISA or Junior ISA), or
- any transaction you instruct us to carry out,
is suitable or appropriate for you, unless we are expressly required to do so by law.

Nothing we publish on our Website, in our App, in marketing materials or in communications with you should be treated as a personal recommendation or as advice on which you should rely when making investment decisions.

6.4. Your responsibility
You are responsible for deciding whether to invest in any Sub-funds and whether to hold them within any particular account type (including an ISA or Junior ISA).

You should consider your own financial situation, investment objectives and attitude to risk, and you may wish to seek independent financial advice before making investment decisions.

By placing an order through us, you confirm that you have made your own decision to invest and that you accept the risks of that investment.

7. Client Categorisation

We categorise all Impact Investment Account, Triodos Stocks and Shares ISA and Triodos Junior Stocks and Shares ISA customers as Retail Clients as defined by the Financial Conduct Authority (FCA). This means that we will make no assumptions as to your expertise and knowledge and comprehensive information will be provided in a manner that is clear, fair and not misleading.

8. Investor Compensation Schemes

The Dutch Investor Compensation Scheme does not apply to investments directly distributed by us, including the Sub-funds. We mention this because, although the SICAV is based in Luxembourg, the Fund Manager is based in the Netherlands.

The UK Financial Services Compensation Scheme (FSCS) does not protect you against any fall in the value of investments in the Sub-funds or the failure of the funds themselves or their non-UK depositary. For more information please see: **www.fscs.org.uk/what-we-cover/investments**

Cash held in your Cash Account is held by us as a bank deposit, not as client money. For more information on this, see section 15.

9. Regulatory Information

Triodos Bank UK Ltd. Registered Office: Deanery Road, Bristol, BS1 5AS. Registered in England and Wales No. 11379025.

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 817008.

10. Complaints

If you have a complaint about our service, you can contact us as follows:

- By phone: (**0330 355 0355**) or **+44 (0)117 973 9339** (if calling from abroad)
- By Secure Message in the Triodos App or Internet Banking
- By email: **complaints@triodos.co.uk**
- In writing to: **Triodos Bank, Deanery Road, Bristol, BS1 5AS**.

Our complaints procedure is available on our Website: **www.triodos.co.uk/complaints**

When you have submitted a complaint, we'll keep you updated on our progress and issue you with a final response.

We aim to deal with complaints as quickly as possible and will send you our final response as soon as we can, and in any case within eight weeks.

If you're not satisfied with our final response, or if we have not sent you our final response within eight weeks, you can refer your complaint to the Financial Ombudsman Service.

If you would like the Financial Ombudsman Service to look into your complaint, you must normally contact them within six months of the date of any final response issued. You can find out more about the role of the Financial Ombudsman Service by contacting us and requesting a copy of the leaflet, or you can contact the Financial Ombudsman Service directly using the following details.

The Financial Ombudsman Service
Exchange Tower
London, E14 9SR
Telephone number: **0800 023 4 567**
www.financial-ombudsman.org.uk
complaint.info@financial-ombudsman.org.uk

11. Governing Law

These Terms and Conditions are governed by the law of England and Wales. Any disputes will be dealt with by the courts of England and Wales, or by the courts of the part of the United Kingdom where you live.

These Terms and Conditions reflect our understanding of the law, and of HMRC and HM Treasury rules and practice, at the time they were written. If the law or those rules change, we may need to update these Terms and Conditions.

The SICAV, including its Sub-funds, is supervised by the Luxembourg regulator, the Commission de Surveillance du Secteur Financier (CSSF). It is governed by the laws of the Grand Duchy of Luxembourg, and the official language of the SICAV is English. Subject to any rights you may have under applicable law, any disputes concerning the SICAV or its Sub-funds are subject to the jurisdiction of the courts of the Grand Duchy of Luxembourg.

12. Getting in touch

If we need to contact you, we will use the most recent telephone number, email address or postal address we have on record for you or send you a Secure Message.

If your contact details change, you must tell us as soon as possible. If you don't, we won't be held responsible if you do not get information or notices from us.

If you do not maintain up-to-date contact details and we are unable to contact you, your Account may become dormant and any cash or investments may be handled in accordance with applicable law, including potential transfer to a reclaim fund or charity.

If you want to contact us, you can get in touch:

- By calling **0330 355 0355** (if calling from the UK) or **+44 (0)117 973 9339** (if calling from abroad)
- By sending us a Secure Message
- By writing to us at '**Freepost TRIODOS BANK**' (no stamp required) or at Triodos Bank, Deanery Road, Bristol, BS1 5AS (stamp needed).

Part 2: General Terms and Conditions for the Impact Investment funds

13. Applying for an Account

13.1. Eligibility Criteria
Accounts are available only to people aged 18 or over.

Accounts should not be used for business purposes.

You can open an Account using a Power of Attorney or Court of Protection Order. Please contact us for details of how to do this.

Our approval of your application to open an Account with us is subject to legal and regulatory checks. You provide us with your consent to undertake these checks when you apply for your Account.

If we open an Account for you and you do not have a bank account with us, we will provide you with access to the Triodos App and/or Internet Banking. You must use these to access our services.

13.2. Residency and tax information
To apply for an Account, you must be aged 18 or over and resident in the UK (that is, resident in Great Britain or Northern Ireland for tax purposes, or a member of the British armed forces using a British Forces Post Office (BFPO) address).

Provided you satisfy the eligibility criteria, if you are tax resident in another country as well as, or instead of, the United Kingdom, we may be legally required to collect certain information about your tax residency. We may need to share details about you and your Account or joint Accounts with HMRC. HMRC may then pass this information to the tax authorities in the country or countries where you are tax resident under international agreements for the exchange of financial account information.

We may ask you to provide documents or details to confirm your tax residency. If you do not provide the information we request, we may still be required to report your account to HMRC, who may share this information with the relevant overseas tax authorities.

13.3. Proof of your identity and address
When you open an Account with us, we need to obtain sufficient proof of your identity and address to enable us to satisfy our legal obligations and protect you, the public, and Triodos Bank against fraud and misuse of the financial system.

In some instances we may need to ask you to send in further information or documents. From time to time we may also need to update the proof of identity and address we hold for you or make any other enquiries as are necessary at any time in pursuing our legal and regulatory obligations.

Until we have sufficient evidence to verify your identity and address, certain services will not be available to you. These include the processing of your instructions . If you are unable to provide sufficient evidence within the deadline we give you, we will return any payments you have made to the bank or other financial institution from which they originated, as required by law.

We may refuse your application or other instructions. If we do this, we may not provide you with a reason. This could be, but is not limited to, you providing incomplete or untruthful information, your failure to observe these Terms and Conditions, a disagreement or dispute with us, or a regulatory or legal requirement.

13.4. Joint Accounts
An Impact Investment Account may be held by two joint Account holders. As joint Account holders these Terms and Conditions apply to you both individually and jointly. This means that both partners have individual responsibility but can also make shared decisions.

The initial application must be made by both parties by way of completion of the appropriate Account holder sections of the applicable form. Investment instructions and instructions to withdraw from a Cash Account can be made in Internet Banking or the Triodos App by either joint Account holder.

In the event of the death of either of you, subject to any rights we or a third party may have, any money or investments in the Account will be at the disposal of the survivor.

We may make Account-specific information about a joint Account available to any other joint Account holder on that Account by telephone, letter or electronically.

14. Investment instructions

14.1. Investing in the funds on offer is available only to UK residents.

14.2. Shares may be bought in the funds on offer by way of lump sum investments or monthly investments.

The Minimum Investment amounts which currently apply can be found in the Supplementary Information Document and on our Website.

These Minimum Investment amounts apply to all Sub-fund investments, including those held in the Triodos Stocks and Shares ISA and Triodos Junior Stocks and Shares ISA.

We reserve the right to vary these limits where such changes are necessary to respond proportionally to changes in regulations, commercial decisions or market conditions.

14.3. We'll buy or sell shares in accordance with your instructions. That is, we'll invest the amount you have requested into the Sub-fund you have instructed us to (debiting the money from your Cash Account) or sell the amount requested from the Sub-fund you have instructed us to (crediting any settled money to your Cash Account).

14.4. We are required to take all sufficient steps to obtain the best possible result for you when we execute or arrange the execution of your orders. We explain how we do this in our Best Execution Policy, which is available on our Website or on request. By opening an Account and placing orders through us, you agree that we will execute or arrange the execution of your orders in line with our Best Execution Policy (as we may update it from time to time).

14.5. When you open an Impact Investment Account, Triodos Stocks and Shares ISA or Triodos Junior Stocks and Shares ISA, we'll open a linked Cash Account. Before you can place a dealing instruction, you will need to add money to the Cash Account.

Please note that you will have different Cash Accounts for an Impact Investment Account, Triodos Stocks and Shares ISA and/or Triodos Junior Stocks and Shares ISA.

Any money (except ISA transfers and dividend payments) paid into a Cash Account linked to a Stocks and Shares ISA or Junior Stocks and Shares ISA will count as an ISA subscription for the current tax year.

Payments or subscriptions can be made by:

- ISA transfer.

You can transfer funds from an existing ISA by completing an ISA transfer form. See section 25 for further details on ISA transfers to a Triodos Stocks and Shares and section 28 for details on ISA transfers to a Triodos Junior Stocks and Shares.

- Electronic Bank Transfer from a non-Triodos Account.

The opening deposit must be made from your nominated account (see below), but after that deposits can be made from any account.

Payments for buying shares in Sub-funds should be transferred to the Cash Account linked to either your Impact Investment Account, Triodos Stocks and Shares ISA or Triodos Junior Stocks and Shares ISA.

You can check the Cash Account details to send money to by logging into the Triodos App or Internet Banking.

- Bank transfer from an existing Triodos bank account.

You may instruct us to transfer money from an existing Triodos current or savings account in the Triodos App or Internet Banking. It must be an Account held in your name. If it is a joint Account that requires both Account holders to authorise instructions, then we will need permission from both Account holders to make that transfer.

If your existing Triodos bank account has a notice period, it will be waived and no early access charge applied as long as the transfer is for no more than the Faster Payment limit applicable to your bank account (for details of this, please see the FAQs on our Website or call us for details).

Please note that money paid into a Cash Account linked to a Triodos Stocks and Shares ISA or Triodos Junior Stocks and Shares Account by bank transfer will count as an ISA subscription for the current tax year.

However, if you arrange a transfer between ISAs by completing an ISA transfer form, your tax-free ISA status will remain protected, and the transfer will not affect your ISA allowance for the current tax year.

There's more on this in Parts 25 and 28 of the Terms and Conditions.

14.6. Instructions to buy or sell shares should be given through the Triodos App or Internet Banking.

You can provide us with an instruction to invest a lump sum or make a monthly investment. Investments can only be made using available money in your Cash Account.

When you set up a monthly investment you can choose which day of the month (from 1st to 28th) the investment is made, and you can cancel your monthly investment instruction at any time before 10:00am (London time) on the Business Day it is due to be dealt. You can do this in Internet Banking or by calling us. If there is insufficient available money in your Cash Account to make a monthly investment, the investment will not be placed, and we will send you a Secure Message letting you know. We will attempt to make the investment the following month and each subsequent month unless you cancel your instruction.

14.7. Once we have received your instruction, or the chosen day of your monthly investment is reached, we will invest your money on a 'forward pricing' basis. The Dealing Cut-off is 10:00am London time each Business Day. Instructions placed before 10:00am will receive the price for that Business Day. For lump sum investments, as long as your instruction is placed by this time, your deal will be submitted on that day. Monthly investments must be set up at least the day before the investment is due to be made. The share price is confirmed the Business Day after the Dealing Day.

If your instruction is placed after 10:00am London time you will receive the price for the following Business Day.

14.8. Income
When you invest in a Sub-fund, you may choose from the following Share Classes:

- Distribution Shares (sometimes called Income Units) – where the income is paid as cash dividend into your Cash Account. Any income is paid out annually after approval from the SICAV's board of directors at an annual general meeting held in April each year. Confirmation will be sent to you shortly afterwards
- Capitalisation Shares (sometimes called Accumulation Units) – where the income remains in the relevant Sub-fund, adding to the shares' value. This means that any income generated is retained within the fund and reinvested on an ongoing basis, increasing the Net Asset Value of the shares.

You may choose all of one type of Share Class or a combination of both.

14.9. Nominated Account
For security reasons we require you to nominate a bank account to which you can instruct us to pay any withdrawals from your Cash Account(s).

The account must be in your name with either us or another UK bank/building society.

It also must be denominated in pounds sterling (£). In the case of joint account holders, you may choose up to three nominated accounts (one joint personal account held in both your names and one sole personal account each).

This account will be referred to as your nominated account and will be used for every withdrawal you make. See section 26.4 for withdrawal restrictions specific to the Triodos Junior Stocks and Shares ISA.

A withdrawal from a Stocks and Shares ISA Cash Account to a nominated account will count as a withdrawal from the linked Stocks and Share ISA. See Part 3 for further Stocks and Shares ISA specific information.

15. Protection of your money

15.1. Money held with Triodos
Triodos Bank UK Limited holds and deals with your cash in its capacity as a bank authorised by the Prudential Regulation Authority. As such, your cash is held within our core banking system's records in your individual Cash Account, which is separate from that which belongs to other customers and the bank (and distinct from any account you may have with us for retail banking services, such as a current account).

15.2. Deposit guarantee scheme
Triodos Bank UK Ltd is covered by the Financial Services Compensation Scheme (FSCS). The FSCS pays compensation to eligible depositors up to a set limit if the bank is unable to meet its financial obligations. Individuals are usually covered by the scheme. For joint accounts the limit applies to each depositor.

For further information about the scheme (including current limits, exclusions and eligibility to claim) please contact us or visit the FSCS website **www.fscs.org.uk**. A copy of the FSCS information

Where we hold your cash as a bank deposit, you have the benefit of our participation in the Financial Services Compensation Scheme (FSCS).

As your cash is held by Triodos Bank UK Ltd as a banker, this means that your cash is not held by us as a trustee under the Client Money rules. This means that if Triodos Bank UK Ltd were to fail, the FCA's Client Money Distribution and Transfer rules would not apply, and you would not be entitled to share in any cash distributed under the Client Money Distribution and Transfer rules. Instead, your cash would be protected by the FSCS, as described above.

15.3 Investments held with Triodos
We hold your investments in the Sub-funds through Triodos Nominees. This means the units are registered in the name of our nominee but are held by us for your benefit. We regularly check that the number of units we record for you matches the number recorded in the nominee's name on the Sub-fund's register.

If we find a discrepancy that suggests there may be a shortfall in the number of units held for you, we will investigate it immediately and take appropriate steps to deal with it in line with the FCA's custody (client asset) rules. These rules may require us to set aside our own money in a protected account for the benefit of affected customers while we resolve the issue. If we were to become insolvent before the issue is resolved, any such protected money would be shared fairly between affected customers under the FCA's client money distribution rules.

16. Changing your mind

If you change your mind about opening an Account, you have 14 Calendar Days from the date we confirm that your Account has been opened to cancel it. To do this, you must contact us using the details set out in section 12. If you cancel, we will close your Impact Investment Account, sell any investments held in it at the market price at the time and return the cash (after any applicable charges) to your nominated account. Because the sale will be at the market price, you may get back more or less than you originally invested.

For your right to cancel a Stocks and Shares ISA, see section 29.

17. Charges

17.1. The charges that apply under these Terms and Conditions are as follows.

- Annual Service Charge – A charge that we collect to cover costs of providing our investment service, including administration costs. The Annual Service Charge is expressed as an annual percentage and is calculated quarterly based on the average settled holding value across the previous quarter (a quarter being a period of three calendar months beginning on 1 January, 1 April, 1 July or 1 October).

On the first Calendar Day of a quarter we will check to see if there is a sufficient cash balance to cover your Annual Service Charge. If there is a sufficient balance, we will earmark the cash to be debited the same day, unless it is a weekend in which case it will be debited on the next weekday. If there is an insufficient balance, we will sell shares in the investments (i.e. in Sub-funds you are invested in) at the market price at the time to cover the required amount. The dealing instruction will be automatically generated to proportionately sell any assets available within your existing investment portfolio based on your holding on the first Calendar Day of the new quarter. To avoid your investments being sold to cover the Annual Service Charge, you should endeavour to have a sufficient cash balance within your Cash Account to satisfy any applicable charges. You can do this by adding money to your Cash Account or setting up a standing order to cover the charges (subject to your ISA allowance for a Stocks and Shares ISA).

There may be occasions on which we need to change the date on which we debit the Annual Service Charge (for example, if trading on a Sub-fund closes). If this should happen, we will take the Annual Service Charge within the first seven days of the quarter. If your Annual Service Charge is paid by selling shares, we will make sure you are not disadvantaged if the price per share is different to the price that would have applied at the beginning of the quarter.

Please be aware that the sale of shares to cover the Annual Service Charge is classified as a disposal for Capital Gains Tax purposes and may, depending on your circumstances, need to be declared to HMRC (unless held in a Stocks and Shares ISA or Junior Stocks and Shares ISA). For further information please consult a tax specialist or HMRC.

Please see the Supplementary Information Document for details of the Annual Service Charge, including the percentage(s) charged.

- Ongoing Charges Figure (OCF) – (also known as the Total Expense Ratio or TER) - is the ongoing costs of running the funds. The OCF includes a proportionate contribution to the Fund Manager's management fee and other expenses, such as the board of directors and audit fees. The Fund Manager is paid to select investments based on their sustainable and financial performance.

The OCF is expressed as an annual percentage and is calculated and deducted from the fund daily. The charge is reflected in the value of the fund and so you do not need to pay for it separately. The charge may vary over time. The maximum fund management fee and Service Fee can be found in the Prospectus for your Sub-fund. The OCF also includes other expenses which are variable fund expenses (see the Prospectus and Key Investor Information Documents or other pre-contractual disclosure document for your Sub-funds for further details).

The levels currently being charged can be found on our Website or by contacting us using the contact details in section 12.

17.2. If we change or introduce a new charge that affects your existing Account we will tell you at least 30 Calendar Days before the changes take effect.

18. Statements and Contract Notes

18.1. Statements for Cash Accounts are issued every six months and a Quarterly Report of investments is issued every quarter for active accounts (where there have been transactions during the quarter and/or holdings are held at the end of the quarter). They will detail all transactions that have taken place during the preceding period as well as the performance of your specific investments. You can also contact us and request a duplicate or an up-to-date statement for your Account at any time.

You will normally receive your statements electronically via Internet Banking or the Triodos App, which you can access by logging in. If you would prefer to receive your statements via the post, please contact us so that this can be arranged.

A Contract Note will be available to view in Internet Banking after your dealing instruction has been confirmed. If any details are wrong, or if you receive notice of a transaction you do not recognise, you must contact us immediately.

18.2. We recommend that you carefully check your Account history regularly. If any entry appears to be wrong, you should tell us as soon as possible.

19. Closing your Account

19.1. You may close your Account at any time. You can submit a request to close your Account by sending us a Secure Message. A letter must be signed and include your name, address and Account number. If it is a joint Impact Investment Fund Account, the letter must be signed by all parties, or a Secure Message must be sent by all parties confirming the Account is to be closed.

19.2. We may close your Account if you fail to operate your Account according to these Terms and Conditions. If we close your Account we will write to you and, unless there are exceptional circumstances, we will give you 30 Calendar Days' notice of our intention to close your Account.

19.3. If we close your Account, we will (unless your Account is a Stocks and Shares ISA or Junior Stocks and Shares ISA) sell any remaining shares that you own, pay the proceeds to your nominated account and close your Account (including your Cash Account). If your Account is a Stocks and Shares ISA or Junior Stocks and Shares ISA then, subject to section 19.4, you may instead ask us to transfer it to another ISA provider in line with the ISA Regulations and these Terms and Conditions before it is closed. If you do not do so, we may sell any remaining shares and pay the proceeds to your nominated account, and the ISA tax benefits on those investments will then end.

19.4. If you seriously or regularly break the Terms and Conditions of our Agreement with you (including these Terms and Conditions), we may end the Agreement immediately.

We will also be entitled to end this Agreement immediately and close your Account if we reasonably believe:

- You have used threatening or abusive behaviour towards us or our co workers
- That you might cause us to breach any law, regulation or code
- That you have committed, or attempted to commit fraud against us
- That any information that you have provided to us in relation to your Account is false or misleading
- That you are using or have used your Account for criminal or otherwise illegal purposes
- That you have allowed someone else to use your Account inappropriately
- You have not provided us with information in relation to your identity or liability for tax that we have requested
- That maintaining your Account may expose us to action from any government, regulator or law enforcement agency.

In our assessment of whether to offer or continue to provide our services to you, we will discuss any concerns with you, so far as is feasible and permitted by law or regulation, and where necessary we may ask you for additional information.

20. Looking after your investments

20.1. Acting as your Custodian
On accepting these Terms and Conditions, you appoint us as the custodian of your investments which means we will:

- Act on your instructions to buy or sell investments, by arranging for these to be transacted and then settled with the Fund Manager, registrar or transfer agent
- Hold your investments in the name of Triodos Nominees, although this does not diminish our obligation to recognise you as the beneficial owner
- Pool your investments into a shared holding on the SICAV's register, to reduce operational cost and complexity
- Regularly reconcile the SICAV's central register of Triodos Nominees' holdings against our own records of your investments, to demonstrate that they remain aligned
- Hold money on your behalf where required for the purpose of providing the above services
- Collect all dividends or other income relating to your investments, before passing these to your individual Account and issuing you with a statement
- Notify you promptly of any corporate events that may arise, together with the necessary guidance for any entitlements you may be due
- Provide you with a quarterly statement of the investments for which we are acting as your custodian, in compliance with applicable FCA rules
- Exercise all reasonable skill and care where we engage with other parties to meet our responsibilities as your custodian.

If you close your Account, you can ask us to move the value of your investments to you or to another provider. Your fund units must be sold and the cash proceeds transferred. If your investments are held in a Stocks and Shares ISA, we will only transfer them in line with the ISA Regulations and Part 3 or 4 of these terms, and if you choose to have the cash paid directly to you, the ISA tax benefits on those investments will end.

20.2. Associated risks
While we are confident the benefits of this custodian and nominee company model are sound, we would like to make you aware of the following:

- Registration of your investments in the name of Triodos Nominees means you will not be able to directly exercise your investor rights, notably the right to participate in shareholder general meetings in your own name
- You may provide us with instructions on any voting preferences, and we will seek to act on them where reasonably practicable; however the SICAV is only legally obliged to accept the instructions from Triodos Nominees as the registered shareholder
- A consequence of pooling your investments is that, where we then disaggregate any proceeds that you are due, you may receive a greater or lesser amount than if your investments were held separately, because of the way we apply rounding
- We do not benefit financially from such rounding differences, and any residual surpluses will be donated to a recognised charity of our choice.

21. Reporting and shareholder communications

You will not automatically receive company reports and accounts for investments in your Account. The Prospectus, annual and semi-annual accounts are published on **www.triodos.co.uk**.

If you ask, we can send you a copy of the annual report and accounts for your investments by post.

The shareholders' register of the SICAV will not record your shareholding in your own name. You will be sent notification of all communications the Fund Manager issues to direct shareholders, as you are the beneficial owner of the share(s). As detailed in the SICAV's Prospectus, an investor is entitled at any time to claim direct title to their shares, and to empower their nominee to vote at any general meeting of shareholders on their behalf by providing the nominee with specific or general voting instructions to that effect.

22. Tax

The Impact Investment Funds are domiciled in Luxembourg and fall within the offshore fund rules for the purpose of UK taxation.

Under the Offshore Funds (Tax) Regulations 2009, the taxation of Offshore Funds operates by reference to whether a share class has been granted reporting fund status under the UK reporting fund regime (a 'Reporting Fund') or not (a 'Non-Reporting Fund') . The Impact Investment Funds on offer are all Reporting Funds. Details of which funds have UK Reporting Fund status can be found on HMRC' Website: www.gov.uk/government/ publications/offshore-funds-list-of-reporting-funds

A UK resident shareholder in a Reporting Fund (including an investor with a beneficial interest in the shares) may be subject to tax each year on their share of the Reporting Fund's income, whether or not that income is distributed to the shareholder. Any deemed distribution is known as excess reportable income (reportable income in excess of cash distributions paid).

The intention is that shareholder reports providing details on the reportable income for the Reporting Funds will be made available within six months of the end of each reporting period by Triodos Bank UK Ltd. Shareholders may, if they so require, request a hard copy of the Reporting Fund data for any given year. An Explanatory Note is also published alongside details on the reportable income which explains key terms in the report. Further details are also available in the SICAV I Prospectus "Supplement to the Prospectus for investors in the United Kingdom" which is located at the end of the Prospectus.

If you are in any doubt as to the tax treatment of this investment, we recommend you contact HMRC or take advice from a tax specialist. Tax rules can change and depend on your personal circumstances.

Part 3: Additional Terms and Conditions for the Triodos Stocks and Shares ISA

The Triodos Stocks and Shares ISA enables your investments in the Impact Investment Funds, as detailed in Part 2, to be held within a tax-efficient investment account.

This ISA can accept transfers of both previous and current-year ISA subscriptions from cash ISAs and stocks and shares ISAs. All transfers must be received in cash and can only be invested in Triodos Impact Investment Funds. We cannot accept the transfer in or re-registration of any other HMRC-eligible investments.

A Stocks and Shares ISA is an account in which investments are held and which is managed by an ISA manager in accordance with the ISA Regulations. We are the ISA manager for the Triodos Stocks and Shares ISA.

23. HMRC requirements

23.1. In accordance with the ISA Regulations, the Triodos Stocks and Shares ISA is available only to an individual aged 18 or over (on date of application) who is a UK resident or a Crown employee, such as a diplomat or member of the armed forces, who is working overseas but paid by the government, or the husband, wife or civil partner of a Crown employee. The ISA may only be held in your sole name. It is not available as a joint Account, and you may not hold it on behalf of another person, group or organisation.

23.2. We will notify you if your ISA has become 'void' by reason of any failure to satisfy the provisions of the ISA Regulations. If we close your ISA, we must follow the ISA Regulations. If we believe that there are exceptional circumstances that require us to urgently close your ISA, we may do so without prior notice. We will not be liable to you for any loss, liability or damage that you suffer as a result of closing the ISA. We will give you all relevant information and certificates that relate to tax that you need under the ISA Regulations.

23.3. If you become non-UK resident, stop being a Crown employee serving overseas, or stop being the spouse or civil partner of such a person, you do not need to close your existing ISA. You can continue to hold the ISA and withdraw funds from it, but you cannot make any further subscriptions (add money to it) while you are non-UK resident.

23.4. A withdrawal from a Stocks and Shares ISA Cash Account to a nominated account will count as a withdrawal from the linked Stocks and Share ISA.

23.5. When you ask us to, we will, where the product allows, cash in some or all of the investments in your ISA and pay the money to you within a reasonable time, subject to normal dealing and settlement times.

24. Investing in a Triodos Stocks and Shares ISA

24.1. The government sets the maximum amount you can pay into ISAs each tax year (your annual ISA allowance). You can pay into any combination of permitted ISAs in the same tax year, as long as your total payments stay within your annual ISA allowance.

24.2. You can pay your full annual ISA allowance into this Stocks and Shares ISA. If you also pay into other permitted ISAs in the same tax year, the total you pay into all of your ISAs must not be more than your annual ISA allowance. The current ISA limits are provided when you apply for an ISA and are also available on our Website and on request. These limits may change from time to time. You can learn more about ISA eligibility and limits on the UK government Website: www.gov.uk/individual-savings-accounts

Once you have paid in your full annual ISA allowance for a tax year, you cannot make any further subscriptions for that tax year.

24.3. If you try to pay money into your Stocks and Shares ISA Cash Account we will check across the ISAs that you hold with Triodos Bank to see if that would take your subscriptions over the annual ISA allowance. We will credit your Stocks and Shares ISA Cash Account with money up to the amount of your remaining annual ISA allowance and will send any excess money back to the account that it came from. You are responsible for making sure that the total you pay into ISAs with all providers does not go over your annual ISA allowance.

24.4. You must subscribe with money that belongs to you, the investor. You can pay by electronic transfer or transfer from an existing Triodos Bank UK account. In limited cases, we may accept a payment from someone else (for example, a family member), but only if we are satisfied that the money belongs to you. If you pay a subscription by cheque, it will only be treated as received once the cheque has cleared. If the subscription is made by cheque, the date of subscription is the date we receive and accept the cheque (providing the cheque subsequently clears). Cheques are not accepted for online accounts, unless they are for the proceeds of an ISA transfer from another provider.

24.5. Shares for your Triodos Stocks and Shares ISA may be bought in line with section 14 in the General Terms and Conditions for the Impact Investment Funds, or by using the proceeds from an ISA transfer to us (see section 25 below).

Investments cannot be moved directly from a Triodos Impact Investment Account into a Triodos Stocks and Shares ISA ('in specie'). You can, however, sell Impact Investment Funds, move the proceeds into your ISA, and then buy shares within the ISA. To do this you would need to:

- sell shares in your Impact Investment Account and wait for the cash to be available in your Impact Investment Cash Account;
- move the money from your Impact Investment Cash Account to your Stocks and Shares ISA Cash Account in the Triodos App or Internet Banking;
- buy shares in the Impact Investment Funds using the cash in your Stocks and Shares ISA Cash Account.

Please note that this sale of shares may be subject to Capital Gains Tax, as it does not take place within an ISA wrapper. Tax treatment depends on your individual circumstances and may change in future. Also, there will be time between the sell and buy instructions, during which the price may go up or down. Depending on the price when you sell and buy again, you could end up buying back fewer shares or receiving less money than you originally invested.

25. ISA transfers

25.1. Under HMRC rules, you have the right to ask to transfer your ISAs at any time. This means you can transfer between different types of ISA (e.g. from a cash ISA to a stocks and shares ISA) or between different ISA managers without the cash or investments losing their ISA status. However, ISA managers are not obliged to accept transfers in. To make a transfer, you must complete a transfer application and submit this to your new ISA manager; you cannot transfer an ISA by closing your current ISA and paying the proceeds into a new ISA yourself. If you do this, your money will lose its ISA status and the money deposited in the new ISA will be treated as a new subscription and will count towards your annual ISA allowance. You can transfer money subscribed to a stocks and shares ISA to any other type of permitted ISA, subject to the terms and conditions of the ISA managers involved.

25.2. Transferring your ISA to Triodos
You can ask us to transfer part or all of the cash value of an existing ISA to your Triodos Stocks and Shares ISA at any time, subject to the ISA Regulations and these Terms and Conditions. To do so, you must instruct us to request the transfer by completing and sending us an ISA transfer authority form to move your ISA from your existing provider to a Triodos Stocks and Shares ISA. Once we receive your completed form, we will contact your existing provider to arrange the transfer. ISA transfers into a Triodos Stocks and Shares ISA can be a combination of all or part of current and/or previous years' subscriptions and are subject to acceptance by us and your existing provider. You can find the transfer form on our Website or request a copy from us.

If you are transferring from a stocks and shares ISA, we will instruct your current ISA manager to sell the investments held with them and transfer the proceeds to us as cash. We do not accept in specie (re-registration) transfers of investments into a Triodos Stocks and Shares ISA.

There will be a period of time between the sale of your previous investments and the buying of Impact Investment Funds, during which the price may go up or down. Any rise in the share price whilst the ISA transfer is pending may result in a loss that is outside of our control, that we are not responsible for.

We require certain information from the existing ISA manager in order to accept the transfer of an existing ISA. If the information we receive is not complete and accurate, we will be unable to process your instruction and may return the ISA funds to the existing ISA manager. We will notify you if we do this and explain what you need to do next.

Any monies received (from dividends etc.) from your previous ISA manager after the transfer will be placed in your Stocks and Shares ISA Cash Account. You will then be able to buy shares in Impact Investment Funds using Internet Banking or the Triodos App.

25.3. Transferring between your Triodos ISAs
If you want to move money between your Triodos Stocks and Shares ISA, Triodos Innovative Finance ISA or your existing Triodos cash ISAs that you hold with us, we must arrange the transfer for you in order to maintain the money's current tax-free status and to ensure it does not affect your annual ISA allowance. To instruct us to do so, complete and return a Triodos ISA transfer authority form between existing Triodos ISAs. You can find this on our Website or request a copy from us.

25.4. Transferring your ISA from Triodos
You may transfer part or all of the cash value of your Triodos Stocks and Shares ISA to another ISA manager at any time by asking your new ISA manager to contact us with the appropriate transfer forms.

You may transfer a combination of all or part of current and/or previous years' subscriptions, subject to the conditions of your new ISA manager. When we've received a valid instruction to transfer from your new ISA manager, the investments in your Triodos Stocks and Shares ISA will be sold and the proceeds, along with any cash held in the Cash Account, will be transferred to your new ISA Manager.

We will complete the transfer as soon as reasonably possible and, in any event, within 30 Calendar Days of receiving the transfer request from your new ISA manager. We will take into account any transfer date you ask for, but we cannot guarantee that this will be met.

Where the ISA has been transferred in full, any monies due to you from dividends received after the transfer will be forwarded to your new ISA manager.

Part 4: Additional Terms and Conditions for the Triodos Junior Stocks and Shares ISA

The Triodos Junior Stocks and Shares ISA enables your investments in the Impact Investment Funds, as detailed in Part 2, to be held within a tax-efficient investment account for children under 18. The money in a Junior ISA normally cannot be withdrawn until the child is 18, except in limited circumstances allowed under the ISA Regulations.

This Junior ISA can accept transfers of both previous and current-year Junior ISA subscriptions from Junior Cash ISAs and Junior Stocks and Shares ISAs. All transfers must be received in cash and can only be invested in Triodos Impact Investment Funds. We cannot accept the transfer in or re-registration of any other HMRC-eligible investments.

A Junior Stocks and Shares ISA is an account in which investments are held for a child, and which is managed by an ISA manager in accordance with the ISA Regulations. We are the ISA manager for the Triodos Junior Stocks and Shares ISA.

26. HMRC requirements

26.1. A Junior Stocks and Shares ISA is available only to a child aged under 18 (on date of application) who is a UK resident for tax purposes or the dependent of a UK Crown servant.

The account must be opened by an individual aged 18 or over (on date of application) who has parental responsibility for the child. This person will be known as the "Legal Representative" on Triodos account documents. You may see the term "Registered Contact" in UK Government Junior ISA Guidance. This is the same as the Legal Representative so when we say Legal Representative, it has the same meaning as Registered Contact.

There can only ever be one Legal Representative, and they will manage the account and receive all correspondence at their address. We can only accept instructions from the Legal Representative.

All references to 'you'/'your' in the Additional Terms and Conditions for the Triodos Junior Stocks and Shares ISA refer to the Legal

Representative in their capacity as Registered Contact acting on behalf of the child.

The Registered Contact can only be changed with the written consent of the existing Registered Contact, except where a child aged between 16 and 18 asks to become the Registered Contact themselves or where we are required to change the Registered Contact under the ISA Regulations (for example, if the existing Registered Contact no longer has parental responsibility or dies). In each case, any change of Registered Contact is subject to our agreement and to the ISA Regulations.

In all instances the child is the Account holder and the beneficial owner of the money and investments in the ISA. They may only hold one Junior stocks and shares ISA at a time, either with Triodos or any other provider, and an Account holder cannot hold both a Junior stocks and shares ISA and a Child Trust Fund at the same time. An Account holder may, however, hold a Junior cash ISA, subject to the overall Junior ISA subscription limit set out in the ISA Regulations.

The ISA must be held in the Account holder's sole name. It is not available as a joint Account.

26.2. We will notify you if your Junior Stocks and Shares ISA has become 'void' or needs to be corrected by reason of any failure to satisfy the provisions of ISA Regulations. If we are required to close or correct your ISA, we must follow the ISA Regulations. If we believe that there are exceptional circumstances (for example, where we suspect fraud or financial crime, where we are required to do so by law or a regulator, or where continuing to operate the Junior Stocks and Shares ISA would breach the ISA Regulations) that require us to urgently close or freeze your ISA, we may do so without prior notice. We will not be liable to you for any loss, liability or damage that you suffer as a result of closing the ISA in order to comply with the ISA Regulations, the law or a court or regulatory order, except where that loss is caused by our negligence, fraud or breach of these terms. We will give you all relevant information and certificates that relate to tax that you need under the ISA Regulations and will provide any information or certificates that we are required to give to HMRC under the ISA Regulations.

26.3. Withdrawals are not permitted from a Junior Stocks and Shares ISA, except where the Account holder becomes terminally ill or dies and HMRC agrees that an early withdrawal is permitted under the ISA Regulations. In this event, a claim should be made to HMRC (or, if you contact us first, we will explain how to make such a claim). Upon receiving approval from HMRC, we will sell any investments held and make the cash balance of the ISA available to the Registered Contact in the case of terminal illness, or to the child's personal representatives in the case of death or otherwise deal with it as required under the ISA Regulations.

26.4. When the Account holder reaches the age of 18, the ISA will mature and will normally either be converted into an adult ISA with us or closed, in each case in accordance with the ISA Regulations and our standard terms for adult ISAs at that time. From the Account holder's 18th birthday, there will be no separate Registered Contact for the adult ISA and they will be able to give us instructions and make withdrawals as the Account holder. We will contact you and the Account holder before the Account holder's 18th birthday to explain the options available and what will happen if we do not receive any instructions.

27. Investing in a Triodos Junior Stocks and Shares ISA

27.1. The government sets the maximum amount you can pay into ISAs each tax year (the child's annual Junior ISA allowance, which is separate from any ISA allowance you may have in your own name). You can pay the child's full annual junior ISA allowance into this Junior Stocks and Shares ISA or you can pay into both a Junior cash ISA and a Junior stocks and shares ISA for the same child in the same tax year, as long as the total paid into all of that child's Junior ISAs stays within their annual Junior ISA allowance.

27.2. The current Junior ISA limits are provided when you apply for a Junior ISA and are also available on our Website and on request. These limits may change from time to time. You can learn more about Junior ISA eligibility and limits on the UK government Website: **www.gov.uk/junior-individual-savings-accounts**

Once you have paid in the child's full annual ISA allowance for a tax year, you cannot make any further subscriptions for that tax year.

27.3. If you try to pay money into your Junior Stocks and Shares ISA Cash Account, to make an ISA subscription, we will check across the Junior ISAs that you hold with

Triodos Bank to see if that would take the Account holder's subscriptions over the annual Junior ISA allowance. We will credit your Junior Stocks and Shares ISA Cash Account with money up to the amount of the Account holder's remaining annual ISA Junior allowance and will send any excess money back to the account that it came from. You are responsible for making sure that the total you pay into Junior ISAs for that child with all providers does not go over that child's annual ISA allowance.

27.4. You must subscribe in cash (in sterling) for the benefit of the Account holder. Subscriptions can be made by you or by someone else (for example, a family member or friend), but they will always count towards the Account holder's annual Junior ISA allowance. You can pay by electronic transfer or transfer from an existing Triodos Bank UK account. If you pay a subscription by cheque, it will only be treated as received once the cheque has cleared. If the subscription is made by cheque, the date of subscription is the date we receive and accept the cheque (providing the cheque subsequently clears). Cheques are not accepted for online accounts, unless they are for the proceeds of an ISA transfer from another provider.

27.5. Shares for your Junior Stocks and Shares ISA may be bought in line with section 14 in the General Terms and Conditions for the Impact Investment Funds, or by using the proceeds from an ISA transfer to us (see section 28 below).

27.6. A Junior Stocks and Shares ISA will automatically convert into an adult Stocks and Shares ISA in the Account holder's name when they reach 18, subject to them providing information we are required to gather as required by ISA Regulations. We will not accept any further subscriptions to the Junior Stocks and Shares ISA after the Account holder's 18th birthday; any later subscriptions will be treated as subscriptions to the resulting adult Stocks and Shares ISA and will count towards the Account holder's adult ISA allowance.

28. ISA transfers

28.1. Under HMRC rules, you have the right to ask to transfer Junior ISAs held for the Account holder at any time. This means you can transfer between different types of ISA (e.g. Junior cash ISA to a Junior stocks and shares ISA) or between different ISA managers without the cash or investments losing their ISA status. However, ISA managers are not obliged to accept transfers in. To make an ISA transfer, you must complete a transfer application and submit this to your new ISA manager; you cannot transfer an ISA by closing your current ISA and paying the proceeds into a new ISA yourself. If you do this, your money will lose its ISA status and the money deposited in the new ISA will be treated as a new subscription and will count towards the child's annual Junior ISA allowance. You can transfer money subscribed to a Junior stocks and shares ISA to a Junior cash ISA or vice versa, subject to the terms and conditions of the ISA managers involved.

28.2. Transferring your Junior ISA to Triodos
As Registered Contact, you can ask us to transfer the cash value of an existing Junior ISA to your Triodos Junior Stocks and Shares ISA at any time, subject to the ISA Regulations and these Terms and Conditions. To do so, you must instruct us to request the transfer by completing and sending us a Junior ISA transfer authority form to move your Junior ISA from your existing provider to a Triodos Junior Stocks and Shares ISA. Once we receive your completed form, we will contact your existing provider to arrange the transfer. The whole ISA must be transferred; we cannot accept partial transfers of a Junior ISA under the ISA Regulations. We cannot accept transfers from adult ISAs into a Triodos Junior Stocks and Shares ISA. ISA transfers into a Triodos Junior Stocks and Shares ISA are subject to acceptance. You can find the Junior ISA transfer form on our Website or request a copy from us.

Where the Account holder holds a Child Trust Fund, this must be transferred into the Junior ISA as part of the Junior ISA application.

If you are transferring from a Junior stocks and shares ISA, we will instruct the Account holder's current ISA manager to sell the investments held with them and transfer the proceeds to us as cash. We do not accept in specie (re-registration) transfers of investments into a Triodos Junior Stocks and Shares ISA.

There will be a period of time between the sale of the Account holder 's previous investments and the buying of Impact Investment Funds, during which the price may go up or down. Any rise in the share price whilst the ISA transfer is pending may result in a loss that is outside of our control, which we are not responsible for.

We require certain information from the Account holder's existing ISA manager in order to accept the transfer of an existing ISA. If the information we receive is not complete and accurate, we will be unable to process your instruction and may return the ISA funds to the existing ISA manager. We will notify you if we do this and explain what you need to do next.

Any monies received (from dividends etc.) from the Account holder 's previous ISA manager after the transfer will be placed in the Account holder's Triodos Junior Stocks and Shares ISA Cash Account. You will then be able to buy shares on the Account holder 's behalf in Impact Investment Funds using Internet Banking or the Triodos App.

28.3. Transferring between your Triodos Junior ISAs
If you want to transfer subscriptions between your Triodos Junior Stocks and Shares ISA and Triodos Junior Cash ISA, we must arrange the transfer in order to maintain the money's current tax-free status and to ensure it does not affect the Account holder 's annual Junior ISA allowance. You may be able to transfer some or all of the balance between the Account holder's Triodos Junior ISAs, depending on the internal transfer options we make available at the time. To instruct us to do so, complete and return a Triodos Junior ISA transfer authority form between existing Triodos Junior ISAs. You can find this on our Website or request a copy from us.

28.4. Transferring your Junior ISA from Triodos
You may transfer all of the cash value of your Triodos Junior Stocks and Shares ISA to another ISA manager at any time by asking your new ISA manager to contact us with the appropriate transfer forms.

You must transfer the whole of the ISA, subject to the conditions of your new ISA manager. Under the ISA Regulations, a Junior ISA cannot be partially transferred to another provider; the existing Junior ISA must be transferred in full and then closed. When we've received a valid instruction to transfer from your new ISA manager, the investments in your Triodos Junior Stocks and Shares ISA will be sold and the proceeds, along with any cash held in the Cash Account, will be transferred to your new ISA Manager.

We will complete the transfer as soon as reasonably possible and, in any event, within 30 Calendar Days of receiving the transfer request from your new ISA manager. We will take into account any transfer date you ask for, but we cannot guarantee that this will be met. Any monies due to you from dividends received after the transfer will be forwarded to your new ISA manager.

Part 5: Additional Terms and Conditions applicable to both the Triodos Stocks and Shares ISA and the Junior Stocks and Shares ISA

29. Changing your mind

29.1. Cancellation of your Account
If you change your mind about having a Triodos Stocks and Shares ISA or Triodos Junior Stocks and Shares ISA, you can cancel it within 14 Calendar Days of opening the Account.

29.2. Cancellation of subscriptions
Money paid into your Stocks and Shares ISA Cash Account or Junior Stocks and Shares ISA Cash Account counts as an ISA subscription. You have 14 Calendar Days from the day we receive a valid ISA subscription into your Stocks and Shares ISA Cash Account or Junior Stocks and Shares ISA Cash Account to notify us if you wish to cancel the subscription. If a valid subscription is cancelled within this 14-day period, the subscription does not count as an ISA subscription and will not count towards the relevant ISA allowance (for a Junior Stocks and Shares ISA, this means the Account holder's annual Junior ISA allowance).

You cannot cancel the subscription by withdrawing the money yourself; instead, you must contact us so we can do this for you.

Once a valid subscription has been held for more than the cancellation period of 14 Calendar Days, it counts as a subscription to your Stocks and Shares ISA or Junior Stocks and Shares ISA.

If you bought shares with a subscription you have asked us to cancel, the shares will be sold and after the sale has settled the money will be paid out of the ISA. For a Stocks and Shares ISA, we will pay it to your nominated account. For a Junior Stocks and Shares ISA, we will normally pay it back to the account the money was sent from, or to another account we agree with the Registered Contact. If the share price has fallen by the time we receive your cancellation request and have placed the selling instruction, you may get back less than the amount originally invested. Any money paid out following a cancellation will no longer be held in an ISA and will not benefit from ISA tax advantages.

30. Our responsibilities as ISA manager

30.1. We will invest your money into the Triodos Stocks and Shares ISA or Junior Stocks and Shares ISA in compliance with the requirements of HMRC and the ISA Regulations. This means we will provide HMRC with all such details about your Account as they reasonably request and exercise the duties and powers conferred on us as ISA manager under the ISA Regulations. These include, where applicable, making any claims for repayment of, or credit against, tax in respect of your Account, and providing account management services such as record keeping, reporting and ensuring compliance with the ISA Regulations and HMRC rules.

30.2. We may apply any cash and realise investments (forming part of the Account) for payment of charges, reimbursement of expenses and payment of any tax in respect of your Account that you are bound to pay under the relevant regulations. We will notify you if by reason of any failure to satisfy the provisions of the relevant ISA Regulations your Account has or will become void for tax purposes.

30.3. Where we delegate any of our functions or responsibilities under these terms, we will satisfy ourselves that the person we delegate to is competent to carry out those functions and responsibilities, in accordance with the ISA Regulations.

Large print, braille and audio versions available on request.

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Calls to and from Triodos Bank may be recorded for training and monitoring purposes.

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