

## ABOUT QUAI

Quai is a digital savings' platform, specialising in regulated investment products and back-office administration for the wealth management and fintech sectors, delivered using highly efficient technology.

Established in 2011, Quai oversees more than 220,000 accounts, including General Investment Accounts (GIAs), Individual Savings Accounts (ISAs), and Self Invested Pension Plans (SIPPs) with a focus on providing efficient services through advanced technology.

The Quai group of companies include Quai Administration Services, Quai Investment Services, Quai Trustees Ltd and following this acquisition, Intelligent Money Trustees Ltd. The acquisition takes Quai to over 40,000 SIPP accounts and £2bn Assets under Administration.

[www.quai-digital.co.uk](http://www.quai-digital.co.uk)

## QUESTIONS & ANSWERS

### ***What does the acquisition mean for my clients?***

QISL will now manage clients' pension accounts, ISAs and GIAs and all communications in the same way Intelligent Money has done to date. Account numbers and the investments held in clients' accounts will remain the same. Contact details remain the same. The Intelligent Money team will continue to administer client accounts. Quai also intend to expand the team to improve the service offered to you.

Clients may see a change in letterhead on some communications but nothing else changes in the way in which products are administered on a day-to-day basis.

In due course, Quai will be reviewing systems to ensure that we develop and deliver best-of-breed technology, upgrading where appropriate.

### ***Will the fees and charges be changing?***

No change is being made to the fees and charges applicable to clients' accounts.

### ***Will client records and personal data be changing hands?***

There will be no migration of data or assets. All client records and personal data will remain secure within the existing systems and infrastructure, now owned by Quai. There will be no interruption in the service provided.

### ***Do I need to take any action?***

You do not need to take any action in relation to these changes.

***Are Terms & Conditions (T&Cs) changing?***

The change is the removal of any references to Intelligent Money Limited which will be replaced with Quai Investment Services Limited. All references to Intelligent Money Private Clients and Intelligent Money Adviser Services have been removed as they will not be the Service Providers going forward. A copy of the new T&Cs document is available online at [intelligentmoney.com](http://intelligentmoney.com)

***Will my clients have the same investor protection?***

The same consumer protections that applied with Intelligent Money will also apply with Quai. This means that where applicable, scheme members have recourse to the Financial Ombudsman Service and / or the Pensions Ombudsman; and Quai (and in some cases the investments within the pension) are covered by the Financial Services Compensation Scheme.