

Key Facts

For clients and advisers



Helping you decide

This Key Facts document gives you important information about our Platform to help you decide if the service is right for you. It tells you about the service and our available products.

We suggest you keep this document and that you read it alongside our Terms and Conditions.

Aims



The service is available to clients who are assisted in managing their investments, as it supports the effective, efficient and transparent management of investments.

We do not give investment advice – we provide access to the technology, tools, investments and administration to enable Financial Advisers, Private Banks and Trust Companies (Intermediaries) to deliver effective advice and/or service to you.

We aim to give you:

- ◆ **Choice** - Access to a very broad range of investments. We offer a choice of Investment Managers and Discretionary Fund Managers (DFMs) and a selection of currencies in which you can hold cash or transact.
- ◆ **Convenience** - Consolidated information on investments from one source, with all investments shown on one statement. We give your Intermediary the ability to use monitoring, switching and rebalancing tools to efficiently maintain your agreed investment strategy – including the risk profile.
- ◆ **Clarity** - Online access to view investments, transactions, valuations and statements through your secure login.

Your Investment



Our Investment List gives information on the investments available, the countries they are available in and their objectives and charges. It also gives links to more information about the specific risks that apply to each investment.

Risks



- ◆ Investment risk – The value of your account and any returns will depend on the performance of the underlying investments you have selected. Their value can fall as well as rise and you may get back less than you invested. Past performance is not a guide to what you might get back in the future. Specific types of underlying investment, including alternative or complex investments, may have distinct risks associated with them.

For full information about underlying investments and their specific risks, please always refer to the investment provider's website and other information available such as Key Investor Information Documents and the prospectus.

- ◆ Transaction risks – If you withdraw money, you may not get back the full amount you invested, particularly in the early years. If it is not immediately possible to trade, the delay may result in lower proceeds. If there is insufficient cash in your cash facility, we may require you to sell investments which may occur at a disadvantageous time.
- ◆ Charges and tax risks – Charges will reduce the value of your investment. Any increase in charges will have an adverse impact. Tax legislation, our interpretation of it, and changes to it can also affect the value of your investment.
- ◆ Currency risk – Movement in exchange rates could affect the value of any investments you hold.

Questions and Answers



How do I open an account?

You can apply through your Intermediary. To open the account we will need your initial investment by bank transfer. When it has been opened, we will send you confirmation. We will also issue a separate notification of your unique username and instructions on how to set your password.

Once the account is open, you can decide on the investments you want. The money sent to us will be held initially in the Cash Facility until your Intermediary moves it. The Cash Facility will be used for buying and selling investments, receiving investment income, making withdrawals and paying charges. You will be required to hold a minimum cash balance of 2% of the value of your account. The rate of any interest paid on cash held in the cash facility is available at www.novia-global.eu. A Cash Facility will be held for each currency you invest in.

All investment funds held in your account will be held offshore by Pershing Ireland Limited.

How much can I invest?

You can invest as much as you like.

What currencies can I invest in?

We offer a choice of currencies to hold cash or to transact in. These include Euros, US Dollar, Australian Dollar, Sterling, Swiss Franc and the Hong Kong Dollar.

Where can I invest my money?

You can invest in a very wide range of investment types, including funds like Societe d'Investissement a Capital Variable (SICAVs), Undertakings for Collective Investment in Transferable Securities (UCITS), and Exchange Traded Funds (ETFs). Depending on the regulatory permissions your intermediary holds, we may be able to offer them access to the ability to build and manage model portfolios. Your Intermediary will let you know which investments and management services are available to you. The investments that are available to you are dependent on your country of residency and may change if this alters.

Can I hold cash?

You can hold as much cash as you like in any of the currencies we offer. Any gross interest will be calculated daily and paid monthly. Prevailing interest rates can be found at any time on www.novia-global.eu. It is possible in certain market conditions for interest rates to be zero or negative. You always have to hold some cash in the Cash Facility, as we use this to cover some of the charges. If your cash balance falls below 2% of the value of your account, we may sell investments on your behalf to maintain the balance.

How can I take money out?

Full or partial withdrawals may be made at any time from the Cash Facility and paid to your specified bank account. The minimum one-off withdrawal is \$1,000 (USD).

To make a withdrawal, investments will be sold where necessary and the proceeds put into the Cash Facility

What are the charges?

There are charges for our services together with charges on the underlying investments you hold. You can obtain information on the amount each charge is by referring to your charges schedule.

- ◆ Our charges – There is a yearly service charge. This is taken on a monthly basis from the Cash Facility. Charges apply for paper communications and certain one off servicing requests – see our Terms and Conditions and Charges Schedule for further information.
- ◆ Investment Fund Management charges – Investment managers take charges such as annual management fees and expenses. These depend on the investments you chose and are detailed on the Investment List. Fund manager information including any Key Investor Information Documents are also available on the Investment List – these are available from your Intermediary.
- ◆ Discretionary Fund Manager Services – If you choose to use a DFM, it will usually charge a percentage of the value of the funds that they are managing for you.
- ◆ Custodian charges – Pershing Ireland Limited charge a fee for their services, which will be deducted from the cash facility.
- ◆ Your Adviser's remuneration – You will agree this with your Adviser. You can arrange for any charge to be ad-hoc, initial and/or ongoing.

How will I know how my account is doing?

Our secure website, www.novia-global.eu, gives you up to date valuations, access to your statements and details of all transactions. You simply log onto the secure area using your unique username and password. Changes being made to any of the underlying investments (like a name or objective change) are known as Corporate Actions. These are communicated through our website. If any change would have a material impact on your investments, we will inform you by e-mail.

Can I change my investments?

Through your Intermediary, you can use the service to buy, sell and switch investments. Following a request to switch investments, we will sell the requested investment and purchase the new one once the proceeds are available in the Cash Facility. We do not have a switching charge. You can request portfolio rebalancing (excluding equities) to take place each year, at no additional cost. This will maintain the required balance of the investments. You can also pay to rebalance at any time.

What about tax?

Your tax position will depend on your personal circumstances and local legislation and can change, so you should speak to your Intermediary about it. Buying and selling investments (either through your instruction or through our actions to operate in line with the terms and conditions) can have implications for income, capital gains or inheritance tax. You will be able to access information on-line, so that you can handle your tax situation appropriately.

What happens to the account if I die?

The tax treatment will depend on your personal circumstances. Authority over your investments will pass to your personal representatives – if they are not already subject to a trust arrangement- and we will accept instructions from them.

Other Information



We classify our clients as retail clients. This helps determine our policy and procedures regarding aspects such as conflicts of interest and communications. If your intermediary determines that you are a professional client, they will inform you and let you know how this affects your investments. We will then rely on their categorisation.

A copy of our website terms and conditions, conflicts of interest policy and data protection notice are available on our website.

How to complain

If you wish to complain about any aspect of our service, or would like a copy of our complaints procedure, please write to:

Compliance Officer
Novia Global Europe Limited
Kyprianou & Agiou Andreou 1,
Loucaides Building
Floor 2, Office 23
3036 Limassol
Cyprus

Or send an email to complaints@novia-global.eu

Compensation

It is unlikely, given your situation on residency and the location and nature of your investments, that you will be covered by any statutory compensation scheme. How you and your investments would be considered on default of an investment is covered in our terms and conditions.

Our regulator

Novia Global Europe Limited is authorised and regulated by the Cyprus Securities and Exchange Commission (CySEC) for conduct matters. CySEC Licence Number 431/23.

Law

The account is governed by the law of the republic of Cyprus.

How to contact us



If you need to contact us, you can contact our dedicated Client Services Team by e-mail, telephone or post.

E-mail: euclientservices@novia-global.eu

Or you can call us on: +357 25008220

Or by post to:

Novia Global Europe Limited
Archiepiskopou Kyprianou & Agiou Andreou 1,
Loucaides Building
Floor 2, Flat/Office 23
3036 Limassol
Cyprus

We are open 8am - 5pm UK time.