

## **Our message for clients**

You may have seen the recent news about an offer made to acquire HL and you can read all of the details [here](#).

From our inception over 40 years ago, HL's number one priority has always been our clients and serving you well.

That remains the case today and we will continue our relentless focus on ensuring we provide the best possible client service and experience, with a programme of continuous improvement so we are always evolving and providing what our clients need.

While regulatory restrictions mean we are limited in how much detail we can share at this time, the following information should help to answer the questions you may have.

### **What does this mean for me as a client?**

- As always, our focus remains on you, our clients.
- We remain as committed today to our clients as we always have been, with a relentless focus on ensuring we provide the best possible client service and experience. It's important to understand that the offer doesn't have any impact on how your assets are held or managed and there is no change to the security of your assets.
- Nor are we planning any changes to any of our products, services, or to your investments and cash on our platform.
- You can read more in this article [How safe is your investment?](#)
- On the specific details in relation to the offer, you can find these in the announcement titled 'Rule 2.7 announcement' on our website under 'Investor Relations' and [Firm offer for HL](#).
- Any further updates from time to time can be found on our website under 'Investor Relations' and [Firm offer for HL](#).

### **What happens to my investments or other assets on the platform, either today or in future?**

- This offer doesn't have any impact on how your assets are held or managed and there is no change to the security of your assets.
- As a UK-based company, the UK regulatory regime has clear rules on the security of client assets.
- In addition, the entity which holds client assets (HL Nominee) is segregated from the business and the liabilities of the business.

- All client money is held by us on trust and is segregated from our own funds in accordance with the FCA's client money rules and guidance.
- You can read more in this article [How safe is your investment?](#)

### **I'm a client and a shareholder, will I get to vote / how can I express my views?**

- You can find all relevant information on our website under 'Investor Relations' and [Firm offer for HL](#).
- This includes the Scheme Document which is now available and contains all relevant information for shareholders.
- This will be followed by shareholder meetings at which shareholders will be able to vote on the offer.
- Any further updates from time to time can be found on our website under 'Investor Relations' and [Firm offer for HL](#).

### **What has the Consortium said about clients or their priorities?**

- You can find all of the details in the announcement titled 'Rule 2.7 announcement' on our website under 'Investor Relations' and [Firm offer for HL](#).
- In this announcement, the Consortium has said it supports the important role HL plays promoting saving and investing in society and believes that a substantial transformation is required to accelerate the delivery of these objectives for HL's clients.
- The ambition of this transformation is to give more retail investors in the UK access to the tools, information and services required to make sound investment decisions, combined with a transparent approach and good value in line with Consumer Duty regulation.
- It also notes that HL will need to continue to invest across its proposition, client service, retention, innovation and technology to build an enhanced modern platform and user experience to deliver a leading client proposition under the HL brand.
- The Consortium believes it is well placed to support and accelerate HL's next phase of development, which will require investment in a technology transformation.
- It has also expressed its continued prioritisation of HL's ESG priorities including being a responsible savings and investment provider, a responsible fund manager and a responsible employer with an inclusive and diverse culture for all.

- The Consortium has also said it has no intention of changing the location of HL's Bristol HQ.