

## Phoenix Fund Services (UK) Ltd Supplementary Information Document (SID)

This SID was prepared in March 2012. Please ensure this document is read in conjunction with the relevant fund specific Key Investor Information Document (KIID)

### **What are the Key Investor Information Documents (KIIDs) and Supplementary Information Document (SID)?**

The KIIDs and SID are essential documents available to all investors. The KIIDs contain details of the investment objectives, charges and risks of our funds. The KIID is aimed at helping you assess whether a particular fund meets your needs. It comes in a standardised format. The SID provides additional useful information you should be aware of before investing with us.

When considering an investment in any of our funds, you should read the KIID and SID carefully so that you understand what you are buying, and then keep them safe for future reference. To make sure you have the most up-to-date version of the relevant KIID(s) and SID, visit our website ([www.phoenixfundservices.com](http://www.phoenixfundservices.com)) or contact us.

### **What happens if I change my mind?**

If you invest via an authorised Financial Adviser, a cancellation form will be sent to you along with either your contract note or acknowledgement letter. This will detail further information, including when the cancellation period begins and ends, and how to exercise your cancellation rights.

We will remind you that you have 14 days to change your mind and cancel your application. You can do this by returning the signed cancellation form (or a written equivalent) to us at our Dealing Department.

If you decide to cancel, we will reimburse you any amount we have received but, where you have made a lump sum investment, we will deduct any amount by which the value of that investment has fallen, calculated at the next valuation point after we receive your cancellation instructions. If you do not exercise your right to cancel, we will proceed with your investment. Please note, if you do not invest via an authorised Financial Adviser, these cancellation rights will not apply.

### **What if I have a complaint?**

You should write to the Head of the Transfer Agency of Phoenix Fund Services (UK) Ltd. If your complaint is not resolved by us to your satisfaction, you can refer it to the Financial Ombudsman Service Ltd at South Quay Plaza, 183 Marsh Wall, London E14 9SR, UK. We will inform you of your rights when answering your complaint. A summary of our internal process for dealing with complaints is available on request.

### **What if something goes wrong – will I be entitled to compensation?**

The Financial Services Compensation Scheme offers compensation when an authorised firm is unable to pay claims against it, usually because the firm has gone out of business. We are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if we cannot meet our obligations. Most types of investment business are covered for 100% of the first £50,000 only. Further information is available from the Financial Services Compensation Scheme (FSCS) by contacting the FSCS Limited at 7<sup>th</sup> Floor, Lloyds Chambers, 1 Portsoken Street, London, E1 8BN.

Telephone : 020 7892 7300

### **How can I contact you for further details?**

For further details, or to receive a copy of the Full Prospectus and the latest Annual or Interim Short Reports for all our funds, please contact us at the address below:

Springfield Lodge  
Colchester Road  
Chelmsford  
Essex  
CM2 5PW

#### **Telephone**

+44 (0)1245 398950

#### **Fax**

+44 (0)1245 398951

**Email:** [pfsinfo@phoenixfundservices.com](mailto:pfsinfo@phoenixfundservices.com)