## HSBC Global Asset Management (UK) Limited

Supplementary Information Document ("SID")

This document provides supplementary information relating to your investment in one or more of the UK authorised open ended investment company ("OEIC") sub-funds offered by HSBC Global Asset Management (UK) Limited. This document should be read in conjunction with the Key Investor Information Document ("KIID") for the relevant sub-fund(s).

#### General risks

- ► The value of an investment, and any income from it, may fall as well as rise, and you may not get back the amount you originally invested.
- ▶ Please note that inflation will reduce what you could buy in the future.
- ► For further information on risks please refer to the relevant KIID or Full Prospectus.

### Who do I contact if I have a complaint?

- ▶ If you are unhappy in any way with our products or services then please let us know. You can ask for a copy of our leaflet 'Listening to your comments'. This may help you to present your concerns to us. A written copy of our complaint procedure is available on request by contacting our Investor Services Team using the contact details at the end of this document.
- ▶ If we cannot resolve your complaint in the first instance, you can refer it to: Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR Telephone: 0800 0 234 567 (from a landline) or 0300 123 9 123 (from a mobile) Email: complaint.info@financial-ombudsman.org.uk
- ➤ The Financial Ombudsman Service will generally review complaints from retail customers. However, their criteria for reviewing complaints may mean that even if you have been categorised by a provider of products and services as a retail customer they may not regard you as an eligible complainant. Complaining to the Ombudsman will not affect your legal rights.

# Is my investment covered by the Financial Services Compensation Scheme?

▶ HSBC Global Asset Management (UK) Limited is a member of the Financial Services Compensation Scheme (FSCS). You may be eligible to receive compensation from the scheme if you have a valid claim against us in respect of investment business and we cannot meet our obligations. Most types of investment business will be covered up to a maximum limit of £50,000 per person. The types of claims that may be considered and further details of the scheme are available from the FSCS, through their website www.fscs.org.uk or by calling them on 0800 678 1100 or 0207 741 4100.

#### Can I change my mind about my investment?

- ➤ You have 30 days, from your receipt of your cancellation reminder, in which to cancel your investment. We will send you a reminder of your right to cancel once we have accepted your application to save regularly, or when we have purchased the shares for a lump sum investment, including lump sums that accompany a regular savings application. If you wish to cancel, you need to write to us with your instructions.
- ▶ If you cancel a lump sum investment within the 30 day period you will not incur an initial charge but you may receive back less than your original investment if the value of the shares has fallen in this period. This does not apply to regular monthly investments.
- ▶ If you don't cancel your investment, the risks and charges detailed in the relevant KIID and the Full Prospectus will apply and will not be refunded to you if you later withdraw your investment.

## How can I buy or sell shares?

- ➤ To buy shares for a lump sum investment, you can contact your Professional Adviser; complete the relevant Application Form; call our Dealers or write to us at any time.
- ► To buy shares for a regular savers investment you can write to
- To sell shares, you can contact your Professional Adviser or call our Withdrawals Team.
- ▶ Please note you can only sell shares once payment is received for their purchase.
- ▶ If you write to us, we may need to contact you about your investment. Please provide a contact number to avoid delays in processing.
- ▶ When we receive instructions to buy or sell shares they will be dealt at the price calculated at the next valuation point. If we receive the instruction before 12 noon on a business day, the deal will be priced at 12 noon that day. If the instruction is not received until after 12 noon, the deal will be priced at 12 noon on the following business day.



### If I buy or sell shares what will I receive from you?

- We will send you a confirmation for all lump sum purchases or sales of shares in a sub-fund on the business day after the valuation point used for the deal. This will confirm how many shares have been purchased or sold and other details about the transaction.
- Generally, if you invest by making regular savings we will not send you a confirmation when shares are purchased with each monthly subscription. This information will appear on your halfyearly statement.
- You will not receive any share certificates in respect of your investment in either case.

### How can I find out how much my shares are worth?

You can find out the value of your investment in the following ways:

- ▶ By calling us
- ▶ By going online and visiting the website www.assetmanagement.hsbc.com/uk and clicking on "Individual Investors" and "Funds & Prices".
- ➤ To look up a price and calculate the value of your investment, you will need to know the name of your sub-fund, the type of shares and how many shares you hold.

#### How am I kept informed about my investment?

- ▶ The annual short report and accounts will be sent to shareholders of the OEICs within four months of the end of each yearly accounting period. Half-yearly short report and accounts will be sent to shareholders of the OEICs within two months of the yearly accounting date. Long reports containing the full financial statements are available free of charge on request from the Authorised Corporate Director (ACD).
- ▶ Lump sum investors will receive a valuation statement with their Report and Accounts. If you are a regular saver you will receive your valuation statement in April and October each year.

#### **Further Information**

For further information on the sub-funds available from HSBC Global Asset Management (UK) Limited including details regarding switching, income payments and withdrawals, please refer to the Full Prospectus for the relevant OEIC range available on request.

We may use other HSBC Group companies and/or third parties to provide services on our behalf which may include the processing of information about you.

Whether it is processed in the UK or overseas, in accordance with data protection legislation, your information will be protected by a strict code of secrecy and security which all members of the HSBC Group, their staff and any third parties are subject to.

### How to contact us

If you have any questions or need to contact us at anytime, you can phone, write to us or send an email:

**Write to:** HSBC Global Asset Management (UK) Limited, Frobisher House, Nelson Gate, Commercial Road, Southampton SO15 9DF

Email us: investor.services@hsbc.com

**For general enquiries:** Call our Investor Services Team on 0800 289 505\*. Lines are open from 9am – 5pm Monday to Friday (excluding public holidays).

**To buy shares:** Call our Dealers on 08457 456 126\*. Lines are open from 8am – 5pm Monday to Friday (excluding public holidays)

**To sell shares:** Call our Withdrawals number on 0845 600 2215\*. Lines are open 8am - 5pm Monday to Friday (excluding public holidays)

<sup>\*</sup> To help us continually improve our service and in the interests of security, we may monitor and/or record your communications with us.