

LF Arch cru funds (the “Funds”) Hardship Scheme

HARDSHIP SCHEME CRITERIA

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This document outlines the Hardship Criteria and evidence that Link Fund Solutions Limited ("LFSL") will need in order to process a holder's hardship request. Whilst we will normally be able to assess an application on the basis of the evidence requested below, we may require additional information in order to determine your application. We will contact you separately if this is necessary.

Please note that you can apply under either Criterion 1 (Severe Financial Hardship) or Criterion 2 (Compassionate Grounds) below.

Hardship Criteria	
1	<p>Severe financial hardship</p> <p>The financial amount requested is needed to enable the holder to meet reasonable and immediate living expenses for themselves or their dependants.</p> <p>Meeting this criterion will involve demonstrating what your reasonable and immediate living expenses are and that you have exhausted all other reasonable means of accessing funds to meet those expenses, including realising other liquid assets where it is reasonable for you to do so. A simple income and expenditure budget should be prepared (which can be achieved by completing section 4 of the Application Form) showing the monthly shortfall in your income after expenditure.</p> <p>If you are claiming severe financial hardship, please would you therefore supply the following evidence:</p> <ol style="list-style-type: none"> 1) Application Form containing: <ol style="list-style-type: none"> a) personal details and details of any dependants; b) reasons for hardship; c) list and value of readily realisable assets; d) details of current income from all sources and expenses; e) declaration that you have exhausted all other reasonable means of accessing funds to meet your needs, including realising other liquid assets where it is reasonable for you to do so; and f) either details of any applications or claims to any other parties (such as IFAs) for hardship relief, or confirmation that you have not made any such applications or claims. 2) bank statements for the last 3 months and, if the expenses detailed in (d) above are not evidenced by your bank statements, bills which are due. 3) If the reason for your financial hardship is due to you becoming permanently incapacitated, please also supply a certification by a registered medical specialist including a description of your condition, current treatment and prognosis.



Hardship Criteria	
2.	<p>Compassionate Grounds</p> <p>If you are applying under one of the Compassionate Grounds mentioned in sections (A) to (G) below, we will need to consider your financial circumstances as well as the evidence that you satisfy one of the Compassionate Grounds. You will not need to demonstrate that you are experiencing Severe Financial Hardship (in the sense explained in section 1), but you should supply evidence that you cannot reasonably fund the specific expenditure you are requesting from the Hardship Scheme (e.g. the medical expenses, accommodation modifications, funeral expenses etc) by accessing other sources of funds, including realising other liquid assets where it is reasonable for you to do so.</p> <p>You should therefore provide details of your financial hardship (by providing the information set out in sections 3 and/or 4 of the Application Form) as well as any additional evidence described in sections (A) to (G) below.</p>
	<p>A. Medical costs</p> <p>The amount requested is needed by the holder (or a holder's dependant) to help pay for medical costs (and transport costs) required to treat a life-threatening illness or injury, to alleviate acute or chronic pain, or to alleviate an acute or chronic mental disturbance where a registered medical specialist has provided a statement confirming the medical condition to this effect.</p> <p>Please supply the following:</p> <ol style="list-style-type: none"> 1) Application Form containing: <ol style="list-style-type: none"> a) the nature of the illness and the required treatment; b) the costs of treatment and transport in relation to the illness for the previous 12 months (not required if a new illness) and an estimate of costs over the next twelve months; and c) confirmation that the estimated costs will not be covered by any existing private health insurance. 2) certification by a registered medical specialist confirming the medical condition.
	<p>B. Accommodation or transport modifications</p> <p>To fund specific modifications (to a principal place of residence or vehicle) that are necessary to accommodate special needs arising from a severe disability.</p> <p>Please supply the following:</p> <ol style="list-style-type: none"> 1) Application Form containing a description of the nature of the modifications and the reason they are required; and 2) two quotes from qualified trades people for the required modifications.



Hardship Criteria	
	<p>C. Funeral and related expenses</p> <p>To assist with funeral and other expenses related to the death of the former holder or a former spouse/civil/long term partner, child or parent of the holder.</p> <p>Please supply the following:</p> <ol style="list-style-type: none"> 1) Application Form; 2) invoices for the funeral or other expenses; and 3) Death Certificate or Grant of Probate for a former spouse/civil/long term partner, child or parent of the holder; or Grant of Probate for the holder; or Death Certificate and duly completed LFSL Small Estates Declaration & Indemnity in respect of the holder (where a probate application is not being made).
	<p>D. Care for terminally ill</p> <p>To enable the holder to provide care for a person who is suffering from a terminal illness, including home care.</p> <p>Please supply the following:</p> <ol style="list-style-type: none"> 1) Application Form containing: <ol style="list-style-type: none"> a) the relationship to the holder of the person who is terminally ill; b) confirmation that the holder will be providing care directly; or c) if the holder is not providing care directly, information as to who will provide this care and that the holder will be responsible for funding it; and d) the estimated cost of providing the required care for the next 12 months. 2) statement from a registered medical practitioner confirming the person is terminally ill and the level of care the person will require (fulltime, at home, respite etc).
	<p>E. Home mortgage foreclosure</p> <p>To prevent a holder's mortgagee (lender) from selling the holder's principal place of residence.</p> <p>Please supply the following:</p> <ol style="list-style-type: none"> 1) Application Form providing specified financial details; and 2) documentary evidence showing your inability to meet mortgage repayments or that your home may be at risk of repossession.



Hardship Criteria	
	<p>F. To meet a binding obligation entered into prior to suspension of the Funds</p> <p>To enable you to make other payments which are due under contracts which you entered prior to the suspension of the Funds, and which you are no longer able to meet (e.g. the final payment under a hire purchase agreement, or other loan repayments).</p> <p>Please supply the following:</p> <ol style="list-style-type: none"> 1) Application Form providing specified financial details; and 2) contract giving rise to the binding financial obligation (e.g. hire purchase agreement).
	<p>G. Other compassionate grounds</p> <p>To meet expenses in other cases consistent with the grounds mentioned in sections (A) to (F) above, where the holder does not otherwise have the financial capacity to meet the expenses.</p> <p>Please supply the following:</p> <ol style="list-style-type: none"> 1) Application Form providing specified financial details; and 2) documents which support your current situation/claim to hardship on this basis.



Notes:

Documents provided with the Application Form

Where we ask you to support your application with documentary evidence, please provide original or certified copies of all documents requested. We strongly recommend that if you send us original documents you should use Royal Mail Special Delivery or a similar insured courier service. We will return original documents to you by Royal Mail Special Delivery or a similar insured courier service, using the address provided in section 1 of the Application Form, unless otherwise advised.

Changes to the Hardship Criteria

LFSL may change the Hardship Criteria at any time with immediate effect. LFSL will provide notification of any change to the Hardship Criteria by updating the relevant documentation in connection with the Hardship Scheme and publishing it on its website, and will provide notification of the same to the Financial Services Authority.

Hardship process, complaints and further applications

Hardship claims will be considered on a case by case basis and assessed against the Hardship Criteria. All decisions will be reviewed by a senior manager before a decision is made about whether a claim should be accepted. LFSL operates a complaints handling process, details of which are available on request.

Unless there is a material change in your personal circumstances, you should generally only make one application to the Hardship Scheme.

Calculation of payments in respect of successful hardship applications

Where a hardship application is successful, the price at which the purchase of your shares will be processed will be determined by reference to the last calculated share price immediately prior to the processing of the application.

The number of shares which Capita Holdings Limited will purchase from you and the price at which they will be purchased will be set out in a Confirmation Letter which will be sent to you if your application is successful. You will at that point have an opportunity to confirm that you wish to proceed with the sale of your shares. In the event that your application is processed at a time when the prices of the shares in the Funds have been published as an estimate only (i.e. there is no last calculated share price), we will write to you to confirm the estimated price of the transaction, when it is expected that this will be finalised and, if appropriate, with arrangements for any element of the transaction that may be completed in the interim to relieve your hardship.



Seeking hardship relief if you have invested via an IFA

It is strongly recommended that any shareholders who are concerned about their financial position consult with their IFA, who will be able to advise them in light of the advice previously given to them by the IFA regarding their investment needs and objectives.

Seeking hardship relief if you have invested via a fund supermarket

If you invested via a fund supermarket, LFSL will not hold details of your individual investment. The named shareholder in LFSL's records will be your platform provider. To apply to the Hardship Scheme, you will need to contact your platform provider to arrange for them to send us details of your investment by completing the template at the end of the Application Form. If you invested via an IFA, it is strongly recommended that you also consult with your IFA.

Seeking hardship relief if you have invested via a tax efficient wrapper product (e.g. a Self-Invested Personal Pension (SIPP) or ISA)

If you invested via a tax efficient wrapper product, LFSL will not hold details of your individual investment. The named shareholder in LFSL's records will be your ISA plan manager or SIPP trustee who will hold the shares for you. To apply to the Hardship Scheme, you will need to contact your provider to arrange for them to send us details of your investment by completing the template at the end of the Application Form. If you invested via an IFA, it is strongly recommended that you also consult with your IFA.

Seeking hardship relief if you have invested via an insurance or pension product

If you invested via a third party's insurance or pension product, LFSL will not hold details of your individual investment. In addition, you will have purchased an interest in the insurance or pension product rather than an interest in the Funds (by contrast to the position in relation to 'wrapper' products, described above). The named shareholder in LFSL's records will be your product provider, which will not itself be eligible to claim under the Hardship Criteria. You should therefore contact your product provider, as well as your IFA, if you are concerned about your financial position and need assistance.