

# LF Arch cru Investment Funds and LF Arch cru Diversified Funds

## HARDSHIP SCHEME

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Link Fund Solutions Limited ("**LFSL**") has established a hardship scheme for investors in the LF Arch cru funds (the "**Funds**"). The hardship scheme is available to shareholders who can demonstrate a pressing need to access their investment in the Funds due to genuine financial hardship. It will enable those shareholders to have access to all or part of their investment on an accelerated basis. Capita Holdings Limited will purchase shares in the Funds from shareholders whose hardship claim is approved at the last calculated net asset value ("**NAV**") of the relevant Fund at the time the claim is approved.

### **Eligibility criteria**

Shareholders in the Funds may be entitled to make a claim under the hardship scheme where they can demonstrate hardship falling within one or more of the following categories:

- severe financial hardship
- medical costs
- accommodation or transport modifications
- funeral and related expenses
- care for terminally ill
- home mortgage foreclosure
- binding financial obligation made prior to suspension
- other compassionate grounds
- permanent incapacity

### **How to make a hardship claim**

If you believe you may be entitled to payment under the hardship scheme, please contact us by one of the methods set out below to request a copy of (i) the detailed eligibility criteria and (ii) the application form that you will need to complete.

In the application form, you will need to explain the basis on which you need funds to meet your financial hardship. To make a claim you must 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. You will also need to provide documentary evidence showing your financial position and the reasons why you need access to the hardship scheme. We will only be able to consider applications if we have a fully completed form and all necessary supporting documentation. If you need help completing the application form or are uncertain about the eligibility criteria, please speak to your independent financial adviser ("**IFA**") for advice or assistance. If you do not have an IFA, please contact us using the details set out below. Please note that LFSL is not authorised to, and will not, give financial advice to shareholders about their investments or financial position. Please also refer to the notes set out below for shareholders who invested in the Funds via an IFA or via an insurance or pension product or fund supermarket.



### How we will deal with your claim

1. We will consider hardship claims on a case by case basis, by reference to the eligibility criteria.
2. We will process hardship claims as they are received. We will aim to provide you with a substantive decision in relation to your claim within 30 days of receiving a fully completed application form with all necessary documentation.
3. The maximum payment under the hardship scheme will be the value of your investment in the Funds, based on the last calculated net asset value (“NAV”) of the relevant Fund at the time the claim is approved. Depending on the nature and circumstances of your claim, LFSL may determine that you should receive an amount that is lower than this maximum value.
4. If your claim is accepted, you will be sent a confirmation letter setting out the terms and conditions upon which your claim under the hardship scheme will be met. You will also be asked to complete and return a confirmation form to record your agreement to these terms and conditions. Payment will be made to your nominated bank account within 14 days of receipt of a signed confirmation letter.
5. In exchange for the payment out of the hardship scheme, Capita Holdings Limited will purchase from you the number of shares you hold in the Funds which is equivalent to the value of that payment, based on the last calculated NAVs of the Funds at the time your hardship payment is approved.
6. Periodic distributions are to be made to shareholders in the Funds as the orderly realisation of the Funds is progressed. You will still be entitled to receive these distribution payments in respect of your holdings in the Funds whilst your claim under the hardship scheme is being assessed.
7. Unless there is a material change in your personal circumstances, a shareholder should generally only make one application to the hardship scheme.

### Seeking hardship relief if you have invested via an IFA

We strongly recommend 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 an insurance or pension product or fund supermarket

If you invested via an insurance or pension product or through a fund supermarket, we will not hold details of your individual investment. The named shareholder in our records will be your product or service provider, which will not itself be eligible to claim under the criteria set out above. You should therefore contact your product or service provider, as well as your IFA, if you are concerned about your financial position and need assistance.

### How to contact us regarding the hardship scheme

Telephone: LFSL Technical Services: 0345 608 0958  
Email: cfarchcru@linkgroup.co.uk  
Post: Link Fund Solutions Limited, PO Box 389, Darlington DL1 9UF