

Agenda 10c)

F + C 4/9/23

T: 0800 022 3505

REF: 256002374

393 B / 528Z1FROE00045  
Mrs C F Southworth  
TORPOINT TOWN COUNCIL  
Torpoint Town Council  
1-3 Buller Road  
TORPOINT  
Cornwall  
PL11 2LD



May 2023

Dear Mrs Southworth

**Important changes to your accounts you administer with CCLA Investment Management Limited**

We are writing to notify you of some upcoming changes that will affect your organisation's accounts with us. These changes will take effect on or around 17 July 2023. Please ensure you read this letter and contact us if anything is unclear.

Please note that these changes do not apply to investors in the Catholic Investment Fund, the Diversified Income Fund, or the CCLA Better World Global Equity Fund.

Details of the changes and the funds to which they apply to are set out in the attached document. For ease, we offer a summary of the key changes below.

**New transfer agent**

With effect from 17 July 2023, CCLA will appoint FNZ TA Services Limited (FNZ) as its transfer agent. As transfer agent, FNZ will process all transactions in the funds, record changes to our records and distribute interest/dividends. Our dedicated Client Services team will, of course, remain your main point of contact for day-to-day enquiries.

The important changes include:

- New client and account numbers. These will be advised to you nearer the time, and you should use these in any communications with us with effect from 17 July 2023. We will accept instructions quoting your existing account numbers until you have been advised of the new numbers.
- New fund bank accounts are currently being opened (for most funds) to send your money to, with effect from 17 July 2023. Please note that the current bank accounts will be closed after 14 July 2023, therefore any payments sent to these accounts from this date will be returned to you in accordance with banking standards. This may take up to 14 days. CCLA is not responsible for the return of monies after the bank accounts have closed nor does it accept liability for any delay in returning monies to you. If you wish to invest on or near the 14 July, please contact us beforehand. Details of the new bank accounts will be provided on the relevant forms for you to use when sending money to us and on our website.
- A subscription/deposit form/buy units form/buy shares form (as appropriate) will be required for all monies sent to us.
- New contact details for sending your instructions.

One Angel Lane, London EC4R 3AB  
clientservices@ccla.co.uk Freephone 0800 022 3505 www.ccla.co.uk

## Changes to funds

As part of these changes, we are taking the opportunity to make changes to some of the funds. These changes will also take effect from 17 July 2023. These include:

- Changes in dealing frequency, from weekly to daily. (The Property Funds' dealing frequencies remain monthly. All Property Fund redemption requests will remain subject to a minimum notice period of six months).
- Changes to the deadlines by which we must receive dealing instructions.
- Dual-priced funds, those which currently have a different price, (bid/offer) depending on whether you are buying or selling will move to a single price for both buy and sell instructions. (The Property Funds will remain dual priced).
- Change to the fund names and investment objectives and/or investment policies of the COIF Charities and CBF Church of England Global Equity Income and COIF Charities and CBF Church of England Fixed Interest Funds.

Full details about these changes are set out in the enclosed document. Please read the relevant sections for the funds you are invested in and if you have any questions, please contact our Client Services team on freephone 0800 022 3505 or email the team at [clientservices@ccla.co.uk](mailto:clientservices@ccla.co.uk). We will also be setting up a dedicated page on the website outlining these changes.

Yours sincerely



Alison Jermey

Head of Client Services

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Yours sincerely



Alison Jermey

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July 2023

393 B / 528Z1FYGG00024  
Mrs C F Southworth  
TORPOINT TOWN COUNCIL  
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Dear Mrs Southworth

I am writing further to my letter in May 2023 about the intended changes to your organisation's accounts with CCLA due to the appointment of FNZ as transfer agent. These were to take effect from 17 July 2023, but will now be delayed until 16 October 2023 to allow for further testing of the new system before implementation.

This means the new fund bank accounts (where these were to be opened) will now be opened to send your money to with effect from 16 October 2023. Current bank accounts will now be closed after 13 October 2023, and any payments sent to these accounts from this date will be returned to you in accordance with banking standards. This may take up to 14 days. CCLA is not responsible for the return of monies after the bank accounts have closed nor does it accept liability for any delay in returning monies to you. If you wish to invest on or near the 13 October, please contact us beforehand. Please refer to the booklet that accompanied our letter in May to check which funds will have new bank accounts.

I am so sorry for the inconvenience this may cause but it is of paramount importance to us to ensure the transition is as smooth as possible and that we minimise any impact to the level of service we provide.

When the changes take effect, we will write to you again advising you of your new client and account numbers, and we will be updating the dedicated page on the website outlining these changes. You can visit our website at [www.ccla.co.uk](http://www.ccla.co.uk).

Please do get in touch with our Client Service team on freephone 0800 022 3505 or email the team at [clientservices@ccla.co.uk](mailto:clientservices@ccla.co.uk) if you would like to discuss the matter further.

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