



UK OEIC and Unit Trust Operating Guide for Investors

December 2023

Key Information

Account Opening Procedures:

- To open an account please complete the appropriate Investment Funds Application Forms which can be obtained directly from the abrdn website at:
<http://www.abrdn.com/en-gb/institutional>
or upon request to the Transfer Agency.
- The completed form should be returned to the Transfer Agency along with the appropriate supporting documentation, via post.

Dealing Procedures

Deal instructions must be submitted to the Transfer Agency by telephone, post or fax as per the Key Contact information below. We also offer straight through processing (STP) via EMX (Provider ID: SLORD) or Calastone or via the Document Upload facility on the Transfer Agency Distributor Portal (**<https://distributorportal.co.uk>**). We are unable to accept deals by email.

Cut-off Time for Dealing

12:00 noon (UK time).

Deal instructions received after the relevant cut-off time will carry forward to the next Valuation Point. With the Exception of the abrdn Multi-Sector Credit Fund – 10:00am (UK time).

Valuation Point

The Net Asset Value per Share is determined on each Valuation Point at: 12:00 noon (UK time).

Contract Notes

Contract Notes will be issued by post the next business day after the deal is priced. Where trades are placed via Calastone or EMX, deal confirmations will be made available on the Transfer Agency Distributor Portal by close of business the same day the deal is priced.

Price Publication Time

16:00 (UK time)

Price Delivery

Price sources include Financial Express, Bloomberg, Lipper and Morningstar and can also be obtained from the abrdn website **www.abrdn.com**.

Settlement Period

Settlement date will vary dependant on the shareclass and fund invested in, please refer to **<https://distributorportal.co.uk/fund-groups>** or refer to the Prospectus for further details on the Settlement Date, to confirm the applicable period. Settlement for a trade can be made by cheque or via bank transfer. Cheques should be made payable to 'abrdn Fund Managers Limited' and sent to the address provided under the Key Contact section. Bank transfer payments should be sent to:

AFML Dealing Account
Sort code: 40-02-50
Account: 91435817
IBAN: GB96MIDL40025091435817
BIC: MIDLGB22

Reference: Please quote your deal reference

Distribution Rates

Confirmed distribution rates will be available to distributors via the Transfer Agency Distributor Portal 5 business days before the payment date. A consolidated tax voucher covering the period 6 April to 5 April will be incorporated into the April statement booklet each year.

Agency Code Requirements

If we have a commercial agreement with you, an agency code will be required before dealing commences. This ensures the correct dealing terms are applied as agreed with your abrdn Business Development Director. The agency code should always be quoted at the time of dealing. If a new agency code is required please discuss this with your Business Development Director or email our Transfer Agency at DCS@uk.sscinc.com.

Additional Information

Please refer to the abrdn website for Literature, Monthly Reports and Key Investor Information Documents (KIIDs) relating to the UK OEIC and Unit Trust offering. Investors are required to read an up-to-date version of the Key Investor Information Document(s) for each fund relevant to the investment.

Key Contact

Distributor Client Services

For urgent queries, please use live chat and telephone numbers below:-

LiveChat: <https://distributorportal.co.uk/contact-us>

Tel: 0370 7070073 / +44 203 975 3976

Fax: 0330 123 3755 / +44 1268 457731

Option 1: Dealing

Option 2: Enquiries and DOLR Technical Support

Opening times are 8am – 6pm (UK time)

Monday to Friday.

Enquiries email address¹: DCS@uk.sscinc.com
(please note response time is up to 5 working days)

DOLR Technical Support email address¹:
DCS@uk.sscinc.com
(Please note response time is up to 2 working days)

Automated Dealing and CREST Settlement Support

Tel: 0370 7010032 / +44 203 975 3978

Option 1: Automated Dealing & Settlements

Option 2: Electronic Re-Registration

All enquiries: DCSADS@uk.sscinc.com

¹ If your request is urgent please use LiveChat

Individual Investors & Advisers

Tel: 0345 113 6966 / +44 1268 44 54 88

Fax: 0330 123 3580

Email: customer.services@abrdn.com

Call charges may vary

Opening times are 9am – 5.30pm (UK time)

Monday to Friday

If you wish to contact us by post:

abrdn Fund Managers Limited

PO Box 12233

Chelmsford

CM99 2EE

For more information visit abrdn.com

abrdn Fund Managers Limited is registered in England and Wales (740118) at 280 Bishopsgate, London, EC2M 4AG.
abrdn Fund Managers Limited is authorised and regulated by the Financial Conduct Authority.

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