

# FREQUENTLY ASKED QUESTIONS ABOUT THE SUGGESTED MINIMUM CASH BALANCE

## 1. What is the Suggested Minimum Cash Balance?

Your Suggested Minimum Cash Balance is a prediction of your next few months' fees based on the value of your chargeable holdings on the last day of the previous month.

The Suggested Minimum Cash Balance was introduced for all clients on 1 March 2014 and is available to view on your account. Each Vantage account has its own Suggested Minimum Cash Balance.

## 2. Why have we introduced it?

The Suggested Minimum Cash Balance is just that, a suggested cash amount to help clients keep sufficient cash on their account to meet fees or other outgoings that may arise for the next few months, but you can ignore it if you wish.

Your Suggested Minimum Cash Balance is calculated once a month, based on the value of your chargeable holdings on the last day of the previous month. Therefore, if you have topped up your account recently, and your holdings have risen in value significantly since your suggested Minimum Cash Balance was last calculated, then you may need to increase the amount of cash you hold to ensure that future fees are met in full.

## 3. Where can I find my suggested Minimum Cash Balance?

- Log in to your account
- Select the account of interest e.g. Vantage Stocks & Shares ISA
- Your Suggested Minimum Cash Balance is displayed below your Amount Available to Invest

### HL Vantage Stocks & Shares ISA

Stock value	£5,499.16
Total cash	£25.26
Total value	£5,524.44

Amount available to invest	£25.26
Suggested minimum cash balance	£10.00
Balance	£15.26

## 4. Can I amend my Suggested Minimum Cash Balance?

Yes. You can choose your own Suggested Minimum Cash Balance within 'Account administration'.

## 5. Is the Suggested Minimum Cash Balance held separately from my other cash?

No. It is not held in a separate account or segregated from your other cash in any way.

## 6. Will my Suggested Minimum Cash Balance earn any interest?

The Suggested Minimum Cash Balance is not held separately from your other cash so will be included with the rest of your cash in any interest payment calculations.

## 7. Do I still have access to the full amount of cash on my account?

Yes. Provided there are no outstanding fees you can invest (or withdraw from the ISA and Fund & Share Account) the full amount of cash on your account.

## 8. I already hold more cash than my Suggested Minimum Cash Balance suggests, is this a problem?

No, it's not a problem. You can hold as much cash as you wish on your account. The Suggested Minimum Cash Balance is simply a suggestion of what you might like to hold as a minimum in order to have enough cash to meet the next few months' fees. If you want to hold more or less cash than the Suggested Minimum Cash Balance that is entirely up to you.

## 9. What happens if there is insufficient cash on my account to settle fees?

If you have insufficient cash on your account to pay the fees owed we will sell sufficient units or shares in your account to cover the amount owed and restore your Suggested Minimum Cash Balance. There is a £1.50 dealing fee for automated trades such as this.

## 10. I don't want my investments to be sold but don't have sufficient cash on my ISA or SIPP to meet the Suggested Minimum Cash Balance and can't top up, what can I do?

If you would prefer that your investments were not sold you may wish to open or add money to a Vantage Fund & Share Account and we will collect any fees that cannot be collected from your Vantage ISA or SIPP from there. We collect fees from the income account first, then the capital account.

Clients who manage a fully subscribed Junior ISA can achieve the same effect by adding money to the loyalty bonus account. This can be done over the phone by calling Client Accounts on **0117 980 9801** with your debit card.

There is no management charge to hold cash on your Vantage Accounts.

## 11. How do I top up my account to ensure I have my suggested Suggested Minimum Cash Balance?

Please top up online by selecting any of the 'top up' or 'add money' buttons within the account you would like to add money to. Alternatively you can call us on **0117 980 9950** with your Master Password to hand.

To add money to the loyalty bonus account on a Junior ISA please call **0117 980 9801**.

## 12. I would prefer to pay my fees by direct debit, can I arrange this?

No, paying fees by direct debit is not possible.