

# How to use our **Telephone valuation service**

**Along with the recent change in administration, we have introduced a quick and easy way for you to gain a valuation of your holding using our automated telephony service. This is called Interactive Voice Response – IVR.**

**The valuation service is available from Monday to Friday; from 7am to 9pm.**

**Our associates are in the office from Monday to Friday; from 9am to 5pm to help you with all other queries.**

## **What information do I need to receive a valuation of my holding/s?**

- Your account number – you can find this on the covering letter. It is a ten digit number starting with zeros
- Full first name, surname and postcode.

## **How do I use the valuation service?**

Step 1: Contact our Customer Enquiry Line on **0800 832 832**

Step 2: Choose Option 1 – for a valuation or up to date fund price

Step 3: Choose Option 2 – for the valuation service

Step 4: We will ask you to enter your account number using your telephone keypad. You are not required to enter the preceding zeros

Step 5: We will ask you to tell us your full first name and surname e.g. John Smith, and then your postcode e.g. AA1 1AA.

Please speak slowly and clearly when providing your information.

We will give you a valuation for your total holding.

You can then choose to have a breakdown by:

- Product – each Product you are invested in i.e. ISA/OEIC (this will include all tax years you are invested in for ISAs)
- Fund – a valuation will be given for each fund you are invested in across all Products

The valuation we provide to you is based on the last available valuation point. Share prices fluctuate on a daily basis, and therefore the value of your holding can go down as well as up.

After you have received your valuation, we will ask you if you would like a valuation for another account. If you do not require another valuation, please terminate the call.



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