



Reference guide

Important information about your Wealth Management relationship

July 2023

Make money work for you



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Thank you for choosing Barclays Wealth Management

Welcome

This guide is meant to serve as a quick reference document and is not a legal document. It is not a substitute for the Wealth Management Investment Terms, which you should read carefully.

The Wealth Management Investment Terms **do not** cover any banking services which Barclays Bank UK PLC ("Barclays Bank UK") may provide to you. You should refer to your Customer Agreement for these.

This guide should only take about 20 minutes to read.



Contact us

If you have any questions

Please do not hesitate to get in touch with your Barclays Contact. Alternatively, you can contact us using the details below:

Telephone

+44 (0) 207 623 2323

+44 (0) 207 574 3017 (if outside the UK)

Website [barclays.co.uk/wealth-management/](https://www.barclays.co.uk/wealth-management/)

Services we offer

We provide our wealth management and investment service to you through Barclays Bank PLC (“Barclays Bank”) and Barclays Investment Solutions Limited (“Barclays Investment Solutions”). In this guide, “we”, “us” and “our” means Barclays Bank or Barclays Investment Solutions, depending on who is providing the service to you.

We set out below which entity provides each service where we provide it to you:

Barclays Bank

- Advisory services
- Financial planning

Barclays Investment Solutions

- Discretionary investment services
- Execution services
- Custody services
- Spot FX
- Stocks & Shares ISA

All companies are registered in England, registered office 1 Churchill Place, London E14 5HP, unless we say otherwise.

Barclays Bank PLC (Registered No. 1026167) is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register No. 122702).

Barclays Investment Solutions Limited (Registered No. 02752982) is authorised and regulated by the Financial Conduct Authority (Financial Services Register No. 155595).

An overview of the key documents you may receive

Account opening

- Your **application form(s)**, which gives us the mandate to provide you with our wealth management and investment services.
- The **Interested Party Form**, which allows you to appoint a person to view information and/or to do certain things on your behalf.
- The **Barclays Wealth Management Investment Terms**, which are legal terms governing the provision of the wealth management and investment services.
- The **Barclays Customer Agreement**, which are the legal terms applying to your bank accounts and any other services you have with Barclays Bank UK PLC.
- **Fee Tariffs** which can be found on our website [here](#).
- **Best Execution Policy** sets out how we arrange and execute transactions for you, which you can find in [Schedule 1 of our Wealth Management Investment Terms](#)
- **Data Privacy Notice** on how we collect, hold and process personal data, which you can find on our website [here](#).

Investment suitability and appropriateness

If we provide you with investment services, we may provide you with or use the following documents:

- **Client Fact Find Questionnaire**
This is where we collect information, such as your current financial circumstances, risk appetite, knowledge and experience to help us determine your investment objectives.
- **Portfolio Investment Strategy Form**
This is where we agree with you the rules and restrictions we'll follow when working towards your investment objective. We use this where we provide you with discretionary investment management or advisory services.
- **Suitability Letters**
We will send you this to explain any new personal recommendations and how they meet your investment objectives.

Communications

You may choose how you receive these, for example electronically or via post.

- **Reports, confirmations and statements**

We will periodically send these to you to keep you updated on your portfolio or account.

- **Notices** of any material changes to the way that we provide our services.

- **Marketing or other information** if there are products or services we think might interest you and if you have agreed to receive this from us.

- **Accessibility Statement** on adjustments we can make to meet any needs you may have, which you can find on our website here.

Frequently asked questions

How can you give an instruction?

You can instruct us through your Barclays Contact or using our [contact details](#).

If your instruction relates to a time-sensitive deadline (for example, the end of an investment subscription period), you must give us reasonable time to act on your instruction.

Stopping instructions

We start processing instructions once we receive them, so we might not be able to stop or change them. If you want to stop or change an instruction, contact your Barclays Contact. If we're able to cancel your instructions, we may charge a fee.

We can refuse your instructions

We'll do our best to execute your instructions as soon as possible, but we do not always have to execute them (for example, if your instructions were not complete or clear, or if we do not think they came from you). We'll normally, at the earliest opportunity, tell you our reasons for refusing instructions and what you can do to correct any errors.

We may also refuse your instructions, if it might expose us (or another Barclays company) to legal action or censure, such as sanctions, from any government, regulator, or law enforcement agency.

How often will we send you reports or statements?

We may upload to our online systems or send you the following:

- **Valuation report** (discretionary investment management) every 3 months
- **Client asset statements** (custody services) at least once every 3 months unless we are giving this information to you in another statement
- **Confirmation statements** the next working day after we execute a transaction for you

Please tell us immediately if you think there's something wrong on a statement, report or confirmation.

What do you do if you suspect fraud?

Tell us **as soon as possible** by informing your Barclays Contact or using our contact details, or any details we give to you with your card, security information or physical device (if applicable).

You should also tell us if you

- have lost your security information or any other physical device we have provided you with
- notice a mistaken or unauthorised transaction.

Your security information can include passwords, security keys and personal identification numbers (PIN). You must not give these to anyone else.

How much does it cost for each service or product?

For investment services and financial planning, see our Fees and Tariffs, which are published on our website [here](#).

We will also provide you with information on the costs and charges for specific financial instruments at least once a year during the life of an investment.

You can always ask us for a copy of those documents.

We may also agree with you separate fees in writing. We'll tell you in advance if we are going to increase these costs and charges.

What happens if you don't pay any money due to us?

We may charge default interest detailed in the fee documents (see previous question).

We may use the cash or sell assets within your account to meet unpaid charges (and we'll give you notice before we do).

We can also take legal or other action to recover the debts you cause by non-payment of charges.

What do you do if you do not want a specific product or service, or you want to end our relationship?

You can normally end the agreement for any service or product, or your relationship with us, at any time, by giving us 30 calendar days' written notice.

We can also generally do the same for individual products and services.

We can do this immediately under serious circumstances (for example, if we reasonably believe you have used the accounts or services illegally for criminal activity).

What protection is there if the bank is unable to meet its financial obligations?

We place cash which we hold for you in banks which we carefully select, which may include banks in the Barclays group. We hold your cash in bank accounts in our name, but our records will make clear that the cash is separate from our cash. We do this to make sure your cash is protected can be returned to you in the unlikely event that Barclays Investment Solutions becomes insolvent. If there is not enough cash to pay all our customers what they are owed, your share of any cash that is available will be determined by the laws and regulations which apply where distributing client money.

Where we hold your assets in custody, we'll keep your assets separate from ours. We'll maintain records that show that the assets we're holding belong to you so that investments can be traced back to you if we become insolvent. If we hold your cash and assets outside the UK, different laws may apply if the bank gets into financial difficulty.

Please speak to your Barclays Contact if you want to know more information about this.

How do you make a complaint?

Contact your Barclays Contact or get in touch with us using the [contact details](#). You can also email us at WealthManagementComplaintsBUK@barclayscorp.com

If we're unable to resolve a complaint to your satisfaction, you may be able to refer your complaint to the UK Financial Ombudsman Service for independent assessment. The financial ombudsman is a free and independent organisation that specialises in settling disputes between clients and financial firms. You can find more information on how to contact the financial ombudsman on our [website](#).

Summary of other key terms

Services		
Topic	Summary	Learn more
Client categorisation	<p>We will categorise you as a retail client. This means you'll get the highest degree of consumer protection. It also means that you will not be able to invest in more complex products that are only available to professional clients. You'll need to ask us to re-categorise you if you'd like to be treated as a professional client. We can only do this if you meet certain criteria and procedures relating to your expertise, experience, and knowledge.</p> <p>There are risks involved in any investment. Please see Schedule 2 (Investment risk warnings) of the Wealth Management Investment Terms.</p>	<p>Wealth Management Investment Terms page 19 Schedule 2</p>

Services

Topic	Summary	Learn more
Investment suitability review	<p>If we provide any discretionary investment management or advisory services to you, we will use the information provided in the Client Fact Find Questionnaire and the Portfolio Investment Strategy Form as set out on page 5 of this guide) to agree with you:</p> <ul style="list-style-type: none">• Your investment objectives: What do you want to achieve with your assets? Consider your personal and financial circumstances, risk appetite, knowledge and experience.• Your investment strategy: These are the rules we'll agree with you that we'll follow when working toward your investment objective. For example, you might not want us to invest in certain types of instruments. <p>We need to make sure this information is up-to-date to ensure that we can continue to act in your best interests. You'll need to tell us if anything changes (such as your financial circumstances).</p> <p>We will carry out an assessment on an annual basis, or more frequently if we think it is appropriate. If we cannot get this information from you, we may stop providing you with the services.</p>	Wealth Management Investment Terms page 28
Discretionary investment management (Barclays Investment Solutions)	<p>If we provide this service, we'll make decisions for you based on your agreed investment objectives, subject to any restrictions we have agreed with you in your investment strategy. You can ask us for a list of transaction and product types that we may invest in on your behalf.</p>	Wealth Management Investment Terms page 34-35

Services

Topic	Summary	Learn more
Advisory services (Barclays Bank)	<p>If we provide this service to you, we'll give you personal recommendations based on the investment objective and investment strategy, but you'll make the decision to buy, hold, or sell any assets. We'll only act on your instruction, and you can choose not to follow our advice.</p> <p>Our advisory services consist of "one off" and ongoing" advice:</p> <ul style="list-style-type: none">• "One-off" advice means we'll assess whether the product is suitable for you at that point in time, but we'll not check that products are suitable for you on an on-going basis.• "Ongoing" advice means we'll assess whether the product is suitable for you on an ongoing basis and we'll check this (at least) annually. <p>Our recommendations are restricted to a range of products limited to certain issuers or providers.</p>	Wealth Management Investment Terms page 36-37

Services		
Topic	Summary	Learn more
Execution services (Barclays Investment Solutions)	<p>We may execute and arrange settlement in transactions for you when you instruct us to do so in circumstances where we have not provided you with personal recommendations. We will not act if there are not enough cash or assets in your account. If you do not pay us in full on the settlement date, we can take action (for example, selling your investments or assets to recover money owed to us).</p> <p>We will not assess whether the transactions are suitable for your financial circumstances and investment objectives. However, we will consider if you have the necessary knowledge and experience to understand the risks involved where you transact in certain complex instruments (e.g. leveraged funds) and whether the investment is therefore appropriate for you.</p>	Wealth Management Investment Terms page 38-46
Spot FX (Barclays Investment Solutions)	<p>Spot FX are foreign exchange transactions where the exchange for one currency against another currency will take place on a later date (usually within 2 business days). If on any date, amounts are payable to each party to the other, then each party's obligations will "net" against each other. This means the party with the larger aggregate amount will pay the excess to the other party.</p> <p>We can execute transactions in Spot FX contracts with you as principal (i.e., we will be your contract counterparty). We will apply transaction charges and fees when we do this. You can find details on these charges on our website here, on other documents which we may disclose to you or at your request.</p>	Wealth Management Investment Terms page 47

Services

Topic	Summary	Learn more
Investing through a Stocks & Shares ISA (Barclays Investment Solutions)	<p>A Stocks & Shares ISA is a type of account where you do not pay tax on the returns you make from investments. You can ask us what the maximum amount you can pay into a Stocks & Share ISA is.</p> <p>You can open and subscribe to a Stocks & Shares ISA if you are:</p> <ul style="list-style-type: none">• a tax resident in the UK and aged 18 or over, or• you are, are married to, or in a civil partnership with a Crown Employee working outside the UK. <p>You can only subscribe to one Stocks & Shares ISA each tax year. You must tell us immediately if you're no longer eligible for a Stocks & Shares ISA.</p>	Wealth Management Investment Terms page 48
Investment research services (Barclays Investment Solutions)	<p>If you use this service, we will provide information on investments and markets, such as research recommendations, market trends or investment analysis. We only provide this to certain clients with sufficient financial sophistication to evaluate the information. For example, you must have a full understanding of the credit risks inherent in new debt issuances.</p> <p>Investment research is not investment advice because it does not take into account your individual financial needs. You should consider seeking investment advice from us in relation to any investment mentioned in the information we provide through our investment research services.</p>	Wealth Management Investment Terms page 51

Services

Topic	Summary	Learn more
Custody services (Barclays Investment Solutions)	<p>Where we hold your assets in custody, we'll keep your assets separate from ours. We'll maintain records that show that the assets we're holding belong to you so that investments can be traced back to you if we become insolvent.</p> <p>We may appoint other members of the Barclays Group or third parties to hold your assets, including sub-custodians and nominee companies.</p> <p>Assets held with third parties will usually be held in a "pooled" account (i.e. together with the assets for all our clients). If there are not sufficient assets held in these accounts (e.g. because of insolvency of the third party), you may have to share in the shortfall with other clients of ours. It may be possible for you to have your assets in an individually segregated account, but you may have to pay extra for this. You can speak to your Barclays Contact for more information.</p>	Wealth Management Investment Terms page 52-55
Financial planning (Barclays Bank)	<p>We may be able to provide services in trust, tax, and insurance through our wealth planner to help you achieve your financial goals. This may include estate planning, for example succession planning as well as philanthropy.</p> <p>These services do not include personal recommendations on specific investments, though we might be able to provide strategic or generic advice to you. We do not monitor the suitability of a product that you've taken out based on our advice.</p>	Wealth Management Investment Terms page 59

Services

Topic	Summary	Learn more
You may set up a joint account	<p>You might want to set up a joint account.</p> <ul style="list-style-type: none">• Where you and at least another person are joint account holders, you're each responsible for the money owed to us (unless we agree otherwise in writing).• Any of you can give us instructions, for example: sell assets, withdraw assets, close any account, apply for an arranged overdraft.• If we think there's a dispute or conflict of interest between joint account holders, we'll ask for individual instructions from each of you.• We'll send the information about the account to the person named first on the account, unless you request differently. Any of you can receive notices from us on behalf of the other account holders.• You can ask us to remove someone from a joint account, or convert the account to a sole-person account. We might need permission from all the account holders to be able to do either of those options.• If a joint account holder dies, the other joint account holder(s) can continue using the account. The money is not part of the deceased person's estate. However, we may have to act on the instructions of the deceased person's personal representative or liquidator.	<p>Wealth Management Investment Terms page 22</p>

Services

Topic	Summary	Learn more
Cancelling the service or product contract	<p>If you change your mind, you may cancel a service / product contract with us within 14 calendar days (subject to exceptions).</p> <p>The cancellation period starts:</p> <ul style="list-style-type: none">• on the date on which we agree to provide that service / product, or• if later, the date that you receive the terms. <p>To cancel, inform your Barclays Contact or use our contact details. We'll return any sums received from you within 30 calendar days (although this may be subject to costs and charges incurred). We'll not charge you any cancellation fees.</p>	Wealth Management Investment Terms page 17
Your relationship with Barclays Bank UK	<p>You have given us authority to take certain actions in relation to your Barclays Bank UK bank account in relation to the investment services, including instructing payment transactions and managing your credit or other products and services with Barclays Bank UK.</p>	Wealth Management Investment Terms page 9-10

Rates and fees

Topic	Summary	Learn more
Costs and charges	<p>We'll give you the information on costs and charges (for example fees, commissions, debit interest) both before and after we provide you with services or products. Please see page 5 of this guide for where to find the latest copy of this information. You can ask us for a copy of these documents. We may also agree with you separate costs and charges in writing from time-to-time. You must pay any costs and charges you incur. We'll tell you in advance if we are going to increase these costs and charges.</p>	Wealth Management Investment Terms page 14

Protections

Topic	Summary	Learn more
<p>Notifying you of changes to our services</p>	<p>We will usually give you at least 30 calendar days' notice for any changes we want to make to our services.</p> <p>When we give you notice of a change, we'll tell you the date the change comes into effect. We'll assume you accept the change, if within the notice period you haven't told us that you want to:</p> <ul style="list-style-type: none"> • close your account, or • end the service. <p>If you don't want to accept the change and want to end our agreement and close the account, or end the service, you must tell us before the date on which the change will happen. If you close your account for this reason, we will not charge you termination fees.</p> <p>We don't have to give you notice of changes to the agreement if the change benefits you, or if it is as a result of regulatory requirements.</p>	<p>Wealth Management Investment Terms page 19</p>
<p>In the event of your death</p>	<p>In the case of your death, your estate will still be bound by our legal agreements until it's ended by your personal representative, or we give notice to your personal representative that it'll end. Your relatives or personal representative should get in touch with your Barclays Contact and we will guide you through what the next steps are.</p>	<p>Wealth Management Investment Terms page 22</p>
<p>Security that we take</p>	<p>We may retain your assets as security if you owe us money. This is in order to:</p> <ul style="list-style-type: none"> • settle any of your transactions, or • pay any of your outstanding liabilities from transactions. <p>We'll contact you if we plan on selling your assets, unless it's not possible to do so. We'll tell you which assets we plan to sell.</p> <p>We (or another Barclays Group member) can take these steps in relation to your assets, if we reasonably believe that you won't be able to settle your transactions or pay your outstanding liabilities.</p>	<p>Wealth Management Investment Terms page 23</p>

Protections

Topic	Summary	Learn more
Set-off rights: If you owe us money and we owe you money	<p>A "set-off right" is where we pay you the difference between the amount you owe us and the amount we (including Barclays Group companies) owe you.</p> <p>We may use these rights if we think you'll be unable to pay us when the amount you owe us is due.</p> <p>If we think you will do something to prevent us from using our set-off right, we can use it without telling you in advance.</p>	Wealth Management Investment Terms page 23
Our liability to you	<p>We're not responsible for your losses while using our products or services, unless:</p> <ul style="list-style-type: none">• it would be unlawful for us not to be liable for the loss, or• the loss was directly caused by our negligence, wilful default, or fraud.	Wealth Management Investment Terms page 13
Tax advice	<p>We're not legal or tax advisors, and we don't provide legal or tax advice. You should get your own independent advice for your own circumstances. Any information we provide cannot substitute independent advice.</p> <p>You confirm that you're in compliance with all tax declarations and reporting obligations for the assets held in your account, and any income or gains you receive from them.</p> <p>You must tell us if you are:</p> <ul style="list-style-type: none">• a US citizen• a US resident, or• otherwise subject to US tax on non-US income and gains (such as if you have a US Green Card).	Wealth Management Investment Terms page 17

Protections

Topic	Summary	Learn more
Keeping your personal data safe	<p>How we collect and process your personal data is set out in our privacy notices. We may share your personal data with Barclays Group companies to onboard you and provide you with the relevant products or services.</p> <p>The data that's shared may include:</p> <ul style="list-style-type: none">• checks for the purposes of security, detecting and preventing fraud and money laundering,• verifying your identity, and• conducting sanctions checks.	Wealth Management Investment Terms page 61

Closing the account

Topic	Summary	Learn more
You want to end the relationship	You need to give us 30 calendar days' written notice to end your relationship with us, or end a specific product or service, unless the terms of the product or service state otherwise.	Wealth Management Investment Terms page 15
We decide to end the relationship	<p>We'll give you 30 calendar days' notice if we end the relationship, or we end a product or service.</p> <p>If we think that you've broken the terms of our agreement, we can end the relationship immediately and close your account. This might happen if you:</p> <ul style="list-style-type: none">• give us any false information;• inappropriately authorise a person to give instructions on your account;• fail to comply with the terms of any transaction;• breach dealing limits;• try to use your account illegally for market abuse or for criminal activity, or you let someone else do this;• behave in a threatening or abusive manner to our staff;• become bankrupt; or• put us in a position where we might break a law, regulation, code, or other duty that applies to us, or we might be open to action or censure from a governmental entity. <p>We can also close an account or stop a service if you're not eligible for it.</p>	Wealth Management Investment Terms page 15

Closing the account

Topic	Summary	Learn more
The end of the relationship	<p>Once your account closes or a service or product ends, any related benefits that we provide will also end.</p> <p>On the date the account closes or a service or product ends, you'll pay:</p> <ul style="list-style-type: none">• fees that are due on that date• any of our reasonable expenses from closing the account or ending the service or product, and• any losses we incur as a result. <p>Your assets include your investments and any uninvested cash. If you end your investment services, which are provided by Barclays Investment Solutions, you need to tell us if you'd like your assets:</p> <ul style="list-style-type: none">• transferred to another service provider• registered in your own name, or• sold. <p>If we cannot transfer your investments and you cannot sell them, Barclays Investment Solutions will hold the investments in custody for you. You'll be charged a fee for this, but we will not do anything else but hold the investments for you.</p>	Wealth Management Investment Terms page 15

