

JANUS HENDERSON INVESTORS

Estate Management Guide

We recognise that for many, this is an extremely difficult time, and we want to do everything we can to make the next steps as straightforward as possible.

We have created this guide to explain the options available in relation to investments held by Janus Henderson that form part of the estate.

Step 1

How to register the death with us

We require a copy version of the death certificate for single accounts or the original death certificate for joint accounts, along with a covering letter from you to register the death.

What to include in the covering letter:

- Janus Henderson account number(s)
- Account holders full name
- Account holders address
- Account holders date of birth
- Full name and full address of the person sending the death certificate

Where to send the death certificate and covering letter to:

Janus Henderson Investors
PO Box 9023
Chelmsford
Essex
CM99 2WB

After we receive the death certificate we will:

- Update our records to show the investor has passed away
- Remove the agent details if it is a sole investment
- Return the death certificate to the sender by close of business the following working day from receipt. (Royal Mail Signed for Delivery)
- Send a valuation of the investment(s) as at the date of death for probate purposes. Along with an information pack on how to transfer or withdraw the investment

What happens after we return the death certificate?

The investment will continue to be managed by Janus Henderson and the price of the investment may go down as well as up. Depending on how the account is registered with Janus Henderson will determine the next steps, details of which are outlined below:

ISAs

1. We will register the death of the investor on the account
2. We will stop any regular contributions being made by direct debit and any regular income payment being sent
3. We will no longer pay out or reinvest distribution income, instead we will hold these payments until we have recorded who has responsibility for distributing the estate and they've given their instruction to transfer or sell the investment. At that point we will release all outstanding income payments to the estate
4. The tax efficient status of the ISA will be removed; however, the underlying investment will remain the same
5. We will send a valuation of the investment(s) as at the date of death
6. You will need to contact us when you have:
 - Grant of Probate/Representation
 - Completed Small Estates Form

Please note: Janus Henderson does not accept the Additional Permitted Subscription (APS) allowance to be transferred in from another ISA Plan Manager but do provide a valuation if requested. Requests to provide APS valuations to an external ISA plan manager should come from the chosen provider of the surviving Spouse or POA.

Sole Accounts (OEIC)

1. We will register the death of the investor on the account
2. We will stop any regular contributions being made by direct debit and any regular income payment being sent
3. Any income shares held within an OEIC that pay distributions will have the payments held until we have confirmation of who is distributing the estate and they have advised us how to send these to the estate/Executors
4. Where accumulation shares are held, these will continue to have their income paid back into the fund
5. You will need to contact us when you have:
 - Grant of Probate/Representation
 - Completed Small Estates Form

Joint Accounts (OEIC)

1. The holding will stay with the remaining client(s) with no requirement for any further documentation
2. We will amend our records to remove the deceased client's name. The account number will not change
3. As there is no requirement for you to obtain Grant of Representation or complete a Small Estates Form, we will not send you a valuation as at the date of death
4. Any active direct debits will continue to be collected if the bank account does not solely belong to the deceased client
5. Income payments will continue to be paid if the bank account remains open. If the bank account is closed, once we are notified, we will hold all further payments until we received new bank details

To update the bank details for distribution payments please send us one of the following:

- Completed Janus Henderson Investment Funds Direct Credit Form, which you can download from our website
- Signed letter which must contain:
 - Client's name(s)
 - Client's address(es)
 - Unitholder ID
 - Bank/Building society account number
 - Sort Code
 - Roll number (if relating to a building society account)
 - All client's signatures

To update the bank details for Direct Debit you will need to:

- Send us a completed and signed Direct Debit mandate form, signed by all account holders (if joint)
- We need to receive the instruction 10 working days prior to the collection date, which is the 1st or 15th of the month

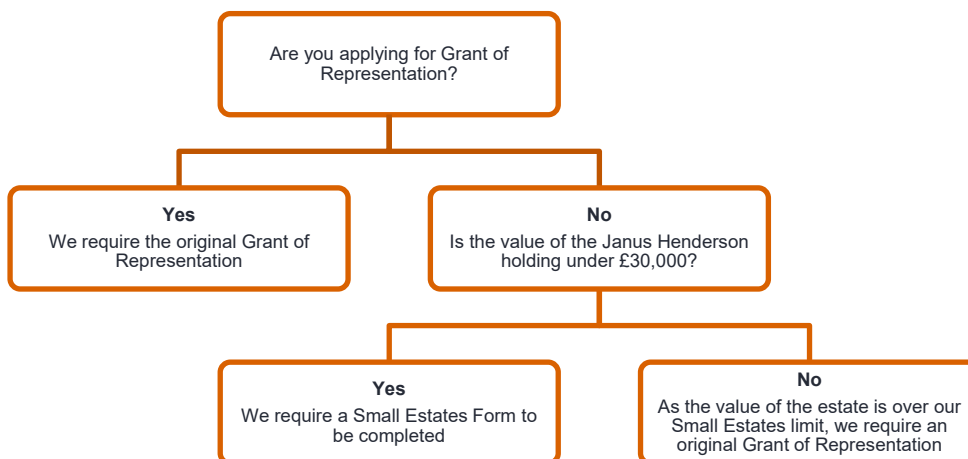
Step 2

Telling us who is responsible for distributing the estate

If the holding is below £30,000 we are able to accept a completed Small Estates Form. The holding will comprise of anything held solely in the investment account at the date of death.

When the holding is valued at £30,000 or above you will need to send us an original Grant of Probate/Representation.

Please note: Grant of Representation can include Grant of Probate, Letters of Administration and a Confirmation (for Scottish residents). If the Grant of Representation has already been applied for, we will require the Grant of Representation even if the holding is less than £30,000.



We require the original court sealed document to be sent to us before we can record the names of those responsible for distributing the estate. We return the original documents to you by recorded delivery by close of business the following working day from receipt.

What happens if the Grant of Representation is obtained abroad?

You may be required to have a Grant of Representation issued abroad resealed in the UK. Resealing is a legal procedure completed by the English Probate Registry to reseal grants of probate (or the equivalent) issued by foreign Probate Registries. The resealed grant can then be used to release the assets in England and Wales.

Can the investment be used to pay for Inheritance Tax?

You will be required to pay Inheritance Tax before you can obtain a Grant of Representation. In the case where an IHT423 form has been received from HMRC we can make the payments electronically to the bank details provided on the form. These are to be made payable to HMRC and the IHT reference number must be quoted on all payments.

Verifying your identity

We are required to verify the identity of all executors confirmed to be responsible for the distribution of the estate. We will endeavor to verify all executors via electronic data reference sources. We need to make you aware that if we are unable to do so, identity verification documents will be required. We will inform you of this in writing.

Step 3

Distributing the Estate

We are only able to distribute the estate once we have:

- Confirmed who is responsible for distributing the estate by either a Grant of Representation or a Small Estates Form
- Verified the identity of all Executors/Personal Representatives
- Received all required documentation

You then have the following options:

Option 1 – Transfer the investment directly to the Beneficiaries

To transfer the stock, you will need to complete the following forms:

- Stock Transfer Form for each fund being transferred to the Beneficiary. The form will need to be signed by all Executors/Personal Representatives
- An application form would be required for a transfer to a new holding. If you are transferring to an existing account this is not required

What happens next?

- The stock will be transferred to the new holder within 5 working days from received of a completed Stock Transfer Form.

Option 2 – Transfer the investment to the Beneficiaries into an ISA

To transfer the investment to the beneficiaries and then product switch the OEIC/UT into an ISA, you will need to:

- Complete a Janus Henderson Investment Funds Withdrawal Form. The form will need to be signed by all Executors/Personal Representatives
- Fill in an ISA application form signed by the Beneficiary
- Send a covering letter signed by the Beneficiary, which needs to include:
 - Beneficiaries' full name(s)
 - Beneficiaries' address(es)
 - Confirmation you want the proceeds from the withdrawal to fund the ISA investment
 - Beneficiaries' signature(s) and date

What happens next?

- The investment will be sold at the next valuation point and the proceeds will be used to fund the investment into the ISA for the beneficiary
- A contract note will be sent to the new account holder the next business day after the valuation point

Option 3 – Sell the investment

To sell the investment you will need to either:

- Complete and send a Janus Henderson Investment Funds Withdrawal Form

- Send us a written instruction which needs to include:
 - Full name of the deceased
 - Unitholder number(s)
 - Confirmation of the amount and funds you want to sell from
 - Account name, account number and sort code for bank transfers
 - Signed by all Executors/Personal Representatives

What happens next?

- The investment is sold at the next valuation point following receipt of all executors' signatures
- Contract note will be sent to the executors the next business day after the valuation point
- Proceeds will be released in 4 working days

For cheque payments, no further action is required. We will send a cheque payable to the first named executor, unless otherwise stated.

For bank transfers where we have not verified these bank details before then we will attempt to verify these details electronically. If unsuccessful, you will need to send us one of the following:

- An original or certified copy bank statement (no older than 3 months*).
- Any letter from the Clients Bank, no older than 3 months, showing the client's address. This must show the client's sort code and at least 4 digits of the clients account number should match, to be used as verification.
- Internet bank statements that have been certified by their bank are acceptable.

For bank transfers where we have verified these bank details before then there is no further action. We'll release the funds to the requested bank account, which can take an additional 3 working day to be received.

Frequently Asked Questions

What is an Additional Permitted Subscription ISA?

Additional Permitted Subscription (APS) allows you to inherit an ISA allowance left behind by a spouse or civil partner when they die. Even if your spouse or civil partner leaves their ISA funds to someone else, you'll still inherit the ISA allowance that's built up over the years.

Do Janus Henderson offer any Additional Permitted Subscription (APS) ISA's?

No, Janus Henderson at this time does not offer an APS ISA.

How can I get an APS valuation?

We will only accept requests for valuations for the APS in writing providing the Death Certificate has been registered. Requests will not be accepted over the phone. A request by the surviving spouse/civil partner should contain the deceased's:

- Name and address
- National Insurance Number, if known
- Date of birth and date of death
- Date of marriage or civil partnership to the applicant

It should also include declarations that:

- The applicant is the surviving spouse, and
- The applicant and deceased were living together at the deceased's date of death.

Contact Details

You can contact us in one of the following ways:

By phone:

From the UK: 0800 832 832

From abroad: +44 1268 448 639

Opening times are Monday to Friday

9:00am – 5:30pm

By post:

Janus Henderson Investors

PO Box 9023

Chelmsford

Essex

CM99 2WB

Email: support@janushenderson.com

Website: www.janushenderson.com/en-gb/investor/

(There is a document upload facility available at the bottom left and a web chat facility available at the bottom right on the website)

Literature: www.janushenderson.com/en-gb/investor/documents/

Document Links

Also available upon request to the details mentioned above.

Janus Henderson OEIC Application Form

https://documents.janushenderson.com/prod/documents/docId/Z3LRUU?force_isolation=true

Janus Henderson ISA Application Form

https://documents.janushenderson.com/prod/documents/docId/5MRARD?force_isolation=true

Janus Henderson Investment Funds Direct Credit Form

https://documents.janushenderson.com/prod/documents/docId/A17BR8?force_isolation=true

Janus Henderson OEIC Direct Debit Form

https://documents.janushenderson.com/prod/documents/docId/N3LWCU?force_isolation=true

Janus Henderson ISA Direct Debit Form

https://documents.janushenderson.com/prod/documents/docId/83SQZG?force_isolation=true

Stock Transfer Form

https://documents.janushenderson.com/prod/documents/docId/K87HZR?force_isolation=true

Stock Transfer Guidance Notes

https://documents.janushenderson.com/prod/documents/docId/VWP38N?force_isolation=true

Investment Funds Withdrawal Form

https://documents.janushenderson.com/prod/documents/docId/74BLPF?force_isolation=true

Janus Henderson Small Estates Form

https://documents.janushenderson.com/prod/documents/docId/5KVSZW?force_isolation=true