

LETTER OF AUTHORITY GUIDE

What is a Letter of Authority?

A Letter of Authority (LOA) is a legal document that allows you to appoint a person of your choice to communicate with Janus Henderson Investors on your behalf and receive information relating to your account. This authority enables the appointed person to access specific information relating to your account and make enquiries with us, in line with the instructions you provide.

Why might you need a Letter of Authority?

You may wish to appoint someone you trust, such as a family member or another individual, to contact us on your behalf regarding your investment account. This can be helpful if you are unavailable or would like ongoing support with account administration.

By signing a Letter of Authority, you allow the appointed individual to communicate directly with Janus Henderson Investors and receive information about your account.

How long is it valid for?



Any LOA we receive will remain in place until we receive an instruction to cancel the authority.

You can cancel at any time by writing to us at the address below. Once we receive your cancellation, we will write back letting you know that the LOA has been revoked.

Janus Henderson Investors, PO Box 9023,
Chelmsford, CM99 2WB, United Kingdom

What needs to be included in the Letter of Authority?

You can either complete and return our template included at the back of this guide or send your own written instruction, provided that the below information is included:

- The account number(s) to which you want to grant access
- The name of the account holders, or all names if there is more than one
- Full address details, including postcode
- Name and address of the person who is being appointed
- The instruction needs to be signed by all the account holders listed on the account
- The letter needs to be dated within 6 months

Once complete, please send the signed Letter of Authority instruction to us using one of the methods on the next page.

How do I send my Letter of Authority to you?

There are three routes you can use to send us your LOA. Please use one of the below:

- **Post.** Please send your completed and signed instruction to: **Janus Henderson Investors, PO Box 9023, Chelmsford, CM99 2WB, United Kingdom**
- **Document upload.** Please send a scanned pdf of your completed and signed instruction via our document upload facility. You can submit the document through our website by visiting www.janushenderson.com/en-gb/investor and using the '**Upload here**' button in the bottom-left corner of the webpage
- **Email.** Please send a scanned pdf of your completed and signed instruction by email to: support@janushenderson.com

Once reviewed, confirmation that the LOA is set up will be sent by post to both the account holder and the individual you have requested to be appointed.

If you have any questions, please contact us on **0800 832 832** (if outside the UK **+44 1268 448 639**). Lines are open 9am to 5:30pm Monday-Friday. Or you can email us at support@janushenderson.com. We may record telephone calls for our mutual protection, to improve customer service and for record keeping purposes.

Data privacy

How we use your personal information

At Janus Henderson, maintaining your privacy is important. We will only collect personal information from you or a third party that is necessary in relation to the product or service you have requested from us, and to comply with any legal or regulatory requirements. How we use that information and your rights are set out in our privacy policy. For our full privacy policy, please visit www.janushenderson.com/en-gb/investor/privacy-policy

FOR MORE INFORMATION, PLEASE VISIT JANUSHENDERSON.COM

Janus Henderson
— INVESTORS —

Important information

The value of an investment and the income from it can fall as well as rise and investors may not get back the amount originally invested. Nothing in this document is intended or should be construed as advice. This document is not a recommendation to sell or purchase any investment. It does not form part of any contract for the sale or purchase of any investment. Tax assumptions and reliefs depend upon an investor's particular circumstances and may change if those circumstances or the law change. We may record telephone calls for our mutual protection, to improve customer service and for regulatory record keeping purposes.

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Letter of Authority

To Janus Henderson Investors

Please accept this letter as my authority to provide the below named person with any information that they may request from you.

Account number(s)	

Please include client details attached to the account number(s) above

Title (Mr/Mrs/Miss/Ms/etc)	Surname	
First name (s)		
Address		
Country	Postcode	
Email		

If joint account, please fill in second client details

Title (Mr/Mrs/Miss/Ms/etc)	Surname	
First name (s)		
Address		
Country	Postcode	
Email		

Please include details of the person to whom authority is being given.

Details of person being appointed

Title (Mr/Mrs/Miss/Ms/etc)	Surname	
First name (s)		
Address		
Country	Postcode	
Email		

Only after above sections are completed should the client account holders(s) sign and date the letter.

- I grant authority to the person named at the bottom of page 1 access to information about my account.
- The authority granted shall be effective until I send written notice signed by me to Janus Henderson revoking this authority.

	Client	Second client (if joint)
Signature(s) <i>(This must be signed in pen, digital signature is not accepted)</i>		
First name		
Surname		
Date		

Once completed and signed, please return to:

Janus Henderson Investors, PO Box 9023, Chelmsford, CM99 2WB

Alternatively, you can send a scanned pdf of your completed and signed instruction via our document upload facility. You can submit the document through our website by visiting www.janushenderson.com/en-gb/investor and using the **'Upload here'** button in the bottom-left corner of the webpage.

Email instructions can be sent to: **support@janushenderson.com**