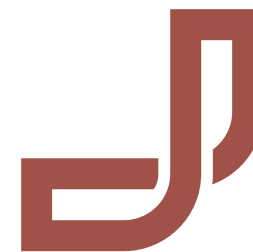




**Reyker Securities plc  
(in Special Administration)  
(the “Company”)**



**Client Claim Portal - User Guide**

March 2020



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# 1. Glossary

Capitalised terms within this document are defined as follows:

<b>Bar Date</b>	<b>The deadline for Clients to submit their claims in respect of Client Money and/or Custody Assets</b>
Client	A party for whom the Company held either Client Money or Custody Assets or both on their behalf
Client Assets	Client Money and Custody Assets
Client Money	Money of any currency that the Company has received or holds for, or on behalf of, a Client, as at 8 October 2019
Client Representative	An individual acting on behalf of the Company's Client who is named on the Client Statement(s) and has explicit authority to act on behalf of the Client for the purpose of submitting their claim to Custody Assets and / or Client Money in the special administration and someone with whom the Client has shared their unique user-name and/or password details to access the Portal.
Company	Reyker Securities plc - in special administration
Custody Assets	The securities (including stock, shares and other investments) held for and on behalf of the Clients, as at 8 October 2019
Distribution Plan	A statutory distribution plan, pursuant to the Regulations and the Rules, to facilitate the return of Custody Assets
FSCS	Financial Services Compensation Scheme
JSAs	The Joint Special Administrators
Portal	Client Claim Portal established to allow Clients submit a claim for both Custody Assets and Client Money
Regulations	The Investment Bank Special Administration Regulations 2011 as amended by The Investment Bank (Amendment of Definition) and Special Administration (Amendment) Regulations 2017
Rules	The Investment Bank Special Administration (England and Wales) Rules 2011
S&W	Smith & Williamson LLP





## 2. Portal Overview

The JSAs have established the Portal to allow you to submit your claim for both Custody Assets and Client Money.

The Portal enables you to view Client statement(s) confirming Client holdings of Custody Assets and/or Client Money as at **8 October 2019** (the date of the special administration) according to the records of the Company which have been adjusted, where required, to reflect any discrepancies identified by the JSAs' reconciliation.

Clients must submit their claim via the Portal by the Bar Date of **17:00 hours on 7 April 2020**.

This User Guide provides assistance to navigate the Portal and submit a claim.

For any Client who does not submit a claim via the Portal by the Bar Date, the JSAs intend to effect the transfer of Custody Assets and/or Client Money to the proposed purchaser based on the Company's records. You are therefore strongly encouraged to submit your claim on or before the Bar Date of **17.00 hours on 7 April 2020**.

For further details on the process please refer to the information provided on the S&W Reyker webpage:  
<https://smithandwilliamson.com/en/services/restructuring-and-recovery-services/reyker-securities-plc/>.

Additional guidance can be found within the '**Guides**' section of the Portal and also via the S&W Reyker webpage (see link above).

Should you require any further assistance please contact Client Services on:

Telephone: 0800 048 9512

Email: [clientservices@reyker.com](mailto:clientservices@reyker.com)

*This User Guide has been prepared for information purposes only and is subject to change without notice.*





## 3. Logging in

The Portal can be accessed via [www.reykerportal.com](http://www.reykerportal.com).

Enter the unique Client ID and password provided to you in the letter dated 6 March 2020 to log in to the Portal.

Should your log in details not be recognised contact Client Services on 0800 048 9512 or [clientservices@reyker.com](mailto:clientservices@reyker.com).



Reyker Securities Plc (in special administration) Client Claim Portal

Sign in

Client ID

Password

Sign in

The affairs, business and property of Reyker Securities Plc ('the Company') are being managed by the joint special administrators Mark Ford, Adam Henry Stephens, and Henry Shinnars of Smith & Williamson LLP ('the JSAs'). They act as agents of the Company and without personal liability. The JSAs are licensed as insolvency practitioners in the UK by the Institute of Chartered Accountants in England and Wales. Reyker Securities Plc is incorporated in England and Wales under the Companies Act 2006 with registered number 01747595. The Company is authorised and regulated by the Financial Conduct Authority with FRN 115308. Former LSE No: 780. The Fair Processing Notice in relation to the General Data Protection Regulation can be accessed at [www.smithandwilliamson.com/rsgdpr](http://www.smithandwilliamson.com/rsgdpr). Should you wish to be supplied with a hard copy, free of charge, please contact Smith & Williamson's offices.





## 4. Initial User Access

The first time you log into the Portal you will be required to set up a new memorable password.

This page will only appear the first time you log in to the Portal and you are only required to reset your password once.

The new password will be required for all future log-ins. Please keep this safe.

If you forget your password please contact Client Services on 0800 048 9512 or [clientservices@reyker.com](mailto:clientservices@reyker.com).



Reyker Securities Plc (in special administration) Client Claim Portal

### Change your password

Before you can use the Client Claim Portal, we need you to set up a new password.

#### Change your password

Current password

New password

Confirm password

Save

Cancel



Reyker Securities Plc (in special administration) Client Claim Portal

### Change your password

Before you can use the Client Claim Portal, we need you to set up a new password.

You have successfully verified your account and set up a new password.

Continue





## 4. Initial User Access

Once you have logged in to the Portal, you will be automatically directed to the 'Introduction' page, which provides an overview of the Portal and the steps required to submit a claim.

To browse the Portal, use the tabs to the left hand of the screen to view each section.

Please ensure you have reviewed all details displayed on the Portal prior to submitting a claim via the 'Declaration' page.

Further guidance on the Portal can be found within the 'Guides' section.



Reyker Securities Plc (in special administration) Client Claim Portal

Claim status: Not submitted

- Introduction
- Client details
- Client statement(s)
- Declaration
- Document library
- Guides

### Introduction

Welcome to the Reyker Securities plc (in special administration) Client Claim Portal ("the Portal").

Mark Ford, Adam Stephens and Henry Shinnors of Smith & Williamson LLP were each appointed as the Joint Special Administrators ("JSAs") of the Company on 8 October 2019.

As part of the special administration process, each Client is asked to submit and agree their claim to Client Assets, being Custody Assets and/or Client Money. The Portal has been designed to simplify this process.

Please note, the Portal is designed so that Clients can agree and submit claims for Client Assets as at 8 October 2019 (the date of the special administration as required by the legislation) only. Accordingly, the claim and the Client statement(s) accessed through this Portal do not include dividends and bond coupons received by the Company after that date nor do they reflect any corporate actions post 8 October 2019. We can confirm that all dividend and bond coupon receipts continue to be received and banked separately by the JSAs and are held in designated bank accounts for Clients.

The Portal is not designed for the submission of any other claims, such as unsecured creditor claims, which may include supplier claims, claims relating to advice received from the Company or breach of contract. Should you wish to make a claim of this nature, please send details in writing to Reyker Securities plc (in special administration), c/o Smith & Williamson LLP, 25 Moorgate, London, EC2R 6AY.

Whilst claims to Client Assets as at 8 October 2019 need to be agreed in the special administration, Clients will be aware from Smith and Williamson's dedicated website (<https://smithandwilliamson.com/en/services/restructuring-and-recovery-services/reyker-securities-plc/>) that the intention is to transfer all Client Assets in a single transfer to a single purchaser as this is the most cost effective and efficient process to allow Clients access to their Client Assets.

### What to do next?

In order to expedite the process of the transfer of the Client Assets we have set a Bar Date in accordance with the legislation. You are therefore required to take action and confirm your claim to Client Assets by the Bar Date, being **17.00 hours on 7 April 2020**.

Using the links to the left of the screen, please proceed through the following steps:

Step	Stage	Description
1	Client details	Review your (or the Client's) personal details which the Company currently holds.
2	Client statement(s)	Review your (or the Client's) statement(s) which confirm (i) the balance of Client Money held and / or (ii) the type and number of units of each security held as at 8 October 2019 (being the date of the JSAs' appointment).





## 5. Reviewing Client Details

To review personal details, select 'Client details' on the left hand side panel to review your (or the Client's) personal details, as per the Company's records.

Please review carefully and if any details need updating please contact Client Services on 0800 048 9512 or [clientservices@reyker.com](mailto:clientservices@reyker.com) who will update the Portal accordingly.

Please do not submit your claim via the 'Declaration' page until all details are displayed correctly on the Portal.



Smith & Williamson  
Reyker Securities Plc (in special administration) Client Claim Portal

Claim status: Not submitted

Introduction  
**Client details**  
Client statement(s)  
Declaration  
Document library  
Guides

**Client details**  
Please carefully review the Client details below.

If you do not agree with, or would like to query, any of the information within the Portal please contact Client Services on:  
Telephone: 0800 048 9512  
Email: [clientservices@reyker.com](mailto:clientservices@reyker.com)  
Please contact Client Services as early as possible. Claims must be agreed and submitted by 17.00 hours on 7 April 2020.

**Personal details**  
Client ID: [Redacted]  
Name: [Redacted]  
Birth date: [Redacted]  
Email address: [Redacted]

**Address details**

Type	Line1	Line2	Town	County	Postcode
[Redacted]					





# 6. Reviewing Client Statements

The Client statements have been prepared as at **8 October 2019** (the date of appointment of the JSAs) and identify the proportion of Custody Assets and / or Client Money held in either the Client Money Pool or Client Asset Pool which crystallised upon the JSAs' appointment.



To view the 'Client statement(s)' select the page on the left hand side of the screen.

A list of all the plans held in your (or the Client's) name will appear under the heading 'Accounts'.

Select the link under 'Plan name' in order to obtain a detailed breakdown of the cash and securities held within that plan.

To return to the main Client statement screen once you have viewed the plan breakdown click on 'Client Statement(s)' on the left hand side.

Smith & Williamson  
Reyker Securities Plc (in special administration) Client Claim Portal

Claim status: Not submitted

**Client statement(s)**

Please see below your (or the Client's) personalised Client statement(s) confirming your (or the Client's) Client Asset holdings as at 8 October 2019 according to the records of the Company which have been adjusted, where required, to reflect discrepancies identified by the JSAs' reconciliation.

The statements are prepared as at 8 October 2019 (the date of appointment of the JSAs) and identify the proportion of your (or the Client's) Custody Assets and / or Client Money held in either the Client Money Pool or Client Asset Pool which crystallised upon the JSAs' appointment.

The statements below do not, therefore, include dividends and bond coupons received after that date nor do they reflect any corporate actions post 8 October 2019. We can confirm that all dividend and bond coupon receipts continue to be received and banked separately by the JSAs and are held in designated bank accounts for Clients. It is presently envisaged these will also be transferred to the purchaser in due course.

Please note, for Custody Assets, the statement(s) do not include asset valuations. This is because the purpose of the Bar Date is to agree the quantity of Client Assets held for each Client and not their respective value.

Should you agree with your (or the Client's) Client statement(s), please confirm this via the 'Declaration' screen to validly submit a claim.

If you do not agree with, or would like to query, any of the information within the Portal please contact Client Services on:

Telephone: 0800 048 9512  
Email: [clientservices@reyker.com](mailto:clientservices@reyker.com)

Please contact Client Services as early as possible. Claims must be agreed and submitted by 17.00 hours on 7 April 2020.

**Accounts**

Name	Type	Status	Cash balance	Securities
[Redacted]				

If you do not agree with any of the information held please contact Client Services on 0800 048 9512 or email [clientservices@reyker.com](mailto:clientservices@reyker.com).





# 7. Submitting Your Claim

Once you have verified that the Client details and Client statements are correct proceed to the 'Declaration' page to submit the claim.



There are four steps to this process.

## Step 1

- Select the tick box to confirm your agreement to the Client statements.

## Step 2

- Indicate whether you are submitting the claim on your own behalf or as a Client Representative (i.e. on behalf of a Client).
- If you are submitting the claim on behalf of a Client you will be required to enter your details to verify your relationship to the Client.

*The JSAs reserve the right to request additional documentation from either the Client or the Client Representative to verify the relationship*

**Smith & Williamson**  
**Reyker Securities Plc (in special administration)** Client Claim Portal

Claim status: Not submitted

**Introduction**  
**Client details**  
**Client statement(s)**  
**Declaration**  
**Document library**  
**Guides**

**Declaration**

Once you are happy that your (or the Client's) details and Client statement(s) are correct, please complete the following declaration and press "confirm" in order to submit a claim to Client Assets in the special administration.

If you do not agree with, or would like to query, any of the information within the Portal please contact Client Services on:

Telephone: 0800 048 9512  
 Email: clientservices@reyker.com

Please contact Client Services as early as possible. Claims must be agreed and submitted by 17.00 hours on 7 April 2020.

**Statement**

I hereby confirm that the Client statement(s) confirming the quantity of Custody Assets and / or the amount of Client Money held in my (or the Client's) plans as at 8 October 2019 are correct and, accordingly, submit a claim to the aforementioned Custody Assets and / or Client Money in the special administration.

Furthermore, I confirm that I submit the claim

As a Client on my own behalf  
 As a legal entity (e.g. a company or partnership) which is a Client and of which I am a duly authorised to act  
 On behalf of an individual Client from whom I have specific authority to act

Where authorised to represent a corporate Client or where authorised to act on behalf of an individual Client please provide the following details prior to submitting the claim:

Full name:

Capacity / Relationship (e.g. director/spouse):

Telephone:

Email:

The JSAs reserve the right to contact the client to verify the relationship and/or request additional documentation as required.



# 7. Submitting Your Claim (cont.)

## Step 3 - FSCS Compensation

- The information displayed here will vary between Clients depending on whether the total value of Client Assets held as at 8 October 2019 is above or below £85,000.
- If the total value of Client Assets held is less than £85,000 you are automatically treated as having submitted a claim for compensation from the FSCS and no further action needs to be taken in this regard. The JSAs are in the process of reviewing each Client's eligibility jointly with the FSCS.
- If the total value of Client Assets held is equal to or more than £85,000, please select whether you wish to submit a claim for compensation to the FSCS (as shown in the screen print to the right).



Reyker Securities Plc (in special administration) Client Claim Portal

Claim status: Not submitted

Introduction

Client details

Client statement(s)

Declaration

Document library

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### Financial Services Compensation Scheme ("FSCS")

As previously reported, the costs of pursuing Objective 1 of the special administration (i.e. the return of Client Assets) are paid from Client Assets and, therefore, Clients who don't receive FSCS compensation may have a shortfall in their client assets following a deduction for their share of the costs.

We have been liaising closely with the FSCS in order to streamline the process by which eligible Clients may receive compensation in order to mitigate the need for an eligible Client to submit a claim direct to the FSCS themselves and, where possible, to ensure Client Assets are transferred to the proposed purchaser whole.

Accordingly, the FSCS has confirmed that it has exercised its power under COMP 3.2.1A of the FCA Handbook (<https://www.handbook.fca.org.uk/handbook/COMP/3/2.html>) and will treat all Clients with Client Assets with a total value of less than £85,000 as at 8 October 2019 as if they have claimed compensation. This means:

- Subject to the total value of your Client Assets being less than £85,000 as at 8 October 2019, you will automatically be treated as having submitted a claim for compensation from the FSCS and you do not need to take any further action in this regard. The JSAs are in the process of reviewing each Client's eligibility jointly with the FSCS;
- Clients who have Client Assets with a total value as at 8 October 2019 either equal to or greater than £85,000 will not be treated as having automatically claimed compensation from the FSCS. Such Clients are asked as part of this Declaration to confirm whether they wish to submit a claim for FSCS compensation or not.

The FSCS can pay up to £85,000 per eligible Client for claims in respect of Reyker Securities plc (in special administration), including those in respect of their share of the Objective 1 costs. Further information on eligibility criteria may be found at <https://www.fscs.org.uk/how-we-work/eligibility-rules/>

As the total value of your (or the Client's) Client Assets as at 8 October 2019 are equal to or greater than £85,000, you (or the Client) have not been automatically treated as having claimed compensation from the FSCS. If you believe you (or the Client) may meet the eligibility criteria and wish to submit a claim to the FSCS via the Portal, please tick the relevant box below.

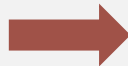
I hereby wish to submit a claim to the FSCS for any shortfall in my (or the Client's) Client Assets that may arise as a result of the costs of the special administration.

I do not wish to submit a claim to the FSCS for any shortfall in my (or the Client's) Client Assets that may arise as a result of the costs of the special administration.

Please note, any eligible Client who does not submit a claim for compensation from the FSCS via the Portal may have to meet their share of the costs of the special administration upon the transfer of the Client Assets to the purchaser and the JSAs may reserve sufficient Client Assets to cover these costs.

Where a Client does submit a claim for FSCS compensation and it is subsequently determined that they do not meet the FSCS' eligibility criteria, the JSAs will write to the Client with an explanation of the options available to them.

<https://reykerportal.com/introduction>



# 7. Submitting Your Claim (cont.)

## Step 4

- Finally, select the tick boxes to confirm your agreement to the User Representations and General Disclaimer.

Once you have completed all steps, press 'Confirm' to submit your claim.

If you do not agree with any of the information held within the Portal please contact Client Services on 0800 048 9512 or, alternatively, at [clientservices@reyker.com](mailto:clientservices@reyker.com) before submitting your claim.



Reyker Securities Plc (in special administration) Client Claim Portal

Claim status: Not submitted

Introduction	<h3>User representations</h3> <p>For the purpose of these representations ("User Representations"):</p> <ul style="list-style-type: none"><li>'User' is defined as either the Company's Client (as referenced on the Client statement(s) herein) or a Client Representative of the Client</li><li>'Client Representative' is defined as an individual acting on behalf of the Company's Client who is named on the Client Statement(s) herein and has explicit authority to act on behalf of the Client for the purpose of submitting their claim to Custody Assets and / or Client Money in the special administration and someone with whom the Client has shared their unique user-name and/or password details.</li><li>'Client' is defined as the Client referenced in the client details and client statement(s) herein</li><li>'Guidance' is defined as the instructions and user guides included on the Portal and the Reyker dedicated webpage of Smith &amp; Williamson's website. <a href="https://smithandwilliamson.com/en/services/restructuring-and-recovery-services/reyker-securities-plc">https://smithandwilliamson.com/en/services/restructuring-and-recovery-services/reyker-securities-plc</a></li></ul> <p>By logging into the Portal and pressing confirm below, you are making the following User Representations:</p> <ul style="list-style-type: none"><li>You are a User (as defined above) and have authority to access the information contained in this Site;</li><li>You have read and understood the Guidance (as defined above) and that neither the Company, the JSAs' or their firm shall be liable to any consequences of any failure by you to follow the Guidance;</li><li>You shall treat all information viewed on the Portal or provided to you in connection with the Portal as confidential;</li><li>The Company, the JSAs and their firm shall not be liable (a) for any consequences of any failure by you to provide accurate, complete and up-to-date information and (b) for any fraudulent use by you of the Portal; and you acknowledge and accept that the Company, the JSAs or their firm shall not be liable to any consequences of any failure on your part to observe the General Disclaimer, these User Representations, any applicable additional representation or the Guidance.</li><li>To the extent that you submit information to the Company through this Portal, you are duly authorised to submit such information to the Company through this Portal;</li><li>You have read and understood our Fair Processing Notice in relation to the General Data Protection Regulation which can be accessed at <a href="http://www.smithandwilliamson.com/rsgdpr">www.smithandwilliamson.com/rsgdpr</a> and agree to the JSAs, their firm and the Company holding and processing any data or information held or submitted, including through this Portal, for the purposes of the special administration of the Company, including the distribution or transfer of Clients' Client Assets.</li><li>If a Client Representative, you are authorised to accept these User representations and the JSAs' general disclaimer (below) on behalf of the Client.</li></ul> <p>Please tick the below box prior to confirming your claim to confirm your acceptance to the above User Representations.</p> <p><input type="checkbox"/> I, a User of the Portal, have read, understood and accept the User Representations on behalf of myself or the Client</p>
Client details	
Client statement(s)	
Declaration	
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### General Disclaimer

The JSAs act as agents for and on behalf of the Company and neither they, their firm, members, partner, employees or their representatives shall incur any personal liability whatsoever under or in relation to the Portal or in connection with any information provided on or accessed through this Site. The exclusion of liability set out in this paragraph shall arise and continue notwithstanding the termination of the agency of the JSAs and shall operate as a waiver of any and all claims (including, but not limited to, claims in tort, equity and common law as well as under the laws of contract).

I, a User of the Portal, have read, understood and accept, the General Disclaimer on behalf of myself or the Client

**Confirm**



# 7. Submitting your claim (cont.)

All tick boxes must be completed in order to submit a claim.

If any tick boxes have been left blank an error message will appear next to the fields that require a response.


Confirmation will be provided once the claim has been successfully submitted.

You will still be able to access the Portal once you have confirmed your Claim, but the 'Declaration' page will now only display confirmation of submission.

If you have any queries following the submission of your claim, please contact Client Services on 0800 048 9512 or by email at [clientservices@reyker.com](mailto:clientservices@reyker.com).

Smith & Williamson  
Reyker Securities Plc (in special administration) Client Claim Portal

Claim status: Not submitted

Introduction  
Client details  
Client statement(s)   
Declaration  
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**Declaration**

There was an error with your declaration.

Once you are happy that your (or the Client's) details and Client statement(s) are correct, please complete the following declaration and press "confirm" in order to submit a claim to Client Assets in the special administration.

If you do not agree with, or would like to query, any of the information within the Portal please contact Client Services on:

Telephone: 0800 048 9512  
Email: [clientservices@reyker.com](mailto:clientservices@reyker.com)

Please contact Client Services as early as possible. Claims must be agreed and submitted by 17.00 hours on 7 April 2020.

Smith & Williamson  
Reyker Securities Plc (in special administration) Client Claim Portal

Claim status: Submitted

Introduction  
Client details  
Client statement(s)  
Declaration  
Document library  
Guides

**Declaration**

Your declaration was submitted on Wed, 26 Feb 2020 15:03:33 GMT.

Thank you for submitting your Client Asset claim. This has been received by the JSAs.

No further action is required at this time.

Please refer to the Smith & Williamson Reyker webpage for updates: <https://smithandwilliamson.com/en/services/restructuring-and-recovery-services/reyker-securities-plc>

If you do not agree with, or would like to query, any of the information within the Portal please contact Client Services on:

Telephone: 0800 048 9512  
Email: [clientservices@reyker.com](mailto:clientservices@reyker.com)

Please contact Client Services as early as possible. Claims must be agreed and submitted by 17.00 hours on 7 April 2020.





# 8. Document library

Where possible, Client statements issued by the Company during the 18 month period prior to the JSAs' appointment are available via the 'Document Library'. To view, select the relevant link under 'Description'.

## Not all Clients will, however, have historic statements.

This is because:

- Either the Company did not previously issue a statement to the end Client on account of the working relationship it had with the Client's intermediary or IFA; or
- It was not possible to safely migrate the statements given recent changes to the Client referencing methodology adopted by VAULT in order to consolidate statements of Clients who held plans through a number of intermediaries / providers. This change has been necessary to achieve the purpose of the special administration and maintain client data security.

Smith & Williamson  
 Reyker Securities Plc (in special administration) Client Claim Portal

Claim status: Not submitted

Introduction  
 Client details  
 Client statement(s)  
 Declaration  
**Document library**  
 Guides

**Document library**  
 Please select the statements below to view your (or the Client's) historic client statements previously issued by the Company.  
 Please note, the Company's original portal which you may have used to access key documents is no longer available. Your pre-special administration statements have been transferred into this Portal for ease of use.

If you do not agree with, or would like to query, any of the information within the Portal please contact Client Services on:  
 Telephone: 0800 048 9512  
 Email: clientservices@reyker.com  
 Please contact Client Services as early as possible. Claims must be agreed and submitted by 17.00 hours on 7 April 2020.

**Documents**

	Date	Description
[Redacted]	03 Sep 2019	<a href="#">Statement as at 31 August 2019</a>
[Redacted]	06 Aug 2019	<a href="#">Statement as at 31 July 2019</a>
[Redacted]	02 Jul 2019	<a href="#">Statement as at 30 June 2019</a>
[Redacted]	03 Jun 2019	<a href="#">Statement as at 31 May 2019</a>
[Redacted]	01 May 2019	<a href="#">Statement as at 5 April 2019</a>

For any Client who does not submit a claim via the Portal by the Bar Date, the JSAs intend to effect the transfer of Custody Assets and/or Client Money to the proposed purchaser based on the Company's records. You are therefore strongly encouraged to submit your claim on or before the Bar Date of 17.00 hours on 7 April 2020.

