

Our ref: Sample

(Date)

Sample copy

Dear (Salutation)

iShares MSCI Japan SRI UCITS (EUR Hedged) ETF closure

Account number: XXXXXX

Your financial adviser: XXXXXX

The iShares MSCI Japan SRI UCITS (EUR Hedged) ETF that you invest in with us closed on **14 August 2025**.

When an asset changes, we normally try to write to you as soon as possible, to give you time to discuss the situation with your financial adviser and decide if you need to take any action. On this occasion, we did not tell you about the event until now because we did not receive sufficient prior notification from BlackRock. I am sorry that we did not write to you about this change sooner and for any inconvenience or concern that you have experienced because of this delay.

You will receive cash based on the value of your holding at the closure date. It will stay in cash until you choose a new asset.

To continue receiving the benefits of being invested in this type of asset you will need to switch into an alternative asset(s) from our extensive range.

Cash may not be suitable for your long-term investment needs. If you're happy for the amount to stay in cash, you don't need to do anything. Alternatively, you can switch the cash into an alternative asset(s) from our extensive range. Your financial adviser can give us your switch instruction, or you can switch by logging into our online Customer Centre at **quilter.com/login** or by sending us a switch form in the post. You can switch free of any Quilter administration charges.

If you don't have a financial adviser, we recommend that you consider the benefits of receiving professional financial advice, which can be especially important when you need to make investment decisions. If you would like to search for an adviser in your area you can start by visiting **quilter.com/financial-advice/find-an-adviser**.

A note about cash in your account

We don't take any product or service charges on your cash balance (although the value is still included in the total value calculation for the charge). Instead, we pay you a rate of interest on cash in your account and we are paid by retaining a proportion of the interest we receive from our banking partners.

You can find more information, including the current interest rate payable and how much interest we retain, on our website at quilter.com/interest-on-cash.

Capital gains tax – Collective Investment Account only

If you choose to sell or switch your holdings, this is a disposal for capital gains tax purposes. Please speak to your financial adviser to understand how this may affect you.

Why the asset has closed

BlackRock has closed the asset due to limited investor demand and low assets under management.

If you have any questions about this letter, please speak to your financial adviser who will be able to help you. Alternatively, you can call or email us using the details shown and we will be happy to help. Our Customer Service Centre is open 8:30am – 5:30pm, Monday to Friday.

Yours sincerely,

A handwritten signature in dark ink that reads "C. Earl." with a period at the end.

Callum Earl

Head of Client Services