

HZL Investor Questionnaire

If you have invested your pension into a Self-Invested Personal Pension (SIPP) sold through Jackson Francis, Sanderson Clarke, TPS Land, CLP Brokers or PFR Services and invested into storage pods or one of the following schemes; Henley Retirement Benefit Scheme; Capita Oak Pension Scheme; Trafalgar Multi Asset Fund you are invited to complete this questionnaire as soon as possible.

Whilst the completion of the questionnaire is voluntary, your assistance and contribution will greatly assist the SFO investigation. **NB. Your completed questionnaire may be used in evidence**.

STATEMENT OF WITNESS

[Section 9 Criminal Justice Act 1967; CrimPR 16.2]

This statement [questionnaire] has been completed truthfully and to the best of my knowledge and belief and I make it knowing that, if it is introduced in evidence, it would be an offence wilfully to have stated in it anything that I know to be false or do not believe to be true.

[Please see declaration at end for signature & date]

* or a red outlined box indicates a required field which should be completed

IMPORTANT



BEFORE STARTING THE QUESTIONNAIRE PLEASE ENSURE YOU HAVE READ AND UNDERSTOOD THE ABOVE DELARATION

PLEASE REFER TO YOUR OWN PAPERWORK TO ENSURE ACCURACY WHEN COMPLETING THE QUESTIONNAIRE

YOUR ANSWERS MUST BE COMPLETED TRUTHFULLY AND TO THE BEST OF YOUR KNOWLEDGE



Please indicate if you are willing to give evidence during any criminal proceedings* [Please tick the box which applies]

YES

NO

Α	Personal Details
AO	Please enter your Investor Reference Number [IRN] which you will find on your email /correspondence from us.*
	Starts with the letters HZL
A1	Title*
A2	First Name*
A3	Middle or other name/s
A4	Surname*
A5	Former surname
	[if applicable]
A6	Name in which investment was made in if not
	in investor's own name – E.G. Company or trust.



A7	Date of Birth* [dd/mm/yyyy]	
A8	Place of birth*	
A9	E.G Town & Country Nationality	
A10	Occupation at the time of investment.	
В	Current Address Details	
B1	1st line of address* <i>E.g. Apple Blossom Cottage or 18 Kings Road</i>	
B2	2nd line of address	
В3	3rd line of address	
B4	Town / City*	
B5	County*	
B6	Country*	
B7	Post Code / ZIP Code*	
С	Previous Address - Only complete this section if at the time of transferring your	ur investment you resided at a different address.
C	Only complete this section if at the time of transferring your 1st line of address	ur investment you resided at a different address.
C 1 C2	Only complete this section if at the time of transferring your	ur investment you resided at a different address.
	Only complete this section if at the time of transferring your1st line of addressE.g. Apple Blossom Cottage or 18 Kings Road	ur investment you resided at a different address.
C2	Only complete this section if at the time of transferring your1st line of addressE.g. Apple Blossom Cottage or 18 Kings Road2nd line of address	ur investment you resided at a different address.
C2 C3	Only complete this section if at the time of transferring your 1st line of address E.g. Apple Blossom Cottage or 18 Kings Road 2nd line of address 3rd line of address	ur investment you resided at a different address.
C2 C3 C4	Only complete this section if at the time of transferring your1st line of addressE.g. Apple Blossom Cottage or 18 Kings Road2nd line of address3rd line of addressTown / City	ur investment you resided at a different address.
C2 C3 C4 C5	Only complete this section if at the time of transferring your1st line of addressE.g. Apple Blossom Cottage or 18 Kings Road2nd line of address3rd line of addressTown / CityCounty	ur investment you resided at a different address.
C2 C3 C4 C5 C6	Only complete this section if at the time of transferring your1st line of addressE.g. Apple Blossom Cottage or 18 Kings Road2nd line of address3rd line of addressTown / CityCountyCountry	ur investment you resided at a different address.
C2 C3 C4 C5 C6 C7	Only complete this section if at the time of transferring your 1st line of address E.g. Apple Blossom Cottage or 18 Kings Road 2nd line of address 3rd line of address Town / City Country Post Code / ZIP Code	ur investment you resided at a different address.
C2 C3 C4 C5 C6 C7	Only complete this section if at the time of transferring your 1st line of address E.g. Apple Blossom Cottage or 18 Kings Road 2nd line of address 3rd line of address Town / City County Post Code / ZIP Code Personal contact details	ur investment you resided at a different address.



D4	Mobile Telephone Number	
D5	Preferred contact method [Please tick the box which applies]	No preference Email Telephone Mail
D6	Are you making this report on behalf of the investor?* If you answer YES please also complete Section 'E' below otherwise skip to Section 'F'.	Yes No
Ε	3rd Party Details Only complete this section (E) if you are answer or you as the investor wish to elect someone e E.G. Family member, Power of Attorney, solicito	-
E1	Relationship to investor E.G son, daughter, spouse, professional advisor etc.	
E2	Please explain why you are completing this questionnaire on behalf of the investor?	
E3	Please state what documentation you can provide which allows you to act on behalf for the investor [such as a registered Power of Attorney; signed & dated authority from investor etc.]. IMPORTANT: Without such authority, we will be unable to deal with third parties. Details of how you can send us this documentation will be sent to you upon receipt of this questionnaire.	
E4	Title	
E5	First Name[s]	
E6	Surname	
E7	Company	
E8	1 st line of address	
E9	2 nd line of address	
E10	3 rd line of address	
E11	Town / City	
E12	County	



E13	Country	
E14	Post Code	
E15	Email Address 1	
E16	Email Address 2	
E17	Home / Office Telephone Number	
E18	Mobile Telephone Number	
E19	Preferred contact method [Please tick the box which applies]	No preference Email
		Telephone Mail
F	Introduction to the Investment Schei	me
F1	What was the name or type of scheme you invested in?*	Henley Retirement Benefit Scheme
	[Please tick the box which applies]	Capita Oak Pension Scheme
		Trafalgar Multi Asset Fund
		SIPP - through Jackson Francis / Sanderson Clarke into storage pods
		SIPP - through TPS Land
		into storage pods SIPP - through CLP Brokers
		into storage pods
		SIPP - through PFR Services
F2	How did you hear about the scheme or plan?*	into storage pods Advert
	[Please tick the box which applies]	Email - unsolicited
		Mailshot
		Press or magazine article
		Recommended by another
		Social media
		Telephone – Cold call
		Person – Cold calling at home
		Web search engine
		Through a third party Such as accountant / Solicitor / Financial Advisor etc.
		Other



F3	Referring to your previous answer above [F2] If you selected 'Other' please provide details?	
F4	When did you FIRST hear about the scheme or plan?* dd/mm/yyyy or approximate date if you are unable to provide the exact date.	
F5	Who initially contacted you about the scheme or plan? *	
F6	Referring to your previous answer [F5], when were you contacted by this person? * dd/mm/yyyy or approximate date	
F7	What did the person referred at [F5] above tell you about the scheme or plan? * <i>E.g.</i> what type of investment your pension could be invested in, how your pension would make money, how much money you would earn from the investment, how safe or risky the investment was?	
F8	Before you invested, were you given or shown any other information about the investment? If your answer is yes, please describe who gave or showed you that information and what the information was?	
F9	Before you invested, what, if any, written information were you provided with regarding the investment scheme? * [e.g. brochures, leaflets, information packs]	
F10	If you received independent financial advice before investing, please provide details of who provided this advice?	
F11	Before you invested, were you told that you could cash in your investment?* [i.e. move your pension out of the investment] [Please tick the box which applies]	Yes Don't recall



F12	If you answered "Yes" to the previous question [F11] please describe any restrictions you were informed about regarding cashing in your investment?	
F13	Were you offered a cash incentive to make the investment?*	Yes Don't recall
F14	If you answered "Yes" to the previous question [F13] , who offered you the cash incentive?	
F15	If you answered "Yes" to [F13] how much did you receive? Enter amount without using £ or comma	
F16	Referring to your answer at [F13]. If you answered "YES", what were you told regarding the source of the money paid to you?	
F17	Referring to your answer above at [F13]. Whom did you receive this payment from?	
F18 F19	Referring to your answer above at [F13]. When did you receive this incentive payment? <i>dd/mm/yyyy or approximate date.</i> What was the name, address and account name of the party that sent you the incentive payment? [Not your details, the sender's details]	
F20	Were you warned about any potential tax implications about receiving any upfront incentive payments? * [Please tick the box which applies]	Yes Don't recall
F21	Referring to your previous answer above [F 20] If you selected "YES" please provide details of what you were told about potential tax implications and by whom?	
F22	Before you invested, were you informed of any additional charges in relation to your investment, such as charges / fees / commissions to introducers or advisors / service charges or ground rent?*	Yes Don't recall



F23	If your answer to the previous question [F22] is "Yes", what were you told, by whom and how much was to be charged?		
F24	Were you placed under any pressure to invest your pension in the scheme or plan?* [Please tick the box which applies]	Yes Don't recall	
F25	If you answered yes to the previous question [F24] who put you under pressure?		
F26	If you answered "Yes" to question [F24], please describe how you were placed under pressure?		
F27	Did you rely on the information from any websites before investing?*	No	
	[Please tick the box which applies]	AIP Worldwide	
	Please note: If you relied upon more	CLP Brokers	
	than one website please select 'other' and provide the details at F28	Group First	
		Harley Scott	
		Hudson Clark	
		Jackson Francis	
		Pinnacle Brokers	
		Portia Financial	
		Sanderson Clarke	
		Store First	
		TPS Land	
		Transeuro Worldwide Holdings	



		Wefindanypension
		Other
F28	Referring to your previous answer above [F27] If you selected "Other" please provide details?	
F29	Referring to your previous answer above [F27 or F28]. If applicable what information viewed on the website did you rely upon before you decided to make your investment?	
F30	Why did you decide to transfer your pension into the new investment scheme?*	
F31	What information about the investment did you rely upon when you decided to invest?*	
G	Agent/Promoter Details	
G1	Did you invest through an agent or promoter?* [Please tick the box which applies]	Yes Don't recall No
G2	Referring to your previous answer above [G1] , if you answered "YES", please provide details of the name of the company that the agent/promoter was working for [if any]?	



G3	What was the name[s] of the individual[s] who you dealt with? *	
G4	What are their contact phone numbers, email address, office and postal addresses?	
G5	Did you receive any home visit[s] from the above individual[s]? * [Please tick the box which applies]	Yes Don't recall No
G6	If you were visited at home, please provide the date[s] or approximate date[s] when these visits took place?	
Н	Details of your investment	
H 1	Details of your investment How much in total did you invest?* Enter amount using WHOLE FIGURES ONLY WITHOUT typing the £ sign	
	How much in total did you invest?* Enter amount	
H1	How much in total did you invest?* Enter amount using WHOLE FIGURES ONLY WITHOUT typing the £ sign Date of your investment?	
H1 H2	How much in total did you invest?* Enter amount using WHOLE FIGURES ONLY WITHOUT typing the £ sign Date of your investment? * dd/mm/yyyy or approximate date What reference numbers were you given in	Yes Don't recall



I	Storage Pods - SIPP Investors only [Non SIPP Investors please skip this section and move to Section H]		
11	SIPP INVESTORS ONLY Who was your SIPP provider?	Berkeley Burke	
	[Please tick the box which applies]	Carey Pensions	
		Lifetime SIPP	
		London & Colonial	
		Rowanmoor	
		Stadia Trustees	
		Other	
12	Referring to your previous answer above [11] If you selected 'Other' please provide details?		
13	If your investment relates to storage pods please provide details of your storage pod number[s] and location.		
14	Do you have documentation regarding the purchasing or leasing of the storage pod[s]? [Please tick the box which applies] [please retain these documents]	Yes Don't recall	
15	Referring to your previous answer above [I4] If you answered "YES" what documents do you have relating to your storage pods?		
16	Were the pods you purchased leased back to Store First to manage?	Yes Don't recall	
	[Please tick the box which applies]	No	



17	If you answered "YES" to question [I6] above, how long was the lease period?			
18	How were you informed of the period of the lease? E.G. Which individual told you, or where did you see or read this information?			
19	If you leased your storage pods back to Store First to manage, were you aware of any circumstances in which Store First could break the agreement to lease your pods? If so please explain these circumstances.			
110	At the time of the investment or subsequently, what was communicated to you, either verbally, or in writing, regarding your ability to exit your investment? [e.g. how long you had to keep the investment before you could exit, whether you could sell your investment back to the company you were investing in, and if so, under what conditions]			
111	How was the information about your ability to exit the investment communicated to you? [i.e. by whom, in which documents or in which website]			
112	Have you ever tried to exit your investment?	Yes	Don't recall	
113	[Please tick the box which applies] If you answered "Yes" to the previous question [I12] Please explain why you tried to leave your investment and what happened?	No		



J	Storage Pods - Investors [Other investors please skip this sect	ion and move to Section K]
J1	Were you informed that your storage pod was going to be rented out to customers by Store	Yes Don't recall
	First? [Please tick the box which applies]	No
J2	Referring to your previous answer above [J1] If you answered "YES" please provide details of what this involved and whether you were given any guarantees, either as to how long the pod would be rented out for or how much money you would receive in rental payments?	
J3	At any time after you invested were you informed of any additional charges in relation	Yes Don't recall
	to the storage pods, such as charges /fees /commissions /service charges or ground	No
	rent? [Please tick the box which applies]	
J4	Referring to your previous answer above [J3]. If you answered "YES", please provide details of these charges and amounts payable?	
J5	Referring to your previous answer above [J4] Please provide details of whom these charges were paid to?	
J6	Were you told about having to pay for insurance [of any description] for the storage	Yes Don't recall
	pod[s]?	No
	[Please tick the box which applies]	



J7	Referring to your previous answer above [J6] If you answered "YES", please provide the details of this insurance? [Include the provider, type of cover, costs involved and date]		
J8	What administration charges were you told you needed to pay?		
19	What did these administration charges cover?		
J10	Referring to your answer at [J6] above, if you answered "YES", please provide details of where the money was to come from to pay these charges?		
К	Investment Returns [i.e. money earn All investors to complete	ed on your pension]	
К1	Were you informed that you would receive a guaranteed financial return on your investment?* [Please tick the box which applies]	Yes Don't recall	
К2	Referring to your previous answer above [K1] . If you answered 'YES', please state how frequently these guaranteed returns were going to be paid? [Please tick the box which applies]	One off payment A number of payments I don't remember Not applicable	
К3	Referring to your answer above at [K2]. How much were you guaranteed to receive? Please show either as a monetary amount or as a percentage.		



К4	Referring to your previous answer above [K3].				
	When was the FIRST guaranteed payment				
	due to be paid? dd/mm/yyyy or approximate date	Vaa			
К5	If you were promised continuous payments,	Yes			
	was there a final payment date? [Please tick the box which applies]	No			
К6	Referring to your previous answer above [K5]	NO			
ĸu	if you answered 'YES', when was the final				
	payment due date? dd/mm/yyyy or approximate date				
K7	Did you receive the financial return you had	Yes		Don't recall	
	been promised/guaranteed?				
		No		Not applicable	
К8	Have you received any other returns on your	Yes		Don't recall	
	investment?*				
	[Please tick the box which applies]	No			
К9	Referring to your previous answers above [at				
	either K7 or K8] if you answered "YES", please				
	provide further details?				
K10	Referring to your answer at either K7 or K8 if it				
	was "YES", how much was paid? Enter amount using				
K11	WHOLE FIGURES ONLY WITHOUT typing the £ sign Referring to your previous answer above [at				
NTT.	either K7 or K8] if you answered "YES", when				
	was this return on your investment received?				
K12	Are you expecting any further returns on your	Yes		I don't know	
	investment?				
	[Please tick the box which applies]	No			
K13	Referring to your previous answer [K12] if you				
	answered 'YES'. How much are you expecting?				
	Enter WHOLE FIRGURES ONLY WITHOUT typing the £ sign				
K14	What date are you expecting these		_		_
	payments? dd/mm/yyyy or approximate date				
K15	What were you told about these further				
	returns?				
K1C	Llas your entire original investment amount	Vac		Don't recall	
K16	Has your entire original investment amount [the principal amount invested] been	Yes		Don trecan	
	returned to you?	No			
	[Please tick the box which applies]	110			



K17	Referring to your previous answer above [K16]. If you answered 'YES' how much was returned?	
K18	Referring to your previous answer above [K16]. If you answered 'NO' how much was returned?	
K19	Who made these payments to you?	
K20	When was it paid? dd/mm/yyyy or approximate date	
L	Updates	
L1	Have you received any updates, either in writing verbally, on your investment?* [Please tick the box which applies]	ng or Yes Don't recall No
L2	Referring to your previous answer above [L1]. If you answered "YES", what did the updates inform you of?	
L3	Referring to your answer above at [L1]. If you answered "YES", who provided the updates?	
L4	Has anyone else contacted you regarding your investment?* [Please tick the box which applies]	Yes Don't recall
L5	Referring to your previous answer above [L4]. If you answered "YES", please provide details of who, when and why, they contacted you?	f
L6	Have any changes been made to your investment?* [Please tick the box which applies]	Yes Don't know



L7	If you answered "Yes" to the previous question [L6] What were these changes?			
L8	If you answered "Yes" to the previous question [L6]. Who made these changes?			
L9	Did you consent to these changes?* [Please tick the box which applies]	Yes [Don't recall Not applicable	
Μ	Other issues			
M1	Have you had any problems with your investment not previously covered above?* [Please tick the box which applies]	Yes	Don't recall	
M2	If you answered "Yes" to the previous question [M1]. Please describe what the problem was?			
M3	If you answered "Yes" to question [M1]. Did you realise before making the investment what the problem would be?	Yes No		
M4	·			



M5	If you answered "Yes" to question [M1]. Were you given any help resolving the problem[s]? Please describe the help you received.	
M6	Do you have any documents relating to your investment?* [Please tick the box which applies] [Please ensure you retain these documents]	Yes Don't recall
Μ7	Referring to your previous answer above [M6] if you answered "YES", what documents do you have?	Please list your documents individually
M8	Do you have any notes of conversations or recordings in connection with your investment?* [Please tick the box which applies] [Please ensure you retain these documents]	Yes Don't recall
M9	Referring to your previous answer above [M8]. If you answered "YES", please describe what the notes and/or recordings contain?	



Ν	Monetary value of your investment	
N1	What was your total investment [before any repayments]? <i>Auto populated from H1</i>	
N2	How much money have you received back from your investment [from any source e.g. insurance, civil action etc.]?*	
N3	Total loss after any repayment [simply deduct N2 from N1 and enter the amount] <i>Auto populated</i> .	
N4	Please specify the source of any payment and if more than one source, the amount received from each source.	
0	Impact upon you	
01	If you have lost your pension please describe in as much detail as you can what impact the loss of your pension has had on you.*	
	E.G. The impact it may have had upon your health, financial security, relationships, future plans, retirement plans etc.	



Ρ	Civil action	
P1	Have you taken or been a creditor in any civil action in relation to your investment?* Including the FSCS / Ombudsman / Liquidators etc [Please tick the box which applies]	Yes Don't recall
P2	Referring to your previous answer above [P1]. If you answered "YES" which individual[s] or company[s] was this action taken against?	
P3	What was the nature of that action?	
Ρ4	When was that action taken and is it ongoing?	
Р5	Have you received any monies because of that action?* [Please tick the box which applies]	Yes Don't recall No Not applicable
P6	Referring to your previous answer above [P5]. If you answered "YES", how much did you receive?	
Ρ7	When did you receive this money?	



Q	Declaration PLEAS	SE READ & SIGN	
Q1	STATEMENT OF WITNESS [Section 9 Criminal Justice Act 1967; CrimPR 16.2] This statement has been completed truthfully and to the best of my knowledge and belief and I make it knowing that, if it is introduced in evidence, it would be an offence wilfully to have stated in it anything that I know to be false or do not believe to be true.	Signed: [NB: a digital signature is acceptable] Please sign here after reading and accepting the declaration on the left. Simply type your name below - as this will act as your digital signature	
Q2	Please confirm by ticking or marking the box that you have read and understood the above declaration.	My tick in the box shows I have read and understood the declaration above.	
Q3		Date:	
	SAVE IT NOW After completion, signing and dating this questionnaire you must <u>SAVE it before</u> submitting it using this link/ URL: <u>https://sfohzl.egressforms.com//</u> or by using the link contained within the email we sent you.		
Personal data collected from submission of this form will be processed in accordance with the Data Protection Act 2018. For more information, on what data the SFO will collect and how it is used, please see our External Privacy notice [<u>https://www.sfo.gov.uk/download/privacy-gdpr-statement</u>]			
 Checklist – can you please check that you have: 1. Included your contact details. 2. Completed all questions as fully as you can or marked them as N/A Please note that your completed questionnaire will also be forwarded to Action Fraud at the National Fraud Investigation Bureau. 3. Checked your answers 4. RETAINED ALL DOCUMENTATION YOU HOLD 5. Read the declaration above and after accepting this please sign and date your questionnaire. NB Questionnaires can only be accepted if they are signed [an electronic signature is acceptable] Thank you 			