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# Important changes to your Invesco account(s)

This leaflet is for Corporate Investors who hold an account with us.

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## Changes to your Invesco account from 3 May 2021

On 3 May 2021 we're moving our account administration and our contact centre services from International Financial Data Services (Luxembourg) SA ("IFDS") to Bank of New York Mellon SA/NV, Luxembourg Branch ("BNYM"). Under our supervision, BNYM will be responsible for the day-to-day administration of your account, including accepting and processing your instructions to buy and sell your investments, keeping your personal details up-to-date, sending you statements and responding to any account queries you may have.

BNYM is a leading provider of account administration services, with extensive experience of working in the investment management industry.

### What does this mean for you?

There will be no change to the way our funds are managed, to our investment teams, or to their location.

There will however, be some key changes to the way your account is administered and these are detailed in this leaflet.

The changes that are outlined in this leaflet are also reflected in the Invesco Funds Prospectus where relevant.

Please note the changes will not come into effect until 3 May 2021 and no action is required by you. From that date onwards however, you will need to ensure you use our new contact details (provided in this leaflet) and your new account number(s) when contacting us (provided in the letter accompanying this leaflet).

Information about the move, including copies of letters and leaflets we have sent to our clients, is available on our website. The website will be updated with further information prior to 3 May 2021: see [www.invescomanagementcompany.lu/lux-manco](http://www.invescomanagementcompany.lu/lux-manco)

If you have any questions please email us at [queries@dub.invesco.com](mailto:queries@dub.invesco.com) or call us on +353 1 439 8100 or alternatively you can speak to your usual contact(s). We're here Monday to Friday, 08:30 to 16:30 (GMT).

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## Key changes at a glance

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### What will change from 3 May 2021?

- Your account number(s)
- Some of our contact details, including our correspondence address and fax numbers
- The appearance of our correspondence
- A new online service will be made available

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### What will stay the same from 3 May 2021?

- Our website address
- The way our investment teams manage our funds

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# Changes to your account from 3 May 2021

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## New account number

From 3 May 2021, you will have a new account number for every account you hold with us. The default position is that accounts you hold with Invesco will each have a separate 8-digit account number.

The exception to this is where investors have been set up in a parent/child structure which has been agreed prior to this communication, in which case each account you hold with us will have the same 8-digit account number but will be differentiated by 4-digit portfolio numbers.

Your new account number(s) are provided in the table accompanying this letter and leaflet. Please keep this information for your records.

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## Using your new account number

To enable you to distinguish between all your accounts, our correspondence such as Contract notes and Statements will specify your new account number, and the account designation where there is one.

Likewise, when you send us an instruction or raise a query with us, you will need to provide us with both your new account number, and the account designation where there is one.

If any of these details are not included, we may need to contact you to clarify your instruction and this is likely to result in a delay in your instruction being processed.

Any statements we send to you will continue to show the shares held within each account separately.

Your new account number(s) will apply from 3 May 2021. Please continue to use your existing account number(s) until then.

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## New correspondence address

From 3 May 2021, please send any instructions and all other correspondence (including complaints) to:

Invesco Transfer Agency  
c/o The Bank of New York Mellon SA/NV,  
Luxembourg branch  
BP 648  
L-2016 Luxembourg

It is important that all correspondence sent to us from 3 May 2021 is sent to the new address. Any correspondence received at our previous address after this date could result in a delay in us processing your instruction or rejecting it.

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## Telephone numbers

From 3 May 2021, if you are a Corporate Investor outside of APAC please contact us on +352 24 52 5208.

From 3 May 2021, if you are a Private Investor outside of APAC please contact us at +353 1 439 8100. This number should be used for both dealing and enquiries from that date, and replaces any alternative numbers currently in use.

From 3 May 2021, our Taiwan (toll free) number will be 0800 060978.

From 3 May 2021 our APAC excluding Taiwan (toll free) number will be +852 28406622.

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## Fax numbers

We will have a new fax number for all Agents and Investors outside of APAC from 3 May 2021: +352 24 52 4312.

From 3 May 2021 our Taiwan toll free fax number will be: 00806 651 878.

From 3 May 2021 our APAC toll free fax number (excluding Taiwan) will be: +852 800 930 112.

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## Email addresses

From 3 May 2021, if you are a Corporate Investor outside of APAC, please email us at [ta\\_targetedqueries@invesco.com](mailto:ta_targetedqueries@invesco.com)

From 3 May 2021, if you are a Private Investor outside of APAC, please email us at [queries@invesco.com](mailto:queries@invesco.com)

From 3 May 2021, if you are an APAC client (either as a Private Investor or Corporate Investor) please email us at [APACqueries@Invesco.com](mailto:APACqueries@Invesco.com)

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## New online service

From 3 May 2021 there will be a new online service called InvescoOnline.

InvescoOnline will provide account information such as transaction history and up-to-date valuations, and include correspondence from us such as statements and contract notes.

For Distributors who currently use the existing DOLR portal, there is a separate online service which BNYM will contact existing users about (where relevant) in order to register them.

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## Change in the appearance of correspondence

From 3 May 2021, you will notice that the correspondence you receive from us, such as contract notes and statements, will have a new appearance.

In addition, all our correspondence will reflect our new contact details and your new account number(s). While the appearance of our correspondence will be different, the content will be the same or similar as currently.

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## New application forms and updated terms

All of our forms will be updated to reflect our new contact details as well as the other changes detailed in this leaflet where relevant.

Our new forms will detail all the information we require from you to set up a new account. Please ensure you send us all the information requested, otherwise your application may be rejected.

Our new application forms will be available on our website prior to the move, and from 3 May 2021 you can also request copies by contacting us. Please ensure these new forms are used for any applications from 3 May 2021 onwards.

The Invesco Funds Prospectus has been updated to reflect the changes outlined in this leaflet (where relevant), and has been made available on our website from 10 March 2021.

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## Clearstream account changing

From 3 May 2021, our Clearstream settlement account number will be changing to 10914.

If you use Clearstream, please continue to use the current settlement account until 30 April 2021.

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## Your questions answered

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### **Which services are moving to BNYM?**

We are only moving the administration of all our investors' accounts to Bank of New York Mellon (BNYM). BNYM will be responsible for the day-to-day administration of your account, including accepting and processing your instructions to buy and sell your investments, keeping your personal details up-to-date, sending you statements, and responding to any account queries you may have.

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### **Will the changes affect the way my investments are managed?**

No. These changes will have no effect on the way our funds are managed by our investment teams.

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### **Do I need to take any action before 3 May 2021?**

The administration of your account(s) will automatically move to BNYM on 3 May 2021: no action is required from you.

From 3 May 2021 onwards however, you will need to ensure you use our new contact details (provided in this leaflet) and your new account number(s) when contacting us (provided in the letter accompanying this leaflet).

In addition, you will need to use our new application forms and other forms of instruction. Our new forms will be available on our website by prior to the move, and from 3 May 2021 you can also request copies by contacting us. Please continue to use our existing forms until 3 May 2021.

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### **If I have an agent will they be made aware of the changes?**

Yes. Your agent has been informed of the changes.

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### **What happens next?**

If there are any other changes that impact you, we will write to you separately with further information on those changes.

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### **What if I have any further questions?**

Please contact us by email or phone.

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## Contact us

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queries@dub.invesco.com

Telephone +353 1 439 8100 (or you can speak to your usual contact)

[www.invescomanagementcompany.lu/lux-manco](http://www.invescomanagementcompany.lu/lux-manco)

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Telephone calls may be recorded.

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Invesco Funds is regulated by the Commission de Surveillance du Secteur Financier

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