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## Important changes to your (and your clients') Invesco accounts

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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"). We believe that this move will enhance the service you and your clients receive.

**Please note there will be no change to the way our funds are managed, to our investment teams, or their locations.**

From 3 May 2021, there will be some changes to the way your clients' accounts are administrated. There are also some changes affecting agents which you need to know about. This leaflet contains information about these changes.

Information about the move, including copies of letters and leaflets we have sent to our investors, 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. We're here Monday to Friday, 08:30 to 16:30 (GMT).

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### Key changes at a glance

#### What will change?

- Your Invesco agent code
- Your clients' 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 available

#### What will stay the same?

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

#### Further changes to your clients' accounts

- See the section titled 'Key changes for your Private Investor client(s) from 3 May 2021' in this leaflet
- See the section titled 'Key changes for your Corporate client(s) from 3 May 2021' in this leaflet

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## Key changes for agents from 3 May 2021

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### New agent code

From 3 May 2021, your current agent code will be replaced by a new agent code.

If you currently have a head agent code (beginning with "H") then the dashes will be removed from the code on 3 May 2021. This means your new code will still begin with "H" and will contain 8 characters in total.

If you currently have an individual broker code (beginning with "B") then this number will be truncated on 3 May 2021. This means your new code will still begin with "B" and will contain 6 or 7 characters in total.

Your new agent code is provided in the letter accompanying this leaflet. Please keep this information for your records. You should continue to use your current agent code until 30 April 2021.

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### New client account number(s)

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

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

Your clients' 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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### 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 instructions sent to us after 3 May 2021 are 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 our phone number for Private Investors and their Agents outside of APAC will continue to be +353 1 439 8100.

From 3 May 2021, our phone number for Corporate Investors and their Agents outside of APAC will be +352 24 52 5208.

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

From 3 May 2021, our APAC (ex 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 800930112.

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### Email addresses

From 3 May 2021 our email address for Private Investors and their Agents will be queries@invesco.com

From 3 May 2021, our email address for Corporate Investors and their Agents will be ta\_targetedqueries@invesco.com

The exception to this is if you based in APAC. If you are an agent based in APAC, from 3 May 2021 please contact us at APACqueries@Invesco.com

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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 Statements, will have a new appearance.

In addition, all our correspondence will reflect our new contact details and your new agent code. While the appearance of our correspondence will be different, the content will be the same or similar as currently.

Please note that if you have provided us with an email address to receive Renewal Commission Statements to, from 3 May 2021 onwards you will also receive an accrual file from us along with these Statements.

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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 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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### New online service for advisers

On 3 May 2021, our current online offering for agents will be replaced by a new optional online service called InvescoOnline. We will provide more information about the registration process for InvescoOnline in our next letter to you.

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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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## Key changes for your Private Investor client(s) from 3 May 2021

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The following will be communicated to your retail clients (if applicable) in a leaflet.

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### New account number

From 3 May 2021, you will have a new 8-digit account number for every account you hold with us. If you have more than one Invesco account, each account will each have a separate 8-digit account number.

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, Regular Savings Plan letters, Stock transfer confirmation letters and Statements will specify the 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 your new account number and the account designation where there is one.

Please ensure you always include these details with any instruction that you send to us. 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 will apply from 3 May 2021. Please continue to use your existing account number(s) until then.

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### Telephone numbers

From 3 May 2021 we will only have one telephone number for investors outside of APAC: +353 1 439 8100.

From 03 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 800930112.

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### Email addresses

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

From 3 May 2021, if you are an APAC investor (for example in Taiwan) please email us at [APACqueries@invesco.com](mailto:APACqueries@invesco.com)

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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 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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### 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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### Change in the appearance of account 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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## Key changes for your Corporate client(s) from 3 May 2021

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The following changes will be communicated to your corporate clients (if applicable) in a leaflet.

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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

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

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### **Will the changes affect the way my clients' 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 my clients need to take any action before 3 May 2021?**

No. The administration of your clients' accounts will automatically move to BNYM on 3 May.

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### **What happens next?**

If there are any other changes that impact you, we contact 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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Directors: Peter Carroll, Timothy Caverly, Rene Marston,  
Fergal Dempsey and Bernhard Langer

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