

1. Background

This questionnaire should be completed by bondholders of London Capital & Finance plc in administration ('LCF'). One questionnaire should be completed per bondholder (i.e. there is no need to complete a questionnaire for each investment). This is an important document, and we are grateful for your considered responses. These may help significantly in achieving recoveries for you and other bondholders.

The information you supply may also be relevant to identifying whether you might have a claim which falls to the Financial Services Compensation Scheme ('FSCS') to settle. This form has been already been discussed with the FSCS. For some bondholders, we may contact you and ask you supplementary questions to clarify matters. Please use continuation sheets if there is not enough room in the boxes below. We would ask that you are as specific and factual as you can be in your responses. (Y/N means Yes/No).

Please note that this information may be shared with the Financial Conduct Authority and the Serious Fraud Office to assist with their investigations into LCF.

If you would like us to send you a hard copy of this questionnaire, then please let us know. We have not set a deadline for you return this, but we would prefer that you do return it sooner rather than later. You do not need to complete this questionnaire, if you don't want to. We may need to set a deadline at some point in the future as matters progress.

Your help and assistance is important and much appreciated. Thank you.

2. Returning this document to us:

You can either

- a) Post it back to us
FAO LCF in administration,
c/o Smith & Williamson LLP,
25 Moorgate,
London
EC2R 6AY
- b) Email it to us
Londoncapital@smithandwilliamson.com.
Subject heading should be: "Return of LCF bondholder questionnaire".

Attachments - To process email returns effectively, please only attach non-encrypted or non-password protected Microsoft Word, Microsoft Excel, Adobe PDF, JPEG picture files and MP3 audio files. Sending other attachments could result in your email being blocked by our email security systems and delaying our processing of your completed questionnaire.

3. Personal Details

Please provide the following details of the person(s) who were investing. If you invested via a company/charity/trust (by way of example) then please put down that appropriate name.

Name	
Postal address	
Postcode	
Email	
Home telephone	
Mobile	

Joint investments. If you invested jointly with someone else, please provide their name(s) here:

Joint investor name: _____

4. Your investments with LCF

Please provide details of each of your current (and any rolled over) investments with LCF in the table below:

Date you invested	Amount invested (£s)	Interest Rate (%)	Term (years)	ISA? Y/N	Was this a rollover of an existing investment? (Y/N) If you rolled it over, please provide details on a new line, including dates.	Did the investment mature? (Y/N, and please provide a date)	Other comments

5. How you came to invest in LCF

5a) How did you first learn about LCF?	
	Please provide details
Were you recommended by a friend?	
Were you recommended by a professional/advisor/IFA? Please provide their name/address and any other details.	
Did you learn about LCF from an internet search engine? If so, which search engine was this (please specify - e.g. Google, Microsoft Ask etc.). What search terms did you enter into the search engine?	
Were you directed to the LCF website from an internet comparison site? Please specify which website. We understand that the following were used: www.top-isa-rates.co.uk www.best-savings-rate.co.uk www.best-investment-rates.co.uk www.money.co.uk www.moneysavingexpert.com	

<p>What information on the price comparison website persuaded you to click through to LCF?</p>	
<p>Were you directed to LCF from another website or applications? e.g.</p> <p>Facebook YouTube Twitter Other (please name)</p>	
<p>Did you see an advert in a newspaper or magazine?</p>	
<p>Were you contacted by LCF or by a company calling on behalf of LCF?</p> <p>Please tell us their name</p> <p>Had you completed or partially completed any online documents before you were called?</p> <p>What was the date of the call, what was said?</p> <p>Very important - Please confirm which of your telephone number(s) they telephoned you on. Please provide the telephone number in full, if different to those set out in section 3 above.</p>	

Other (please specify)	
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5b) Did you receive any further help or information from LCF prior to or when making your application?

Please provide more information if you think it would help us	
<p>I exchanged emails with LCF</p> <p>Please indicate whether you have copies of those emails (and continue to preserve the copies if so).</p>	
<p>I had telephone calls with LCF</p> <p>(Please provide details in the section below called “Telephone Contact with LCF”)</p>	
<p>I received further information from LCF in the form of brochures/information about the investment.</p> <p>Please provide information as to how these were received, when, and whether you had asked to receive them. Here are some questions to help you frame your answer:</p> <ul style="list-style-type: none"> • Did you receive any marketing materials such as brochures? • At what stage? 	

<ul style="list-style-type: none"> • Did you ask for them? • Were they sent to you automatically? • Were you referred to them on the website? • Who sent them to you / referred you to the website? • Did you discuss them with anyone at LCF? • Do you have copies of any material (and if not, can you describe them)? 	
<p>I had other contact with LCF (e.g. face to face, Facebook messaging etc. (please specify))</p>	

5c) Reasons for choosing to invest in LCF	
	Please provide more information if you think it would help us
<p>What did you understand that LCF invested in? Please explain how you came to this understanding</p>	
<p>What was it that appealed to you about the investment?</p>	

<p>Did you think that your capital would be at risk?</p> <p>Please explain how you came to this understanding</p>	
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5d) Completion of your first application form	
	Please answer Y/N and provide more information if you think it would help us
I completed my application form on-line	
I completed a printed application form	

6. Investor Classification

6a) To be eligible for the investments with LCF, you were required to certify as one of four types of investor. Which category were you?	
	Please answer Y/N
<p>Self- Certified Sophisticated Investor This means Made more than one investment in an unlisted company in the last two years Or Has worked for the past two years in a professional capacity in private equity or for a company in the provision of finance for small and medium enterprises Or Has in the last two years been a director of a company with at least £1 million turnover Or Is a member of a business angel network</p>	
<p>High Net Worth Investor This means Has an annual income of £100,000 or more during the year immediately preceding the date of self-certification Or Has net assets of £250,000 or more - not including a primary residence, rights under an insurance contract or pension or termination benefits</p>	
<p>Restricted Investor This means In the last 12 months has not invested more than 10% of their net assets in non-readily realisable securities (for example, investments that are not listed on a recognised stock exchange) And Undertakes that in the next 12 months not to invest more than 10% of their net assets in non-readily realisable securities (for example investments that are not listed on a recognised stock exchange)</p>	
<p>Sophisticated Investor This means Has been certified as a sophisticated investor by a suitably qualified and regulated individual</p>	
<p>I don't recall</p>	
<p>None of the above, I did not tick any box</p>	

6b) Please explain why you considered yourself to be in the above category

6c) Help with deciding which investor type you were	
	Please provide details
How were you asked to certify your investor classification (by phone, email, online).	
Did you receive any help from LCF in deciding which type of investor you were? Please answer Y/N	
How did you get that help from LCF (email, phone, text, messenger, post etc.)?	
Who did you speak to?	
What did they ask you/tell you?	

<p>What did you tell them?</p>	
<p>Did you change your mind about your investor status, if so, what caused you to change your mind?</p>	
<p>Please provide any other details</p>	

<p>6d) If you initially declined to invest or decided not to proceed with your investment application, what changed your mind? Did someone contact you? Please provide details (e.g. telephone discussions or email exchanges).</p>

7. Telephone contact with LCF

If you had telephone conversations with anyone at LCF, please provide as much detail as you can recall about each of the calls which you had.

The following information will be helpful:

- Date (please indicate if approximate) and time
- The number that they phoned you on (i.e. your number)
- Name of telephone contact, including whether you understood this person to be employed by LCF or a third party

For each call, please document the answer to any of these which are relevant:

- Did you ask for help in filling in the application form?
- Did you ask, or were you told about how your investment worked? What were you told, if anything about interest payments and redemptions?
- Did you ask, or were you told, whether the investment was safe? What, if anything was said which made you feel confident that the investment would be safe?
- Did you ask or were you provided with any specific information or advice about the ISA status of the investment?
- Did you ask, or were you told how your money would be invested by LCF?
- Did you ask LCF for advice or a recommendation?
- Were you provided with advice or a recommendation to invest - what exactly were you told?
- Did you ask or get asked about any of your other investments?
- Were you provided with any other information which made you feel confident that this was a good investment for you? What else did you ask?
- Did LCF ask you any questions?

Call

Call

Call

Please carry on in continuation sheets if you need to, thank you.

8. Advice and related matters - PLEASE ONLY ANSWER TO THE EXTENT THAT YOU HAVE NOT ALREADY EXPLAINED ELSEWHERE

<p>Do you consider that you were mis-sold an LCF bond? (Y/N)</p>	
<p>Please provide any details.</p>	
<p>Did you ask LCF for advice or a recommendation? (Y/N)</p>	
<p>Please provide any details.</p>	

Were you provided with advice or a recommendation to invest?		(Y/N)
Please provide any details.		
Was there someone at LCF who you regard as managing your account? Please name them and describe how they managed your account.		
Did you ever get visited at home (or anywhere else) by an LCF representative? Please provide details.		

<p>Were you asked to leave a Feefo review at any time?</p> <p>Did you leave a Feefo review? If so please provide details</p> <p>(If Feefo is not a name that you recognise then please write n/a. For your information, Feefo describes itself as a reviews provider).</p>	

9. Further investments

<p>9a) After your first investment did anyone at LCF approach you to make further investments?</p>		<p>Y / N</p>	
<p>If yes, please provide details E.g. Who contacted you, when, what did you say, and what did they say? Were you provided with any new or different information to what you have outlined above? Please indicate whether you have any relevant documents in relation to this.</p>			
<p>9b). Did you speak or correspond with anyone at LCF about making further investments?</p>		<p>Y/N</p>	
<p>If yes, please provide details of the calls or other contact E.g. Who did you speak to, when, what did you say, and what did they say? Were you provided with any new or different information to what you have outlined above? Please indicate whether you have any relevant documents in relation to this.</p>			

9c). Did LCF's representatives market any other financial products to you, for example other bonds?		Y/N
If yes, please provide details.		

10. Rollover of Investments

Did any of your investments mature prior to LCF stopping business?	Y / N	
Were you contacted prior to maturity and invited to rollover your investment?	Y / N	
How were you contacted (please specify, e.g. by telephone, email or post)		
Who did you speak to?		
Did they say who they worked for?		
What did they say? e.g.: <ul style="list-style-type: none"> • Were you provided with any further information about the new investment? For example, did you receive information about when interest would be payable, and whether you could cash in early etc.? • Did you get told (or did you ask) whether the investment was safe? • Were you provided with any information about the ISA status of the new investment? • Did get told how your money would be invested by LCF? • Did LCF ask you any questions? • Did you ask any other questions? 		

11. Transfer into an LCF ISA from another ISA provider

Did you transfer an existing Stocks and Shares ISA into an LCF ISA? (Please note we are not referring to cash ISAs)	Y/N	
What was the name of that prior Stocks and Shares ISA provider		
What was the (approximate) value of the stocks and shares ISA transferred to an LCF ISA?		

12. Any other Information

Please use this space to tell us about any other information you wish to provide, or any comment you wish to make.

Thank you for completing this questionnaire

(We recognise that it may have taken you some time)

Privacy Notice

1. In respect of the collection of your personal data when responding to this questionnaire, LCF (in administration) is the Data Controller (c/o Smith & Williamson LLP, 25 Moorgate, London, EC2R, 6AY).
2. We are collecting your personal data for the purpose described in section 1 on the first page.
3. The legal basis for processing your personal data is that it is necessary for compliance with a legal obligation to which we are subject.
4. The recipients or categories of recipients of your personal data are described in section 1 on the first page.
6. We do not propose to transfer your personal data outside of the European Economic Area
7. The personal data will be stored for duration of any insolvency process over LCF (which will include any subsequent liquidation) and then any subsequent period required by law and regulation.
8. You have the right to request from us access to and rectification or erasure of personal data or to restriction of processing concerning you or to object to our processing of the data as well as the right to data portability.
9. You have the right to complain to the Information Commissioner's Office (www.ico.org.uk) about the manner in which or otherwise in respect of the manner in which we process your personal data.
11. Your provision of personal data to us is not a contractual or legal requirement. Your provision of personal data to us is not a contractual or legal requirement. However, the provision of your personal data to us will assist us in our work to make recoveries for you including assisting in claims against the FSCS where appropriate.