

Supplementary Information Document (SID)

This document provides supplementary information about investing in the funds managed by McInroy & Wood Portfolios Limited (the Funds) and the ISA and JISA Terms and Conditions. This document should be read by investors alongside the Key Investor Information Document (KIID) for the relevant Funds. You should keep a copy for future reference.

We try to ensure that our documentation is accessible for people with disabilities and user-friendly for everyone. If you require further assistance, please contact us by telephone at +44 (0)1620 825867 or email us at enquiry@mcinroy-wood.co.uk.

The Funds are UK authorised unit trusts managed by McInroy & Wood Portfolios Limited (the Manager) and include: **McInroy & Wood Balanced Fund; McInroy & Wood Income Fund; McInroy & Wood Smaller Companies Fund and McInroy & Wood Emerging Markets Fund.**

Nothing in this document, or any information on our website, should be taken to be financial advice – if you have any doubt whether the Funds are suitable for you, you should contact a Financial Adviser.

Unless the Manager notifies you otherwise, you will be treated as a retail investor. This means you receive the greatest level of protection by the Financial Conduct Authority (FCA).

Dealing in the Funds

The Manager is available to receive requests for the buying, selling, switching or conversion of units between 9.00 a.m. and 5.00 p.m. on every Business Day. Business Day means Monday to Friday, excluding public holidays and 2nd January (or substitute day).

Minimum Initial and Subsequent Investment	£500
Minimum Monthly Regular Investment	£100

How can I buy units?

You can buy units in the Funds:

1. **Online** by registering or logging into the online portal (Portal) www.mcinroy-wood.co.uk/login and following the dealing instructions. Once you have registered, you will be able to buy units (including joint holdings), view your holdings and access your investor documentation.
2. **By post** by completing the relevant Form available on the Manager's website: www.mcinroy-wood.co.uk/funds and sending it to **McInroy & Wood Portfolios Limited, Investor Administration, PO Box 401, Darlington DL1 9UW.**

Payment can be made by either enclosing a cheque made payable to McInroy & Wood Portfolios Limited or by electronic transfer, using the Bank details included in the Application Form.

Please note that if you do not send your form to the above Darlington address, this will result in a delay to processing by at least one Business Day.

3. **By telephone** if you would like to top up an existing investment (excluding JISAs) by contacting the Manager on 01620 825867. Payment will be taken by debit card.

Please read the KIID prior to contacting the Manager as you will be required to confirm that you have read the latest version of the KIID for the relevant Funds prior to investing. Telephone calls are recorded and monitored.

What price will I receive?

The Funds are valued each Business Day, at 12 noon (valuation point). Any application you make will be transacted at the next valuation point following receipt at our Darlington address noted above of either a cheque or cleared funds. This is called forward pricing. Ownership of units will be evidenced by entry onto the unit register – you will not receive a certificate for your investment. A contract note showing details of your transaction will be sent to you (and your adviser if you have one) by the end of the next Business Day following the valuation point. If you have registered online, you will receive your contract note through the Portal.

How do I sell units?

You may sell units:

1. **Online** via the Portal, www.mcinroy-wood.co.uk/login, by following the Dealing instructions;
2. **By post** by completing a withdrawal form available on the Manager's website (www.mcinroy-wood.co.uk/funds);
3. **By telephone** by contacting the Manager on 01620 825867.

Units will be redeemed at the next valuation point after the Manager accepts your instructions. A contract note will be sent to you following the transaction and will include a Form of Renunciation which must be signed and returned if a signed written instruction has not already been received. Instructions for redemption are irrevocable. For accounts with multiple unitholders, renunciation instructions should be signed in accordance with the signatory list submitted with the original application. The Manager will send you the proceeds within four working days of the later of the day the units are sold and the day the Manager accepts your completed form of renunciation/signed written instruction.

Can I invest regularly?

Yes, you can invest each month by completing the Direct Debit mandate in the Application Form or online through the Portal. The minimum investment is £100 per Fund per month. Direct Debits take up to two weeks to set up and once the Direct Debit has been set up, it will be collected and invested on the 1st Business Day of each month. You should retain a copy of the Direct Debit Guarantee at the end of this document. Regular savers will receive a letter confirming that their application has been accepted but will only receive a contract note for their first investment.

Monthly regular investments are not available for APS ISA holdings.

Do I receive any income?

Yes, provided you have chosen income class units. The Funds offer both accumulation (Acc) and income (Inc) class units. For Inc units, McInroy & Wood Income Fund distributes income on 31st January; 30th April; 31st July and 31st October. The other Funds distribute income on 30th April and 31st October. Income generated on Acc units is retained in the fund and the price increases accordingly.

How will I track the progress of my investment?

The price of units is published daily on our website. Select the required fund page from www.mcinroy-wood.co.uk/funds. In addition, the latest price or individual valuations can be obtained by calling the Manager on 01620 825867. Investors using the Portal can track the progress of their investment by viewing their online account. Statements confirming the value of holdings and transactions will be provided six-monthly as at 5th April and 5th October.

Annual and Interim Reports & Financial Statements are also prepared as at 28th February and 31st August. These will be available to download from our website. Select the required Fund page from www.mcinroy-wood.co.uk/funds and see 'Documents and forms'.

What are the tax implications?

More detailed information about taxation is contained in the Prospectus. Investors holding the Funds outside of an ISA should declare any income, gains or losses on their tax returns. See www.hmrc.gov.uk for more detail.

Are the Funds eligible for ISAs?

The Funds are qualifying unit trusts for the purposes of an Individual Savings Account (ISA), an Additional Permitted Subscription Individual Savings Account (APS ISA) and a Junior Individual Savings Account (JISA). Please refer to the ISA and JISA application forms found on our website at www.mcinroy-wood.co.uk/funds under 'Documents and forms' and the ISA Terms and Conditions below.

APS ISA application forms are available on request by emailing the Manager.

Are the Funds eligible for Self-invested Personal Pension schemes (SIPPs)?

The Funds may also be included in certain Self-invested Personal Pension schemes but must be purchased via the SIPP provider.

How and why will you verify my identity?

The Manager is legally obliged to verify your identity for the purpose of combating money laundering and terrorist financing. The Manager will verify the identity and address of any new investor prior to placing any unit purchase deal. If this cannot be done electronically or insufficient information is provided by the investor, the Manager will not place the deal until verification has been possible. As a consequence, investors may be required to provide proof of identity and address when buying and selling units. The Manager may not be able to release any sales proceeds to you until the Manager has successfully verified your identity.

How do I tell you about any change in my personal details?

If registered for the Portal, you can change some of your details online. You can also write to the Manager. The Manager may require additional documentation. For accounts held in more than one name, you will be required to provide notification of the changes to be made and signed by all account holders.

Cancellations, Complaints, Compensation

What if I change my mind?

If you have received advice from an authorised intermediary (the Manager does not offer advice), you may have the right to cancel your investment. In such circumstances, should you wish to cancel your investment, you must do so within 14 days of receipt of your cancellation notice.

If you do not exercise your right to cancel within the 14-day period, any termination of your investment will be treated as a sale of your investment. You can cancel or sell all or part of your investment at any time and the value you receive will reflect any change in the Fund price since the day you invested. The price of units in a Fund, and the income arising from them, can go down as well as up. This means that you may get back less than your original investment.

The Manager may not be able to send your payment for the sale proceeds until they have received all identity verification documentation from you. Until the necessary documentation has been received, the Manager will hold any such payments and no interest will be paid.

Individual Savings Accounts: If you decide to cancel an ISA or JISA you need to take extra care to ensure that you do so within 14 days of opening it, otherwise you will lose the right to subscribe to an alternative ISA or JISA offered by us or another ISA provider within the same tax year. For full details, please refer to clause 18 of the ISA Terms and Conditions below.

APS ISA allowances previously transferred from a third-party ISA manager cannot be transferred to another third-party ISA manager.

What if I have a complaint?

If you wish to complain about any aspect of the service you have received, or to request a copy of the Manager's Complaints Handling Procedures, please contact the Risk & Compliance team at McInroy & Wood Portfolios Limited, Easter Alderston, Haddington EH41 3SF or telephone 01620 825867. Alternatively you can email compliance@mcinroy-wood.co.uk. The Manager will inform you of your rights when responding to your complaint.

If your complaint is not resolved to your satisfaction, you may be entitled to refer it to the Financial Ombudsman Service (www.financial-ombudsman.org.uk) at Exchange Tower, London E14 9SR.

Financial Services Compensation Scheme

The Manager is covered by the Financial Services Compensation Scheme which means that if the Manager becomes insolvent, you may be entitled to compensation.

Most types of investment businesses are covered for 100% of the first £85,000 (per person per firm).

Further information about compensation arrangements is available from: The Financial Services Compensation Scheme (www.fscs.org.uk), whose telephone number is 0800 678 1100.

General Information

What is the Manager's liability?

The Manager is not liable for any loss you may experience through a fall in the value of your investments. Also, the Manager does not accept any responsibility for any loss or delay caused in the transfer or payment to us of the monies to be invested.

The price of units in a Fund, and the income arising from them, can go down as well as up.

Is my money secure?

Cash will be held for you in a client money account in the UK with an authorised bank in accordance with the FCA's client money rules. The bank will hold the cash on our behalf in an account separate from any account used to hold money belonging to the Manager. The Manager will not be responsible for any acts or omissions of the bank. If the bank becomes insolvent, the Manager will have a claim on behalf of the investors against the bank. If the bank cannot repay all of its creditors, any shortfall may have to be shared pro-rata between them. No interest is paid on any balances in the client money account.

The Manager may cease to treat cash held for you in a client money account as your cash if the Manager has held it for you for a period of not less than six years and, having taken all reasonable steps (as outlined in the FCA rules), they are unable to contact you. In such circumstances, that cash may be paid to a charity.

Annually, in September, the Manager sends client money statements to anyone with a client money balance at that date. You also have the right to request a statement on other dates.

What happens to my investment on death?

Your investment forms part of your estate on death and, on production of the death certificate and the grant of probate or letters of administration, can be sold or re-registered in the name of the executors or administrators of the estate or a beneficiary. If you have a joint account, the holding will automatically be transferred into the name(s) of the surviving investors if we receive notification of your death.

Any ISA held may remain open as a continuing account until such time as the ISA is closed or three years after your death.

If you have a surviving spouse or civil partner, they can open an APS ISA with McInroy & Wood or a third-party ISA plan manager.

What is the Governing Law?

The Funds operate under and are governed by the law of England.

How can I contact you?

You can contact the Manager in writing or by telephone:

McInroy & Wood Portfolios Limited
Investor Administration
PO Box 401
Darlington
DL1 9UW
Tel: 01620 825867
Email: MWPportfolios@mcinroy-wood.co.uk
www.mcinroy-wood.co.uk

Stocks and Shares Individual Savings Accounts

Terms and Conditions

The Funds are qualifying unit trusts for the purposes of an Individual Savings Account (ISA) and a Junior Individual Savings Account (JISA).

Anyone aged 18 or over can invest in a Stocks and Shares ISA, provided they are resident in the UK for tax purposes. ISAs may not be taken out in joint names. The current tax year annual ISA investment allowance is £20,000. Please note that the Manager only offers a Stocks and Shares ISA.

A JISA is a type of ISA available to 'eligible children' in respect of which instructions are given by a 'registered contact'. An eligible child must be under the age of 18, born on or after 3rd January 2011 or not have a Child Trust Fund account, and be resident in the UK for tax purposes. The JISA is registered in the name of the child and the investments acquired are for the beneficial ownership of the child. The applicant (registered contact) needs to be over 16 and should have parental responsibility for the child or alternatively could be the child themselves if they are between 16 and 18 and otherwise eligible for a JISA. Investments into a JISA can be made by anyone subject to the annual allowance. Once the child turns 18 the JISA automatically converts to an 'adult' ISA and the child gains control of the account.

The current tax year annual JISA investment allowance is £9,000 per child. The full £9,000 can be invested in a Stocks and Shares JISA or in a cash JISA, or the investment can be split. However, an eligible child can only have one JISA of each type at any time throughout their childhood. The Manager does not offer a cash JISA.

Please see the relevant application forms (available from www.mcinroy-wood.co.uk/funds).

By completing an application, you accept the following Terms and Conditions.

1. Definitions

'APS ISA' means the Investor's Additional Permitted Subscription Individual Savings Account, available to the surviving spouse or civil partner of a deceased ISA holder in respect of deaths on or after 3rd December 2014.

'Continuing Account' means the continuing ISA account of a deceased Investor who passed away on or after 6th April 2018.

'Funds' means any of the authorised unit trusts managed by the ISA Manager, listed in clause 2.vii below.

'Investor' means the individual who is named in the ISA application form as the applicant or in the JISA application form as the child.

'ISA' means the Investor's Stocks & Shares Individual Savings Account. Please note this is not a flexible ISA.

'ISA Manager' means McInroy & Wood Portfolios Limited which is authorised and regulated by the Financial Conduct Authority.

'JISA' means the Investor's Stocks & Shares Junior Individual Savings Account.

'Personal Representative' means the person or persons named as Executor in the deceased's Will, or the principal contact nominated by the Executor.

'Registered Contact' means the applicant named on the JISA application form, or a subsequently dated Change of Registered Contact Form as having, inter alia, parental responsibility for the child (the "Investor").

'Regulations' means The Individual Savings Account Regulations 1998 (Statutory Instrument 1998 Number 1870) and The Individual Savings Account (Amendment No. 2) Regulations 2011 (Statutory Instrument 2011 Number 1780) as from time to time amended and in force.

'Tax Year' means the Tax Year in which the Investor subscribes to an ISA or JISA, beginning on 6th April in any one year and ending on 5th April in the following year.

These terms and conditions are applicable to ISAs, JISAs, APS ISAs and Continuing Accounts unless otherwise stipulated.

2. Investment

- i. APS ISA subscriptions can be made either in the form of a cheque or via a lump sum payment from the Investor. In specie APS ISA subscriptions may only be made for the Funds listed in clause 2.vii below
- ii. No subscriptions can be made to Continuing Accounts.
- iii. ISA subscriptions can be made by electronic transfer, cheque, online via the portal or via a regular Direct Debit payment set up by the Investor. It is also possible to switch units from non-ISA holdings into an ISA.
- iv. JISA subscriptions can be made either by electronic transfer, cheque or via a regular Direct Debit payment.
- v. Subscriptions must be accompanied by a valid application, signed by the Investor or Registered Contact as appropriate. Please note an application is only required for the first subscription by regular Direct Debit.
- vi. The subscription to be invested in any Tax Year will not exceed the maximum permitted to be invested in stocks and shares by the Regulations for that Tax Year.
- vii. The Investor may invest in any of the following funds managed by the ISA Manager:
 - McInroy & Wood Balanced Fund
 - McInroy & Wood Income Fund
 - McInroy & Wood Smaller Companies Fund
 - McInroy & Wood Emerging Markets Fund.
- viii. APS ISA subscriptions are additional to the ISA annual subscription limit (paragraph 2.vi) above). Either a single or series of subscriptions will be accepted. A valid APS ISA subscription form will be required for each subscription. Subscriptions are limited, in aggregate, to the higher of either the value of the deceased's ISA at their date of death or the value at the point the ISA ceases to be a Continuing Account. However, if an APS subscription is made before the Continuing Account is closed, the APS subscription will be limited to the value of the deceased's ISA at date of death. Once an APS ISA subscription has been made with the ISA Manager, any further APS ISA subscriptions up to the limit must be made with the same ISA Manager. Any unused balance cannot be used with another manager.
- ix. The ISA Manager reserves the right to reject an application and, in particular, may do so if it is not tendered using the latest application form or if the information is incomplete.

3. The Investor's Rights – ISA, APS ISA and Continuing Accounts only

The ISA Manager will make arrangements for the Investor or the Personal Representative (i) to receive documentation relating to meetings of unitholders in the unit trust(s) the units of which are held within the ISA, APS ISA or Continuing Account, and (ii) to attend and vote at such meetings.

4. The Investor's Rights – JISA only

The Investor has no rights associated with the management of the JISA until their 16th birthday has been reached.

Unless otherwise advised, the ISA Manager will convert the JISA account into an 'adult' ISA account on the Investor's 18th birthday. The Investor will be notified of the "adult" ISA Terms & Conditions.

5. Income Distributions – APS ISA and Continuing Accounts only

If the ISA or continuing account is invested into Inc class units, income distributions will be held within the fund's distribution account until the APS ISA transfer is completed at which time income will be released to the beneficiary.

6. Income Distributions – ISA Accounts only

Where Inc class units are held all income distributions net of tax arising from the investment are paid to the Investor as cash payments. Cash payments will be made to the Investor's nominated bank account.

7. Income Distributions – JISA only

All investments must be into Acc class units as no distributions may be paid out for JISA investments.

8. Notice of Charges

There is currently no annual administration fee. However, the ISA Manager reserves the right to charge a fee, subject to 60 days' notice prior to the new tax year in which the fee would take effect.

Where a fee is charged, the Investor will pay those charges associated with the Funds held in the ISA, JISA, APS ISA or Continuing Account. The fee will accrue on the plan and the ISA Manager will sell units to pay the fee.

9. Void Contracts

The ISA Manager will notify the Investor in writing if by reason of any failure to satisfy the provisions of the Regulations, the ISA, JISA, APS ISA or Continuing Account has or will become void for the purposes of the Regulations.

10. Termination and Withdrawal – ISA and APS ISA only

Upon the Investor giving written, or online if applicable, notice to the ISA Manager, all or part of the investments held in the ISA or APS ISA and proceeds arising from those investments shall be transferred or paid to the Investor, subject to the payment of any outstanding fees and charges to the date of termination or withdrawal. The Investor may stipulate a time within which such termination and withdrawal should take place. The period the Investor specifies must be no less than thirty days.

On the death of the Investor the ISA or APS ISA will be designated a 'Continuing Account'. Funds held within a continuing account of a deceased Investor will continue to benefit from ISA tax advantages. Any interest, dividends or gains in respect of the investments will continue to be exempt from tax. Further details regarding Continuing Accounts and their management can be found in Section 14 below.

On termination or withdrawal, units will be realised by the ISA Manager at the price at the valuation on the next dealing date following instruction by the Investor.

The ISA Manager will be entitled to request that the Investor instructs the transfer of the ISA or APS ISA at any time on one month's notice.

11. Termination and Withdrawal – JISA only

Withdrawals from or closure of the account are prohibited before the Investor reaches the age of 18, unless (a) the Investor dies, (b) a claim for terminal illness has been made on behalf of the Investor and agreed in accordance with the Regulations or (c) the account is closed upon the direct instructions of HM Revenue & Customs.

On the death of the Investor the JISA will lose its JISA status. This means the tax benefits of the JISA will cease. The Investment will continue as a holding until the ISA Manager receives the required evidence of death and instructions from the personal representative of the deceased.

On termination units will be realised by the ISA Manager at the price at the valuation on the next dealing date following instruction by the Registered Contact, or if applicable, the Investor.

The ISA Manager will be entitled to request that the Registered Contact instructs the transfer of the JISA at any time on one month's notice.

12. Transfer to another ISA or JISA

The Investor or Registered Contact will have the right at any time, by notice in writing to the ISA Manager, to transfer the ISA or JISA to another ISA manager.

When giving instructions for a transfer the Investor or Registered Contact may stipulate a time within which such withdrawal should take place. The period the Investor or Registered Contact specifies must be no less than thirty days.

Partial transfers in or out of current year subscriptions are not possible.

13. Continuing Account

The funds held in a Continuing Account will continue to benefit from ISA tax advantages.

The account will remain a Continuing Account until the earlier of:

- The completion of the administration of the deceased's estate
- The closure of the account
- The third anniversary of the death of the Investor.

No subscriptions can be made to a Continuing Account.

Upon the Personal Representative giving written notice to the ISA Manager, all or part of the investments held in the Continuing Account and proceeds arising from those investments shall be transferred or paid to the Personal Representative, subject to the payment of any outstanding fees and charges to the date of termination or withdrawal. The Personal Representative may stipulate a time within which such termination and withdrawal should take place. The period the Personal Representative specifies must be no less than thirty days.

If, after a period of three years following the death of the Investor, the administration of the Estate is ongoing, the Continuing Account will cease to be such, and the assets will be moved out of the ISA wrapper. All assets will then become taxable in the hands of the Estate.

14. Transfer to another APS ISA

Once an APS ISA subscription has been made with the ISA Manager, the investor will have the right at any time, by notice in writing to the ISA Manager, to transfer the APS ISA to another ISA manager. However, any unused balance of subscriptions (up to the value of the deceased's ISA as at the date of death) cannot be transferred to the other ISA Manager and can only be taken out with the ISA Manager.

When giving instructions for a transfer the Investor may stipulate a time within which such withdrawal should take place. The period the Investor specifies must be no less than thirty days.

15. Beneficial Ownership

All units within the ISA, JISA, APS ISA or Continuing Account are, and remain, beneficially owned by the Investor or the deceased's estate and cannot be used as security for a loan. All subscriptions made to a JISA are deemed to be gifts to the Investor and cannot be repaid to the subscriber.

16. Investment Records

All units within the ISA, JISA, APS ISA or Continuing Account are registered jointly in the name of the ISA Manager and the Investor. No unit certificates are issued.

17. Appointment of Third Parties

The ISA Manager may outsource any of its operational functions under these Terms and Conditions to third parties. The ISA Manager will satisfy itself that any person to whom it delegates any of its functions or responsibilities under the terms agreed with the Investor is competent to carry out those functions and responsibilities.

18. The Investor's Eligibility

The Investor or Registered Contact shall immediately notify the ISA Manager if at any time the Investor ceases to qualify as an Investor under the Regulations. No further ISA, JISA or APS ISA subscriptions will be accepted if the Investor ceases to be entitled to invest under the Regulations.

19. The Investor's Cancellation Rights

The Investor or Registered Contact has the right to cancel the Stocks & Shares ISA, JISA or APS ISA within 14 days from the date on which it comes into effect, by writing to the ISA Manager. This right is conferred by the Financial Services and Markets Act 2000. In the event of such cancellation, an Investor or Registered Contact making a lump sum payment will receive back, at the date of the ISA Manager's receipt of the cancellation notice, the amount invested less the amount (if any) by which the value of the ISA, JISA or APS ISA has fallen. This means that if the value of the underlying investments has fallen the Investor or Registered Contact will get back less than they invested.

If the cancellation is in relation to an APS ISA allowance previously transferred from a third-party ISA manager, the APS ISA allowance cannot be transferred to a different (third) ISA Manager.

20. The ISA Manager's Rights

The ISA Manager shall be entitled in its absolute discretion to terminate the ISA, JISA, APS ISA or Continuing Account if it considers it impracticable to continue having regard to the Regulations, or if the Investor is in breach of any provisions listed here in these Terms and Conditions. The ISA Manager shall not be liable for any loss, liability, claim or damages suffered by the Investor as a result of the exercise by the ISA Manager of such discretion.

The ISA Manager has the right to amend these Terms and Conditions upon giving one month's written notice to the Investor, Registered Contact or Personal Representative, or on immediate notice if required to do so by any competent regulatory authority, provided that such variation or amendment does not result in the ISA, JISA, APS ISA or Continuing Account ceasing to qualify under the Regulations. Changes will only be made for valid and appropriate reasons, such as:

- a. To make these Terms and Conditions clearer or more favourable to you;
- b. To comply with applicable law, regulation, the judgment of any court, regulator, ombudsman or any regulatory guidance or codes;
- c. If we need to respond to changes in tax rates, interest rates, or the costs of providing the ISA, JISA, APS ISA or Continuing Account;
- d. if it becomes impossible or impracticable, in the ISA Manager's reasonable opinion, to carry out any of these terms as a result of a change in the law or regulation or other circumstances beyond the ISA Manager's control.

21. Assignment

The ISA, JISA, APS ISA or Continuing Account cannot be assigned, i.e. transferred to another person.

22. Conflict with Regulations

Where provisions are not otherwise stated, or are in conflict with the Regulations, the Regulations will apply.

Please Note

1. All notices and instructions to be given by the Investor to the ISA Manager should be in writing and sent to McInroy & Wood Portfolios Limited, Investor Administration, PO Box 401, Darlington DL1 9UW or Investors who are registered to use the Portal may send the Manager a secure message.
2. Any contract between the ISA Manager and the Investor shall be construed according to the law of England and the Investor and ISA Manager submit to the exclusive jurisdiction of the English Courts.
3. The information contained in these Terms and Conditions is based upon the ISA Manager's understanding of current law and HM Revenue and Customs practice which may be subject to change.

The Direct Debit Guarantee

This guarantee should be detached and retained by the payer.

The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit McInroy & Wood Portfolios Ltd will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request McInroy & Wood Portfolios Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit by McInroy & Wood Portfolios Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when McInroy & Wood Portfolios Ltd asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.