

Frequently Asked Questions

How do I find my Investor Reference?

our Investor Reference is available on your welcome letter received in May 2023 or within recent investor documentation i.e. Contract Note, Statements or Tax Vouchers. This is an 8 digit numeric number that will begin with an 8 i.e. 8XXXXXXX. If you have not received your welcome letter please email us at artemisenquiries@ntrs.com including your postal address so we can re issue this to you, alternatively please call the Fund Service Centre on 0800 092 2051 or Overseas on +44 (0)113 360 4500 for your Investor Reference.

I have registered but I have not received my Personal Identification Number

The Personal Identification Number will be sent in the post to you, if you do not receive this within 15 calendar days call our Fund Service Centre on 0800 092 2051 or Overseas on +44 (0)113 360 4500 to register for a replacement Personal Identification Number.

Where can I find my User ID?

When the Personal Identification Number is received, please follow the Investor Self-Registration steps. Once your user profile is successfully registered an email will be sent to you containing your User ID.

I have forgotten my User ID

Within the Login Screen, please select 'Forgot your User ID' and follow the steps accordingly.

I have forgotten my Password

Within the Login Screen, please select 'Forgot/Reset Password' and follow the steps accordingly.

My account is locked due to an incorrect login details

If your account has been locked please call the Fund Service Centre on 0800 092 2051 or Overseas on +44 (0)113 360 4500 and press option 3 who will be able to reset your PIN, please be prepared to go through full telephone security.

My account is locked due to inactivity

If you have not logged into your account for 180 days or more a message 'Account locked due to inactivity' will show. Please follow the step accordingly to reset your password.

What is my account value?

The account "last valued" date / time will be correct as at the previous working day. The price used to value the account will be the latest available for the funds on the system at the time the data is called.

Rounding differences

The value of the consolidated holdings is calculated as the sum of the underlying account holdings. Consequently this value may differ slightly from the calculation of shares multiplied by price.

How do I view my transaction history?

Transaction history is available within the 'Accounts Held by Investor'. Select the Transaction History Search button, the search parameters can be personalised based on date range and transaction type.

The last transaction on the account will be displayed regardless of its age as part of the default account information, the transaction history will be available up to the 6th April 2022.

Income for accumulation share classes is not reported as a transaction. Only transactions for income paid as cash or re-invested as more shares are displayed.

How do I view my Documents/Statements?

Documents are available within 'Document/Statements' and can be viewed as a PDF format. The Document Search button will allow search parameters based on age of document and document type.

The document search will only access documents produced from the 2nd May 2023 and will contain up to 2 years history from this date.

How do return to the Artemis Website?

Click on the contact us tab within the portal and a link will be presented to take you back to the Artemis home page.

I have recently moved and would like to update my address

Please complete the Change of Address form which can be located within Forms & General Documents. Please email to **Artemis_online_request@ntrs.com** ensuring you include one proof document from the list of acceptable documents contained within the form.

I would like to update my Contact Number, Email Address or Security Question

Please complete the Change in Personal Details form which can be located within Forms & General Documents. Please email to **Artemis_online_request@ntrs.com**.

I would like to update my bank details

Please complete the Mandate form which can be located within Forms & General Documents. Please email to **Artemis_online_request@ntrs.com** ensuring you include two proof documents from the list of acceptable documents contained within the form.

I would like to sell all or part of my investment

Please complete the Withdrawal form which can be located within Forms & General Documents. Please email to **Artemis_online_request@ntrs.com**.

I'm a new client and would like to buy Units/Shares

In order to buy Units/Shares please contact the Fund Service Centre on 0800 092 2051 or Overseas on +44 (0)113 360 4500. Alternatively, you can complete an application form located within the resources drop down menu on our website www.artemisfunds.com, and send it with your cheque payable to Artemis Fund Managers Limited, to Artemis Fund Managers Limited, Sunderland, SR43 4BH.

I'm an existing client and would like to buy Units/Shares

In order to buy Units/Shares please contact the Fund Service Centre on 0800 092 2051 or Overseas on +44 (0)113 360 4500. Alternatively, you can complete a Changes to Existing Investment form located within Forms & General Documents and send it with your cheque, payable to Artemis Fund Managers Limited, to Artemis Fund Managers Limited, Sunderland, SR43 4BH.