**What is the Hub?**

The City Hub (“Hub”) is a modern, intuitive, and secure online platform that supports City’s

registration services.

The Hub provides online on-demand register access to investors and financial intermediaries (where access is permitted by their clients).

With their clients’ consent (via a Letter of Authority, offer application form or Hub invitation) FIs may access their clients’ shareholding via the Hub.

The Hub offers access to:

* Shareholding balances (incl. certificate details)
* Current NAV valuation
* Transaction history
* Dividend history
* Ability to download income tax relief certificates and dividend confirmations.

If the FI has introduced multiple clients to the company, the FI may view all their clients through a single login (subject to receiving the necessary consent).

**How do I access my client’s details via the Hub?**

If you submitted an application form as part of an Offer for your client, the FI provided on the application form will automatically be given access to the client’s shareholding on the Hub once the shares have been allotted. An email notification will be sent to the FI to confirm access has been granted.

Should your client be an existing shareholder, you will need to check that authority is in place, if not, you should submit a letter of authority to City. Once authority is in place, please create an account on the Hub by following the ‘**Registering and accessing The Hub’** steps below.

Alternatively, if your client has set up their own account on the Hub, they may invite you. Please refer to **‘How can my client give me access to their holding?’** below for more information.

**Registering and accessing The Hub**

You can access the Hub by visiting; [https://molten-ventures-vct.cityhub.uk.com](https://molten-ventures-vct.cityhub.uk.com/)

* to register, you will need to select the **‘Register’** tab
* from the **‘Type’** drop down menu choose **‘Intermediary’** and complete the remaining fields with your details
* After entering the required details, press **‘Register’**
* You will now need to contact City on the details below, to ask that your client(s) be linked to your login
* Once linked, you will need to select the **‘Login’** tab and login using your credentials

Should you have any questions regarding the registration process, please contact City directly on 01484 240910 or by email at: [registrars@city.uk.com](mailto:moltenventuresvct@city.uk.com).

**How can my client give me access to their holding?**

If you would like your client to give you access to their shareholding, they can invite you to have access by clicking '**Invite Intermediary**' in their Hub account.

Once invited, you will be sent an email confirming their shareholding has been linked to your account along with:

* a link to the Hub
* your username, and
* a temporary password

Once logged in, please change your password to a more permanent one.

***Appendix 2 FAQs***

**What are City’s contact details:**

**A:** The City Partnership (UK) Limited, The Mending Rooms, Park Valley Mills, Meltham Road,

Huddersfield HD4 7BH

**E:** [registrars@city.uk.com](mailto:moltenventuresvct@city.uk.com)

**Phone:** 01484 240 910

*Please note that lines are open Mon - Fri, 9am - 5.30pm (excl. English public holidays). Calls from within the UK will be charged at the standard national rate and calls from outside the UK will be charged at the applicable international rate.*

**How can my client update their Address or Bank/Building Society Mandate Instructions?**

If your client needs to update their address or mandate instruction on their shareholding, they can do this via one of the following options:

* Update their details online via their own Hub account
* Following a series of security questions, City can make the change over the phone
* Complete a Change of Address/Dividend Mandate Form and return to City in the post or via email (forms can be signed via DocuSign).



City do not require the share certificate(s) for these updates.

**How can my client update their Dividend Election Instructions?**

If your client needs to update their Dividend Election instructions, they can login to their

Hub account and make the change themselves.

Alternatively, if they would like to enrol/exit the Dividend Reinvestment Scheme, they may also

complete the relevant form and return it to City in the post or via email (forms can be signed via DocuSign).



**How can my client change their name on their holding?**

If your client wishes to change the name registered on their holding, please ask them to

contact City in writing with the following information:

* The company in which they hold shares
* Previous name and registered address
* Their new name in full
* Their signature in their new name
* Send their Share Certificates for endorsement
* Supporting documentation for their change of name such as:
* Marriage: Marriage Certificate
* Divorce: Decree Absolute and Birth Certificate/previous Marriage Certificate
* Name change for other reasons: Stamped Deed Poll
* Company name change: Certificate of Incorporation on change of name by the Registrar of Companies

Supporting legal documentation should be a court sealed copy or certified in ink - any certified copies should have the original stamp proving certification (photocopies of a certified document will not be accepted).

Such changes cannot be notified via email as original signatures are required.

**How can my client register a Power of Attorney?**

To appoint a Power of Attorney, your client must submit an original or a certified copy of the Power of Attorney, duly certified by the donor, a solicitor or a notary public, that it is a

true and complete copy of the original. Where the Power is more than one page, this

certification should appear on each and every page. All certifications must be in ink and not a photocopy.

Alternatively, City may accept the online access code to access the document online.

Please state in the covering letter all the companies in which shares are held so that City can update all respective shareholdings.

**How do I notify you of a deceased client?**

If the holding is in a single name, City can place a note on the register with a copy of the

original or official copy of the Death Certificate. To register the executors on the register City

will require either an original UK Grant of Representation or an office copy bearing the

seal of the Court. Once this is registered, the executors can transfer or sell the

shares.

If your client's beneficiaries do not choose to obtain a Grant of Representation and the estate

does not exceed the Inheritance Tax limit with the total value of the holding not exceeding

£10,000 at the date of death, a Small Estates Declaration and Indemnity form can be used to

register the death. Please contact City if you would like a Small Estates Declaration and Indemnity form.

Please note, if shares are held in more than one company, a Small Estates form will need to

be completed for each company.

If the holding is in joint names, City can remove the deceased shareholder from the holding on

sight of the original or official copy of the Death Certificate. Please also enclose the share certificates so a new one can be issued.

**How do I access my client’s Income Tax Relief Certificate from the Hub?**

Once you’ve gained access to the Hub and your client’s shareholding has been linked, login to the Hub and follow these steps:

* Select ‘Investors’ on the left-hand menu; you should then be able to see your client’s name - **Click on their name**
* On the next screen, halfway down the page, on the summary tab you will see ‘SECURITY/COMPANY’ - **Select the relevant security you wish to view**
* You will now see the shareholding details. Further down the page you will see 4 tabs which includes a ‘**Transactions**’ section. **Click on the ‘Transactions’ tab** to view all the share allotments
* To download the ITRC, you should click on the **highlighted reference** for the relevant share allotment
* From the next screen, click on the ‘**Income Tax Relief Certificate (ITRC)’** box in the top right of the screen to download the ITRC
* Once downloaded, this will be saved to the '**Documents**' section of the Hub where you may access this at any point in the future

**How do I access my client’s dividend confirmation from the Hub?**

Once you’ve gained access to the Hub and your client’s shareholding has been linked, login to the Hub and follow these steps:

* Select ‘Investors’ on the left-hand menu; you should then be able to see your client’s name - **Click on their name**
* On the next screen, halfway down the page, on the summary tab you will see ‘SECURITY/COMPANY’ - **Select the relevant security you wish to view**
* You will now see the shareholding details. Further down the page you will see 4 tabs which includes a ‘**Payments**’ section. **Click on the ‘Payments’ tab** to view all your dividend payments on the screen
* To view the full details of a dividend payment, you should click on the **highlighted payment reference**
* From the same screen you may also download the related tax voucher by clicking on the download **‘Tax Voucher’** box in the top right of the screen
* Once downloaded, this will be saved to the '**Documents**' section of the Hub where you may access this at any point in the future

**My client has lost their share certificate; how do they obtain a duplicate?**

If your client is not in possession of their share certificate, City will require them to complete a form known as a letter of indemnity to obtain a new one.

Please ask your client to send City a signed letter confirming that their certificate is missing (the letter may be sent via post or via email). Upon receipt City shall send a letter of indemnity for completion. Please note there may be an administration fee for issuing a new certificate.

If your client’s holding is represented by more than one share certificate, please ask them to state the certificates in their possession so that the indemnity is only issued for the missing certificate(s).

**How does my client transfer their shares?**

If your client wants to transfer their shares, they will need to complete a Stock Transfer Form

and send it to City together with the valid share certificate.

If the transfer is exempt from Stamp Duty or no chargeable consideration is given for the

transfer, they need to complete the reverse of the transfer form.

Further information is set out in the Stamp Duty section of the HMRC website HMRC website

which includes a stamp duty calculator.

If stamp duty is applicable, please ask your client to contact the Stamp Office.

Birmingham Stamp Office

9th Floor

City Centre House

30 Union Street

Birmingham

B2 4AR

The transfer form should be sent to the stamp office before sending it to City with the

certificate. Once your client receives the stamped transfer form back, please ask them to

send it to City with the share certificates via the post.



**How does my client donate their shares to charity?**

If your client wishes to transfer their shares to charity, please ask them to contact Sharegift

on 020 7930 3737 or go to their website for further information.