**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).

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.

**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
* Once on the register section, from the **‘Type’** drop down menu choose **‘Investor’** and complete the remaining fields with your personal details
* After entering your personal details, press **‘Register’**
* You will now need to select the **‘Login’** tab and login using your credentials
* Once logged in, you will then need to enter your Access Token\*
* Finally, your access request will need to be authorised by City - please note approvals are completed within the working day (Monday-Friday 9.00 a.m. – 5.30 p.m. excluding bank holidays)

\* Your Access Token can be found on any recent share certificate issued by City. If you do not have your Access Token, please contact City by phone on 01484 240 910 or email [registrars@city.uk.com](mailto:registrars@city.uk.com) and following a series of security questions, City will give you your Access Token.

***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 I update my Address or Bank/Building Society Mandate Instructions?**

If you need to update your address or mandate instruction on your shareholding, you can do this via one of the following options:

* Update your details online via your 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 I update my Dividend Election Instructions?**

If you need to update your Dividend Election instructions, you can login to your

Hub account and make the change.

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

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



**How can I change my name on my holding?**

If you wish to change your name registered on your holding, please contact City in writing with the following information:

* The company in which you hold shares
* Previous name and registered address
* Your new name in full
* Your signature in your new name
* Send your Share Certificates for endorsement
* Supporting documentation for your 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 I register a Power of Attorney?**

To appoint a Power of Attorney, you 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 investor?**

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 the 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 Income Tax Relief Certificate from the Hub?**

Once logged in:

* Select ‘My Shares’ on the left-hand menu; you should then be able to see your name - **Click on your 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 your shareholding details. Further down the page you will see 4 tabs which includes a ‘**Transactions**’ section. **Click on the ‘Transactions’ tab** to view all your share allotments
* To download your 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 your 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 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 ‘My Shares’ on the left-hand menu; you should then be able to see your name - **Click on your 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

**I have lost my share certificate; how do I obtain a duplicate?**

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

Please send City a signed letter confirming that your 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 holding is represented by more than one share certificate, please state the certificates in your possession so that the indemnity is only issued for the missing certificate(s).

**How do I transfer my shares?**

If you want to transfer your shares, you 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, you 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 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 you receive the stamped transfer form back, please

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



**How do I donate my shares to charity?**

If you wish to transfer your shares to charity, please contact Sharegift on 020 7930 3737 or go to their website for further information.