

Molten

The Hub

Guide for FIs

Access your clients' shareholding online

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 company officers, investors, and their financial intermediaries (where permitted by their clients).

With their clients’ consent (LOA, offer application form, or Hub invitation), FIs may access their clients’ data via the Hub.

The FIs may view their clients’ holdings, transactions, and dividend history. The FI may also download reports, copies of ITRCs, and dividend confirmations. If the FI has introduced multiple clients to the company, the FI may view all their clients through a single Hub login (subject to receiving the necessary consents).

Registering and accessing The Hub

You can access the Hub by visiting;

<https://molten-ventures-vct.cityhub.uk.com/>

If you have not already done so, you will need to create an **Intermediary** account by selecting the ‘**Register**’ tab and selecting Intermediary as the ‘**Type**’. Once you have entered your details and clicked ‘**Register**’ (See Appendix 1) you will then receive an email confirming you have registered and provide you with details of how to access the Hub.

Should you have any questions regarding the registration process, please contact The City Partnership on 01484 240910 or by email at: 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 the information on their shareholding, they can invite you to have access by clicking 'Invite Intermediary' in their Investor Hub account and sending you an invitation email. You will then receive an email confirming their shareholding has been linked to your Intermediary account and there will be a link to the Hub, along with your username and temporary password. You can then log in, change your password to a more permanent one and view the shareholding details.

Alternatively, please ask them to complete an IFA Letter of Authority and send it to us at The City Partnership (UK) Limited, The Mending Rooms, Park Valley Mills, Meltham Road, Huddersfield HD4 7BH. They may also send a scanned signed copy to moltenventuresvct@city.uk.com

Please ask them to stipulate in the Letter of Authority whether or not they would like you to be able to have online access to their shareholding too.

If you already have an existing Letter of Authority on file for your client, please send a copy to moltenventuresvct@city.uk.com and request for the shareholding to be linked to your existing Hub account.

Appendix 1 Registering

Login Register

Type
Intermediary

Email *

Password *

The password must be at least 8 characters and contain at least one uppercase character, one number, and one special character.

Confirm Password *

Title
Mr

Forename(s)

Surname *

The surname field is required.

Firm Name *

FCA Number *

The fi fca number field is required when type is IFA.

Firm Address Line 1 *

The fi address 1 field is required when type is IFA.

Firm Address Line 2

Firm Address Line 3

Firm Town/City *

Firm Postcode *

The fi address 4 field is required when type is IFA.

The fi postcode field is required when type is IFA.

Firm Country *

Please select a country

The fi address 5 field is required when type is IFA.

Register

Appendix 2

FAQs

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

If your client needs to update their mandate instructions on their shareholding, they can login to their Investor Hub account and make the change themselves.

Alternatively, they can complete a Dividend Mandate Form and send it to us at The City Partnership (UK) Limited, The Mending Rooms, Park Valley Mills, Meltham Road, Huddersfield HD4 7BH. They may also email a scanned, signed copy of the instructions to moltenventuresvct@city.uk.com

If they are a joint shareholder all shareholders must sign the mandate form. Individuals signing on behalf of a company must state their capacity (signing authority).

How can my client change their address on their holding?

If your client needs to update their registered address on their shareholding, they can login to their Investor Hub account and make the change themselves.

Alternatively, they can complete a Change of Address Form and send it to us at The City Partnership (UK) Limited, The Mending Rooms, Park Valley Mills, Meltham Road, Huddersfield HD4 7BH. They may also email a scanned, signed copy of the instructions to moltenventuresvct@city.uk.com

If they are a joint shareholder all shareholders must be listed and sign the change of address form. If the holder is a corporate body the stamp of the bank or building society is required on the form.

They DO NOT need to send their share certificate(s).

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 us 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

We cannot accept a fax or email of this notification, as original signatures are required.

We accept certified or court sealed copies of legal documents to amend the register. Any certified copy of any document should have the original stamp proving certification (photocopies of a certified document will not be accepted).

Please send any relevant documentation to The City Partnership (UK) Limited, The Mending Rooms, Park Valley Mills, Meltham Road, Huddersfield HD4 7BH.

How can my client update their Dividend Election Instructions?

If your client needs to update their Dividend Election instructions, they can login to their Investor Hub account and make the change themselves.

Alternatively, if they would like to enrol in the Dividend Reinvestment Scheme, they may also complete a form (a PDF should be downloadable in the 'Manage Election' section in their Investor Hub). They may also either visit the company's website to download a Dividend Reinvestment Scheme election form or email City at registrars@city.uk.com to request one.

If they would like to be removed from the Dividend Reinvestment Scheme, they can also send a letter of instruction (which includes their full name, address and the company they hold shares in) to us at The City Partnership (UK) Limited, The Mending Rooms, Park Valley Mills, Meltham Road, Huddersfield HD4 7BH. They may also send a scanned signed copy to registrars@city.uk.com

How can my client register a Power of Attorney?

To appoint a Power of Attorney, your client must submit a Certified copy of the Power of Attorney, duly certified by the donor, a solicitor or a duly certified 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.

The Power of Attorney should be sent to us for registration. The covering letter should state all the companies in which shares are held and therefore where the Power of Attorney should be registered against.

Please arrange for the Power of Attorney to be sent to us at The City Partnership (UK) Limited, The Mending Rooms, Park Valley Mills, Meltham Road, Huddersfield HD4 7BH.

How do I notify you of a deceased client?

If the holding is in a single name, we 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 we will require either an original UK Grant of Representation or an office copy bearing the impressed seal of the Court. Once this is registered, the executors can transfer or sell the shares.

If the holding is in joint names, we can remove the deceased shareholder from the holding on sight of the original or official copy of the Death Certificate. Please arrange to send us the share certificate so we can issue a new one.

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 £20,000 at the date of death, a Small Estates Declaration and Indemnity form can be used to register the death. Please contact us on 01484 240910 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.

Please send any relevant documentation to The City Partnership (UK) Limited, The Mending Rooms, Park Valley Mills, Meltham Road, Huddersfield HD4 7BH.

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

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

Please ask your client to send us a letter confirming that they require an indemnity, and we shall send one to them for completion. There may be an administration fee for issuing a new certificate.

You may send the request to us at The City Partnership (UK) Limited, The Mending Rooms, Park Valley Mills, Meltham Road, Huddersfield HD4 7BH. Alternatively, you can email a scanned, signed copy of the request to moltenventuresvct@city.uk.com

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

send it to us at The City Partnership (UK) Limited, The Mending Rooms, Park Valley Mills, Meltham Road, Huddersfield HD4 7BH with the valid share certificate.

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.