

Client Onboarding: what to expect

We're delighted that you're considering investing with us, and we're committed to making your onboarding experience as smooth as possible. This guide outlines the client onboarding process from us receiving your application to your shares being allotted and answers frequently asked questions, to help you to know what to expect. Our Client Onboarding team is always available to assist, so feel free to reach out to them via phone or email if you have any questions.

THE PROCESS

1 You can apply to invest into any of the open Puma VCT's via the Puma Investments [website](#), or through the [Puma Portal](#).

2 During the online application process, you will be asked how you wish to make payment. You can make payment for your investment via three options:

Bank transfer

Payment instructions will be sent to you via email once you have submitted your application.

Direct debit

You will be asked to enter your debit card information as part of the application process.

Cheque

Details on who to make the cheque payable to will be sent to you via email once you have submitted your application.

Once the application funds are received, a confirmation is sent to both the Financial Adviser and the investor on the next business day after payment

3 Anti-Money Laundering (AML) checks are completed.

4 An allotment of shares takes place, and your investment reference number is generated. Upcoming allotment dates are posted on the relevant VCT's page on the Puma Investments [website](#).

5 Following the allotment, a confirmation letter is issued to the investor and the financial adviser (if applicable) within three business days. The income tax relief certificate, along with the share certificate (if the investor has opted to receive certificated shares), will be sent to the investor within 10 business days.

Initial adviser charges are paid (if applicable), and a fee statement is issued to the Financial Adviser.

FAQs

Where do I submit my application?

Our VCT application process is fully digital. The link to apply online can be found on our [website](#) or via the [Puma Portal](#).

Are third-party payments accepted?

Third-party payments are not accepted. All payments must be drawn on an account in the name of the Applicant.

Payments from a joint account (i.e. held jointly with a spouse) will require anti-money laundering checks to be conducted on both account holders, and may require additional documentation.

If you wish to send money from a joint account, please email the Client Onboarding Team at clintonboarding@pumainvestments.co.uk with the joint account holder's full name, date of birth, and address to complete the necessary checks.

When will my shares be allotted?

VCT allotments generally occur every 4–8 weeks, depending on fundraising activity throughout the year. This cadence is not fixed and can vary based on investor inflows and operational readiness. Upcoming allotment dates are posted on the relevant VCT's page on the Puma Investments [website](#).

Who will you send confirmation letters and updates to?

All correspondence is sent directly to the underlying investor and copies are uploaded to the [Puma Portal](#), for financial advisers to access. We aim to send any relevant confirmations and updates within three business days of each step above.

I have requested that an initial adviser fee is paid directly to my adviser, when will this happen?

Any applicable initial adviser charges will be paid within five business days after the ordinary shares have been admitted to the FCA's Official List. The initial adviser charge statement will be issued after the payment has been made.

When will I receive my tax certificates to claim any upfront income tax relief I may be entitled to?

The income tax relief certificate, along with the share certificate (if you opt to hold your shares in a certificated format), will be posted to the investor's registered address within 10 business days after the allotment has taken place. A copy of the income tax relief certificate will also be uploaded to the [Puma Portal](#).

Please note: The timings above are targets only and subject to change.

An application becomes valid once:

- A completed application form has been received
- Anti Money Laundering checks on the applicant have passed
- Application funds have been received and cleared
- All mandatory information has been provided.



Get in touch

We're here to help

CLIENT ONBOARDING TEAM

If you have any other questions please contact us on

020 7096 8452 or email us at clintonboarding@pumainvestments.co.uk