



# The Ethex Registry & Investor Management Service



A smart solution for  
managing your investors

# About Ethex

**Ethex is a leading UK direct impact investing platform.**

A not-for-profit organisation, we're on a mission to build more resilient communities, create fairer societies and fight climate change.








**We have raised over £130m to date** with UK individuals who have invested in extraordinary organisations creating positive change. We're proud of our reputation, built on a record of raising capital for impactful organisations through successful share and bond offers. But our service and commitment to clients go well beyond the point when funds are transferred.

**Our registry service** helps organisations manage ongoing relationships with their investors, without the intensive admin output. 50 clients now take advantage of the Ethex Registry & Investor Management Service. Here, we explain what is covered by this service and why it is so important to clients.



# The challenges for clients in managing investors

A share or bond offer involves a huge investment of time, effort and enthusiasm by the organisation raising the money. So, a successful raise is quite rightly a cause for celebration and brings a great sense of relief. After the party, though, come questions that need to be addressed, such as:

-  **How will the register of investors, including personal information, be kept securely, in compliance with data protection laws?**
-  **Who will be responsible for making payments of capital and interest to investors?**
-  **How will investors' bank details be kept secure?**
-  **Who will ensure that the register is kept up to date, including names, contact details, and shares/bonds held?**
-  **In the event that an investor dies, who will liaise with relatives and solicitors to deal with probate and amend the register?**
-  **How will the organisation communicate with investors – whether issuing formal notices of meetings or updates on impact and financial performance?**
-  **Who will deal with enquiries from investors?**
-  **How will investors be able to keep track of their investment, payment history and tax records?**

It is not just clients who are asking these questions. Investors are, too. They want reassurance that their personal information and bank details are correct and secure, and that they will receive payments, updates and answers to queries promptly.

We know that investors also want to be able to view their portfolio of direct investments, payment history, tax statements and company information online in one convenient location.

The Ethex Registry Service answers all of these questions with an efficient, secure solution that saves clients considerable time, effort and risk.

# The Ethex Registry Solution

## Data security and compliance

- If you have completed a share or bond offer on the Ethex platform, then all relevant details of your offer and investors are already held in a secure, GDPR-compliant database.
- If you have already raised funds from investors directly or via another platform, we can import the relevant details onto the Ethex platform.

## Secure payments made easy

- Each investor on the Ethex platform has their own secure wallet that they control and that is used to receive repayments of capital and interest as well as to invest in offers. Importantly, this means that we do not store investors' bank details.
- As an Ethex client, you too will have a secure wallet. On your instruction, we make payments of capital and interest into investor wallets. Annual payments into investor wallets are made free of charge.
- Investors can then decide whether and when to withdraw money to their own bank account.

## No need to worry about keeping your register accurate and up to date

- Ethex deals with the administration of all changes to the investor register.
- This includes handling probate cases that can be time-consuming.




## A convenient, transparent service for investors

- Investors simply log in to view their portfolio, payment history, tax statements and messages.
- They can also manage their account profile and wallet balance.

## Effective communication with investors

- On your behalf, Ethex will relay to investors regular updates on your organisation's impact and financial performance as well as statutory reports and notifications of meetings.
- In turn, investors can send messages through the platform, e-mail us or pick up the phone and talk to a human being.

# Summary

-  The scale and complexity of the ongoing challenge of managing a register of hundreds, perhaps thousands, of investors in a successful share or bond offer should not be underestimated.
-  It is a lot to ask of any one issuer to invest in the people and systems required to do the job securely and effectively. Doing so is unlikely to be an efficient use of resources, this is a service that benefits from economies of scale. By outsourcing Investor Management to Ethex, our clients are able to focus on their core mission and activities.
-  Investors too value the convenience of one platform where they can access and manage their direct investments. It is very hard to keep track of multiple investments with different issuers. Some investors have told us that they will only invest in an offer if Ethex is going to manage the investor register.

## Fees

**Standard fees** (subject to individual circumstances and excluding VAT):

<b>Onboarding fee:</b>	0.1% of capital raised to contribute to set up costs.
<b>Annual fee:</b>	0.3 – 0.5% p.a. of original capital raised, increasing annually in line with CPI.





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