



3 October 2011

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Mr Paul Lisewski
40d Gledstanes Road
Barons Court
London
W14 9HU

Important changes to your Investment / ISA Account(s) – Action Required

Dear Mr Lisewski,

You should have received an email from us about important changes happening to your trading account. We're sending you this letter in case you missed that email and/or if you haven't signed onto your account for a while.

Please **read this letter carefully** as it contains information about how you will use our service in the future.

First, I would like to assure you these changes will **not affect your existing investments, their security or the level of service** you receive from us.

Providing a new trading platform

As the UK's largest online financial community we have built our reputation on providing cutting edge technology to help you make the right financial decisions. We have now taken this one step further as we have developed a new trading platform for all our trading and investing customers.

The main benefits of our new platform will be:

- A single account login across the website and investment account
- Mobile trading, at no extra cost
- Free limit orders and other automated trading strategies
- Increased functionality for international stocks, moving from a limit order to a quote driven system
- New trading & account management screens including the ability to view a summary across all your accounts on one page
- Ability to open a SIPP account with your choice of pensions trustees, and an online application process
- Enhanced functionality and integration with discussion boards, a virtual portfolio and equity research page

As the newest broker platform in the UK, we have additional plans for significant future developments and enhancements to our service.

Keeping the same, competitive costs

We will continue to offer you our competitive low-cost charges of a flat £10 UK equity dealing charge on all our products, and our low funds charges with no administration charges. You will also be able to trade over the phone as well as online, for the same low price.

Administrative changes

Halifax Share Dealing Limited (HSDL) is the current plan manager for your ISA, and the custodian of your investment holdings is HSDL Nominees Ltd. Once the new service is introduced on 31 October the ISA plan manager will change to Interactive Investor Trading Limited (IITL) and the custody of your investments will transfer to IITL's nominee company, Investor Nominees Limited. We are therefore giving you notice under clause 11.10 of our investment account terms and conditions and 12.13 of our ISA terms that HSDL will no longer be the provider of these services.

These are administrative changes and do not affect the status of your investments.

What you need to do

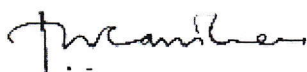
When you login to www.iii.co.uk you will see information and details about the new service and the new terms and conditions. Whilst we can confirm that there are no changes to our low-cost pricing and there are no material changes in the terms and conditions, we recommend you read the information provided carefully.

At this time, you will be able to choose whether you want to agree to the new terms and conditions, set up your new enhanced security details and **activate your new account**. The alternative is that you can choose to transfer out to another broker service.

For more information, in the meantime, you can visit www.iii.co.uk/faq to read our FAQs and www.iii.co.uk/changes to read about the key differences of the new service.

We are very excited about the forthcoming changes and look forward to offering you more flexibility, convenience and functionality with our new share dealing and fund platform.

Very best regards



Tomás Carruthers

CEO Interactive Investor