

## Frequently Asked Questions (FAQs) – Thematic Investments

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# 1. Know more about Thematic Investments

## What is Thematic Investing?

Thematic Investing is a collection of investments in financial instruments that are selected and rebalanced for you according to the market opportunities. The platform offers various multi asset portfolios and focused investment themes to cater to different preferences and risk appetites. Investors will have full transparency and can monitor their investments through Mashreq Mobile platform and withdraw at any time without any additional fees or charges.

## Who is the service provider for Thematic Investments? Why is there a “powered by WelInvest” label on the platform?

Thematic investing capability is offered by Planar Investments Private Ltd (“WelInvest”) and strategies being offered are based on algorithm driven investment services. Mashreqbank PSC (“Mashreq”), as a promoter of these strategies, is making them available to its existing customers via digital banking platform.

## Who can invest in Thematic Investments?

Thematic investments are available to clients who are UAE residents or Non UAE residents having an existing active Mashreq Current or Savings account. with Mashreq Mobile Banking access.

Following clients **will not be able to invest** in Thematic portfolios:

- Clients with Islamic Banking account will not be able to invest, as offerings are not Sharia’h compliant.
- Joint account holders (If they have not signed Investment Master Agreement previously)
- US citizen
- People residing in Russia or Belarus

## What do Thematic Investments offer?

Thematic Investments offer wide range of multi asset portfolios with focused themes to cater to your investment preference and risk appetite. It offers flexibility to invest lump sum or monthly investment plans. It offers smart portfolio rebalancing option to bring your portfolio back to optimal asset allocation levels with your consent.

## What kind of products am I investing in?

Thematic Investment portfolios are constructed using listed Exchange Traded Funds (ETFs) representing major asset/ sub-asset classes and Equities.

## Can I customize the ETFs or equities in a portfolio?

The combination of ETFs or equities in each model portfolios are determined based on market research and insights by WelInvest, providing the most optimal allocation. It is therefore not possible for a customer to handpick the ETFs or the allocation.

## What is the currency of Thematic Investments Portfolios?

Thematic Investments are currently offered in US dollars but in future, more portfolios may be available in other currencies.

## 2. Investment Details

### What is the minimum investment required?

The minimum amount varies in accordance with the investment portfolio you have selected. It starts from as low as **USD 100**.

### Is there a minimum amount if I want to invest more into my existing portfolio?

Yes. The minimum amount of any additional investment you make into your existing portfolio(s) will vary depending on the minimum initial investment amount specified for each portfolio. This amount will be displayed after you have selected the "Invest" option for any of your existing portfolio(s).

### How can I start investing?

Please follow these steps to start investing in Thematic Portfolios

- Login to Mashreq mobile
- Under "Overview" section, please click on "Explore your Investment Portfolio – Wealth Management" tile
- Select "Thematic Investments"
- Complete your risk assessment and Investment Master Agreement in case you not have done this previously
- Get routed to WelInvest platform and explore various portfolio options
- Proceed to perform a funds transfer to fund your investment after selecting a portfolio

### Is there a lock-up period for Thematic Investments?

No, there is no lock-up period. You can withdraw your investment, partly or completely, at any time without any additional fees or charges.

### Who can I contact if I encounter issues with the platform or have queries on my investments?

In case you encounter any issues or queries on our investment portfolio, please contact your Relationship Manager who will be able to assist you further or call +971 4 4244444.

### Does the Thematic Investments platform allow intra-day buying and selling of the same portfolios?

No. Thematic Investment is a portfolio management platform and there will be a lead time before orders are processed, as follows:

- **Lead time for Investment transactions**

Once funds have been successfully debited from your account and transferred to Planar Investments Private Ltd ("WelInvest"), your investment order will be initiated and executed on the following business day. You can check the status of Investments under "Thematic Investments" dashboard on Mashreq Mobile app.

- **Lead time for Redemptions & Withdrawal transactions?**

Once you initiate request for Withdrawal, Planar Investments Private Ltd ("WelInvest") will place the execution order on the next business day. Once the order is successfully executed, funds will be transferred to your chosen Mashreq account. You can check the status of Investments under "Thematic Investments" dashboard on your Mashreq Mobile app.

### **Can I cancel my investment after I have placed an investment request?**

No. The processes are automated, and your investment will be processed within the next working day. If you no longer wish to hold on to your investment, you may make a withdrawal request after the investment has been processed.

## **3. Rebalancing Details**

### **What is rebalancing?**

Rebalancing is the process of adjusting the composition of an Investment portfolio. This involves the buying and selling of assets in an investment portfolio to maintain an optimal asset allocation. Based on rebalancing frequency, WeInvest will recommend to sell security if allocation of that security in portfolio has increased significantly, or recommend to buy security if allocation of that security has declined to ensure an optimal allocation is maintained.

### **Is rebalancing done automatically?**

No, WeInvest will periodically (quarterly or half-yearly depending on portfolios) trigger rebalancing. They will only proceed with the rebalancing once you have given your consent within mentioned timelines from the date of trigger. You may choose to ignore or skip this rebalance as well.

### **Is there any fees or charges for rebalancing?**

There are no fees or charges for rebalancing your portfolio.

### **How often are my portfolios being rebalanced?**

It varies from portfolio to portfolio. Typically, rebalancing suggestions are triggered either quarterly or semi-annually. You can view rebalancing frequency under portfolio details.

### **How do I rebalance my portfolio?**

Once you get the notification for rebalancing, you may choose to rebalance your portfolio by following these steps:

- Login to your Mashreq Mobile app and select "Thematic Investments"
- Under "Overview" section, please click on "Explore your Investment Portfolio – Wealth Management" tile
- Select "Thematic Investments"
- Click on "View details" for that portfolio
- You will see a rebalance alert. Click on "View rebalance details" within that rebalance alert
- You will be shown a breakdown of what your portfolio will look like before you rebalance it, and after
- If you wish to proceed with rebalancing, click "Next"

### **How will I be notified of rebalancing opportunities?**

If your portfolio is available for rebalancing, an email will be sent to your registered email address to inform you of the same.

### **If I missed the period for rebalancing, what can I do?**

You will have to wait for the next round of rebalancing for your portfolio.

## 4. Monthly Investment Plan Details

### What is the minimum amount I need to commit for my monthly investments?

The minimum amount for monthly investments varies across portfolios, starting from as low as US\$100.

### Can I make monthly investments for all the portfolios?

No, there are few selected portfolios available for monthly investment plan. While choosing the portfolio, you will see the option of monthly payment, if monthly investment plan is offered for that portfolio.

### What if I do not have enough money in the debiting account?

You need to make sure that you have enough funds in your selected account to execute the instruction for monthly payment plan. In case you do not have enough funds in your account on the due date, order will not be executed for that month. You will get an email notification informing you about the unsuccessful debit attempt. This debit will not be reattempted for this month. However, the system will try to debit the next monthly investment from your account in the subsequent month.

### Can I select any day of the month for my monthly investment debit?

You may select any day of the month from the options provided under monthly investment plan.

### Can my monthly investment start immediately?

The closest date you will be able to select for debit from your account will be T+2 days.

### Do I need to maintain my monthly investments for a fixed period?

No, you don't need to. You may cancel your monthly investment at any point of time. You can view or amend your monthly payment plan as follows:

- Go to "Portfolio Dashboard" under thematic investments
- Select your strategy that you would like to amend/cancel
- Click on "Edit"
- Make the required changes (amount or date) or cancel the instructions

### Are there any additional fees to the monthly investments?

No, there are no additional fees or charges for monthly investments.

## 5. Funds Transfer for Thematic Investments

### How do I transfer money to fund the investment?

After you have selected your investment portfolio and indicated the amount to invest, you can simply select to fund your investments from your Mashreq account. These funds will be sent to Saxo Capital Markets, who is appointed custody and trades execution agent for Planar Investments Private Ltd ("WeInvest").

### Will there be any additional charges for Fund Transfer for investments?

No, there will not be any additional charges for Fund Transfer under Thematic investments.

### Once funds are debited from my Mashreq account, how long will it take for the funds to be reflected in Thematic Investments as cash?

Once funds are debited from your Mashreq account, it may take up to 1 business day for the amount to be reflected in your Thematic Investments as cash. This will be invested when the markets open during the execution window.

### How long does it take for the cash amount in Thematic Investments to be invested?

Typically, the investment will be executed within 1 business day once the funds have been transferred successfully, with settlement taking place on T+2.

### What currency can I use to fund my portfolios? Can I fund them using foreign currency?

We recommend you to open a Mashreq account in the currency that you would like to invest in Thematic portfolios to avoid any foreign exchange conversion. For investments in portfolios with different currency, the equivalent amount from your selected account will be converted at the applicable foreign exchange rate before investing.

## 6. Withdrawals and Dividends Details

### When can I withdraw from my investments?

You can withdraw your investments anytime you want. Furthermore, you may choose to perform a partial or full withdrawal. The withdrawal amount can only be credited to your Mashreq account which you have selected during investments. Once you have submitted your withdrawal instructions, WeInvest will then proceed to sell the relevant securities and transfer the amount to your Mashreq account.

### What currency can I withdraw from my investments?

The amount from sold investments will be converted from the portfolio currency to the currency of selected Mashreq account at applicable FX rates. To avoid any foreign exchange conversion, we recommend you to open a Mashreq account in the currency that you would like to invest in Thematic portfolios.

### **Will I be receiving dividends for the investments made in Thematic Investments?**

Yes. The amount will automatically get reinvested in the respective portfolios.

### **How long does it take for the withdrawal amount to be credited into my account?**

The withdrawal amount would take 3-5 working days to be credited to your account, depending on the time you placed your withdrawal.

## **7. Fees, charges, foreign exchange conversion and Value Added Tax (VAT)**

### **What are the charges for Thematic Investments?**

You will be charged an administrative fee of 1.25% based on your Assets Under Management (AUM), i.e., the total value of your investments held under Thematic Investments. The fee will be computed on an average value of the portfolio and charged monthly based on number of calendar days in each month.

### **How do I pay for the fees and charges?**

You do not need to do anything. Whenever you invest in a portfolio, there would be some amount set as a cash component for your portfolio. All the relevant fees and charges will be deducted from this cash component of your portfolio.

### **What is the exchange rate charged for Thematic Investments and withdrawals?**

We recommend you to open Mashreq account in the currency that you are planning to investment in Thematic portfolios, to avoid any Foreign Exchange conversions on new investments and withdrawals. For example: If you are planning to invest in USD portfolio then you can open USD account with Mashreq and select the same for your subscription and withdrawals to avoid any Foreign Exchange conversion.

In case you choose a portfolio in a particular currency and select account in a different currency, then all your investments and withdrawals will be converted on the applicable Foreign Exchange rate on the day of the conversion.

### **Will there be any additional VAT charged on administrative fee?**

Applicable VAT charges are already included in the administrative fee of 1.25% per annum based on your Assets Under Management (AUM). There will not be any additional charges for VAT.

### **Will there be any additional custody charges ?**

Applicable custody charges are already included in the administrative fee of 1.25% per annum based on your Assets Under Management (AUM). There will not be any additional charges for custody fees.