

Jarvis Investment Management Limited (in special administration)

Client Assets (FAQs)

On 14 October 2026, the High Court of Justice of England & Wales made an order placing Jarvis Investment Management Limited (“Jarvis IM” or the “Company”) into special administration. Philip Hemming and Adam Stephens of S&W Partners LLP were duly appointed as the joint special administrators (the “JSAs”) of the Company. The JSAs act as agents of the Company and without personal liability.

For questions about Special administration generally, the Redress Schemes or trade creditors and suppliers, please refer to the relevant FAQs.

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CLIENT MONEY, CUSTODY ASSETS AND PROPOSED TRANSFER - FAQs

1. What are Client Assets?

Client Assets are money and investments that the Company held on behalf of its clients.

The Company was required to keep Client Assets separate from its own assets in accordance with CASS. This is designed to help protect Client Assets if the Company fails.

The JSAs currently understand that there is no shortfall in Client Assets as at 14 October 2026. However, they must complete their reconciliation process before this can be confirmed.

2. What happens to Client Money during the special administration?

A “Primary Pooling Event” occurred under CASS when the Company entered special administration. This means that all Client Money held by the Company at that date is treated as pooled and held as a single Client Money Pool (“**CMP**”).

The JSAs are currently reconciling the CMP and Client Custody Assets to establish each client’s entitlement and to confirm the amount of Client Money and Custody Assets available for return.

3. Can I access, withdraw, liquidate or transfer my Client Assets?

No, not at this time.

While the JSAs undertake a reconciliation of Client Assets and explore the possibility of transferring clients and transferable Client Assets to another FCA-regulated broker, you will not be able to access, withdraw, sell or transfer your Client Assets.

The client portal at www.jarvisim.co.uk is also unavailable.

4. How will my Client Money and Custody Assets be returned?

The JSAs consider that the quickest and most cost-effective way to return Client Assets is to transfer all clients and their transferable Client Assets to a single FCA-regulated broker.

If such a transfer is completed, you should be able to access your portfolio and continue trading through that broker. Returning Client Assets separately to each client would be more complex and would likely take longer.

You will not be required to pay a transfer fee in connection with any transfer to the preferred broker.

5. What must happen before the transfer?

The JSAs must reconcile clients’ positions and holdings of Client Assets, complete due diligence on the preferred broker, and agree a suitable transfer method.

The JSAs anticipate that this process will take a number of months but are working to complete it as soon as practicable.

6. How will I know which broker has been selected?

The JSAs cannot disclose the identity of the preferred broker while discussions remain confidential.

Once a broker has been selected, the JSAs will notify clients and publish details on this webpage. Further information and next steps will also be included in the Proposals.

7. How long will it be until I can access my Client Assets?

The JSAs are not currently able to provide an exact timescale for the time required to complete the reconciliation process and arranging the transfer of clients and transferable Client Assets to another FCA-regulated broker.

The JSAs are working to complete the process as soon as possible so as to minimise disruption to clients.

8. Will I get a statement of amounts due to/from me?

Yes, you will receive a portfolio valuation and statement (confirming the position as at the date of special administration) in due course. This will confirm both the value of your claim and its classification (either Client Money or Custody Assets). Information will also be provided should you wish to dispute your statement.

9. Will I receive all of my Client Money and Custody Assets?

The JSAs hope that most clients will receive all of their Client Assets without deduction. However, if the reconciliation identifies a shortfall, the Company may be required, where possible, to use its own assets to make up the shortfall. Any remaining shortfall will be dealt with under the applicable rules.

The amount ultimately returned to clients may also be affected by FSCS eligibility and compensation limits and by the costs of returning Client Assets, including operational costs and professional fees.

10. Do I need to make a claim with or otherwise contact FSCS?

FSCS is the compensation scheme for customers of failed UK authorised financial services firms.

For eligible clients, FSCS may cover Client Money and Custody Asset shortfalls (including the costs associated with distributing Client Assets back to clients), and any other eligible claims against the firm, up to a total of £85,000 per client.

The JSAs are already working closely with FSCS to determine the position of eligible claimants and will provide further updates soon. In previous special administrations, the JSAs have worked directly with FSCS to agree eligible clients and the amount of compensation to be paid without clients having to submit a claim to FSCS themselves. **Accordingly, you do not have to submit a claim to FSCS at this time. The JSAs are liaising with FSCS on your behalf.**

In the meantime, FSCS has set up a dedicated webpage for Jarvis IM and further information may be found at www.fscs.org.uk/making-a-claim/failed-firms/jarvis-investment-management. General guidance may be found on the FSCS website www.fscs.org.uk and we urge anyone considering a claim to seek independent advice.

11. What if I am unable to meet my monthly living expenses due to the loss of access to my investments?

The JSAs are unable to release any Client Assets until the reconciliation process has been completed and a process for the transfer or distribution of Client Assets has been agreed. This may require the Court to approve a Distribution Plan.

If the current situation is causing you immediate financial hardship and you wish to make a hardship claim, please contact the JSAs, by phone, email or post using the contact details provided and explain your circumstances.

In some circumstances, eligible clients may be able to receive a hardship payment from FSCS before their Client Money is returned. To receive such a payment, an eligible claimant will be required to transfer their rights to that Client Money to FSCS.

12. How will dividends and other investment returns be treated?

Dividends, interest, coupons and other returns accruing after the Company entered special administration will be held in a separate post-pooling money account. These receipts are called Corporate Action Income.

The JSAs will identify the clients entitled to Corporate Action Income and will provide further information in due course about how and when those amounts will be returned.

13. How will SIPP and ISA investments be treated?

If you are invested through a SIPP or other pension scheme, the JSAs will contact your SIPP provider or the trustees of your pension about your portfolio, any FSCS claim and the return of Client Assets. Any process will be designed to keep investments within the relevant pension wrapper.

For ISA investments, the process will be designed to preserve the tax-efficient ISA wrapper, and the JSAs will liaise with HMRC as required.

14. What if I object to the transfer of my Client Assets to the preferred broker selected by the JSAs?

The JSAs intend to transfer all clients and transferable Client Assets to the preferred broker as soon as possible. No individual returns of Client Assets will be made before that transfer takes place.

In circumstances in which it is possible only to transfer some but not all Client Assets to the preferred broker, clients will have the option to request a free reverse transfer from the preferred broker within a specified period after the transfer. Further details of the process and any applicable deadlines will be provided in due course.

In these circumstances, a reverse transfer would return your Client Assets to Jarvis IM. As Jarvis IM is in special administration, you would not be able to trade through Jarvis IM and access to your portfolio may be delayed. You would also need to identify and arrange a transfer to an alternative broker without assistance from the JSAs.