

Jarvis Investment Management Limited (in special administration)

Redress Scheme 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 Client Assets, trade creditors and suppliers or the special administration generally, please refer to the relevant FAQs.

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1. What is the redress scheme?

Before Jarvis IM entered into special administration, it operated two redress schemes for certain customers from 25 June 2026 to address past failings relating to two aspects of its services:

- (a) higher transaction fees charged to clients who were introduced to Jarvis IM by either London South East Trading (“**LSE**”) or SharePrices Trading (the “**LSE Redress**”); or
- (b) unclear and potentially misleading language in historic versions of Jarvis IM’s terms of business for retail clients when describing the rate and circumstances in which interest would be paid on uninvested cash balances held with Jarvis IM (the “**Terms of Business Redress**”).

Together, these are referred to as the “**Redress Schemes**.”

Under the Redress Schemes, Jarvis IM offered eligible clients a goodwill payment.

If you were eligible for a payment, you should have received a letter and/or email from Jarvis IM before it entered special administration explaining: (i) why you were eligible for redress; and (ii) the amount of redress offered to you.

2. How does the special administration impact the Redress Schemes?

Prior to the special administration, the Redress Schemes were due to operate until 23 December 2026.

Following the commencement of the special administration, the Redress Schemes have closed because Jarvis IM is no longer able to make redress payments outside the insolvency process.

If you were eligible for redress and had not yet received payment, you may now have a claim in the special administration. Please see the FAQ “Am I a Redress Creditor?” for further information.

3. Am I a Redress Creditor?

If Jarvis IM previously contacted you about one of the Redress Schemes and you had not yet submitted a claim through the redress portal before the Company entered special administration, you may have a claim as an unsecured creditor of the Company (a “**Redress Creditor**”).

Any such claim is expected to be treated as an unsecured claim in the special administration.

To receive any payment in respect of your claim, you will need to submit a proof of debt form to the JSAs. A proof of debt form is available for download on this webpage. Whether any payment can be made will depend on the value of the Company’s assets and the total amount of claims against the Company.

At this stage of the special administration, the JSAs are not yet able to say whether unsecured creditors are likely to receive a payment, or, if so, how much.

The JSAs will shortly be writing to all known Redress Creditors and are also liaising with the Financial Services Compensation Scheme (“**FSCS**”) to determine whether any unpaid redress payments may qualify for compensation under the FSCS scheme.

4. What should I do if I am a Redress Creditor?

The portal previously used for the Redress Schemes is no longer available because the Company is insolvent and can no longer pay redress liabilities. If you are a Redress Creditor, please complete a proof of debt form, which is available for download from this webpage and return it, together with any supporting documents, by:

Email: jarvisim.redress@swgroup.com; or

Post: Jarvis IM Ltd (in special administration), c/o S&W Restructuring, 45 Gresham Street, London, EC2V 7BG.

5. How do I know the amount of my redress claim?

The amount offered to you under the redress programme has been communicated to you in letters and/or emails sent by Jarvis IM before the special administration. Following the commencement of the special administration, the JSAs are also preparing written communications to affected customers which will also confirm the amount of redress to claim.

If you cannot locate these communications or are unsure about the amount of your claim, please contact us using the details provided below.

6. Can my unpaid redress claim qualify for FSCS compensation?

The JSAs are liaising with FSCS to determine whether unpaid redress claims may qualify for compensation. The JSAs will provide updates on FSCS's position in due course. No redress payments can be made by the Company at this time because of its insolvency.

7. Can I negotiate the redress offer so I have a higher claim in the special administration?

The terms and amount of the redress offer are not negotiable and have been calculated in line with a methodology developed by Jarvis IM, as a fair and reasonable approach to paying redress to the Redress Creditors.

8. Do I have to make a claim?

If you wish to claim the redress amount offered to you, you must submit a proof of debt in the special administration. Please see the FAQ "What should I do if I am a Redress Creditor?"

If you do not wish to pursue a claim in respect of the redress amount that was offered to you, you do not have to submit a proof of debt.

9. Do I have to pay tax on the redress payment?

The redress amount offered to eligible customers was made up of two elements. The first element is intended to compensate you for the loss that gave rise to the redress. The second element is interest, calculated at the Bank of England base rate plus 1% to reflect the fact that the money was not available to you at the relevant time.

Depending on your individual tax status, the interest element may need to be declared to HMRC. The JSAs cannot provide tax advice. If any payment is ultimately made in respect of your claim, you should seek independent tax advice if you are unsure of its tax treatment.

10. What do I do if I have any further questions about the Redress Schemes?

The FAQs will be regularly reviewed to ensure we provide current and relevant information to the Redress Creditors. Alternatively, if you would like to contact a member of our redress customer service team you can contact them by:

- Telephone: 020 3400 7999
- Email: jarvisim.redress@swgroup.com
- Post: Jarvis IM Ltd (in special administration), c/o S&W Restructuring, 45 Gresham Street, London, EC2V 7BG.