BARCLAYS Stockbrokers

The intelligent sharedealing service

DIRECT Debit

Instructions to your Bank or Building Society to pay by Direct Debit

To cover settlement and fee shortfalls fill in this Direct Debit form, using a ballpoint pen. Once this form is complete, please detach and keep the Direct Debit Guarantee, and return the remaining form to: **Barclays Stockbrokers, Tay House, 300 Bath Street, Glasgow G2 4LH.**

Please complete all sections below

Originator's Identification Number: 6 2 4 4 4 2

1. Name(s) of bank or building society account holder(s):
Investec

2. Bank or Building Society Account No:
47113001

Banks and Building Societies may not accept Direct Debit Instructions for some types of accounts.

3. Branch Sort Code (from the top right hand corner of your cheque):
08-60-68

4. Name and full postal address of your Bank or Building Society:

To the Manager Investec Bank

Address 2 Gresham Street
London

Postcode EC2V 7QP

5. Reference number (Barclays Stockbrokers Account No, if known):
/ /

FOR BARCLAYS STOCKBROKERS INFORMATION ONLY

Your name(s) in full

CLOACA MAXIMA RETIREMENT
BENEFIT SCHEME

Full name of Barclays Stockbrokers account

6. Instruction to your Bank or Building Society
Please pay Barclays Stockbrokers Direct Debits from the account detailed on this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Barclays Stockbrokers and if so, details will be passed electronically to my Bank or Building Society.

Signature(s)

WILLIAM STEVENSON

Date 26/10/2010

For joint accounts both parties must sign.

Item Ref: 9603422 September 2007

BARCLAYS
Stockbrokers

Small Self Administered Scheme (SSAS) Trading Account

This is an application to open a SSAS Trading Account. Please read this application in conjunction with Barclays Stockbrokers SSAS Trading Account Terms and Conditions.

The trustee(s) must complete and sign this application form.
Please return your completed form to: High Value Servicing Team, Barclays Stockbrokers, Tay House, 300 Bath Street, Glasgow, G2 4LH.
Note: Barclays Stockbrokers can only accept applications from HMRC registered schemes and those with an appointed Professional Trustee.

(Please use CAPITALS.)

Section 1 Scheme name

Scheme Name: Cloaca Maxima Retirement Benefit Scheme (CMRBS)

Scheme Correspondence Address: Little Tufton House, 3 Dean Trench Street, London

Postcode: SW1P 3HL

HMRC registration number*: 00431923RQ

Please note we require a certified copy of the HMRC's Acknowledgement of Registration

The Correspondence address will receive details of transactions and corporate actions. All Sterling assets will be held on behalf of the Trustee(s) as the legal owner(s) within our nominee account and monies will only be accepted or remitted in accordance with Trustee's instructions.

Section 2 The Employer Company all fields are mandatory, where applicable

Company Name: CLOACA MAXIMA

Company Registered Address: Little Tufton House, 3 DEAN TRENCH ~~STREET~~ STREET, LONDON

Post Code: SW1P 3HL

Nature of business: OFFICE SERVICES

Industry in which the company operates: —

Countries in which the company trades (if outside the UK): UK

Countries in which the company operates (if outside the UK): UK

Company registration number: 3244550

If Regulated - FSA registration number:

Section 3 Professional Trustee details (If corporate entity) you must complete all fields marked*

Name*:

Address*:

Postcode*:

Contact person(s):

FSA or HMRC Registration No:

Phone number*:

Email address:

Please complete overleaf

Section 3 Profesional Trustee details (If individual)

If Professional Trustee is an individual, please complete below

Name*

Address*

Postcode*

Contact person(s)

Phone number*

Email address

Your National Insurance number*
You must provide this or declare that you do not have one

Yes: I have a National Insurance number

No: I declare that I do not have a National Insurance number

Please enter it here

Do you pay tax? (Please tick as appropriate) Yes No

Which country are you resident in for tax purposes?

Nationality

Date of birth / /

Section 4 Administrator details (to be completed if the administrator is a corporate entity) you must complete all fields marked*

Company Name* Pensionpractitioner.com

Company Address* 33-35 Daws Lane

London

Postcode* NW7 4SD

Contact person(s) Gavin McCloskey

FSA or HMRC Registration No 00005886

Phone number* 0800 634 4862

Email address

If the administrator is a trustee, please complete below

Name*

Address*

Postcode*

Contact person(s)

Phone number*

Email address

Your National Insurance number*
You must provide this or declare that you do not have one

Yes: I have a National Insurance number

No: I declare that I do not have a National Insurance number

Please enter it here

Do you pay tax? (Please tick as appropriate) Yes No

Which country are you resident in for tax purposes?

Nationality

Date of birth / /

Section 5 Trustee details you must complete all fields marked*

Trustee(s)

Name* WILLIAM STEVENSON

Address* 32-34 CATHERINE PLACE
LONDON

Postcode* SW1E 6HL

Contact person(s)

Phone number* 0773 666 7327

Email address william@ubjs.co.uk

Your National Insurance number*
You must provide this or declare that you do not have one

Yes: I have a National Insurance number ✓

No: I declare that I do not have a National Insurance number

Please enter it here JS 40 86 23 D

Do you pay tax? (Please tick as appropriate) Yes ✓ No

Which country are you resident in for tax purposes?

UK

Nationality UK

Date of birth 25 / 11 / 1984

Please complete overleaf

Section 5 Trustee details (Continued) you must complete all fields marked*

Trustee(s)

Name* HENEAGE STEVENSON

Address* 1 FLODDEN ROAD
~~SE5 9LL~~ LONDON

Postcode* SE5 9LL

Contact person(s)

Phone number* 07958 439 021

Email address heneage@acquromlud.com

Your National Insurance number* (You must provide this or declare that you do not have one)
Yes: I have a National Insurance number
No: I declare that I do not have a National Insurance number

Please enter it here JJ 90 86 21 B

Do you pay tax? (Please tick as appropriate) Yes ✓ No

Which country are you resident in for tax purposes? UK

Nationality UK

Date of birth 30 / 03 / 1928

Trustee(s)

Name* CHARLES STEVENSON

Address* 32 CATHERINE PLACE
LONDON

Postcode* SW1E 6HL

Contact person(s)

Phone number* 0790 155 6190

Email address CSTEVENSON@ELVINE.CO.UK

Your National Insurance number* (You must provide this or declare that you do not have one)
Yes: I have a National Insurance number ✓
No: I declare that I do not have a National Insurance number

Please enter it here JJ 90 86 22 C

Do you pay tax? (Please tick as appropriate) Yes ✓ No

Which country are you resident in for tax purposes? UK

Nationality BRITISH

Date of birth 05 / 09 / 1980

Trustee(s)

Name* ALEXANDER STEVENSON

Address* FLAT 3, 21A FOLEY
STREET
LONDON

Postcode* W1W 6DS

Contact person(s)

Phone number* 07713 505412

Email address

Your National Insurance number* (You must provide this or declare that you do not have one)
Yes: I have a National Insurance number ✓
No: I declare that I do not have a National Insurance number

Please enter it here JA 44 70 66 C

Do you pay tax? (Please tick as appropriate) Yes ✓ No

Which country are you resident in for tax purposes? UK

Nationality BRITISH

Date of birth 28 / 02 / 1974

Note: Where there are additional trustee(s), please copy this sheet and complete accordingly.

Section 6 Foreign dealing

☐ I/we would like to deal in foreign securities other than those shares that are dealt through the London Stock Exchange's European Quoting service. I/we understand that this is currently available as a telephone service only. Please send all the relevant information that I/we need to do this.

Section 7 Managing your Income

Please select how the scheme would like to receive its income below. The scheme will automatically be set up with a Cash Management Service (CMS) account for settling its deals.
Select one option only.

- [x] Automatic Dividend Reinvestment (ADR) - Please use income paid to my CMS account to buy shares using ADR.
- [ ] SCRIP - Please add shares to my account.
- [ ] Cash - Please pay cash dividends to my CMS account.

Section 8 Scheme Bank Account Details

Please provide bank account details to where funds should be transferred.

Name of Bank: INVESTEC

Name of Scheme Bank Account: CLOACA MAXIMA RETIREMENT BENEFIT SCHEME

Sort-Code: 08-60-68 Account Number: 47113001

Initial size of Deposit £

Declaration and Authority

I/we confirm that we are the trustee(s) acting on behalf of the scheme detailed in Section 2 of this form. I/we accept the SSAS Trading Account Terms and Conditions.

I/we confirm that the information given is true and complete and authorise you to make any credit reference and other enquiries in accordance with your normal procedures in connection with this application. I/we understand that credit reference agencies record searches and that information they record may be used by other lenders assessing credit application from us and members of my household and for debt tracing.

If you provide false or inaccurate information and a fraud is identified we will pass this information onto the fraud prevention agencies. If you are interested in hearing more about how this information may be used you can contact us on 0845 300 9020 or please refer to the section "Your Information" in our terms and conditions document.

To the extent required to comply with the governing provisions of the Scheme, we confirm that power for any one trustee of the Scheme to give instructions to Barclays Stockbrokers has been validly granted or delegated under those governing provisions. For the avoidance of doubt, Barclays Stockbrokers is entitled to rely on any instruction provided using the security information it requires from time to time. We acknowledge that if we want to appoint a User to issue instructions on our behalf, we must provide such information relating to that User as Barclays Stockbrokers may from time to time require.

Professional Trustee

Name(s) and positions

Read-only access including
- Viewing the selected accounts online
- Receiving information about the selected accounts by telephone.

Operational access including:
- Selling any investments
- Purchasing any investments
- Giving any necessary instructions in the event of corporate actions on these investments
- Giving any instructions concerning the operation of the Cash Management Service

Signature

Date / /

Administrator Authorised Signatory

Name(s) and positions

Signature

Date / /

Please complete overleaf

Declaration and Authority (Continued)

Trustee

Name(s) WILLIAM STEVENSON

Read-only access including
- Viewing the selected accounts online
- Receiving information about the selected accounts by telephone.

Operational access including:
- Selling any investments
- Purchasing any investments
- Giving any necessary instructions in the event of corporate actions on these investments
- Giving any instructions concerning the operation of the Cash Management Service

Signature

Date 26 / 10 / 2010

Trustee

Name(s) HENEAGE STEVENSON

Read-only access including
- Viewing the selected accounts online
- Receiving information about the selected accounts by telephone.

Operational access including:
- Selling any investments
- Purchasing any investments
- Giving any necessary instructions in the event of corporate actions on these investments
- Giving any instructions concerning the operation of the Cash Management Service

Signature

Date 26/10/2010

Trustee

Name(s) CHARLES STEVENSON

Read-only access including
- Viewing the selected accounts online
- Receiving information about the selected accounts by telephone.

Operational access including:
- Selling any investments
- Purchasing any investments
- Giving any necessary instructions in the event of corporate actions on these investments
- Giving any instructions concerning the operation of the Cash Management Service

Signature

Date 26 / 10 / 2010

Trustee

Name(s)

Read-only access including
- Viewing the selected accounts online
- Receiving information about the selected accounts by telephone.

Operational access including:
- Selling any investments
- Purchasing any investments
- Giving any necessary instructions in the event of corporate actions on these investments
- Giving any instructions concerning the operation of the Cash Management Service

Signature

Date / /

Please note the above declarations must be signed by all Trustee(s)

Checklist

- A certified copy of HMRC's Acknowledgement of Registration
- Direct Debit Instruction for fees
- Certificate of Incorporation
- Memorandum and Articles of Association
- Where the employer (company) is no longer in existence, a Deed of Amendment is required
- An original bank statement no older than 3 months, which confirms the Scheme name, sort code and account number, as per section 8.

26, October 2010

Dear Mr Hunter,

Since August we have been trying to open a very simple Barclays stockbrokers account through my pension administrator pensionpratitioner.com.

To give you a little background, the account is to be for a family pension scheme that myself and my 4 brothers run worth c. £2mn. We run a family office with an 8 figure sum under management and spotting a depressed stock market during the summer, were keen to take advantage of the low market by investing this pension. Our failure to invest has cost us a lot of money.

Seemingly at every turn we have been failed by the incompetency of Barclays – we hold accounts at Hargreaves Lansdown and TD Waterhouse and the service we've received here as been incomparably poor. As I understand from Gavin McCloskey who has been dealing with this, Barclays has not only lost our initial application form but all the follow up AML materials that we provided. To make matters worse, you have actually recorded receiving them – but they now seem to have vanished. You must understand that all my brothers are high net worths with day jobs etc. and going round collecting signatures and AML materials is immensely irritating to do just once – let alone twice.

This is all by the by and nothing can be done now – what I'm now focused upon now is what happens next. There are two key issues:

1. I am now taking charge of sorting this. I'm sending this fax through to you now at 7pm on a Tuesday evening, and shall be in my office tomorrow morning at 7am expecting your call first thing (your answerphone suggests you open at 8).
    a. According to Gavin, the application form I've faxed through (which I'm arranging to be couriered special delivery for which we'd be very grateful if Barclays would pick up the cost) with just mine and my older brother Heneage's names and signatures should suffice for the moment.
    b. This should enable us to get an account to be setup, transfer over c. £1mn into it to be invested across 2 and possibly 3 hedge funds by the end of the month.
2. What is being done about these lost forms?
    a. They obviously contain sensitive information and I'd be very grateful if you'd let us know what steps are in place to ensure they're not in the wrong hands. Identity theft is the last thing we want!

Look forward to speaking tomorrow morning (I'm on 0773 666 7327 or 0203 372 6405),

Yours Sincerely,

William Stevenson

To: High Value Servicing Team (FAO: Chris Hunter)

From : William Stevenson of the Cloaca Maxima Retirement Benefit Scheme

Pages (incl): 8 (a cover sheet, a letter, a direct debit form and a 5 page application form.

Contact Telephone Number: 0773 666 7327

TRANSMISSION VERIFICATION REPORT

TIME : 26/10/2010 19:22
NAME : DENNIS STEVENSON
FAX : 02073400653
TEL : 02073400650
SER.# : 000D7J526065

DATE,TIME	26/10 19:17
FAX NO./NAME	908456052143
DURATION	00:04:53
PAGE(S)	08
RESULT	OK
MODE	STANDARD ECM