

What you need to know –

- Crest Transfer Forms are sent 1st class
- We **ALWAYS** advise to send your important documents to us via registered post
- Sale proceeds are sent to your bank via BACS – these take 3 days to appear in your bank account from the day released
- Chaser letters are issued 7 and 15 days after your trade date, if necessary, to remind you to send your documents
- If you do not have your share certificate or cannot provide ID – please contact us as soon as possible
- Make sure we have your documents by day 20 after your trade date to avoid possible buy back, where you may incur additional fees.
- All days are business days, not calendar days
- Phone Number – 03456 037037 Option 2

