



# CREATING ENERGY WE ALL FEEL GOOD ABOUT

lowcarbonhub.org

«FULL\_NAME»  
«Address\_Street\_1»  
«Address\_Street\_2»  
«Address\_City», «Address\_Post\_Code»

9<sup>th</sup> March 2018

Dear Member,

## Changes to the administration of your shares

We are writing to you to inform you that the register service for your community shares will be coming in-house from **29 March 2018**. We received notification from the Registry Trust earlier in the year that they were withdrawing their service for commercial reasons. With our increased capacity at the Low Carbon Hub, we felt this offered a good opportunity to work more directly with our members.

For you this means that you will have one point of contact for all your queries regarding your investment and the work of the Low Carbon Hub. We have created a new email address specifically for investor queries: [members@lowcarbonhub.org](mailto:members@lowcarbonhub.org), so please do get in touch. You can also call us on **01865 246099**.

We have created **new areas on our website for our investor shareholders** to help answer some of your common queries. Go to [www.lowcarbonhub.org/invest](http://www.lowcarbonhub.org/invest). Let us know what you think and if there is any other information you would like to see there. We'd also like to hear your views more widely on how we are doing, and in mid-March you will be receiving a link to our **online annual perception survey**. (The updates to the website were a direct response to last year's survey!). We really value your feedback and the survey will only take a few minutes to complete.

With this change to your service, we want you to be assured that your data will be kept securely at the Low Carbon Hub and that it will only be used to manage your investment and our services to you. We will never share your data with third parties for marketing purposes. It's really important that we have accurate information for you and so if any of your details have changed, please do get in touch. Having the correct bank details is vital to ensure we can make your interest payments.

Finally, as part of the upcoming changes to data protection law, we now need your express consent to continue to send you our regular Low Carbon Hub newsletters. Look out for the email in the next few weeks asking you to **opt in to continue to receive the newsletter**.

If you have any questions about anything in this letter, please do get in touch with us at [members@lowcarbonhub.org](mailto:members@lowcarbonhub.org) or call us on 01865 246099.

Best wishes,

Dr Barbara Hammond MBE  
Chief Executive

**Save the Date:**  
**Oxfutures Conference,**  
**Wed 10 October 2018**  
**followed by**  
**our AGM at 5.30pm**  
**St. Anne's College, Oxford**