

Appointed Representative (“AR”) FAQs

Updated as at July 2025

TenetConnect Limited (in administration) (“TCL”) and TenetConnect Services Limited (in administration) (“TCSL”)

Updated answers are formatted in **red** below.

- Q1. I am a former AR that became Directly Authorised and entered into a transfer deed. What happens to income paid to TCL or TCSL that is subject to the transfer deed?**

Any income received by TCL or TCSL but not paid to you prior to 5 June 2024 (the Administration date) forms part of the insolvent estate. The Assignee in the transfer deed shall have an unsecured claim in the estate of TCL or TCSL for those funds. Please see Q6 below regarding how to make a claim in the administration.

Any income received on or after 5 June 2024 shall be payable to the Assignee, subject to the conditions of the transfer deed having being met. Where the conditions are not met, those funds shall belong to the estate of TCL or TCSL and will not be paid to the Assignee or form part of an unsecured claim.

- Q2. I am a former AR that became Directly Authorised BUT I did not enter into a transfer deed. What happens to income paid to TCL or TCSL?**

The former AR shall have an unsecured claim in the estate of TCL or TCSL for any income payable to it under the terms of the AR Agreement. Please see Q6 below regarding how to make a claim in the administration.

- Q3. I am a former AR that joined another network or transferred my business to a new principal (excluding 2plan (as defined in Q4 below)) and my new principal entered into a transfer deed. What happens to income paid to TCL or TCSL?**

Any income received by TCL or TCSL but not paid prior to 5 June 2024 (the Administration date) forms part of the insolvent estate. The Assignee in the transfer deed (your new principal) shall have an unsecured claim in the estate of TCL or TCSL for those funds. Please see Q6 below regarding how to make a claim in the administration.

Any income received on or after 5 June 2024 shall be payable to the Assignee, subject to the conditions of the transfer deed having being met. Where the conditions are not met, those funds shall belong to the estate of TCL or TCSL and will not be paid or form part of an unsecured claim.

Q4. I am a former AR that joined 2plan Wealth Management Ltd or Openwork Limited (together, "2plan") and entered into a transfer deed. What happens to income paid to TCL or TCSL?

Any income received by TCL or TCSL but not paid prior to 5 June 2024 (the Administration date) forms part of the insolvent estate. 2plan shall have an unsecured claim in the estate of TCL or TCSL for those funds. Any income received on or after 5 June shall be payable to 2plan. We **have written** to 2plan directly regarding its claim in the administration and the payment of monies in due course.

Q5. I am a former AR that did not get reauthorised and I did not enter into a transfer deed.

The former AR shall have an unsecured claim in the estate of TCL or TCSL for any income payable to it under the terms of the AR Agreement. Please see Q6 below regarding how to make a claim in the administration.

Q6. How do I make a claim in the administration?

The Joint Administrators have been working with retained Tenet staff to calculate ARs' and assignees unsecured claim values, based on the Tenet records. The unsecured claim value presented on the statements sent to ARs and assignees is as at 5 June 2024, the date TCL/TCSL went into administration. Former ARs' and assignees' claims have been calculated based on Tenet's terms and conditions, the FCA handbook and the Joint Administrators' interpretation following legal advice received in relation to certain matters (privilege in respect of which is not waived). The approach is consistent for all ARs.

The statements are produced in line with those in Tenet's iO system, so the content and layout will be familiar to most former ARs, especially those that previously had access to the iO system. Any deductions applied to your account are chargeable under the terms of your Appointed Representative Agreement.

The Joint Administrators request former ARs and assignees review the statement provided and, if agreed, return the proof of debt form provided via email to tenet.creditors@interpath.com.

Q7. What if I disagree with the claim calculation?

If you do not agree with the claim amount shown on your statement and/or wish to submit a claim for a different amount, please complete the proof of debt form and return it, together with supporting documentation to evidence your revised claim amount, via email to tenet.creditors@interpath.com. Your claim will then be reviewed by the Joint Administrators and their team.

It is likely that there will be limited funds available for distribution to unsecured creditors and therefore if former ARs and assignees dispute the claim calculation, funds available for unsecured creditors will reduce due to the time and costs associated with dealing with disputed claims.

Q8. What are the likely timeframes to receive any payment and how much will I receive?

It is currently unknown whether there will be sufficient funds available to allow a payment to be made to unsecured creditors. Should funds be available, the exact timing and amount of such a distribution is not currently known. Based on current estimates, if a dividend does become payable unsecured creditors with valid claims will likely only receive at best a partial payment of their claims.

As mentioned in previous correspondence, the amount of any dividend payable by TCL and TCSL is likely to be different.

The Tenet helpdesk will not be able to provide further guidance on the likelihood, timing and quantum of any potential dividend as this is currently unknown. The Joint Administrators will provide an update on the likely timing and amount of a distribution in due course.

Q9. Why has it taken until November 2024 to communicate claim values up to 5 June 2024?

As you may be aware, the Tenet group was in the process of winding down its operations prior to the appointment of the Joint Administrators. In order to accurately calculate former ARs claims up to 5 June 2024 the Joint Administrators needed to gather all the relevant data from various sources, develop a complex model, obtain legal advice on certain matters (privilege in respect of which is not waived), obtain advice on various technical matters and undertake thorough testing of the model. The above matters have taken some months to complete.

Q10. What happens with funds received by TCL/TCSL post 5 June 2024?

As the Joint Administrators continue to wind down the affairs of TCL/TCSL, both TCL and TCSL ceased the collection of product provider income on 12 November 2024.

We have now completed the reconciliation of the product provider income received by TCL/TCSL from 5 June 2024 to 12 November 2024. Where funds have been identified as being due to a former AR (or, where applicable, due to their assignee) the majority of statements have been issued and payments are currently being processed.

Under the terms of some former ARs agreement, the relevant AR will have an unsecured creditor claim resulting from product provider income received since our appointment, rather than the income being paid as a proprietary claim. All former ARs who fall into this category have been contacted with confirmation of their balance.

ARs have been contacted using their email contact details as held by TCL/TCSL, with emails being sent from payment.services@tenet.co.uk. If TCL/TCSL did not hold an email address ARs have been contacted via post. If you have not received confirmation of your position, please contact payment.services@tenet.co.uk.

Q11. Tenet would have been due to receive procurement fees in relation to my customer, what happens now?

As TCL/TCSL have now ceased the collection of product provider income, no further procurement fees will be received by TCL/TCSL. We suggest all former ARs contact the relevant product providers to arrange payment of any further procurement fees directly to them.

Q12. I have a query – Can I still contact the customer services team?

Yes, the customer service team continues to operate and a helpdesk is available to assist you if, after reading these FAQs, you still require assistance.

Should you wish to contact the helpdesk for support, please email payment.services@tenet.co.uk.

For, the avoidance of any doubt, the customer service team is unable to provide you with any regulated financial advice, or any details regarding the value of any potential claim in the administration.

Q13. I am a financial adviser. What does the administration of TCL and TCSL mean for me?

TCL and TCSL did not engage directly with financial advisers, therefore if you believe you are owed money you should liaise directly with the Former AR with whom you undertook business.

Q14. I purchased Professional Indemnity Insurance (“PII”) from Tenet, is this still valid?

Please see the comprehensive PII FAQ available on TCL/TCSL’s portal here:

<http://TenetConnectLimited.ia-insolv.com>

<http://TenetConnectServicesLimited.ia-insolv.com>

Q15. I paid for FCA fees upfront, do I get a refund?

Former ARs who had paid FCA fees to Tenet for 2024/25 and/or 2025/26 have received a credit on their iO account for the fees that were deducted from their iO account in advance. The fees will be taken into account when calculating your unsecured claim.