

acupay Updates

Monday, 15 September 2014



Acupay Website Re-Launch

New content, easy navigation and fresh design.

We are proud to announce that we have completely redesigned our website (www.acupay.com). The revised website aims to better meet the needs of its users and has been re-launched with a host of useful new sections and features. The overall structure has been overhauled to make it easier to navigate for each group of Acupay clients, from custodians and investors to issuers and charities.

The new layout enables the website to better fulfill its role as a source of information for all users. In our [Custodian Resources](#) section, Acupay will upload all DTC Important Notices for Acupay System participants to review, along with other handy resources such as our Acupay System operational procedures guide for different markets and the Italian White List.

We also have a dedicated section for investors and their representatives who need support in filing a Long Form Reclaim which gives overviews of refund rates available and more detail for some highlighted markets (see our [Investors section](#)). Furthermore, you will be able to file long form reclaims online and hassle-free in the [Reclaim Now section](#)!

We will also regularly upload tax and back-office news items related to our most popular markets, so come back regularly!

If you have any suggestions of what you would like to see on our website, let us know at product@acupay.com.



Telefonica, S.A. ADR (ISIN: US8793822086)

SOL expiring for November 2010 dividend payment

The statute of limitation for tax reclaims on Spanish dividend payments is 4 years from the ordinary share payment date. This means that the deadline to submit requests for refunds of excessively withheld taxes on the 17 November 2010 dividend payment of the Telefonica, S.A to Acupay is 23 September 2014 to ensure timely filing with the Spanish tax authorities. Therefore, if you wish to file a reclaim to recover excess withholding tax, please do so as soon as possible. Be aware that you will need to provide a valid Spain-specific Certificate of Residence¹ for tax year 2010, for each beneficial owner. Acupay must receive all original paperwork no later than 23 September 2014.

Please contact our [Reclaims team](#) for more information.

¹ A Petición de Reducción/ Devolución is required for certain countries of tax residences.

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