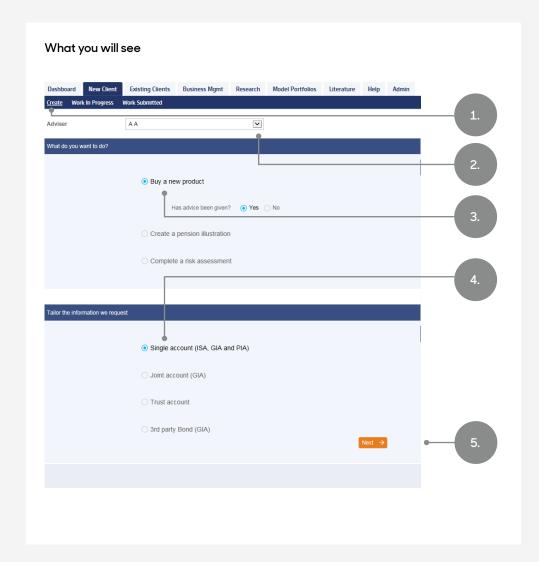


## How to create a new client account

This user guide shows you how to create a new Elevate account and set up transfers and payments into the Elevate Individual Savings Account (ISA) and the General Investment Account (GIA).



### What you will need to do

- 1. Go to New Client > Create.
- 2. Select the adviser in your firm who will be managing this account.
- 3. In **What do you want to do**, click **Buy a new product** and tell us if advice has been given or not.
- 4. Click Single account (ISA, GIA and PIA).

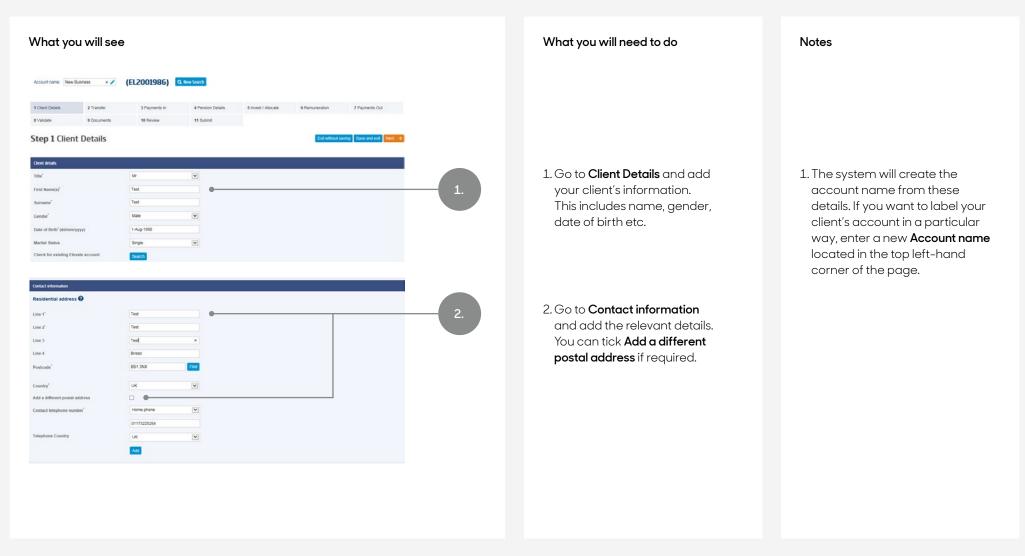
5. Click Next.

#### Notes

- 1. If your client already has an account open with Elevate you can set up a new ISA/GIA (or arrange further contributions and transfers to existing product wrappers) by navigating to their account and selecting New Work > Create > New/amend product purchase.
- 3. Illustration for the ISA/GIA can be produced using the illustration tool available on our website:
- www.elevateplatform.co.uk/ elevate/adviser/tools-andsupport/illustrations.page
- 5. You can set up Elevate Pension Investment Account (PIA) payments at the same time. Details of how to set up payments and transfers into the PIA are outlined in a separate user guide.

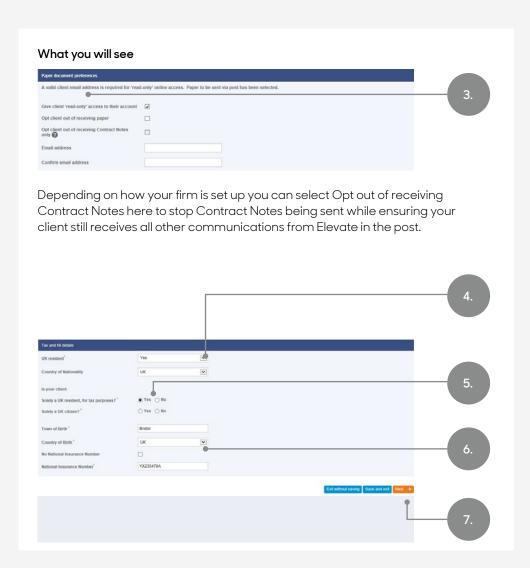
How to add a new client - ISA and GIA 2 of 19

## Step 1: Client details



How to add a new client - ISA and GIA 3 of 19

## Step 1: Client details - cont.



### What you will need to do

3. Go to Paper document preferences.

Your client will automatically be given 'read-only' access to their account. If this is unsuitable for them, you can change it by un-ticking the **Give client 'read-only' access** box.

Your client will also by default be opted out of receiving paperwork in the post. If this is unsuitable for them, you can change it by un-ticking the **Opt client out of receiving** paper box.

- 4. Go to **Tax and NI details** then confirm if your client is a **UK Resident** and their **Country of Nationality**.
- 5. Confirm your client is Solely a UK Resident for Tax Purposes AND Solely a UK Citizen. You will need to confirm Town of Birth and Country of Birth.
- 6. Enter you client's National Insurance number.
- 7. Click Next.

#### Notes

3. For your client to have 'readonly' access, you will need to add a current email address for them. This must be your client's own unique email address. The same email address cannot be used for other clients.

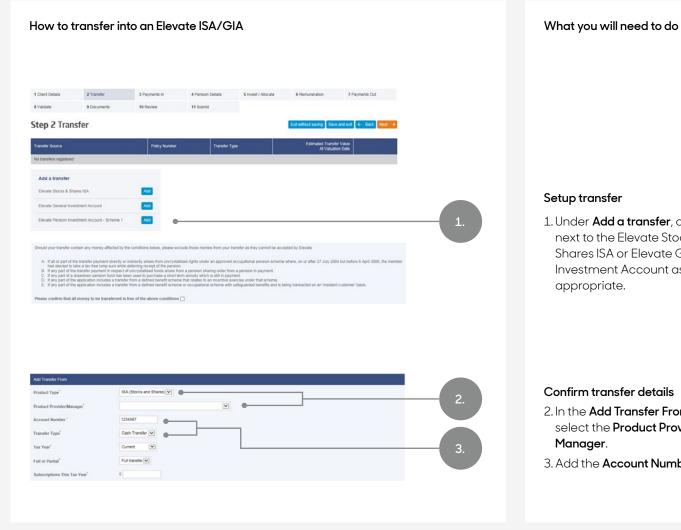
Once the account is active, you can change these settings at any time via the **Account**Holders > Contact Details tab.

- 4. Clients who are not **UK Resident** will not be able to open an Elevate account.
- 5. If the answer is No, you will be asked to confirm additional details. If the Main Country of Tax Residence is not the UK, you will not be able to proceed with the application.
- 6. If you do not have your client's National Insurance number, please provide it to us within 30 days by completing the National Insurance number (NINO) verification form available in the Literature tab.

How to add a new client - ISA and GIA 4 of 19

## Step 2: Transfer

Transfer investments from other providers to your client's Elevate ISA/GIA. If you're not making any transfers you can skip this section.



Notes

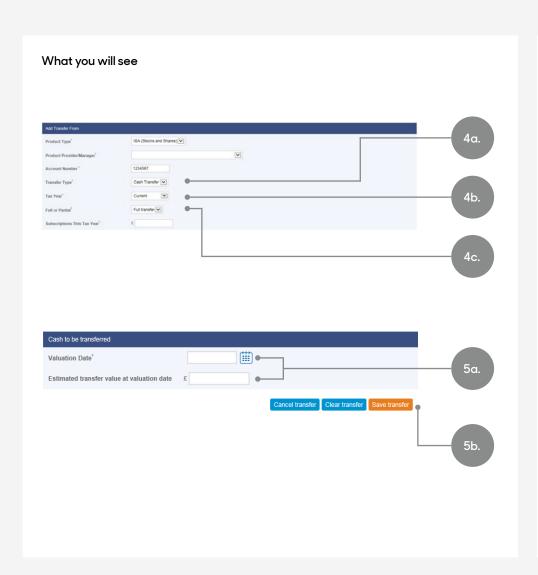
1. Under Add a transfer, click Add next to the Elevate Stocks & Shares ISA or Elevate General Investment Account as

- 2. In the **Add Transfer From** section select the Product Provider/
- 3. Add the Account Number.

- 2. If the product provider is not listed or has a different address to the pre-populated details, you can enter or amend in the Manager **Details** section. Select **Other** to choose a provider not listed here.
- 3. This is the policy reference number of the ceding provider.

How to add a new client - ISA and GIA 5 of 19

## Step 2: Transfer - cont.



## What you will need to do

### Confirm ISA details

- 4. Next, confirm:
- a. **Transfer Type** either cash or in–specie.
- b. ISA **Tax Year** previous or current.
- c. If it's a **Full or Partial** transfer.

### Enter transfer value

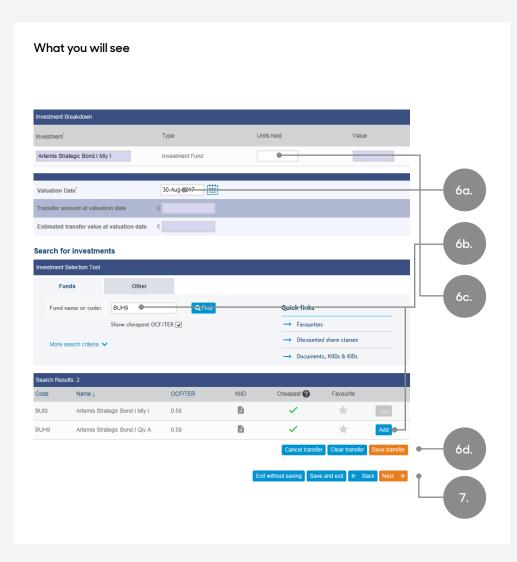
- 5. For **cash transfers**:
  - a. Enter the **Valuation Date** and the **Estimated transfer value**.
  - b. Click **Save transfer**.

### Notes

- 4a. If you are keying a transfer to the Elevate GIA, only reregistration Transfer Type is available.
- 4b. If the ISA transfer is from the current year, please add the ISA subscriptions made by your client this tax year.
- 4c. Current year's ISA can only be transferred in its entirety. Partial transfers are not permitted.

How to add a new client - ISA and GIA 6 of 19

## Step 2: Transfer - cont.



### What you will need to do

- 6. For **re-registration transfers:** a. Enter the **Valuation Date**.
  - b. Use the **Investment Selection Too**I to search for investment using the search criteria or by adding the fund name or code. Click **Add** next to the fund to include it in the transfer.
- c. Add in the number of units currently held.
- d. Once you've added all the required funds, click **Save transfer** to complete.
- 7. Once all transfer details have been entered, click **Next**.

#### Notes

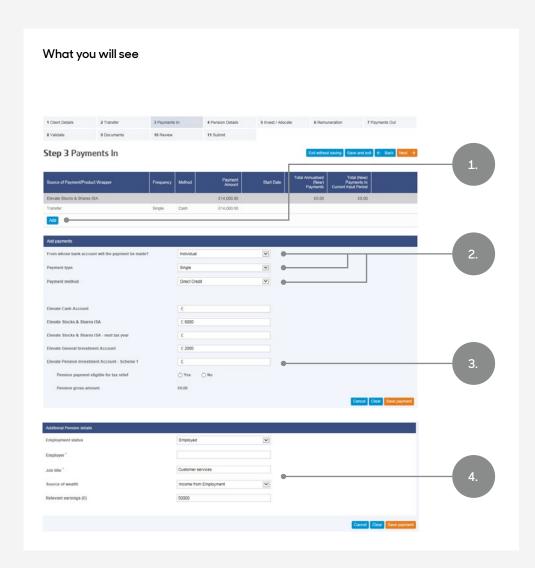
- 6. Repeat 6b. and 6c. to include any other funds in the re-registration transfer from the same ISA or GIA
- 6d. Details of all the transfers you have keyed are displayed at the top of the page. Click **Edit** if you need to make a change or **Remove** if you want to delete transfer details.
- 7 Before you move on you can repeat steps 1 to 7 to add further transfers from other providers.

How to add a new client - ISA and GIA 7 of 19

## Step 3: Payments in

Set up payments into the Elevate ISA/GIA.

If you're not making any payments in, skip to the next section.



### What you will need to do

### Add payment details

1. Click Add.

- Select From whose bank account will the payment be made, the Payment type and Payment method.
- 3. Enter the payment amount(s) next to the Elevate Stocks & Shares ISA and/or Elevate General Investment Account. For regular contributions you need to add the Frequency and Start date for the payments.
- 4. Click **Save payment**.

  Repeat the steps 1 to 4 to add more payments and payment types.

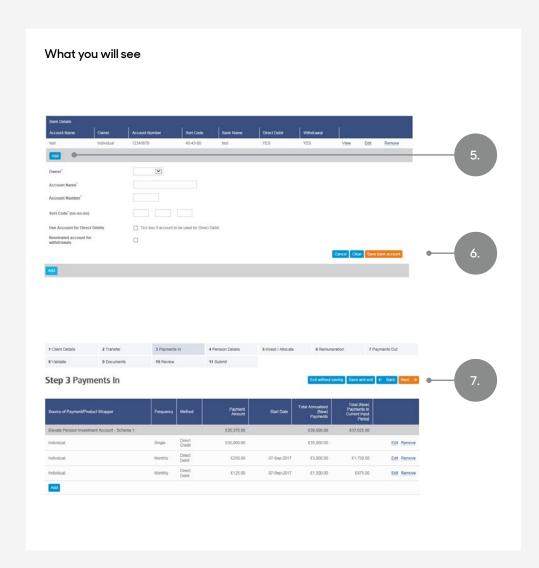
#### **Notes**

You can enter payment details for the PIA, ISA and GIA all at the same time.

- 3. For payment by Direct Debit (either regular or single contributions), the date should be at least 10 days in the future. You can also set up next tax years ISA subscription. See **Hints and tips** at the end of this guide for more information.
- 4. If a third party is making a contribution on your client's behalf, you will be asked to confirm their details and tick the confirmation box.

How to add a new client - ISA and GIA 8 of 19

## Step 3: Payments in - cont.



### What you will need to do

- 5. Once you have added the payment details you can then add the **Bank Details** you want to use. Click **Add** to enter appropriate bank details for the payments and choose whether this bank account will be used for payments in and/or withdrawals.
- 6. Click Save bank account.
  - If you need to add more bank details, for example if you're also setting up contributions from a third party on your client's behalf, click **Add** again and enter the details for the additional bank account.
- 7. When you have entered all payments, click **Next**.

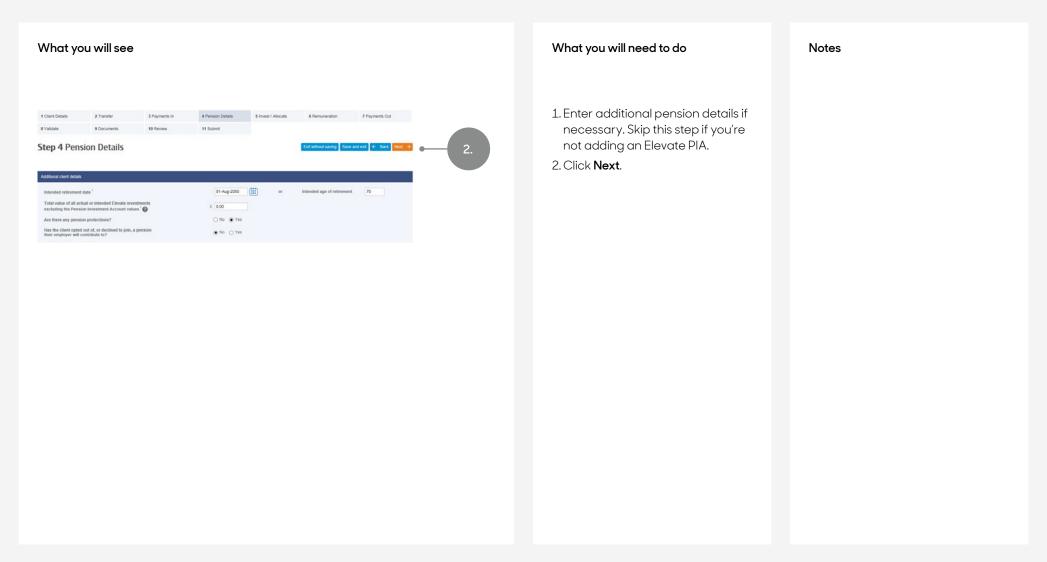
#### Notes

- 5. We will need to verify the account before withdrawals can be authorised. This is normally automatic. If for any reason the bank details cannot be verified automatically you will be notified at the end of this wizard and required to provide further information. Check the additional bank verification list at the end of this guide.
- 7. Details of the payments you have keyed will be displayed at the top of the page.
  - Click **Edit** if you need to make a change or remove if you want to delete payment details.

How to add a new client - ISA and GIA 9 of 19

# Step 4: Pension details

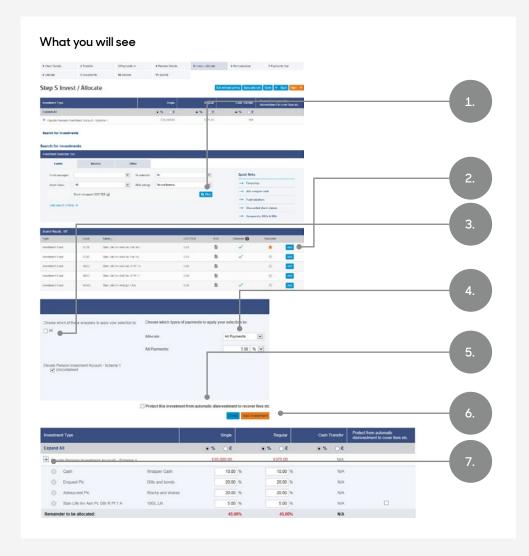
If you're adding a PIA contribution or transfer confirm extra pension details otherwise you can skip this step.



How to add a new client - ISA and GIA 10 of 19

## Step 5: Invest/allocate

This step lets you choose investments and select how to allocate any cash transfers or other payments that you have set up.



#### Quick links

Quick links provides you with easy access to fund solutions, funds with discounted share prices and extra fund information.

You can also select from your **Favourites** list for quick access to your preferred investment solutions. Add funds, securities and model portfolios to your **Favourites** by ticking the 'star' next to the investment. Next time you view your **Favourites** this investment will be on there!

### What you will need to do

- 1. Use the **Investment Selection Tool** to locate the investments you want then click **Find**.
- 2. Click **Add** next to the investment you want to select.
- 3. In the pop-up window, indicate which product wrappers you want to invest in.
- 4. Input the amount to be invested either as a percentage or a £ amount.
- 5. To protect this fund from automatic disinvestment tick the box.
- 6. Click add investment.
- 7. The investments you have selected will be displayed at the top of the page. Expand each row by clicking on the + icon to view your selection, make amendments and remove funds if entered in error.
- 8. When you've completed the allocation, click **Next**.

#### Notes

- 1. You can search for a specific investment name or code.
  - Use the extra tabs here if you want to search for model portfolios or **Other** to search for stocks & shares or discretionary managers.
- 6. To add further investments, repeat steps 1 to 6.
- 7. The total must come to 100%.

  Remainder to be allocated is displayed (and the text will turn from red to black).

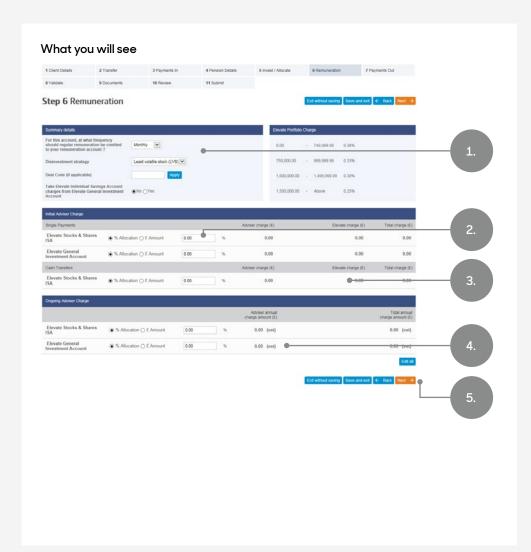
Product cash is used to pay charges for each product wrapper so you will need to consider this when setting your cash allocation.

If you have keyed a pension transfer and intend to crystallise it immediately you should consider investing this transfer 100% in cash. This ensures you will be able to set up pension benefits when the money is received, rather than waiting for trades to settle.

How to add a new client - ISA and GIA

## Step 6: Remuneration

Here you can include the level of charges you've agreed with your client. You can also use this step to confirm the automatic disinvestment strategy. You can redirect all ISA charges so that they are taken from the GIA wrapper cash - helping you maximise the ISA allowance.



### What you will need to do

- In Summary Details, choose the frequency, disinvestment strategy and, if applicable, choose if you want to take Elevate ISA charges from the Elevate GIA.
- 2. Select the **Initial Adviser Charge** amount.
- 3. If you're setting up a regular payment, you can select a Spread Initial Adviser Charge this is paid from money held in wrapper cash (not as a deduction from the regular payment received). This can be either a £ Total charge amount (divided over a number of payments) or a specified £ Deduction amount for each payment over a period of time.
- Select the Ongoing Adviser Charge amount.
- 5. Click Next.

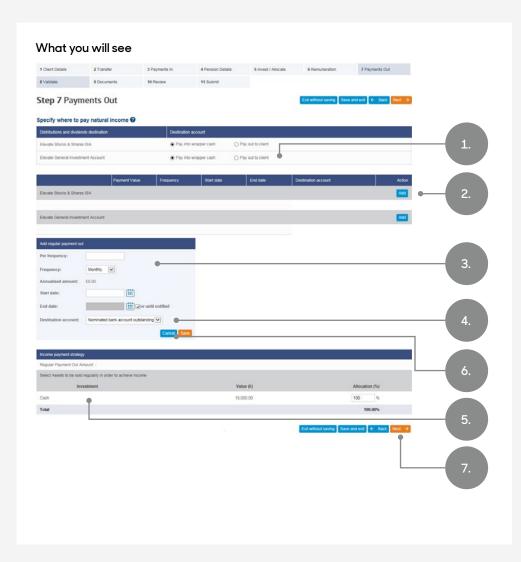
#### Notes

- 2. An Initial Adviser Charge cannot be selected for in-specie transfers.
- 4. Any Ongoing Adviser Charge, Spread Initial Adviser Charge and Elevate Portfolio Charge are paid using product wrapper cash. Ensure that you set up and maintain sufficient cash in each product wrapper to pay these charges (and any withdrawal commitments). Where there is not enough cash we will sell investments automatically. Product cash allocation is not normally required for your Initial Adviser Charge as this is normally deducted immediately before the money is allocated to investments. The exception to this is where you have elected to pay ISA charges from the GIA here you will need to ensure an additional cash allocation in the GIA enough to cover any Initial Adviser Charge set for the ISA. Details about the adviser charging options and how they are calculated are shown in separate user guides.

How to add a new client - ISA and GIA 12 of 19

## Step 7: Payments out

Set up regular withdrawals and natural income payments from the Elevate ISA or GIA. If you're only setting up an Elevate PIA skip to **Step 8. Validate**.



### What you will need to do

- Select where the Distribution and dividends will be paid by selecting Pay into wrapper cash or Pay out to client.
- 2. Set up regular withdrawals from the ISA/GIA by clicking **Add**.
- Confirm the payment amount, frequency, start date for the regular payment and, if applicable, end date.
- 4. Select **Destination account** where the money will be paid.
- 5. In **Income Payment Strategy**, select which investments will be sold to fund regular withdrawals.
- 6. Click Save.
- 7. Click Next.

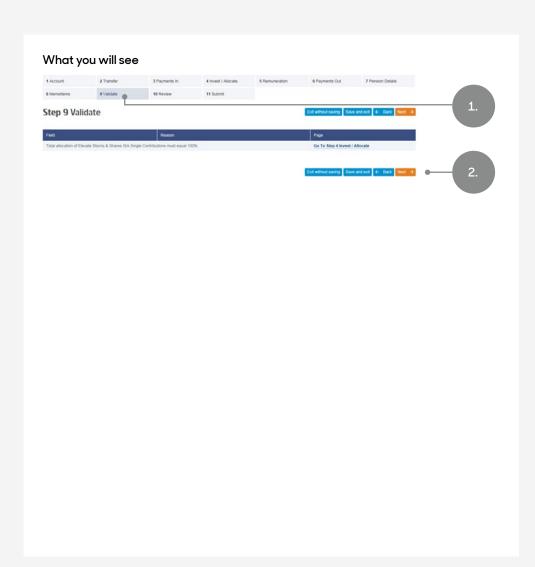
### **Notes**

- 1. If you select **Pay out to client**, payment to your client's bank account will be made at various frequencies and amounts depending on when dividends and distributions are received
  - **Pay out to client** cannot be set up from the Elevate PIA.
- 2. You cannot set pension payments out during this application.
- 3. The start date must be at least 10 days in the future.
- 4. Payments can be made to the Elevate Cash Account or to your client's verified bank account.
- 5. The total allocation must be 100%.

How to add a new client - ISA and GIA

## Step 8: Validate

If you have entered all information correctly, you will see 'All data entered has been successfully validated'. Any errors will be highlighted.



## What you will need to do

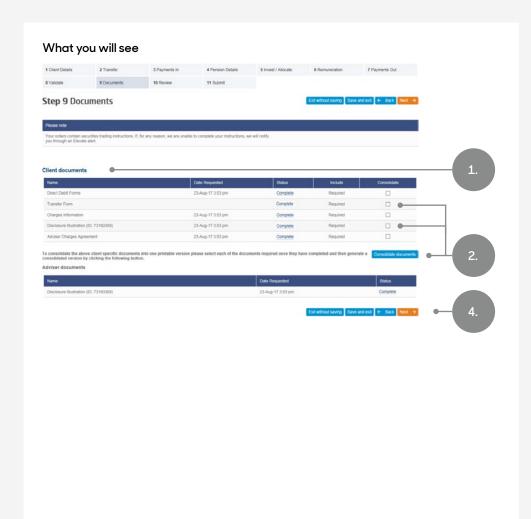
- If applicable correct any errors highlighted and click through each screen again until you return to Step 8. Validate.
- 2. When you see **All data entered** has been successfully validated click **Next**.

#### Notes

How to add a new client - ISA and GIA 14 of 19

## Step 9: Documents

Produce the documents you need to open the new account.



### What you will need to do

- Go to Client documents where the relevant paper work will be generated.
- 2. You can check the boxes next to each document and click Consolidate documents so that you can print them all in one go.
- 3. Once you've reviewed the application with your client give them the Charges Information document, Elevate Terms & Conditions Declaration and any other relevant documentation.
- 4. Click Next.

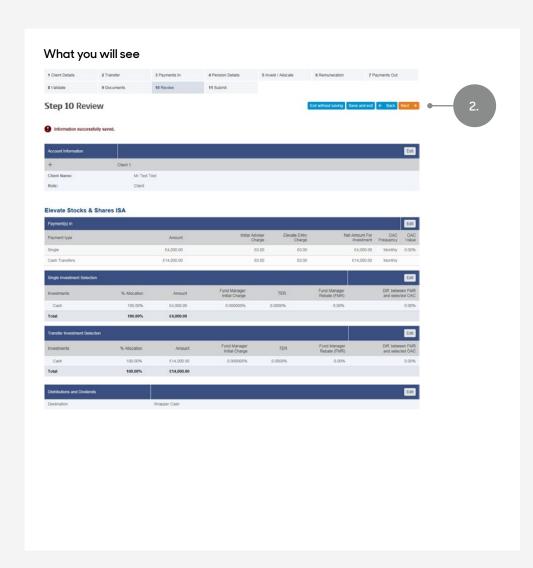
#### Notes

3. Ask your client to sign the Terms and Conditions, Adviser Charges Agreement, any transfer request documents and Direct Debit agreement (if applicable). Send all completed paperwork and transfer forms to us at Elevate, PO Box 6877, Basingstoke, RG24 4RT.

How to add a new client - ISA and GIA 15 of 19

## Step 10: Review

Review your information before submitting the application.



### What you will need to do

- 1. Check the details carefully and make any corrections if necessary.
- 2. Click Next.

#### Notes

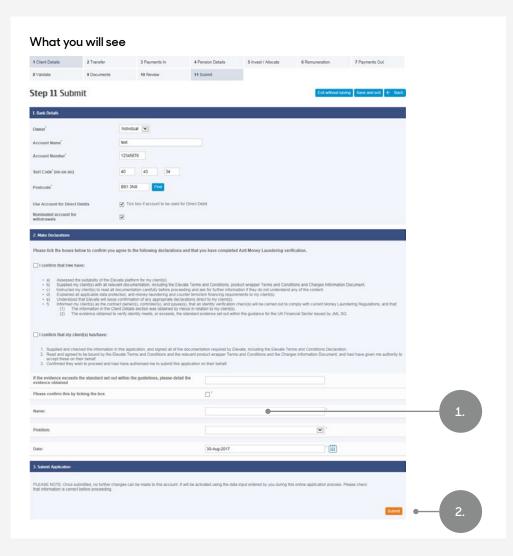
Be aware that once you have completed this process, you won't be able to make any further changes.

You can still make amendments here by clicking **Edit** or navigating directly to the relevant section.

If applicable, make any necessary amendments and click through each screen again until you return to **Step 10. Review**.

How to add a new client - ISA and GIA 16 of 19

## Step 11: Submit



### What you will need to do

- When you have reviewed the application with your client and they agreed to proceed, complete the Make Declarations section and enter your user details.
- 2. Now go to the **Submit Application** section. You can submit the account by clicking the **Submit** button.
- 3. Send all completed paperwork and transfer forms to us at Elevate, PO Box 6877, Basingstoke, RG24 4RT

### **Notes**

 You can Save and Exit at any time before submitting the application and resume it later on by navigating to New Client > Work in Progress.

Be aware that once the account application has been submitted, you won't be able to make any further changes.

We will activate the account once we receive the signed **Terms and Conditions Declaration**.

How to add a new client - ISA and GIA

#### **Bank verification**

If we have been unable to verify the bank account details for any reason, you can send us one of the following documents so that we can confirm these details:

- Original/certified copy of the client's current bank account statement (including online accounts) dated within six months and containing client name, sort code, account number
- Personal cheque for the investment
- Voided personal cheque stating account name, sort code, account number
- Letter from the branch manager on headed paper, listing account name, sort code, account number, branch address
- Pre-printed paying-in slip from client's bank account containing the client name, sort code, account number
- Certified copy of passbook showing transactions made in last 12 months and containing client name, sort code, account number

#### Hints and tips

- · Single payments in via Direct Credit will require the client to contact their bank in order to send the payment to Elevate. Contact us to request our payment details
- Alternatively, a one-off Direct Debit payment can be requested if a mandate has been signed by your client and you have set up their bank account for Direct Debit payments. In this case, Elevate can collect the payment directly from the clients bank account on the selected payment date without further instruction from the client
- Throughout the process you always have the option to Save and Exit or Exit Without Saving
- To retrieve work that has been previously saved, go to New Client > Work in Progress. Complete the Search criteria section and click Search. Find the case and click Resume
- If you make any amendments by returning to previous screens, you'll need to move through each step in sequence so that the correct paperwork can be regenerated at the end of the process
- It's advisable that you place some money into wrapper cash when choosing where to invest and review this regularly when the account is active. This is where all ongoing platform and adviser charges are paid. If there is not enough cash available when the charge is due we will automatically sell investments to pay the charge. Please see our charge user guides for more information
- If any regular payments have been set to commence within a 10 day period of this application being keyed or the application is delayed and the original date set can no longer be applied the first collection will instead commence 10 working days from receipt of the signed Direct Debit Mandate and the account activation date. Subsequent regular contributions will revert to the date and frequency you have specified
- Payments selected for 'next year' Elevate ISA contributions are held in the Elevate Cash Account until 6 April. Money held here will earn interest at the applicable rate and incur Elevate Portfolio Charge deductions. If there is not enough available cash on 6 April, the payment into the Elevate ISA may be delayed
- Clients with on-line access to view their account can also be set up with paperless communications. Further flexibility allows you to stop just contract notes from being sent in the post even for those clients who do not have on-line access to their account (depending on your firm's Elevate settings). For these clients you must ensure contract notes are passed to them in a durable medium and within regulatory timeframes. See Setting up client access and paperless communications help guide for more information

How to add a new client - ISA and GIA 18 of 19

### Get to know us better

We hope you've got a good insight into our platform and the potential benefits it can bring to you and your firm.

If there is anything more you want to know, please contact us.

### Call us on 0345 600 2399

Our lines are open 9am to 5pm, Monday to Friday. As part of our commitment to quality service and security, telephone calls may be recorded.

### Email us at Elevate\_Enquiries@abrdn.com

Please be aware that emails are not secure as they can be intercepted, so think carefully before sharing personal or confidential information in this way.

### Address

Elevate, PO Box 6877, Basingstoke, RG24 4RT

For more information visit abrdn.com/adviser

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