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# Elevate help guide Setting up a regular payment out

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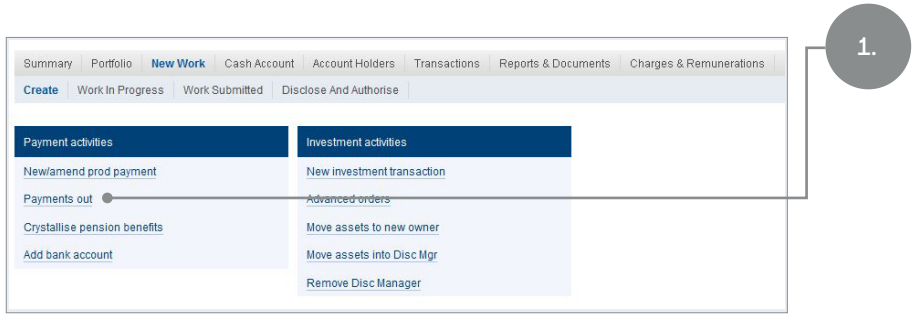
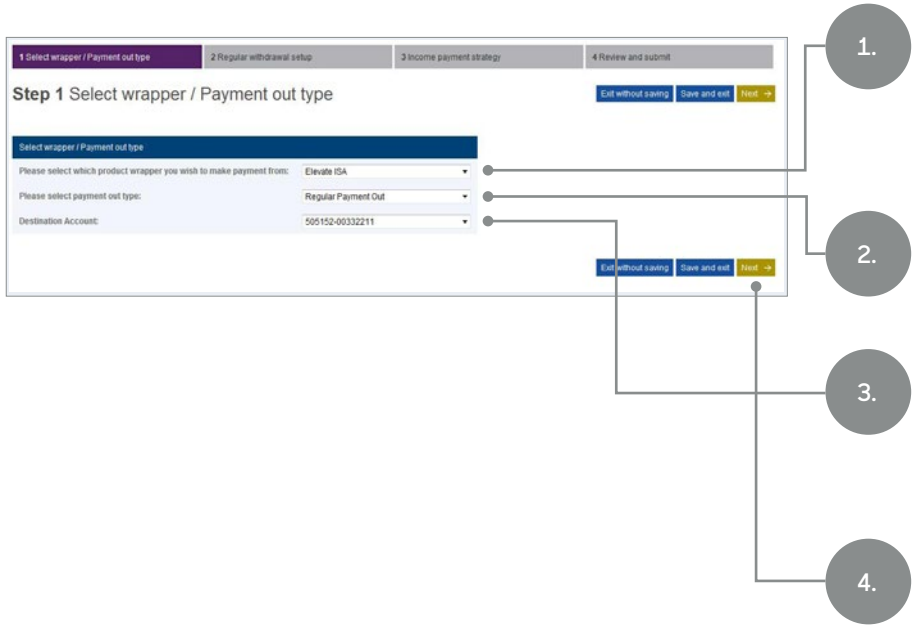
# How to set up a regular payment from the Elevate GIA or Elevate ISA.

| What you will see | What you will need to do | Notes |
| --- | --- | --- |
|  | 1. Go to the client's account and select **New work > Payments out.** | |

# Step 1. Select wrapper/Payment out type

### What you will see




### What you will need to do

1. Choose the product wrapper you want to make the payment from.

2. The payment out type will be **Regular Payment Out.**

3. Make sure the **Destination Account** is the correct bank account.

4. Click **Next.**

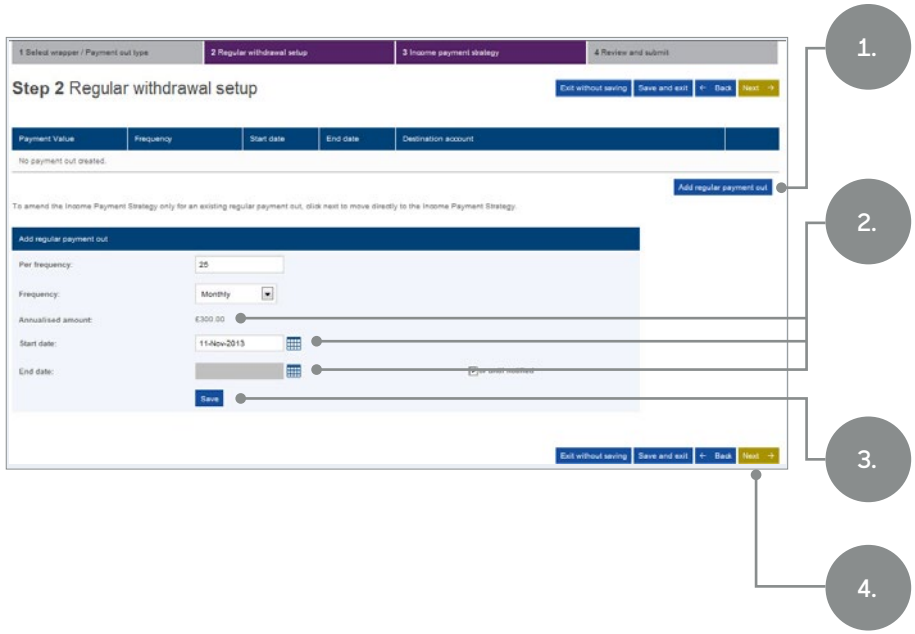
### Notes

3. If Elevate Cash is the only option available, the client's bank account has not been verified and will not be available for selection until it has.

   Please see **Helpful hints** section at the end of this guide.

# Step 2. Regular withdrawal setup

## What you will see




## What you will need to do

1. Click **Add regular payment out.**

2. Confirm the **payment amount, frequency, start date** and, if applicable, **end date.**

3. Click **Save.**

4. Click **Next.**

## Notes

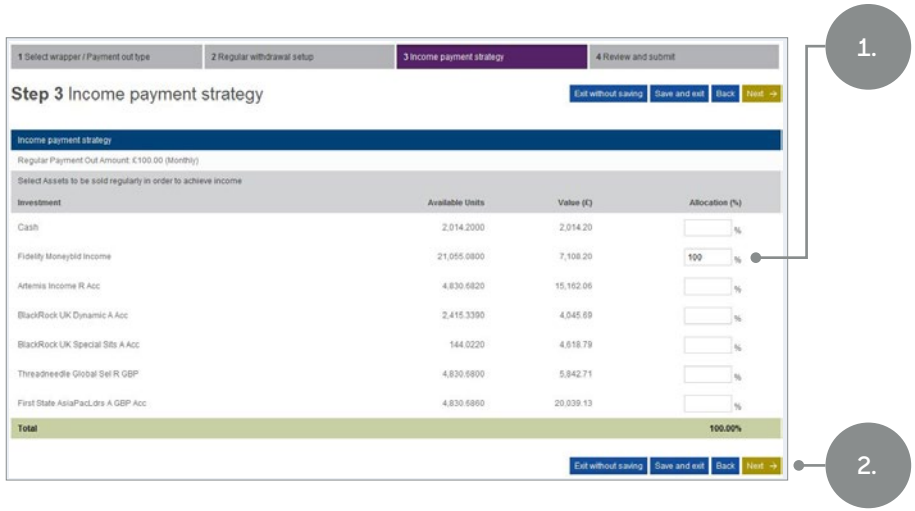
2. The start date must be at least 10 working days in the future.

   If you wish to set an end date, first untick **'or until notified'** then enter the date required.

3. If you need to amend the payment after you've saved it, click **Edit** or **Remove.**

# Step 3. Income payment strategy

### What you will see




### What you will need to do

1. Select the assets to be sold to generate money for the payment.

   The sale of selected investments will trigger 10 working days prior to the payment due date.

2. Click **Next.**

### Notes

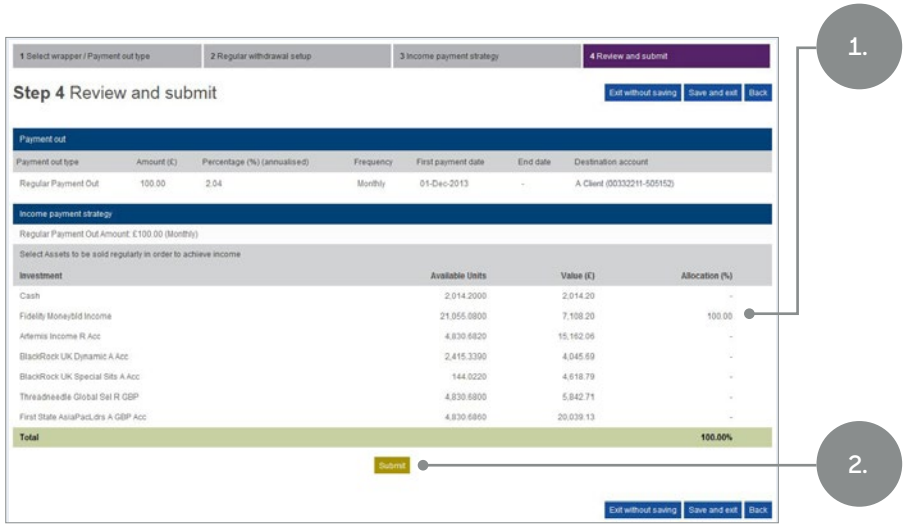
1. This must total 100%.

   If you choose a model portfolio, the platform will disinvest proportionately across the funds.

   If you select discretionary managed assets, DM Product Cash will be used to fund the payment. The DM will need to make sure there is enough cash available 5 working days before the payment due date.

# Step 4. Review and submit

### What you will see




### What you will need to do

1. Review the information you have entered.

2. Click **Submit.**

### Notes

1. You can click **Back** to go through the steps to make any changes.

# Step 4. Review and submit – cont.

**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 three 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.

**Helpful hints**

Payments are made using the BACS payment system.

Payments can be made between 1st and 28th of each month.

If the payment date is a non-business day, payment will be made on the last business day before the payment due date.

## 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@aberdeenplc.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.

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For more information visit aberdeenadviser.com

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