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Elevate help guide Setting up an international bond on Elevate

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Introduction

This guide shows you how to set up an Elevate account to invest bond assets from our panel of international bond providers.

The bond must already be in place, or in the process of being created, and you'll need the bond reference/account number before you can finalise the Elevate application.

Each third party bond provider may have different requirements for investing bond assets through Elevate. Check with them beforehand.

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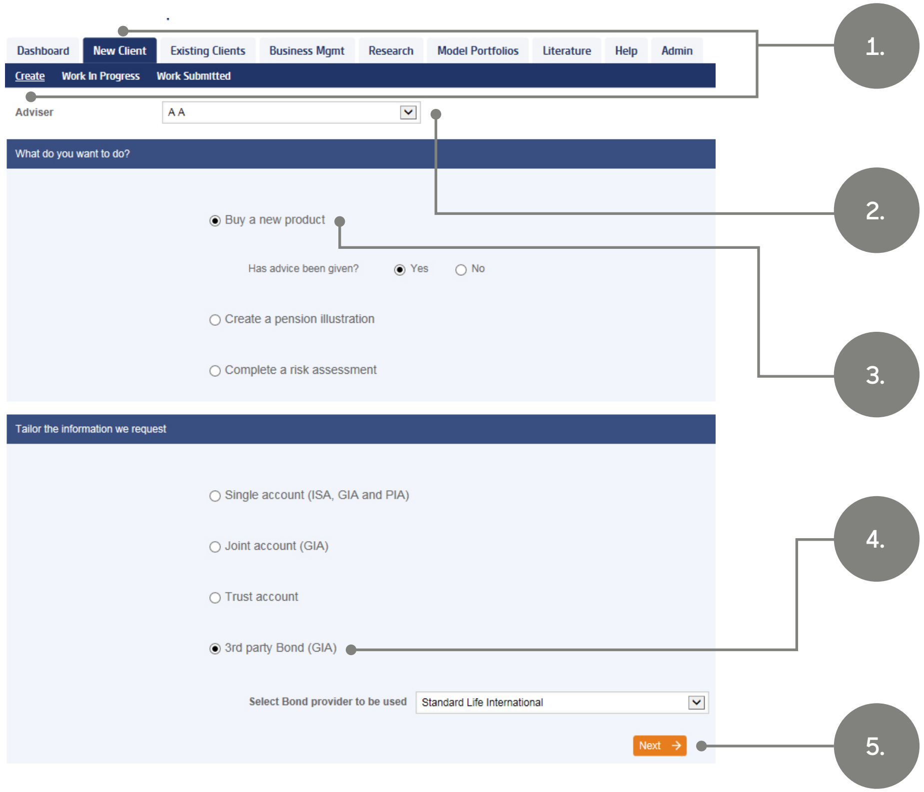


What you will need to do

Set up the Elevate account by taking the following steps:

1. Go to **New Client > Create.**
2. Select the adviser in your firm who will be managing this account.
3. **What do you want to do**, select **Buy a new product** and tell us if advice has been given.
4. Click **3rd party Bond (GIA)** and select a bond provider from the drop-down list.
5. Click **Next.**

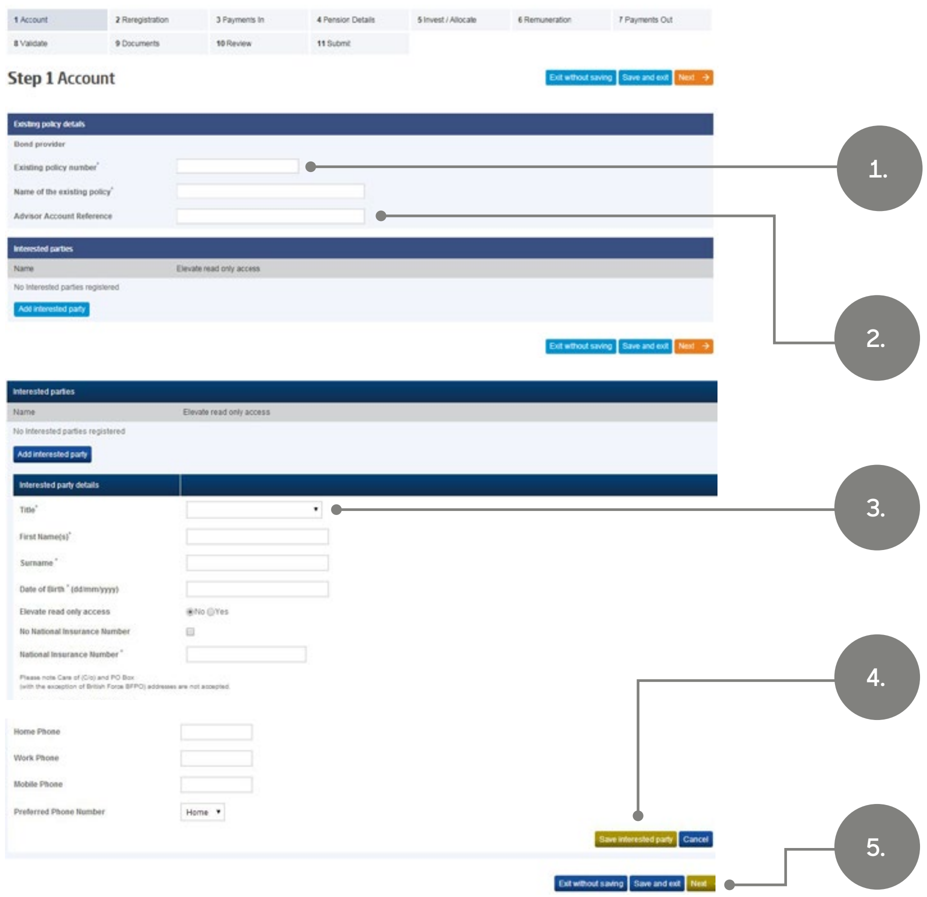
Notes

Before you start: Whether you are setting up a new bond or using Elevate to invest existing bond assets, you will normally be required by the bond provider to complete their application process and may need the Elevate account number in order to do so. This is generated during the online Elevate process (detailed below).

5. Once you click **Next** the Elevate account number will be generated. You can use this for any applicable paperwork required by the bond provider.

Step 1. Account

What you will see



What you will need to do

You can complete the remaining steps on Elevate with or without the bond reference number, but you will not be able to finalise our application until you have it:

1. Under **Existing policy details,** add the **Existing policy number** for the underlying bond account and the **Name of the existing policy.**
2. In **Adviser Account Reference,** you can add your own identifier. This will be used in the naming convention of the making it easier for you to search in the future (or you can just leave it blank to retain the default).
3. In **Interested party details,** add the bond account holder(s) details.
4. Click **Save interested party.**
5. Click **Next.**

Notes

1. If you are setting up a new bond at the same time and don't have these policy details yet, enter "TBC". You can add it later, when they've been given to you by the bond provider.

3. Here you will also be able to set up the bond account holder(s) with online access to view the Elevate account.
4. Repeat this process if there's more than one account holder for the bond.

Step 2. Reregistration

What you will see

What you will need to do

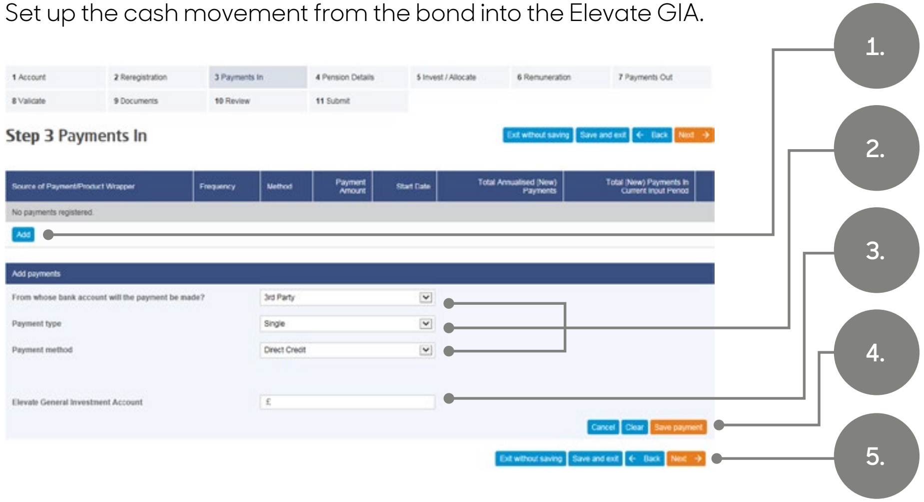
Click **Next** to skip this step. Reregistration of assets from the underlying bond account to the Elevate GIA is not available.

Notes

Step 3. Payments In

What you will see

Set up the cash movement from the bond into the Elevate GIA.



What you will do

1. In **Source of Payment/Product Wrapper** click **Add.**
2. In **Payment method**, select either:
    - Cheque
    - Direct Debit
    - Direct Credit
3. Enter the payment amount.
4. Click **Save payment.**
5. Click **Next.**

Notes

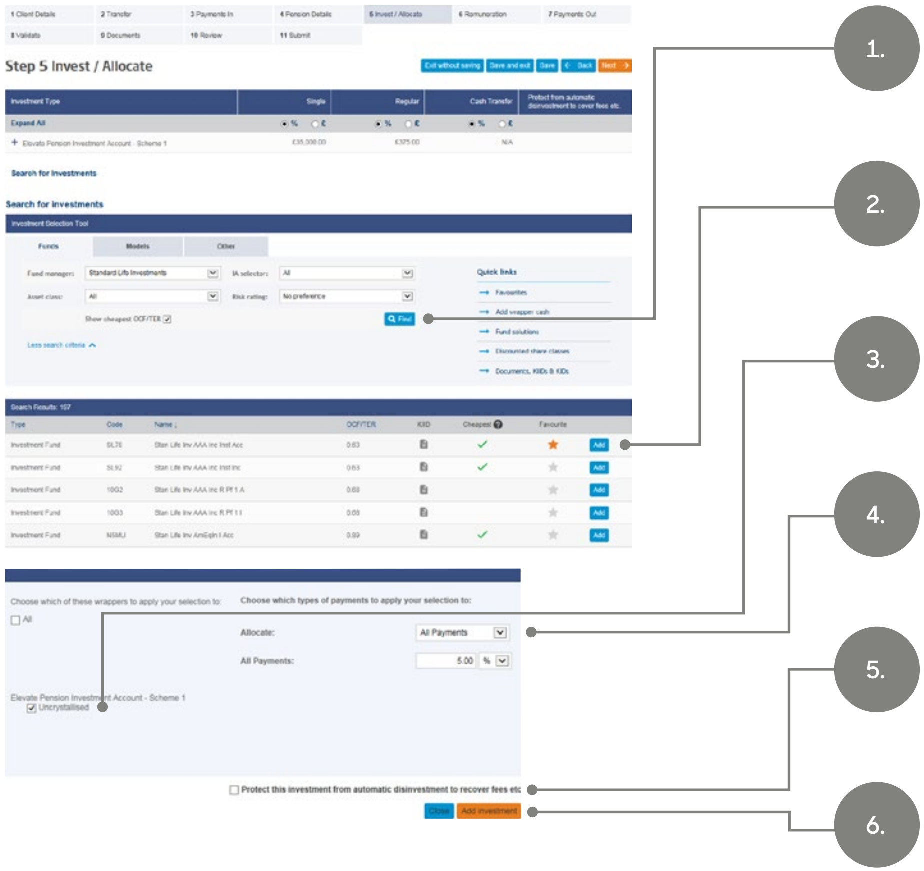
2. Normally payments are made via Direct Credit. However check payment method with the bond provider and select as appropriate.

5. Skip Step 4. Pension Details and go to **Step 5. Invest & Allocate.**

Step 4. Invest/Allocate

What you will see

Choose the investments you want.



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, select **Elevate General Investment Account.**
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.**

Notes

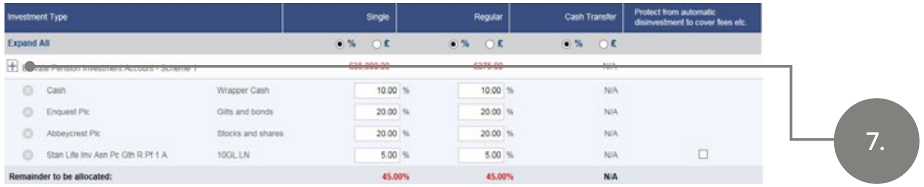
1. You can search for a specific investment name or code.

   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.

Step 4. Invest/Allocate – cont.

What you will see



What you will need to do

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

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 relating to the Elevate holdings and, where applicable, to return funds from the Elevate GIA back to the bond account. You will need to consider this when setting (and maintaining) the cash allocation in the Elevate GIA.

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!

Step 5. Remuneration

What you will see

What you will deed to do

1. Click **Next** to skip this step. Any adviser charges associated with the bond will be funded from the bond cash account.

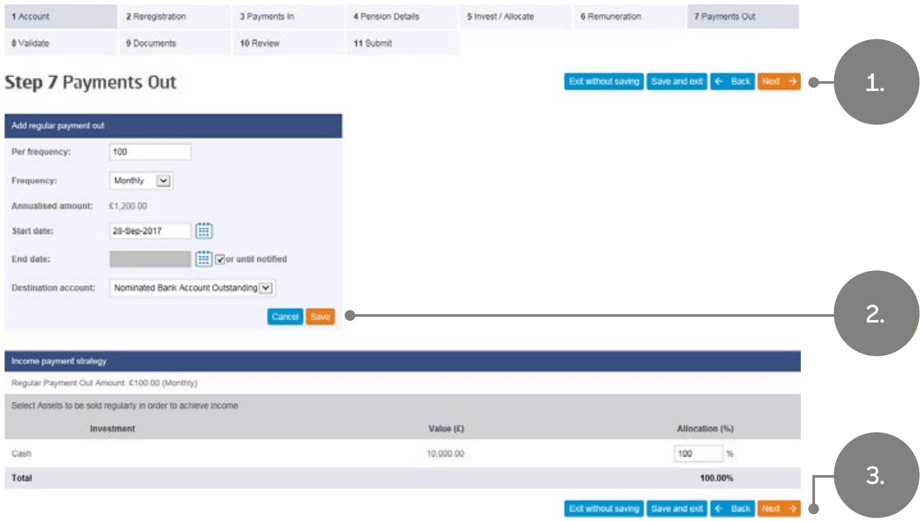
Notes

Please speak to the bond provider to arrange adviser charges.

Step 6. Payments Out

What you will see

Add a regular payment out back to the bond dealing account.



What you will need to do

1. In **Add regular payment out** confirm the payment amount, frequency and the start/end date or until notified.
2. In **Income Payment Strategy,** select which investments will be sold automatically to fund the payment or select Cash. Then click **Save.**
3. Click **Next.**

Notes

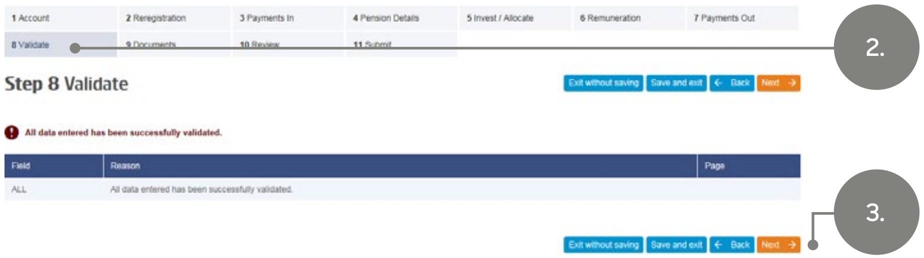
This can be set up to fund charges or withdrawals taken from the underlying bond account. Alternatively you can perform ad hoc single payments from the Elevate GIA back to the bond as required once the account is set up.

1. The start date must be at least 10 days in the future.
2. The total allocation must be 100%.

Step 7. Validate

What you will see

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 deed to do

1. Correct any errors.
2. Click through each screen until you reach **Validation.**
3. When you see **All data entered has been successfully validated,** click **Next.**

Notes

Step 8. Documents

What you will see

Review the information before submitting.

What you will need to do

1. Generate **Charges Information** document then click **Next**.

Notes

Your client will not be required to sign a Terms & Conditions declaration for the Elevate part of the application as we already have agreed terms set up with our panel of bond providers. However the bond provider may require you to complete additional paperwork with your client for investing assets on Elevate.

Step 9. Review

What you will see

Review the information before submitting.

What you will need to do

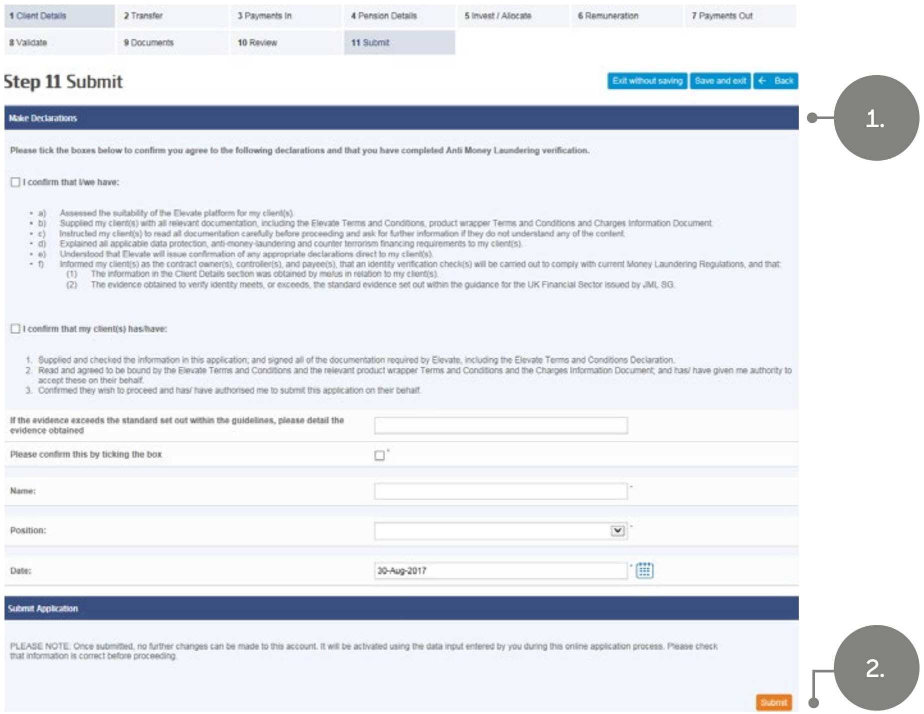
1. Check the details you have entered carefully. You can go back to make changes.
2. Click **Next.**

Notes

1. Be aware that once the account is opened, you won't be able to make any further changes.
2. If you have not done so already, please make a note of the Elevate account number so you can add it to the appropriate paper work that may be required by the bond provider.

Step 10. Submit

What you will see



What you will need to do

1. When you have reviewed the application, complete **Make Declarations** section.
2. Then you can submit the application by clicking the **Submit** button.

Notes

2. The Elevate account will be made active immediately, however no cash will be available to invest until the bond provider has completed the payment to Elevate.

   For new bonds, you may also have to wait for an in-progress application with the bond provider to complete before money is available to invest in the Elevate account.

Helpful hints

- Other providers from our panel of international bonds will have their own paperwork that needs to be completed. This is likely to be different depending on whether Elevate is being used to invest on behalf of a new or existing bond account. Check with the bond provider for more details or the necessary paperwork that they may require.
- Usually there is a requirement for some cash to remain in the underlying bond account to ensure charges and costs can be funded. Check with the bond provider for further details.
- Cash can be returned to the underlying bond from the Elevate GIA on a regular or ad hoc basis once the accounts are set up using our Payments Out process.
- Adviser charges are taken from the underlying bond account and cannot be set up form the Elevate account.
- Your client will not be required to sign any additional documents for the Elevate account as we already have agreements set up with our panel of bond providers.
- They are however likely to be required to sign applicable paperwork for the bond provider.
- You can contact us to discuss this application on **0345 600 2399**.

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

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For more information visit abrdn.com/adviser

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