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# How do I set up and use Time4Advice CURO with the Elevate platform?

# Introduction

The Elevate platform provides bulk client valuation data and electronic remuneration statements which can be easily imported into CURO.

This guide describes how you can register for the service and how the Elevate data can be set up and accessed via CURO.

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# Overview of the service

## Bulk valuation file

Valuation details for all funds across all products your clients hold are included in the file.

This is produced at a frequency specified by you and is made available for collection from the Elevate platform.



Information contained within the file is as follows:

- Elevate headed account number
- Elevate product wrapper name (Elevate cash account, GIA, ISA, PIA)
- Contract status (Active, Submitted etc..)
- Valuation (aggregate value of all sub accounts)
- Full investment breakdown
- Sub account number (e.g. EL.....)
- Sub account name (Discretionary Manager, Model Portfolio etc..)
- Sub account status (e.g. Active, Closed etc..)
- Sub account full investment breakdown and valuations

## Elevate account number formats

In order for CURO to correctly create Plans, Elevate plans must be set up with the correct plan number format.

The following are the correct plan number formats which must be set up:

| Scheme                         | External scheme name | External Scheme format |
|--------------------------------|----------------------|------------------------|
| ISA                            | ElevateISA           | ELnnnnnnnn-nnn         |
| General Investment Account     | ElevateGIA           | ELnnnnnnnn-002         |
| Cash Account                   | ElevateCashA/C       | ELnnnnnnnn-001         |
| Elevate PIA                    | ElevatePIA-Scheme 1  | ELnnnnnnnn-Scheme 1    |
| Elevate PIA – Protected Rights | ElevatePIA-Scheme 2  | ELnnnnnnnn-Scheme 2    |

# How do I configure CURO to access the bulk valuation file?

## Downloading Bulk client valuation files

The latest data file needs to be downloaded in order to import the current valuation details.

### What you will see

The screenshot shows the Elevate platform interface. At the top, there is a navigation bar with links: Dashboard, New Client, Existing Clients, Business Mgmt, Research, Model Portfolios, Literature, Help, and Admin. Below this is a sub-navigation bar with links: Remuneration Statement, Mgmt Reports, Remuneration Setup, New User, Edit User, User In Progress, Product Terms, and Valuations. The main content area is titled 'Filter Reports' and contains a 'Report Type' dropdown set to 'Bulk Valuation' and a 'Date Generated' dropdown set to 'Last Seven Days'. A 'Go' button is located to the right of these filters. Below the filters is a table with the following data:

| Report         | Request Time      | Status   |
|----------------|-------------------|----------|
| Bulk Valuation | 28-Apr-14 6:02 am | Complete |
| Bulk Valuation | 25-Apr-14 6:02 am | Complete |

Numbered callouts are present: 2 points to the 'Login' button on the login page; 3 points to the 'Valuations' link in the sub-navigation bar; 4 points to the 'Complete' status in the table.

### What you will need to do

1. Have an Elevate platform user account with administrator permissions.
2. Log into the Elevate platform <https://ads.elevateplatform.co.uk/>
3. Go to **Business Management** and go to **Valuations**.
4. Right click on **Complete** and select **Save as**.

### Notes

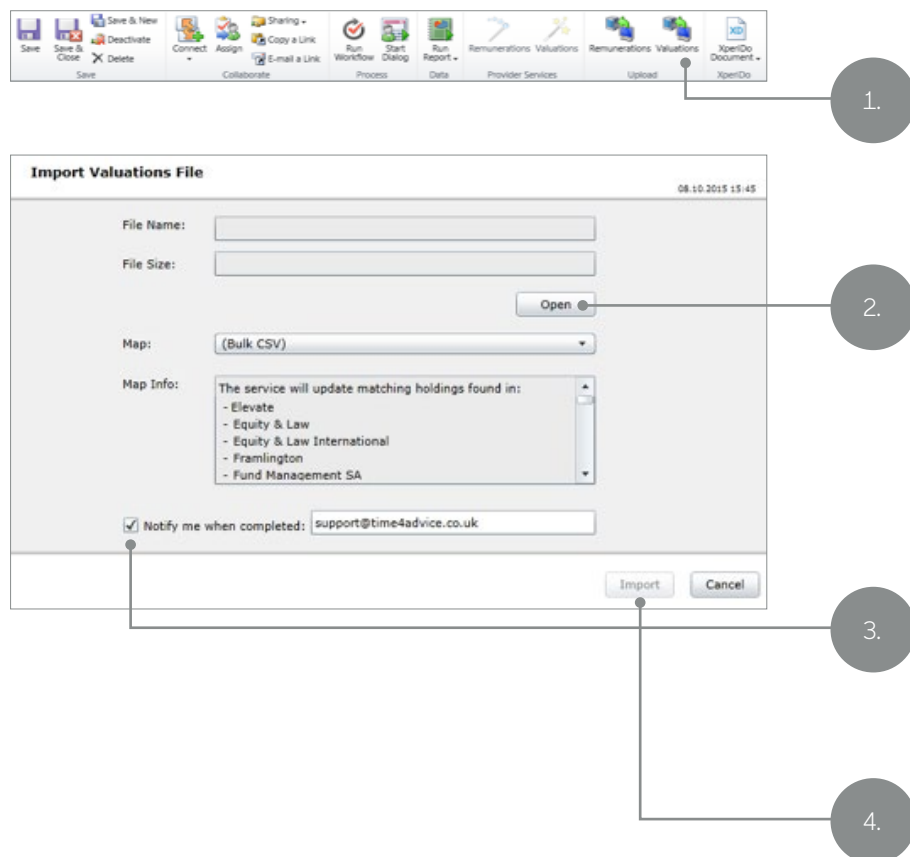
4. Enter a name for the file, choose a location to save the document and select **Save**.

# How do I configure CURO to access the bulk valuation file? (continued)

## Launch CURO

The Elevate bulk data file can be imported into CURO via the Provider record under **Workplace > Clients and Contacts > Providers**.

### What you will see



### What you will need to do

1. Click into the Elevate provider record and select the **Valuations** button from the **Ribbon** menu.
2. Select the **Open** button to browse and locate the Bulk XML file on your computer, which you have just downloaded from Elevate.
3. Check the **Notify me when completed** box to issue an email to confirm that the import is completed.
4. Then click the **Import** button - to import the file.

### Notes

If there are any problems, the import will fail and you will be given details of why it failed. If you are unable to understand what the error is telling you, contact **support@time4advice.co.uk** with a copy of the failed notice.

Once completed, the import will look to place the value against a holding in CURO with the same Plan number. If it is unable to locate a holding with the same Plan number, then a new holding will be created and held against the 'Unallocated Holdings' contact.

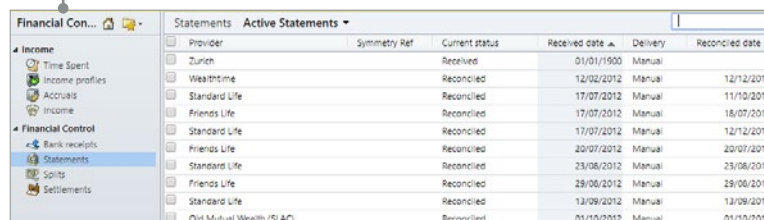
If this happens, simply access the Un-allocated Holdings contact record, navigate to **Holdings** on the left hand menu and click into each Holding, to work out whether it is just a problem with the Plan number, or whether a new Contact/Account record needs to be set up for the Holdings.

**Please Note** You need to be using version 1.6 or above of CURO to upload Elevate files.

# How do I configure CURO for electronic remuneration?

Your statement will show up in CURO automatically.

## What you will see



1.

| Provider                 | Symmetry Ref | Current status | Received date | Delivery | Reconciled date |
|--------------------------|--------------|----------------|---------------|----------|-----------------|
| Zurich                   |              | Reconciled     | 01/01/1900    | Manual   |                 |
| Wealthtime               |              | Reconciled     | 12/02/2012    | Manual   | 12/12/2011      |
| Standard Life            |              | Reconciled     | 17/07/2012    | Manual   | 11/10/2011      |
| Friends Life             |              | Reconciled     | 17/07/2012    | Manual   | 18/07/2011      |
| Standard Life            |              | Reconciled     | 17/07/2012    | Manual   | 12/12/2011      |
| Friends Life             |              | Reconciled     | 20/07/2012    | Manual   | 20/07/2011      |
| Standard Life            |              | Reconciled     | 23/06/2012    | Manual   | 23/08/2011      |
| Friends Life             |              | Reconciled     | 28/06/2012    | Manual   | 28/06/2011      |
| Standard Life            |              | Reconciled     | 13/09/2012    | Manual   | 13/09/2011      |
| Old Mutual Wealth (SLAC) |              | Reconciled     | 01/10/2012    | Manual   | 01/10/2011      |

## What you will need to do

1. Once your statement has been received you will find it under **Financial control > Statements > Active statements.**
2. You can also find your statement under the **Elevate provider record.**

## Notes

2. For further queries regarding statements please contact support on [support@timehggj4advice.co.uk](mailto:support@timehggj4advice.co.uk)

## How to register for these services

This can be set up when you first on-board with the Elevate platform, please contact your Business Development Manager or Platform Consultant who can arrange this. Or if you're already using the Elevate platform, complete the registration by visiting our [website](#).

# Frequently asked questions

## 1. Why don't my client valuations reflect today's prices?

Your bulk valuation file is generated by the Elevate platform at 6am. This will be before the day's investment price feed (usually 8am). Therefore the bulk valuation file will use the last known price from 8am the previous working day.

## 2. How do I differentiate between tax years on my client's ISA?

Currently there is no way to differentiate between tax years through the bulk valuation function.

However, an ISA allowance report is available through the Elevate platform, which documents your client's ISA allowance usage for current and previous years.

## 3. Why am I seeing multiple pension policies for a client?

The Elevate platform historically split pensions into two separate schemes to allow for identification of Protected Rights and Non-protected Rights funds.

If the client had previously opted out of the State Second Pension, then they will have two pension schemes. Scheme 2 will always refer to historic Protected Rights assets. Since the abolition of Protected Rights, Scheme 1 is now used for all new contributions and payments are no longer accepted into Scheme 2. This is the same structure that is presented on the Elevate website.



The value of investments can go down as well as up and are not guaranteed. Your client could get back less than they invest.

## 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.

### Time 4 Advice Support

Call us on 0800 032 3774

Email us at [support@time4advice.co.uk](mailto:support@time4advice.co.uk)

[www.time4advice.co.uk](http://www.time4advice.co.uk)

**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](mailto: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.

### Address

Elevate, PO Box 6877, Basingstoke, RG24 4RT

For more information visit [aberdeenadviser.com](http://aberdeenadviser.com)

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