

Getting started on day one

The essentials

ascentric

GETTING STARTED



- › We're phasing the migration to our new platform and initially going live with selected advisers who have a number of clients with ISA/GIA and third party products.
- › You'll be aware if you're in the initial phase of our move. This means you'll be using two Ascentric platforms until all your clients move across. We know you use more than one platform and are comfortable with this; but to make life more straightforward we have created this crib sheet to help get you started. It's definitely a good investment of your time to have a quick read.
- › Remember, we'll be right by your side during the move. Contact us on bdc@ascentric.co.uk or ring **0345 076 6140** if you need any further help.

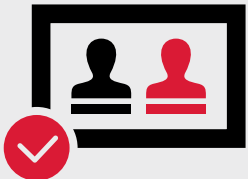
The new platform works in a different way to the old; and it's important you don't get caught out.



So for example, remember:

- › You must continue to keep enough cash in models to pay charges and be available for withdrawals.
- › You'll need to maintain any models on both platforms for a period until all your clients move to the new platform.
- › On the new platform, you can't have a 0% asset allocation in either a migrated or a new model.
- › You **need** to be aware that once you press that rebalance or trading button the outcomes can't be reversed, so make sure you have a **good** review before committing.

1. HOW DO I KNOW IF I HAVE TO ACCESS TWO PLATFORMS?



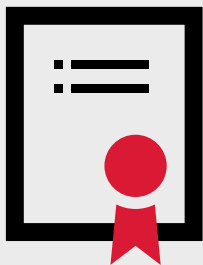
- › If you have received notification from us that you are in release one of our platform upgrade, you are likely to be dual running (i.e. have clients on both the new and old platforms).
- › If you have one or more clients with an Ascentric Pension Account, or complex products, such as selected corporate, charity and trust accounts; then you will be dual running.
- › If you don't have any clients with an Ascentric Pension Account, or more complex products, such as selected corporate, charity and trust accounts; you may still need to access both platforms; if you added new clients within a week of the move or some of your clients didn't meet the criteria for moving to the new platform.

2. HOW DO I FIND THE NEW PLATFORM?



- › There will be a link for you to click on via the old platform login page.
- › Once you've activated your account; a login link will be emailed to you along with your new platform username.
- › Your old platform URL will still be required to access clients on the old platform.

3. WHAT HAPPENS IF I LOSE MY LOGIN CREDENTIALS ON DAY ONE?



NEW

You must have an active username, password and PIN for the old platform to log onto the new platform. If you do not know these details you will need to contact Customer Services on **0345 076 6140** before we move.

OLD

Contact Customer Services on **0345 076 6140** for a password reset on the old platform.

4. PASSWORD RE-SET



NEW

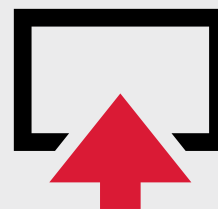
Once you've activated your account:

- If you know your username but have forgotten either your PIN or password, you can reset from the login page.
- If you've forgotten both your PIN and password, you'll need to contact us.

OLD

- Contact Customer Services on **0345 076 6140** for a password reset on the old platform.

5. HOW DO I KNOW WHAT PLATFORM MY CLIENT IS ON?



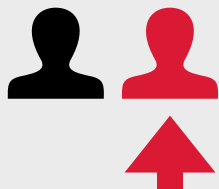
- If a client has an Ascentric Pension Account, or more complex products, such as selected corporate, charity and trust accounts, then this client will be on the old platform.
- If a client only has an ISA/GIA wrapper or, a third party product, then it's likely that they will have moved to the new platform.
- If you look on the new platform and your client doesn't appear, it may be because they're linked to another family group, where one or more members, have an Ascentric Pension Account, or more complex products such as selected corporate, charity and trust accounts.
- At no point will any client or family group be on both platforms.

6. HOW DO I SWITCH BETWEEN THE NEW AND EXISTING PLATFORMS?



- The URL, username, password and PIN number is unique for each platform; you'll need to save the URL for each platform.
- The sessions are also unique: you can be logged into both platforms at the same time, enabling you to work between both.

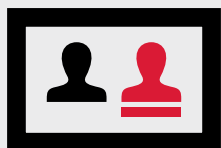
7. WHY DID THIS CLIENT NOT MOVE TO THE NEW PLATFORM?



Reasons for a client not moving may be:

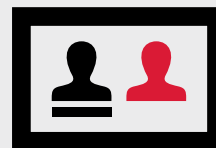
- If a client has an Ascentric Pension Account, or selected corporate, charity and trust accounts; then they are not in scope to move to the new platform yet.
- If a client doesn't have an Ascentric Pension Account, or more complex products, such as selected corporate, charity and trust accounts, they still may not move if they are linked to a family group with these products. Where one or more members do have these products; they'll move in a later release, in order for the family group to move together.
- Clients who are transferring off the platform, have opened an Ascentric Pension Account, or are part of an in-specie transfer will not move to the new platform at this stage.
- Accounts where a client is deceased or where the cash balance is overdrawn will not automatically move.

8. HOW DO I KNOW WHAT LITERATURE TO USE FOR A NEW CLIENT?



- Applications for Ascentric Pension Accounts, or more complex products, such as selected corporate, charity and trust accounts must be made on the old platform using old literature.
- ISA/GIA and third party product applications can be made through the new platform for new clients. You must use the literature on the new platform.

9. HOW DO I KNOW WHAT LITERATURE TO USE FOR AN EXISTING CLIENT?



- Check which platform the client is currently on, if they remain on the old platform, use the old platform literature. If they have moved to the new platform, use the new platform literature.
- If you've a client who has moved to the new platform, and wishes to apply for an Ascentric Pension Account you need to contact us on bdc@ascentric.co.uk

10. HOW CAN I MAKE SURE MY CLIENT MOVES IN THE NEXT PHASE OF THE PLATFORM MOVE?



- Please continue to manage cash balances on accounts as you already do, ensuring that the cash balance remains positive in the weeks leading up to when accounts will move to the new platform.

11. IS THERE A POSSIBILITY THAT I WON'T BE ABLE TO SEE THE TRADES AND/OR NEW APPLICATIONS I SUBMITTED A WEEK BEFORE THE MOVE?



- New client applications received in the week before the new platform going live will be processed on the old platform.
- We will only move trades which have been priced at the time of moving the data to the new platform. Any unpriced trades won't move from the old platform until they have been priced. You may experience a short delay in seeing transactions on the new platform whilst trades are priced.

Important information

For professional adviser use only

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