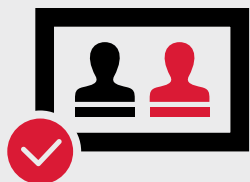


Using two platforms

Factsheet

ascentric

USING TWO PLATFORMS



- Being in the initial phase of the roll out of our new platform means you'll be using two Ascentric platforms until all your clients move across. During this period you'll need to continue to manage your clients' assets in the same way that you do today and maintain any models on both platforms.
- You may have some questions about working on two platforms during this time and we want to make sure you have all the answers before you get started. To start that process, here's your top ten watch list on what we call 'dual running'.

1. WHICH PLATFORM DO I ACTION MY CLIENT-FACING REPORTS ON?



- Action client-facing reports from the platform where the client account is.
- If the client has moved to the new platform, the reports will be accessible from the new platform. These reports will include historical data which has been moved from the old platform.

2. HOW DO I ACCESS THE ILLUSTRATION TOOL?



- The illustration tool is accessible on both the old platform and the new platform.
- Access the illustration tool from the platform where the client account is or where it will be set-up.
- There is single sign-on from both platforms, so you won't need to log in to the illustration tool regardless of whether you are accessing it from the old or new platform.

3. HOW DO I FIND THE WRAP CALCULATOR?



- The Wrap Calculator is available on both the old and new platforms.

4. HOW DO I ACCESS TRANSACTION HISTORY?



- When a client moves to the new platform, the transaction history also moves.
- The historical transaction data can be accessed by clicking the "Legacy Data" icon on the client card.

5. WHICH ACCOUNT NUMBERS DO I USE AND WHAT DO I DO IF I MISLAY A NEW/EXISTING ACCOUNT NUMBER?



- If your client is on the old platform, their account number will not have changed.
- If your client has moved to the new platform, they will have a new account number.
- You cannot use the client's current account number to search on the new platform as this will not be recognized. If you do not have the client's account number to hand for the new platform, then you can search using their name instead; the account number will then be displayed on the screen for you to update your records.

6. DO I NEED TO CREATE A NEW DIRECT DEBIT FOR A NEW ACCOUNT NUMBER?



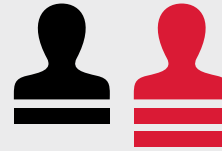
- Direct Debits will be re-pointed to the account which has been set-up on the new platform.

7. WHERE AND HOW DO I REBALANCE?



- You'll need to rebalance on the platform wherever your client sits.
- You can do this from the Model Portfolio icon within either platform.

8. HOW DO I MAINTAIN MODELS?



- Models with multiple clients attached will need to be rebalanced on both the old and new platform.
- Remember, the new and old platforms operate independently: if you make changes to, or rebalance a model, this will need to always be completed on both the old and the new platform.

9. WHAT'S NEW ABOUT MANAGING MODELS?



- On the new platform, you can no longer have a 0% asset allocation within a model. You'll need to remove the asset from a model entirely, rather than look to remove it by managing the percentage allocation to zero.

10. WHAT'S NEW WITH TRADING AND WHICH PLATFORM DO I USE FOR WHAT?



- We're not making any changes to the way trading operates on the new platform.
- You'll need to place trades on the platform where the client is.

Important information

For professional adviser use only

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