

# What's different?

Some changes you may notice in your day-to-day business practices

# What's different?

Here are some 'need to know' changes:

## KEEPING SUFFICIENT CASH AVAILABLE



You need to ensure all accounts have sufficient cash to cover fees, charges and regular income, including having a minimum of 2% cash in **any** model portfolios. Each time there's not enough cash to make a payment, automatic disinvestment will occur, using the largest holding first.

## GETTING PAID



For new business, you'll select initial fees when setting up a commitment. Initial fees will be paid weekly, on a Monday, to clear by BACS each Wednesday in the week following settlement of your commitment. Ongoing fees will be processed monthly in arrears and, if there's sufficient cash, will be paid on the Wednesday after the second weekend of the month.

## TRADING ON UNCLEARED FUNDS



All cheques/Direct Debit payments must clear before trading takes place, but you won't have to log back in to instruct this. The commitment you set up will capture the trading and adviser fee instructions relating to the money we're expecting to receive. Once the money has cleared then the trades and fees will trigger automatically.

## REVERSING REBALANCES AND TRADES



The new platform makes managing your buys, sells and switches more straightforward – using automation to reduce the time it takes to complete transactions. This reduces administration and stops you from having to keep checking to see if processes have completed. You must though be aware that once you press that rebalance or trading button, **the outcomes can't be reversed.**

## MANAGING MODELS



On the new platform you can't have a 0% asset allocation in either a migrated or a new model. This means you'll need to remove the 0% asset from the model entirely before being able to conduct a rebalance.

## BOOK COSTS FOR NEW RE-REGISTRATION TRANSFERS



Book costs can be captured and amended where the re-registration was initiated on the new platform, but only if they're untouched. Once an asset has been traded on or sold, it's no longer possible to make amendments; so it's important to check book costs when they first appear on the new platform. **Please note, migrated book costs can't be updated.**

# Important things to remember

## ADVISERS



### DON'T FORGET:

- › On the old platform we reported the value of Exchange Traded Instruments (ETIs) in an account using the 'bid price'; however, on the new platform we value ETIs at the 'market mid price' or 'open market value' (which is normally higher than the 'bid price'). Due to this change in valuation method you may see a greater than expected difference in the value of assets the day before and after the move to the new platform.
- › Direct Debits can now be set up on any day of the month, not just the 10th of every month.
- › You'll need to allow five days for Direct Debit payments to clear and six days for cheques. It's important to allow enough time for payments to clear when making trades or conducting model rebalances.
- › The presentation of the Waterfall and Valuation client facing reports is now cleaner, simpler and more consistent.
- › Due to the introduction of auto-disinvestment you may find that you see an increase in the incidence of inflight trades causing a rebalance to fail for individual clients.
- › Following the move, clients will receive quarterly statements (in line with MiFID II requirements). If you deal with clients directly, this will help you with your responsibility to provide them with a regular statement.
- › You need to log in and manage your own corporate actions. We'll still email to tell you about any new corporate actions and whether any of your clients are affected.
- › Non-Custody Assets (NCAs) are now called memo assets. Be aware that fees can't be taken for memo assets on the new platform as it's not possible to take a live valuation feed.
- › Entering commitments enables money to be invested as soon as it's received. Please be aware this works differently for transfers and new money. For transfers, it's fine for the commitment to be an estimate that doesn't match exactly. But for new money or top-ups, you need to ensure the money added to the platform matches the commitment to the penny, or there may be a delay in actioning the trades.
- › Keep your login details safe – especially your username. If you lose either your password or PIN you can reset them yourself but if you lose both, or your username, you'll need to contact us on 0345 076 6140 and it'll take a little longer to get you up and running again. Also note that your new login details are case sensitive.

# Important things to remember

## ADVISERS



### DON'T FORGET:

- Excluding assets on the new platform works differently to restricted funds on the old platform. When you exclude any type of asset and then rebalance, **it stops sales but allows buys**. This means that any asset can be excluded, but if the rebalance requires more of that asset to be purchased, **it will buy it**. However, if it requires it to be sold **it will not sell it**. Excluded assets will be sold as part of an auto-disinvestment if they are the largest liquid holding and we're forced to generate cash for fees or withdrawals.
- Your new fee report will be available on the new platform, rather than emailed to you. We're leaving it up to you to decide when you want to review transactions. For the latest position on your fees, we suggest logging in around the 15th of the month.
- Accounts you manage will have new account number(s) which will come into effect when they're moved to the new platform.
- Once you carry out a rebalance and there's an allocation of cash within the model, this percentage of cash will be visible within the available cash holding on the new platform. You need to be aware that any forecasted payments that may be due, such as charges or income payments, may affect the available cash holding.
- Regular investments used to be only on the 15th of the month but can now be done on any day. Regular investments do require a Direct Debit to be set up. Please note that this needs five working days to clear, regardless of the date for which the regular investment is set.
- Phased investments are no longer available and are replaced on the new platform by either setting up a regular investment, or manually investing (which is now much easier). Any existing phased investment arrangement with two or more clear occurrences will automatically be accepted as a regular commitment.
- Please don't ask us to place trades on your clients' accounts on your behalf. Regulatory and risk considerations require dealing instructions to be placed online via the platform directly by you, an appointed discretionary manager, or your client (if trading access has been agreed).
- Reports generated from the new platform will be in the name of the primary contact. Where there are joint accounts, these will only appear on the primary contact's report. If you'd like to change the primary contact on an account, please get in touch with our customer services team.
- For entity accounts (trust, charity and corporate) only one individual can have online access, and only the primary contact will receive correspondence. If you'd like to arrange access, or change the primary contact on an entity account, please get in touch with our customer services team.

# Important information

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**Have we covered everything?  
Or is there a question of yours we  
have not answered? Let us know  
by emailing [bdc@ascentric.co.uk](mailto:bdc@ascentric.co.uk)  
or ring 0345 076 6140.**

If you are a DFM using Ascentric, remember we will be in contact with you separately with the relevant information.

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