

What's changed?

Some differences you may notice in your day to day business practices

ascentric

A summary of how the new platform may change the way you do things



Our new platform recently went live with the first group of clients moving across in April. If you didn't manage to attend the training or need a memory refresh; you can catch-up by accessing our training hub:

www.ascentric.co.uk/updates/training-and-support/

The training will certainly help you get started, but it may not be obvious what key changes to your business practices the new platform will trigger. That's the question we posed to our platform consultants.

Their answers are now captured in this 'What's new?' checklist.

What's changed?

Here are some 'need to know' changes:

1. CASH ACCOUNT



You need to put a minimum of 2% cash in your model to avoid automatic disinvestment to cover fees, using the largest holding first. If we have to sell down to release fees, you won't be able to rebalance your clients at the same time.

2. GETTING PAID



For new business on the new platform, you select initial fees when setting up a commitment. Initial fees will then 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 paid on the Wednesday after the second weekend of the month. For the latest position on your fees we would suggest logging in around 15th of the month.

3. 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.

4. 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 admin 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.**

5. 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.

6. 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've been untouched. Once an asset has been traded on or sold, it's no longer possible to make amendments. Please check book costs when they first appear on the new platform.

Other important things to remember

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DO:

- › notice that on the old platform we report the value of Exchange Traded Instruments (ETIs) in an Account using the 'bid price'; however on the new platform we value ETIs at the '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 a move to the new platform.
- › use the ability to set up Direct Debits on any day of the month, not just the 10th of every month. With the new platform, 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.
- › note that due to the introduction of auto disinvestment you may see an increase in the incidence of inflight trades causing a rebalance to fail, for individual clients.
- › remember, 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.
- › use the online password reset option to reset your own password or PIN. All you need to do is remember your security information.
- › make use of the Waterfall and Valuation client facing reports. Their presentation is now cleaner, simpler and more consistent.
- › login and manage your own corporate actions when you want. We'll still email to tell you about any new corporate actions and whether any of your clients are affected.
- › check that the money on the platform matches your client's commitment, to the penny, or there may be a delay in actioning the trade.
- › keep your login details safe – especially your user name. If you lose either your password or PIN you can reset them yourself but if you lose both, or your user name, 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.

Things not to forget

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DON'T:

- make the mistake of assuming that excluding assets in the new platform works in the same way as restricted funds in 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 to satisfy fees or withdrawals.
- forget 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 fee position, we suggest you login around the 15th of the month.
- neglect the new password and PIN reset functionality. If you know your username but have forgotten either your PIN or password, you can reset them from the login page. If you've forgotten both your new platform PIN and password, you'll need to contact us. Contact us on 0345 076 6140 for password/PIN reset on the old platform.
- overlook that 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.
- forget that on the old platform Direct Debits had to be set up for the 10th of the month. Regular investments used to be only on the 15th of the month but can now be done on any day. Regular investments now require for a Direct Debit to be set up. This needs five working days to clear, regardless of the date for which the regular investment is set.
- overlook that 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.
- 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).
- forget, accounts you manage will have new account number(s) which will come into effect when they're moved to the new platform.

Important information

**Have we covered everything?
Or is there a question of yours we
have not answered? Let us know
by emailing 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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