

# How to set up a client

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## Enter the client details

- > Click on the 'new business' icon and select 'new client application'
- > Enter the client's information
- > Don't forget to capture bank details – they're necessary for setting up withdrawals and direct debits during the set up process (if you don't have the bank details at this stage, you can add them at the point of submitting the application)

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## Start the application

- > If you're opening a joint account, take note of the first client number generated, then create the second applicant (if they aren't already on the platform)
- > Once you've created the client, click 'start application'
- > For joint applications, add the first applicant client number to the application on this screen

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## Create a family group

- > Create a new Family Group or link the client to an existing family group
- > You can find the name of the existing group by looking on the existing client's account details card
- > Or, if you're creating a new one (e.g. for a husband and wife who are both new on the platform) add the client number for the other member of the family group

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## Add products

- > Select the product(s) from the list of available products
- > Confirm whether the product(s) will be managed on an Adviser Discretionary basis
- > Click 'edit' to enter the details for each product

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## Enter product details

- > Enter maximum initial charges, ongoing charges, the assets expected into each account (such as 'adding a lump sum', 'setting up a regular direct debit' or 'adding a transfer') and any other account requirements, such as 'setting up a fixed withdrawal', which includes instructions for dividends
- > There are guides available if you need a reminder on what to do when [setting up lump sum payments](#), or [requesting transfers](#)

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## Set the account investment strategy

- > You can select bespoke assets (it's easiest to use ISINs), leave in cash by leaving cash allocation as 100%, or you can select a model portfolio
- > When selecting a model, you can protect the cash account, and preserve some of the cash coming in to the cash account by completing the cash allocation section. If this isn't required you need to put 'zero'
- > If you select a DFM model from the dropdown list, a DFM authorisation form will be automatically generated in the application pack

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## Complete the process

- > Once you've completed the process for all products requested, click 'continue', check through the 'declarations' screen and review the data in the 'summary' screen
- > The application can be pended and is auto-saved at this stage. An application pack can be generated. You can save this as a PDF and sign it using electronic signatures, or you can print it, sign it and scan it in
- > You can access the document pack via the 'correspondence' icon in the top right. You can access this in the future from 'manage applications' in the 'new business' icon and make any amendments to the product applications if you need to

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## Submit online and email pack to us

- > Once you have all signatures completed, go to 'manage applications' and submit the application by selecting the radio button at the bottom of the 'summary' screen and clicking 'submit this application'
- > To complete the application process, email the signed document pack to [newbusiness@ascentric.co.uk](mailto:newbusiness@ascentric.co.uk) or to your usual inbox
- > Please note we conduct an electronic check for ID, address and bank details verification. If this fails we'll need certified documentation prior to being able to establish a relationship and accept any transactions
- > Our team will process the application and let you know when the account is set up