

How to submit a transfer

1

Get started

- > Go to the client's account details card and select 'add transfer'
- > Go through the screens to get to add transfer

2

Enter the transfer details

- > Fill out the information requested
- > Mandatory fields will be indicated by an asterisk

3

Acknowledge the declaration

- > Move through the screens until you get to the declaration page
- > Acknowledge the declaration, then go to the final screen to submit

What to enter

- > Select the ceding provider from the dropdown
- > Enter the ceding plan reference (*make sure this is the product reference rather than client number*)
- > Specify whether the transfer is cash, in specie or combined
- > If the transfer is for an ISA, let us know which subscription years to transfer
- > If the transfer is for a SIPP, let us know if it's a full or partial transfer
- > Enter the approximate value of the transfer
- > Enter any applicable initial charges, as agreed with your client (*This will be permissible up to the maximum set on the account. To charge more than this, submit a 'changes to adviser charges' form first, or complete an 'ad-hoc charge' form and send in with the transfer form*)

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Transfer form will generate

- > The transfer form will generate
- > You can access it from the correspondence folder in the top right

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Check the form is completed

- > Check that the form is fully pre-populated, complete and correct
- > Annotate any amendments if you need to

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Send to us

- > You need to have the transfer form signed, or e-signed, by your client
- > Then email all necessary forms to newbusiness@ascentric.co.uk or your usual mailbox

What to check

- Check all details, particularly
 - > Whether cash, in specie or combined is correct
 - > The ceding scheme provider address (*some providers have multiple offices. The prepopulated address may not be the correct one, and so you may need to amend it*)

Does the ceding scheme hold the same details?

- > Remember, the client details we hold need to be the same as the details the ceding scheme holds
- > If the ceding scheme holds out-of-date information then you need to update it with them, before requesting the transfer

For SIPP transfers

- > For crystallised transfers coming in or scenarios where an uncrystallised transfer is being crystallised on receipt to the platform, please make sure the investment strategy is put to cash
- > When an existing SIPP is already linked to a model and a further transfer is coming in, a secondary SIPP should be created to receive the cash transfer being crystallised

What happens next?

- > We'll request the transfer and let you know how long we expect it to take
- > We're reliant on the ceding provider to action the transfer
- > We'll contact the provider for updates once the expected due date has passed, but please feel free to chase the provider in the meantime