A STEP-BY-STEP GUIDE TO:

Adding assets

How to add a lump sum payment, set up regular payments in, and request transfers

BEFORE YOU GET STARTED

Remember if you're adding a Lump sum/ Regular payment or Transfer to an existing account you can't pause the process so you must submit the details in one go.

Add a lump sum

- From the Client record, access the product by clicking 'View Account'
- Then select 'Add Money In' and then select the 'Add Lump Sum' icon

Set up the commitment for the lump sum payment

- If multiple payments are sent within the same day, only one commitment is required
- If the Bacs payments are spread across several days then a separate commitment should be created for each day's worth of payments. We recommend sending it in varied amounts, if you can
- Select the right payment method (for example, 'direct credit' if it's a bank transfer)
- Click 'add payment' to add the entry and move through to the investment strategy screen
- If adding a lump sum as an Employer contribution please make sure that the employer is embedded on the account beforehand. If not, a SIPP Employer Contribution Form must be sent to Platform New Business with relevant supporting documentation first

Set up a regular payment in

- Bank details must be on the client's record to set up a regular payment
- Go to the Client Record and select View Details on the account information, then select 'Add money in'
- Move through to the 'regular payments' screen, select 'add a regular payment'
- Fill out the details. The start date must be at least 10 working days in the future
- Click 'add payment' to add the entry and move through to the investment strategy screen
- If adding a regular payment as an Employer contribution please make sure that the employer is embedded on the account beforehand. If not, a SIPP Employer Contribution Form must be sent to Platform New Business with relevant supporting documentation first

Add investment strategy

- Once you have added the entry move through to the 'account investment strategy' screen
- The default investment strategy will be pre-populated (i.e. if the client is invested into a model, it will default to the model. If the client is invested in bespoke assets, you won't be able to select a model)
- For blended solutions you can leave more in cash to invest into the other asset and the remaining will invest into the model, but don't forget to temporarily protect the cash first if required
- Please be aware if you specify to leave a certain % in cash when also linking to a model, the remaining amount left in cash will be based on the expected transfer value entered within the application and not the exact amount received in to the platform
- **IMPORTANT**: ISA charges are not deducted until the following day after the assets have been received, whether this is from an ISA or a servicing GIA. Therefore please leave the ISA Initial Adviser Charge (IAC) amount in cash in the ISA or GIA for the system to take the agreed IAC the following day. This will prevent a delay and the system from having to sell recently invested assets to accommodate the IAC

Submit

- Once you have completed the account investment strategy click 'finish'
- Acknowledge the Declaration screen
- Review the details on the Summary screen and confirm by selecting the radio button and clicking 'Submit'
- This will set up the commitment(s) and if applicable a Direct Debit mandate will be generated in the Client's correspondence folder, which can be accessed from the Client record. This will require a client signature

What next?

- You'll be able to monitor the commitments by clicking 'View Account' from the Client record and select 'Account Details' at the bottom of the information. For lump sum payments you will see this under 'transactions in progress', for regular payments you'll find this under 'payments history'
- If you need to change a commitment you can set up a new one and then contact Client Services to delete the previous entry no longer required

M&G Platform

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SETTING UP A TRANSFER

Get started

- Go to the Client Record and select View Details on the account information
- Select 'Add money in' and move through the screens to 'Add Transfer'.

Enter the transfer details

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

Information you'll need 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
- If the transfer is a GIA let us know if it is a full or partial 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, or set one up, submit a 'changes to adviser charges' form first, or complete an ad hoc adviser charge form and send in with the transfer form)

Make sure:

- 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 existing SIPP clients setting up a crystallised transfer or crystallising on receipt to the platform:

- If setting up a crystallised transfer please complete a manual SIPP Transfer Instruction and a manual SIPP Benefit Payment Form if income is required (these can be electronically signed), and email to platformnewbusiness@mandg.com
- If crystallising on receipt to the platform then you may wish to consider leaving some of the transfer in cash to accommodate TFLS requirements etc, remembering to temporarily protect first if required

  Please process this additional transfer online and complete a manual SIPP Benefit Payment Form, which can be electronically signed. Please email both completed forms to platformnewbusiness@mandg.com

Setting an Investment Strategy in the online process

- Follow the investment strategy process above for lump sums and regulars and submit
- Please be aware if you specify to leave a certain % in cash when also linking to a model, the remaining amount left in cash will be based on the expected transfer value entered within the application and not the exact amount received in to the platform
- **IMPORTANT**: ISA charges are not deducted until the following day after the assets have been received, whether this is from an ISA or a servicing GIA. Therefore please leave the ISA Initial Adviser Charge (IAC) amount in cash in the ISA or GIA for the system to take the agreed IAC the following day. This will prevent a delay and the system from having to sell recently invested assets to accommodate the IAC

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

Transfer form will generate

- The transfer form will generate in the Client's correspondence folder which can be accessed from the Client record

Check the form is completed

- Check that the form is fully prepopulated, complete and correct. Check all details, but particularly:
  - Whether cash, in specie or combined is correct
  - The ceding scheme provider address (some providers have multiple offices. The prepopulated address may be the correct one)
  - Annotate any amendments if you need to

Send to us

- You need to have the transfer form signed, either in person or by electronic signature by your client
- Then email all necessary forms to us at: platformnewbusiness@mandg.com

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

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