

# Best Practice: Handy hints, tips and what you need to know

## Handy hints for moving round the dashboard

- ◆ The dashboard menu options can be accessed via the tiles and the headings across the top of the screen
- ◆ Clients can be searched in the centre of the main dashboard screen by typing their name, postcode, client number or account number, and clicking Search
- ◆ Servicing functions, such as accessing client correspondence, and moving cash can be accessed from the Client record.

To make a withdrawal you can access the Account by clicking 'View Account' and selecting the option on the left for 'Take Money Out (Single)'. This allows you to send cleared cash off the platform via faster BACS or set a disinvestment to then send out the cleared cash via faster BACS automatically when available

- ◆ Client review reports can be accessed via the Client record
- ◆ You can access pending applications from the Client record
- ◆ You can add new accounts via the Client record
- ◆ You can access individual trading functions for an Account by clicking 'View Account' from the Client record and selecting the options on the left. You can also set up regular withdrawals from this screen under 'Take Money Out (Regular)'
- ◆ You can also access the Portfolio by selecting 'Platform Overview' from the Client record on the bottom left under Legacy

## Things to bear in mind

### Our processes

- ◆ Mobile number, email address and bank details are mandatory for all applications

We need this information so that the DocuSign facility can work effectively and securely

- ◆ If you have an existing client who has no mobile number or email address, these details should be updated before you proceed with an application
- ◆ A Client record is created via the new dashboard from the 'new business' or 'clients' icon in the dashboard
- ◆ SIPP applications will be processed through the digital journey for SIPP
- ◆ GIA/ISA/Third Party Product (TPP) accounts will be routed to a separate online application route
- ◆ If you're opening a SIPP account and an ISA/GIA/TPP, **always open the SIPP account first**
- ◆ If employer contributions are being made, their bank details are mandatory within the application. All employer details, if applicable, will be required before you can submit an application. We require a [SIPP Employer Contribution Form](#) to be completed for all employer contributions. A link will be sent in the Next Steps email however, you can complete this in advance and send it to our New Business team after you submit the application, quoting the application reference

### Anti-money laundering (AML) verification and DocuSign

- ◆ If the client fails AML verification for GIA/ISA/TPP there will be a tool tip to show you how to access the client record and check the details which have been entered and correct any errors. You will then be able to resubmit for AML verification
- ◆ In the scenario of a SIPP application plus a GIA, ISA or TPP application, two DocuSign emails will be generated and emailed to the client for their signature
- ◆ There are some transferring schemes that do not accept DocuSign. Print off the relevant transfer form pages from the pre-populated app form PDF (in your correspondence view) and get the client to add their signature to those pages and send it over to us. Make sure you reply to our 'next steps' email

### Managing or adding assets for existing clients

- ◆ For an additional SIPP accumulation account – adviser can email [platformnewbusiness@mandg.com](mailto:platformnewbusiness@mandg.com) to request an additional SIPP account and we will transfer the cash over
- ◆ For client's crystallising assets, a SIPP benefit payment form should be completed and sent into the SIPP team
- ◆ To add new assets (including direct debits, lump sums and transfers), head to the Client Record and click View Account on the specific account. From here head to Add Money In

## The charging process for Digital SIPP

- ◆ Initial charges can only be loaded for the transactions included in the application and not anticipated entries
- ◆ For future new business coming in whereby an initial was not set at the outset an ad hoc adviser charges form or a changes to adviser charges form must be completed
- ◆ You cannot set different charges for different assets within the digital SIPP application
- ◆ You can still exclude cash from charging for ongoing
- ◆ Initial charges will be deducted from transfers coming into the platform, which means that if the client is going into full drawdown this could reduce a client's tax-free lump sum. To avoid this, the charge can be included within the 'money out' section for the crystallised event and not the 'money in' section

## Digital SIPP features

- ◆ When setting up regular income on the platform there is a 28 day delay for the first payment. You can choose to request an ad hoc payment be paid out when the drawdown event takes place
- ◆ Regular income payment dates can be set up between the 1st and 28th of the month
- ◆ All existing clients wanting to take benefits from their SIPP must complete a SIPP benefit payment form which includes the ability to take drip-feed drawdown

## Decumulation transfers and auto-investment

- ◆ For decumulation transfers being added after set up, a paper [SIPP Transfer Instruction](#) should be completed and any cash transfers will go direct to cash on entry to the platform. In addition, a [SIPP Benefit Payment Form](#) must be completed if there are any income requirements. Details of where to send these forms are on the front pages of each form

## Important information for clients crystallising assets

- ◆ The system will recommend the amount to be held back from the amount received into the platform, which will be any tax-free lump sum and also any immediate income payment
- ◆ As assets hit the platform any initial charge will be paid out if applicable, and the investments will be placed
- ◆ On trade and settlement of the trades, the crystallised event will take place and the cash and assets will be moved to the Decumulation account proportionally, the tax free lump sum will be paid out, and then the model link will be carried over. If the assets are invested with a bespoke strategy, proportional is not enforced
- ◆ If you are looking to invest into a different strategy for the decumulation account, you can place everything to cash and manage the accounts accordingly once the crystallisation event has taken place
  - ◆ If linking to a DFM for the accumulation account, link to the DFM model, select the 'allocate all to cash' tick box and specify 100% within the model allocation and protect the cash. This will generate a DFM authorisation form
  - ◆ Remember to remove the link on the Decumulation account that is not required
  - ◆ For both these scenarios, investments will need to be placed once the events have taken place and the cash exclusion removed (in the case of the DFM link)
- ◆ 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
- ◆ After the tax-free lump sum has been paid, you must remember to remove the cash exclusion from the accumulation account, if applicable, and remember to place the investments for the accumulation and decumulation accounts
- ◆ Please note crystallised events will not take place until all transfers have completed. However you can contact us if the first transfer is sufficient to complete the crystallised event

### For clients crystallising assets where there is a reg-registration

- ◆ The system will only be able to proportionally move over the assets to the decumulation account
- ◆ The system will only be able to proportionally raise cash for tax-free lump sum. This is because we don't know the exact assets that will come over

## ISA Charges

- ◆ 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