

SCOTTISH WIDOWS PLATFORM

Client Report Builder Guide

For Professional Advisers only

SCOTTISH WIDOWS



INTRODUCTION TO THE SCOTTISH WIDOWS PLATFORM CLIENT REPORT GUIDE

This guide has been developed by Scottish Widows to highlight some of the key features and the construct of their Client Report that is made available to support Adviser Firms.

Scottish Widows is a trading name of Embark Investment Services Limited (EISL).

This guide covers:

- How to access the client report
- How to run a client report
- The parameters available to you to tailor a report for your clients

How to generate a Client Report

Access is via the Reports option on the left hand menu, once you have selected your client.

The screenshot shows the dashboard interface of the Scottish Widows Platform. On the left, a vertical navigation menu contains several icons, with a red dot highlighting the 'Reports' icon. A callout box on the left points to this icon with the text: "Access the client search option here...".

The main dashboard area features a header with "Hello" and "My alerts". Below this is a welcome message: "Welcome to your new Scottish Widows Platform". The central section is titled "What would you like to do?" and contains several action cards: "Create new illustration", "Create new account", "Existing account - new business", "Work in Progress", "Withdrawals", and "Transact".

To the right of these cards is a "Search clients" section. It includes a search type selector with options for "Individual", "Organisation", and "Account". Below this is a search input field labeled "Enter client name" with a red dot highlighting it. A callout box on the right points to this field with the text: "...or use the search function on the dashboard to search for your client either by their individual name or Account number." Below the input field is an "Advanced search" link and a "Find" button.

At the bottom of the dashboard, there are two summary cards: "Total assets of my clients" and "Clients' assets by product wrapper", each with a "Show graph" link.

The footer contains the Scottish Widows logo, contact information (Chat now, Call us, Email us), and a disclaimer: "Scottish Widows Platform is a trading name of Embark Investment Services Limited, a company incorporated in England and Wales (company number 09955930). Embark Investment Services Limited is authorised and regulated by the Financial Conduct Authority (Financial Services Register number 737356). Registered office: 100 Cannon Street, London EC4N 6EU".

How to generate a Client Report

Select the 'Reports' icon

Client: Anon Customer | View portfolio report My adviser ▾

Dashboard ▾

Overview Performance Investments Cash | I want to: Select action ▾

Welcome to your new Scottish Widows Platform

Total estimated current value
£750,956.18

Price as at Monday, 10 July 2023

£1,886.39 **£748,091.56**
Cash available to spend Non cash investments available

- Scottish Widows ISA
28 % £211,060.49
- Scottish Widows GIA
Scottish Widows GIA
15 % £115,287.58
- Scottish Widows Personal Pension
57 % £424,608.11

My documents [View all](#)

- Contract Note Created on 24/05/2023
- Regular Statement Created on 21/05/2023
- Contract Note Created on 24/04/2023

How to generate a Client Report

Select the 'Client Report' box and then press 'Go'.

This will then take you to the Client report builder where you will be able to tailor the report for your client.

The screenshot shows the 'Report Request : Anon Client' interface. At the top, there are navigation tabs: 'Request Report', 'Library', 'Document Suppression', and 'Document Suppression History'. Below this, the client information is displayed: 'Anon Client' with account number '750,956.18'. To the right, there are fields for 'Account Type' (Individual), 'Account Code', and 'Adviser'. The main section is titled 'Report Request : Anon Client' and contains a 'Search' form. The form has three date fields: 'From Inception' (empty), 'From Date' (24-May-2023), and 'To Date / As At' (24-Jul-2023). Below these fields is a list of report options with checkboxes: 'Client Report' (checked), 'Statutory Money Purchase Illustration (PDF)', 'Portfolio Valuation (Excel)', 'Portfolio Valuation (PDF)', 'Client Transaction Listing (Excel)', 'Client Transaction Listing (PDF)', and 'Ad-hoc statement (PDF)'. There is also an unchecked checkbox for 'Include annual breakdown of costs and charges?'. A red 'Go' button is located at the bottom of the form.

For the client report, don't state a date range here. The options for the report are on the next step.

Client Report builder

Client report

Setup

Select report date(s): Custom From 25 July 2022 until 24 July 2023

From Date To Date Apply

Report view

Format

Contents

Report introduction
This will show report cover page, contents

Include cover page
 Include contents page
 Add commentary
 Upload image

Account details
This will show a summary of your product

Snapshot

This will show a summary of the headline figures from the account.

Valuation

This will show a summary of the account valuation.

Performance

This will show a summary of the account opening and closing values, money movements, and monetary and percentage change. It also includes a range of performance related graphs.

Graphs

Valuation and money movements
 Return performance
 Cumulative performance
 Discrete performance

Insights

This will show where the account investments are held.

Geographic allocation
 Asset class allocation
 Sector allocation
 Largest holdings

Transactions

This will show a summary of the account money paid in, money

Summary
 Money In
 Money Out
 Charges

Preferences

Calculation basis

Simple return Internal rate of return

Valuation & performance detail

Include fund breakdown for

Valuation Performance

Display by:

Asset View Product View

Graph benchmark

Insight detail

Display by:

Tier 1 Tier 2 No Tiers

Create report

The report builder takes you through structuring your Client Report section by section. It covers:

- Set-up
- Contents:
 - Introduction
 - Account details
 - Snapshot
 - Valuation
 - Performance
 - Insights
 - Transactions
- Preferences

Client Report builder – Setup

Client report

Setup

Select report date(s): Custom From 25 July 2022 until 24 July 2023

From Date To Date Apply

Report view

Total account

Product view

- Scottish Widows Personal Pension
- Scottish Widows ISA
- Scottish Widows GIA

Format

PDF

Contents

Report introduction Include in report

This will show report cover page, contents and commentary.

- Include cover page
- Include contents page
- Add commentary
- Upload image

Select the report period from a predetermined list including tax year, last 6 months, inception, or set custom dates.

Leave the default setting of Total Account to report on all the clients products or select product view to create product level reports.

Client Report builder – Contents (Introduction)

Choose here to include a cover page, and contents page at the start of the report.

Select to add your own commentary to the report, specific to the client. The character maximum, including spaces, is 2000.

Select to upload your firm logo to appear on the report.

The screenshot shows a web interface for building a client report. It features a list of sections, each with a description and a toggle switch labeled 'Include in report'. The sections are:

- Report introduction**: This will show report cover page, contents and commentary. Options: Include cover page, Include contents page, Add commentary, Upload image.
- Account details**: This will show a summary of your product instructions.
- Snapshot**: This will show a summary of the headline figures from the account.
- Valuation**: This will show a summary of the account valuation.
- Performance**: This will show a summary of the account performance graphs.

An 'Add Attachment' dialog box is open over the Performance section, containing the following text:

Add Attachment
File: No file chosen

The file format must be .JPEG, .GIF or .PNG.
The file size must be: 95px height by 250px width.
The file quality must be: 72 DPI.

Your logo image will need to meet the criteria set out here. If you have any questions on how to do this, we'll be able to help.

The logo requirements must be:

File format:
JPEG, GIF, or PNG

File size:
95 pixels (high) x
250 pixels (wide)

File quality: 72 DPI

Client Report builder – Contents (Account details, Snapshot & Valuation)

Select this section to show Account and Product level summaries of opening and closing values, money in, money out and returns.

The screenshot displays the 'Client Report builder – Contents' interface. It features five main sections, each with a toggle switch on the right side:

- Account details:** This will show a summary of your product instructions. (Toggle: On)
- Snapshot:** This will show a summary of the headline figures from the account. (Toggle: On)
- Valuation:** This will show a summary of the account valuation. (Toggle: On)
- Performance:** This will show a summary of the account opening and closing values, money movements, and monetary and percentage change. It also includes a range of performance related graphs. (Toggle: On)
 - Graphs:**
 - Valuation and money movements
 - Return performance
 - Cumulative performance
 - Discrete performance
- Insights:** This will show where the account investments are held. (Toggle: On)

Select this to show a high level view of the Account details and summary of the underlying Products.

Include this section to give greater detail of the current value of each Product with the underlying holdings.

Client Report builder – Contents (Transactions, Performance & Insights)

Choose the performance analysis you wish to include. Performance is calculated on a time-weighted basis.

Select this section for a visual representation to the client of where their investments are held.

Performance

This will show a summary of the account opening and closing values, money movements, and monetary and percentage change. It also includes a range of performance related graphs.

Graphs

- Valuation and money movements
- Return performance
- Cumulative performance
- Discrete performance

Insights

This will show where the account investments are held.

- Geographic allocation
- Asset class allocation
- Sector allocation
- Largest holdings

Transactions

This will show a summary of the account money paid in, money taken out and charges.

- Summary
- Money In
- Money Out
- Charges

Include this section to show a breakdown of money movements on each Product.

Money in breakdowns to Payments, Transfers, Distributions

Money Out breakdowns to PCLS, Drawdown income, Withdrawals, Dividends from Natural Income and Transfers.

Charges are split by Adviser, Platform and Model Portfolio Manager.

Client Report builder – Preferences

Where the Performance and/or Snapshot sections have been selected, set the **Calculation basis** for the performance summary and detail information.

Where the Performance graphs sections has been selected, choose up to 2 benchmarks to apply those graphs.

Note, it is not mandatory to apply benchmarks.

Preferences

Calculation basis

Simple return Internal rate of return

Valuation & performance detail

Include fund breakdown for

Valuation Performance

Display by:

Asset View Product View

Graph benchmark

Harmonised Index of Consumer Prices []

Insight detail

Display by:

Tier 1 Tier 2 No Tiers

Create report

Where the Valuation or Performance sections have been selected, choose here to **include additional fund breakdown** information.

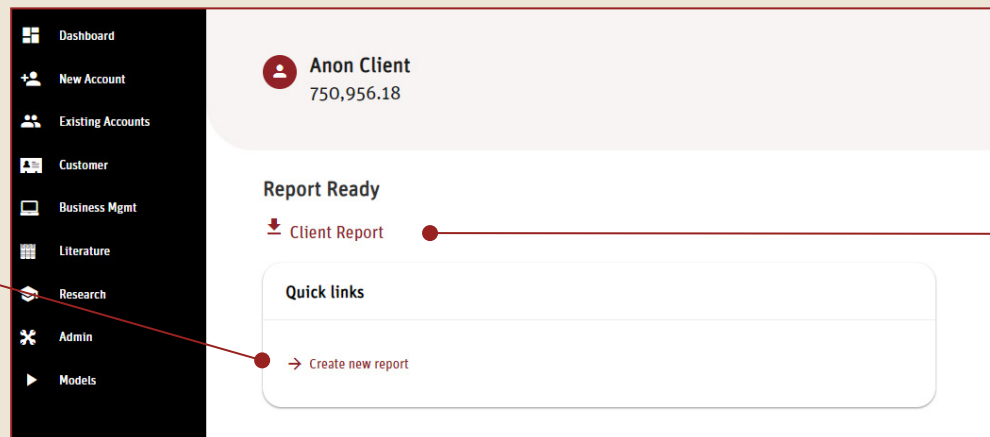
Selecting this option will require additional settings to be applied.

- Choose to show Valuations and performance sections in Asset or Product view
- Choose to show Performance detail with Tier 1, Tier 2, or no Tier headings.

Once you made all your choices in the report builder, select **'Create report'**.

Client Report builder – Report created

You can select **'Create new report'** to run another report for the same client or use the menu options to navigate away once you downloaded the report.



Click **'Client Report'** to download the newly created report.

Important note: The Client Report is not saved to the client's document library.



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