

SCOTTISH WIDOWS PLATFORM

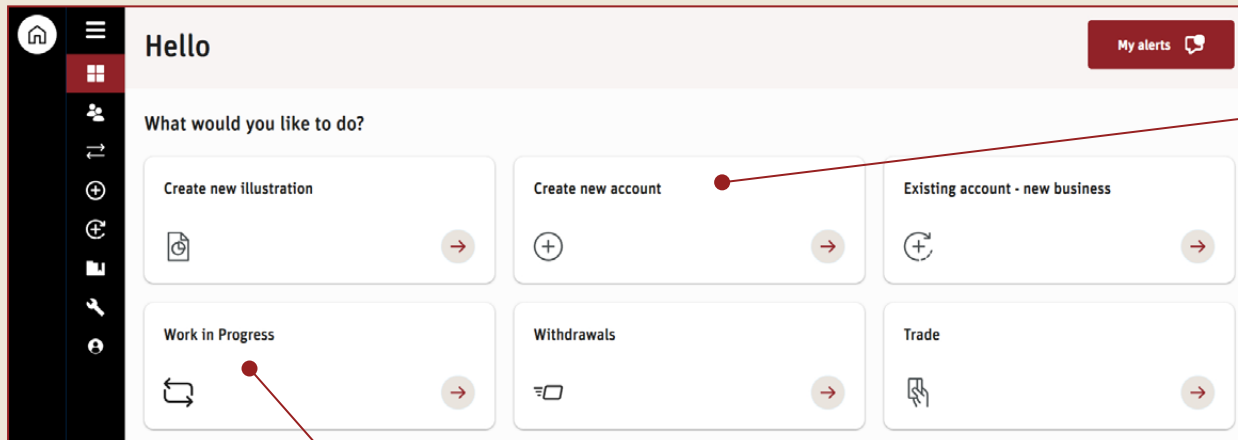
New Business User Guide

For Professional Advisers only

SCOTTISH WIDOWS



New business




To start a new business application you will need to select **Create new account** for a new client.

Previously saved New Business items can be accessed via the **Work in progress** tile.

New business - Create new account

Before you get started



This journey will allow you to create a client account with multiple , products, sources of funding and transfers in a single journey

Before you get started

What type of account would you like to create?

Individual account

Joint account

Junior account

Add client to account

Create or add an existing client to the account.

Individual account

There's no-one here.

[Create new client →](#) [Add existing client →](#)

When you select **Create new account** you will first need to confirm the type of account you would like to create - Individual, Joint or Junior.

Next, you will need to choose whether this is for an existing or new client.

Important: If customer already has an account on platform, and wishes to open a different type of account, you should select add existing client.



Examples include:

- Client already holds joint account and now wishes to open an Individual account. Please remember to choose existing client at this stage.
- Client is the primary contact on existing junior account for child and would like to open their own individual account. You should choose add existing client, as we already have their details on platform.

New business - Create new account

The screenshot displays the 'SCOTTISH WIDOWS' logo at the top left. A progress bar at the top indicates the current step is 'Client details', with other steps being 'Products', 'Funding', 'Charges', 'Summary', and 'Confirmation'. An 'Exit' button is located in the top right corner.

The main heading is 'Add client to account' with the subtext 'Create or add an existing client to the account.' Below this, there is a section for 'Individual account' containing a table with the following data:

Client	Date of birth	
Ms Midi Tail	01/08/1988	 

Below the table are two buttons: 'Create new client →' and 'Add existing client →'. At the bottom left, there are two buttons: 'Continue' (dark red) and 'Save & exit' (light red).

Once you've selected the type of account you want to create, we will ask you for some client details.

When creating a new account, you will need the following information:

- **Client personal details** – Name, DOB, National Insurance number, residential and postal address (if different to residential), marital status, gender. Nationality including additional nationality/ citizenship and additional country of residency where applicable.
- **Client contact details** – Email and contact number.
- **Client employment details** – Employment Status, Occupation, Employers Name & Address, Salary

Contact details and National Insurance number are only required information when you are confirming the creation of an account.

Once you've reviewed the required declarations, you can click **Continue** and this will take you to a page containing a brief summary of the client details you've input. Click the **Continue** button here to take you to the next step of the application.

New business

The screenshot displays the 'SCOTTISH WIDOWS' logo in the top left corner. A progress bar at the top indicates the current step is 'Products', with 'Client details' completed and 'Funding', 'Charges', 'Summary', and 'Confirmation' yet to be completed. An 'Exit' button is located in the top right corner.

Client details are shown in a table below the progress bar:

Client Mrs Louise Smith	Date of birth 01/09/1990	Account type Individual	Adviser Adviser Surya
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The 'Products' section is titled 'Products' and contains the text 'No products have been added yet.' Below this text are three buttons: 'Add Pension →', 'Add ISA →', and 'Add GIA →'. At the bottom of the form, there are two buttons: 'Continue' and 'Save & exit'.

Next, you will be prompted to add a product(s) to your client account.

New business - Create new account

Scottish Widows Personal Pension

Product Information

Cancel

Selected retirement age

Retirement age

Retirement age

Pension protection

Is the client entitled to pension protection?

If you choose pension, you will need to input some additional information including: Retirement age, pension protection and source of wealth.

For the creation of all products you will be asked to select clients income strategy. The options are:

- **Product cash** – To place the Dividend into cash within the product
- **Reinvest** – Will purchase units in the fund the dividend was generated from

For investment products (ISA/GIA) you have the additional option of Natural Income. This will pay dividends received out to the client if above a minimum of £10. Dividends will be allocated to cash and won't be ring fenced so can fund remuneration. Natural income is paid out once the minimum threshold of £10 has been reached and the cash balance is not in a negative.

New business - Create new account

The screenshot displays the 'Products' step of a multi-step process for creating a new account. The process steps are: Client details (checked), Products (current step), Funding, Charges, Summary, and Confirmation. An 'Exit' button is located in the top right corner.

Client details:

Client Mrs Louise Smith	Date of birth 01/09/1990	Account type Individual	Adviser Adviser Surya
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Products:

Type	Income strategy	Retirement age	Pension Protection	
Scottish Widows Personal Pension	Product cash	70	No	
Scottish Widows ISA	Product cash			

Buttons for adding products: Add Pension →, Add ISA →, Add GIA →


Bottom navigation: Continue (dark red), Save & exit (light red)


Once you are happy you have added all required product(s), click **Continue** to progress to the next stage of the application.

New business - Create new account

Funding

Select sources of funding for each product before continuing to next step.

Pension	Funding
	<div style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;"><p> No funding has been added yet.</p></div>
	<div style="display: flex; justify-content: space-around;"><div style="border: 1px solid #ccc; padding: 5px 10px; background-color: #f9f9f9;">Add transfer →</div><div style="border: 1px solid #ccc; padding: 5px 10px; background-color: #f9f9f9;">Add one-off payment →</div><div style="border: 1px solid #ccc; padding: 5px 10px; background-color: #f9f9f9;">Add regular payment →</div></div>

Scottish Widows ISA	Funding
	<div style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;"><p> No funding has been added yet.</p></div>
	<div style="display: flex; justify-content: space-around;"><div style="border: 1px solid #ccc; padding: 5px 10px; background-color: #f9f9f9;">Add transfer →</div><div style="border: 1px solid #ccc; padding: 5px 10px; background-color: #f9f9f9;">Add one-off payment →</div><div style="border: 1px solid #ccc; padding: 5px 10px; background-color: #f9f9f9;">Add regular payment →</div></div>

Continue

Save & exit

You will now need to confirm details of funding for each product.

For Transfers, you will need the name of the ceding provider and client's policy number. For pension transfers, you will also need to select policy type i.e. Personal Pension, Final Salary, SIPP etc.

New business - Create new account

Set up a one-off direct debit payment

Your remaining allowance for the 2023/2024 tax year:
£20,000.00 ⓘ

How much would you like to pay?

£

Preferred transaction date

 ⓘ

Set up a one-off direct debit payment

How much would you like to pay?

£

This pension contribution is eligible for tax relief ⓘ

One-off payment total (including tax relief) ⓘ **£60,000.00**

Preferred transaction date

 ⓘ

Important notes for regular and one off contributions:

- **Employer payments** – you will need the employer name, registered office address, contact email address & phone number plus companies house number.
- **ISA contributions** – a message will appear to show you the remaining ISA allowance for the tax year.
- **New direct debit arrangements** – need to be set up at least 10 working days before payment is to be collected.
- **Pension contributions** – you will need to confirm if the client is entitled to tax relief on the payment. If they are the platform will automatically give you the total contribution figure (payment plus tax relief).

Once you are happy all funding has been added, click **Continue**.

New business - Investment selection

Invest funding

Search, add and link the right investments to the payments below.

Allocate investments by:

Scottish Widows Personal Pension

Cheque payment of £10,000.00

Investment	Type	Buy Value	% Allocation
Cash	Product Cash	£0.00	<input type="text" value="0.00 %"/>
Total investment allocation		£0.00	0.00%

Scottish Widows Personal Pension

Search, select and link investments

Search investments

Search investments allows you to search for investments, DFM model portfolios and Adviser Model Portfolios to add your contributions to.

Following the summary page, click **Continue** again to select desired investments.

A Click **Search investments** to take you to the next step

Now, you can search the investment you are looking for using read fund or asset name, ISIN or Sedol codes.

New business - Investment selection

Search, select and link investments Cancel

[← Back to investment search](#)

Link 'Embark Horizon Multi-Asset I Z Acc' to the following products and payments:

Select all products and payments

Scottish Widows Personal Pension

One-off direct debit payment
£40,000.00

Scottish Widows ISA

One-off direct debit payment
£10,000.00


If you would like the same investment linked to all products and contributions (where there are multiple), tick **Select all products and payments**.

For different investment choices to apply to each product and contribution, tick the box that your latest investment choice applies to.

Repeat as necessary.

Click **Continue**.

New business - Investment selection



✓ Client details
✓ Products
● Funding
● Charges
● Summary
● Confirmation

Exit

Client
Mrs Louise Smith

Date of birth
01/09/1990

Account type
Individual

Adviser
Adviser Surya

Invest funding

Search, add and link the right investments to the payments below.


Allocate investments by:

£ Buy Value

% Allocation

Scottish Widows Personal Pension

One-off direct debit payment of £40,000.00


Investment	Type	Buy Value	% Allocation	
Cash	Product Cash	£0.00	0.00 %	
Embark Horizon Multi-Asset I Z Acc <small>© GB00BTKH4895 BTKH489</small>	Managed fund	£0.00	0.00 %	
Total investment allocation		£0.00	0.00%	

A Select whether you wish to allocate investments by monetary amount or percentage. The platform will default to % allocation.

Next, allocate as appropriate (£ or %) against each investment. Investment allocation must total 100% before you can continue.

Once finished, click **Continue**.

New business - Regular buy from cash



✓
✓
●
●
●
●

Client details
Products
Funding
Charges
Summary
Confirmation

Exit

←


Client
Mrs Louise Smith

Date of birth
01/09/1990

Account type
Individual

Adviser
Adviser Surya

Setup a regular buy from cash



How it works

This is where you can instruct a regular investment plan from cash held within your clients account.

You can schedule a regular buy instruction in either monthly, quarterly, half yearly or yearly instalments.

If there is already a regular buy active for this product then you must cancel this before setting up another. You can do this within the transactions section of your clients dashboard.

For your ease you can repeat your current investment selection by using the tickbox below. However, if you have resumed this journey or have made changes to the investment selection then you must re-confirm your selection .

Would you like to set a regular buy instruction?

Yes

No

Continue

Save & exit

Select **Yes** to set up a regular buy from money allocated to cash. This will look to use the money held in cash to action a regular buy into investments from either Monthly, quarterly, half yearly or annually.

On the next page, you will be given the option to setup a regular buy from cash. This will look to use the money held in cash to action a regular buy into investments. You can choose a frequency of either monthly, quarterly, half yearly or annually.

Next you will need to specify the amount and frequency of the regular buy.

Lastly, you will be asked to confirm allocation of the buy to investments.

New business - Charging

Initial Adviser Charge

Single payments


Product	Payment amount	Payment type	Charge	Total charge (est.)
Scottish Widows Personal Pension	£12,500.00	One-off cheque payment	<input checked="" type="radio"/> % Percentage <input type="radio"/> £ Fixed amount	<input type="text" value="0.00"/> % ⓘ £0.00
Scottish Widows ISA	£10,000.00	One off payment	<input checked="" type="radio"/> % Percentage <input type="radio"/> £ Fixed amount	<input type="text" value="0.00"/> % ⓘ £0.00

Next, you will be asked for any adviser charges to be applied to each product.

You can choose:


- **Initial adviser charge** – paid either as % or monetary amount up to a maximum of 5% of any one-off contribution or cash transfer but not on regular contributions or re-registration transfers.
- **Ongoing adviser charge** – paid either as a percentage of the value of assets in the account or as a fixed monetary amount up to a maximum of 1% per annum.
- **Regular initial adviser charge** – This is an agreed amount of remuneration in relation to regular payment(s) to an account. It can be fixed or calculated as a % of the annualised regular contribution amount. Only one regular initial adviser charge can be in place per account, even if multiple regular contributions exist.

New business - Summary screen



✓ Client details
✓ Products
✓ Funding
✓ Charges
● Summary
○ Confirmation

Exit



Client
Mrs Louise Smith

Date of birth
01/09/1990

Account type
Individual


Adviser
Adviser Surya

Summary

Show all details


Print summary

Any changes?



If you need to return to an area of the instruction to make an edit you can do so clicking the 'edit section' buttons. Once any amends have been made you will have the opportunity to make further edits throughout the journey before progressing back to the summary screen to review and generate the instruction.

There is also the facility to save the instruction and resume it at a later date. It will be saved to the 'in progress' area on your dashboard. If the client already exists it will also feature within their dashboard.



Information still required to set-up this account

We will require you to provide the below information if you wish to proceed with this account opening application.

- Bank account details
- Expression of wish

The summary page will confirm any additional information required before you can complete the creation of a new account.

There is also the option to print a copy of all the details that have been entered.

You can edit anything you have input so far by scrolling to the relevant section and clicking **Edit Section**.

If you need to source any of the missing information, scroll to the bottom and click **Save & Exit**. You will be able to revisit this application via the **Work in Progress** action tile within your dashboard.

If you are ready to continue, select **Continue**.

New business - Mandatory fields

The screenshot shows the 'Summary' step of a new business setup process. At the top left is the 'SCOTTISH WIDOWS' logo. A progress bar at the top indicates the current step: 'Client details' (checked), 'Products' (checked), 'Funding' (checked), 'Charges' (checked), 'Summary' (active, with a red dot), and 'Confirmation' (not started). An 'Exit' button is located at the top right. Below the progress bar is a summary table:

Client	Date of birth	Account type	Adviser
Mrs Louise Smith	01/09/1990	Individual	Adviser Surya

Below the table is the section 'Information required to setup the account'. It shows 'Step 1 of 2 | Mandatory Information - bank details' and the instruction: 'Add and link bank account details for the instructions set out below.' The main content area is titled 'Mandatory information - add bank details' and contains a button labeled 'Add account' with a right-pointing arrow.

The screenshot shows a dialog box titled 'Add bank account'. It contains the question: 'Would you like to set up a direct debit instruction?' Below the question are two buttons: 'Yes' and 'No'.

The last step is to capture any missing mandatory information, such as national insurance number, phone number & email address of client.

If you've chosen to set up a direct debit, you will also be asked to confirm the bank details for this. Remember to link the bank account to the relevant direct debit once you've saved the bank account.

New business - Mandatory fields

SCOTTISH WIDOWS

Client details Products Funding Charges **Summary** Confirmation Exit

Client Mrs Louise Smith	Date of birth 01/09/1990	Account type Individual	Adviser Adviser Surya
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Information required to setup the account

Step 2 of 2 Mandatory Information - beneficiaries

Expression of wish

Do you want to set up an expression of wish?
By completing an expression of wish form the client can indicate to whom they would like the scheme administrator to consider paying the lump sum.

Yes No

An **Expression of Wish** can be added for Pension clients. Select **Yes** and add the details as prompted.

New business - Final step

Client declarations

I confirm that my client:

- Wishes to proceed with the application to become a client of Scottish Widows Platform
- is not a US person and is a Tax resident in the UK
- Has provided me with the authority to proceed with this application and agrees to Scottish Widows Platform **Terms and Conditions, Terms of Use and Order execution policy.**
- Has checked and confirms that the information that is being provided to Scottish Widows Platform with this application is correct to their knowledge and belief; and

I also confirm that my client is aware that:

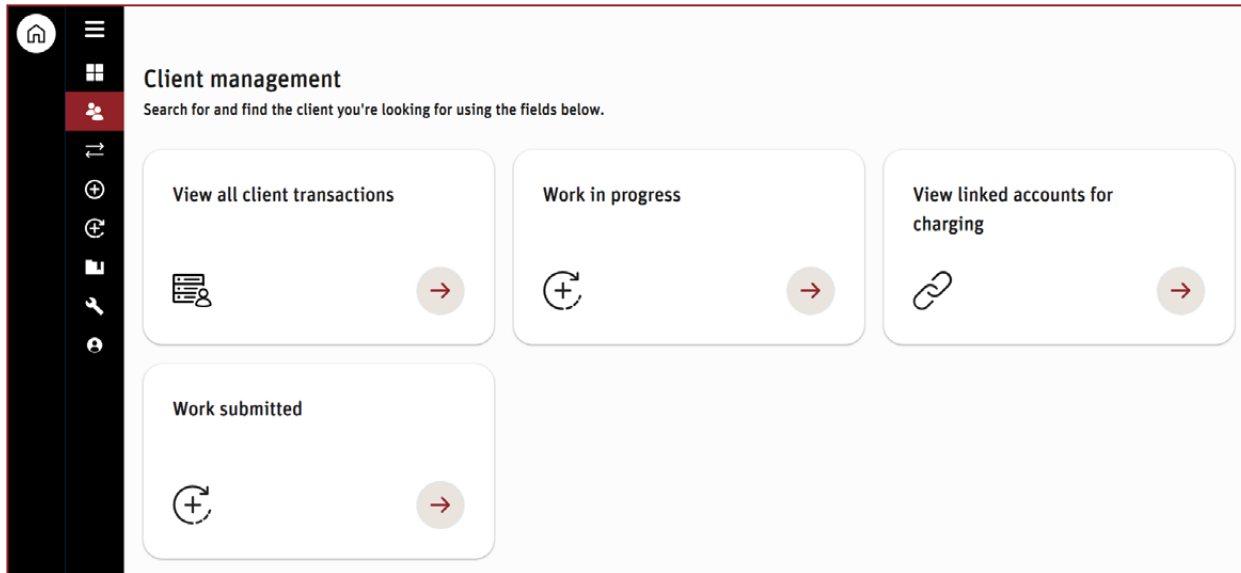
- Scottish Widows Platform is an online proposition and provides clients with 'read only' access and 'account servicing permissions' that will be managed as agreed by you for them.
- Their log in details will be sent to them via the email address I register with Scottish Widows Platform for them.
- They will receive their Confirmation schedule by post which will include details of the email address I have provided.
- All other Scottish Widows Platform correspondence will be added to their online document library and my client will be notified on this via email.
- Where an additional nationality has been indicated (such as a non-UK place of birth or citizenship), this will be retained. In the limited cases where UK legislation requires us to report other relevant nationalities (including, but not exclusive to US nationality), Scottish Widows Platform will be obligated to report such details to HM Revenue and Customs, who in turn, can pass these on under the Automatic Exchange of Information agreements the UK currently has in place.

Please read the final declarations.

Complete the final tick box to accept the declarations and select **Create account** to complete the New Business. This will send the data to our operations team to process. No changes can be made to the application once this box has been selected.

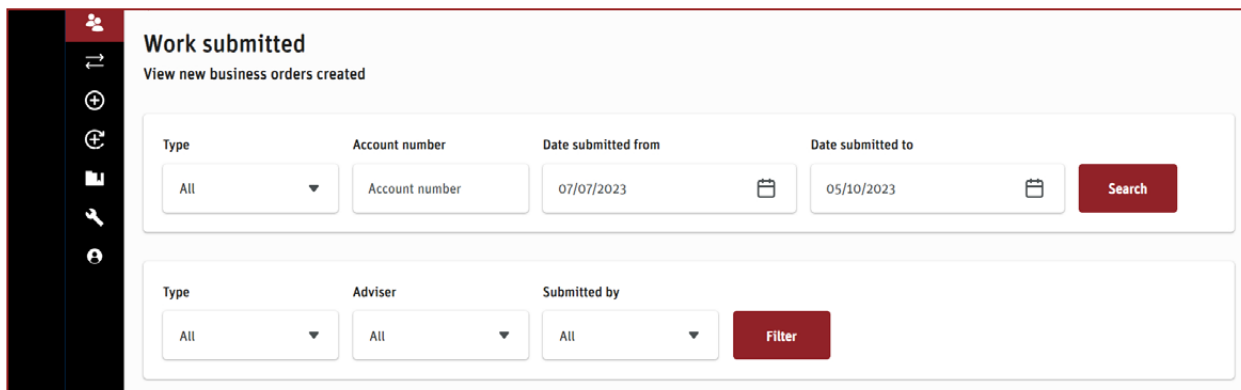
You can review your submission at anytime via the **Work submitted** action tile within client management.

New business - Create new account



Once you've completed the application, you can review at any point by going to client management and selecting the **Work Submitted** action tile.

Once in work submitted, you can use the various filters to find the relevant application. This also gives you the option to print a summary of any previously submitted applications.





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