

# Scanned documents and online processing matrix

As part of our drive to be the easiest platform to use, AJ Bell Investcentre will now accept scanned copies (including electronic and digital signatures) for all our documents, making it easier and quicker to process your clients' requests in instances where an online journey doesn't exist.

Before sending in any scanned documents, please ensure they are fully legible, and that signatures are clear, as we may need to ask for another copy if they are not.

The following table provides further information on the documents we can accept as a scanned copy across our most common processes. We have also indicated where an online journey exits, as this is still the fastest way to submit client instructions. Examples are provided of the situations where original copies may be required.

Process		Scanned copies and digital signatures accepted	Notes
Opening a new account	• new application	Yes*	
	• application for entity accounts	Yes	
	• SIPP/RIA transformation	Yes	
Transferring to us	• cash transfers	Yes*	We do not require a client signature and will process all cash transfers via Origo where possible.
	• in specie transfers	Yes*	SIPP in specie transfers are not currently processed via Origo.  The transferring provider may require original documents.
Making a payment in	• contributions	Yes*	The online process generates an electronic payment reference.
	• subscriptions	Yes*	
	• Direct Debit mandates	Yes	
Setting up or submitting investment instructions	• instructions to off-panel investment providers	Yes	Your chosen investment provider may require us to submit original documents to them.  Property-related legal documents that we issue to a third party (e.g. contracts, leases, Deed of Trust, TR1 forms) require original documents.
	• property-related documentation	Yes	
	• adding, changing or closing panel investment partners	Yes	
	• F&SS XO account opening	Yes	

Process		Scanned copies and digital signatures accepted	Notes
Requesting payments	• tax-free cash	Yes	Online processing for ISA/GIA withdrawals are via the client secure area.  Online processing available for one-off adviser charging payments.
	• UFPLS	Yes	
	• flexi-access conversions	Yes	
	• transferring in drawdown benefits	Yes	
	• income	Yes*	
	• withdrawals	Yes*	
	• adviser charging	Yes*	
Adviser-facing forms	• adviser handshake	Yes	
	• adviser registration	Yes*	
	• access to use bulk dealing and model portfolios	Yes	
	• Managed Portfolio Service adviser agreement	Yes	

Please note, we reserve the right to request original documents and the client's original signature in all instances.

\*Online process is available.