

ADVISER UPDATE

Online processing capabilities

Process	SIPP	ISA	GIA
Opening a new account	<ul style="list-style-type: none"> Online process with no need for a client signature You do not need to submit a form to us to open a new account 	<ul style="list-style-type: none"> Online process with no need for a client signature You do not need to submit a form to us to open a new account 	<ul style="list-style-type: none"> Online process with no need for a client signature You do not need to submit a form to us to open a new account
Making a subscription or contribution	<ul style="list-style-type: none"> Online process with no need for a client signature You do not need to submit a form to us to make a contribution 	<ul style="list-style-type: none"> Online process with no need for a client signature You do not need to submit a form to us to make a subscription 	<ul style="list-style-type: none"> Online process with no need for a client signature You do not need to submit a form to us to make a subscription
Making a payment to us	<ul style="list-style-type: none"> Online process with no need for a client signature An electronic payment reference is generated online 	<ul style="list-style-type: none"> Online process with no need for a client signature An electronic payment reference is generated online 	<ul style="list-style-type: none"> Online process with no need for a client signature An electronic payment reference is generated online
Transferring to us in cash	<ul style="list-style-type: none"> Online process with no need for a client signature¹ Transfers processed via Origio where possible 	<ul style="list-style-type: none"> Online process with no need for a client signature¹ Transfers processed via Origio where possible 	<ul style="list-style-type: none"> Online process with no need for a client signature¹ Transfers processed via Origio where possible
Transferring to us in specie	<ul style="list-style-type: none"> Transfer form can be created online² 	<ul style="list-style-type: none"> Online process² No need for a client signature¹ Transfers processed via Origio where possible 	<ul style="list-style-type: none"> Online process² No need for a client signature¹ Transfers processed via Origio where possible
Placing deals on the Funds & Shares Service	<ul style="list-style-type: none"> Unit Trust, OEIC, ETF and equity dealing instructions can be placed online 	<ul style="list-style-type: none"> Unit Trust, OEIC, ETF and equity dealing instructions can be placed online 	<ul style="list-style-type: none"> Unit Trust, OEIC, ETF and equity dealing instructions can be placed online
Requesting withdrawals	<ul style="list-style-type: none"> Online process with no need for a client signature³ 	<ul style="list-style-type: none"> Client instruction can be given online 	<ul style="list-style-type: none"> Client instruction can be given online

Please note that we reserve the right to request original documents and the client's original signature in all instances. Due to a reliance on other parties, it may not always be possible to complete all transactions without original documents and the client's original signature.

¹We do not require a client signature and will process all cash transfers via Origio where possible. The transferring scheme may require the client's original signature and we may have to ask you to submit original paper documents in addition.

² ISA and GIA in specie transfers can also be instructed online and processed via Origo and we will do this where possible; SIPP in specie transfers are not currently processed via Origo and as such do require a client signature.

³ Instructions can be given to take income payments from existing drawdown tranches but in order to set up a new drawdown arrangement – or add more funds to an existing drawdown arrangement – we require a paper form signed by the client, but this can be scanned and emailed to us.