PHOENIX WEALTH

# YOUR QUESTIONS ANSWERED

## ONLINE POLICY SERVICES (non self-invested)

### 1. What is online services ('OLS')?

OLS gives you 24/7 access to your clients' policies, including:

- Adviser statements – a week before they arrive through the post
- The latest policy values
- A client's transaction history
- Summary reports you can download to help you prepare for client meetings.

OLS is also the quickest route to request certain policy changes: you won't need to wait on the phone, or for us to get to your email. If you place your request through OLS, it goes straight into our work queue.

### 2. What policy changes can I request?

You'll be able to request:

- Fund switches and new investment instructions
- Changes to drawdown payments
- New client bank details

To request a change, you'll need to login and then find your client's policy. There are different ways to do this, but one of the quickest is by using the 'All clients' tab in the left hand navigation bar, and clicking on their name or policy number.

Once you've clicked into a specific client account, click on the 'Contact us' tab on the left hand navigation bar.

Then, from the drop down list, select which of your client's policies you'd like to change.

Click on the type of change you'd like to make to the policy, enter the details into the text box and click send. You can also attach supporting documents using our file upload facility below the text box.

We'll then confirm once we've processed your request – just let us know in the text box whether you'd prefer us to get back to you by email or post.

### 3. How do I register?

To register just click the 'Register' button in the top right corner of our website – www.phoenixwealth.co.uk

You'll be taken to a registration page where you'll need to complete a few details about yourself and your organisation.

Once you've done this, we'll begin setting up your account and let you know when you can access it.

In order to register, your firm will need to have completed an electronic access agreement as part of our terms of business. If not, you'll need to complete one, which you can download here, or from our website's literature library.

Please note, we can't accept mailbox or non-individual email addresses, such as: info@, admin@, enquiries@, help@, user@, paraplanner@, compliance@ or accounts@.

## 4. What do I need to do if I'm locked out?

The best thing to do is contact us on 0345 129 9993 so we can reset your account for you.

## 5. What browsers/devices can I use OLS on?

The best browsers to use are Chrome and Firefox. You can also use Internet Explorer version 9 and later. OLS is optimised for desktops and tablets. You can also view it on mobiles – although it depends on the type of handset you have. You may find you need to move your screen around to view all the information.

What's more, we integrate with some of the most popular back office systems, so you can use OLS without having to spend time keying in data from one system to another.

## 6. Can OLS integrate with my back office system?

OLS can integrate with:

- IRESS Adviser Office (XPLAN)
- Capita Financial Software
- Intelliflo Software
- Plum Software

To set up back office integration please visit the back office integration page in the online services section of our website.

This is currently unavailable for Trustee Investment Plans.

## 7. How do I get a client's transaction history? What will it show me?

Once you've logged in, there is a three step process to get your client's transaction history:

1. On the homepage ('Adviser dashboard' tab), click on the 'All clients' tab on the left hand side of the navigation screen.
2. Click on the client policy you'd like to view.
3. Select 'transaction history' from the left hand side of the navigation screen.

Once you access the transaction history you can view all payments into their policies within the previous 12 months, including transfers in, employer and employee contributions.

It'll also show any money that has left a policy, including income withdrawals, charges and adviser payments. You can download this information as a CSV or Excel file.

You can click on any transaction to view further details.

If you want details of any earlier contributions made to a policy you can click on the 'contribution history' tab in the left hand navigation bar for a summary of these.

For further information about any withdrawals made, click on the 'withdrawals' tab in the left hand navigation bar.

## 8. How do I check policy values?

Once you've logged in, there are a couple of ways you can check policy values:

- **For a list of all clients and their policy values:**

On the homepage ('Adviser dashboard' tab), click on the 'All clients' tab on the left hand side of the navigation screen. Here you can access a list of all your clients' policy values.

To view a client in more detail you can select their name or policy number from the screen. This will show you the latest policy value.

You'll also be able to research deeper into their investment, and their individual fund holdings, by selecting 'Holdings' on the left hand navigation bar. This will show the portfolio holdings and performance.

You can also choose to download these details in a policy summary PDF.

- **For a list of clients by product and their policy values:**

On the homepage ('Adviser dashboard' tab), the dashboard displays the total value of your portfolio, including the product split.

Selecting a segment of the pie, you'll be able to view a filtered list of clients with that product, including details of their name, policy number and current value.

To download this information, go to the left-hand navigation bar and select 'All clients' to access a list of all your clients' policy values. You can then bulk download your clients' Investment Bond or Pension valuations by selecting 'Download client reports' and selecting the option and format before downloading.

## 9. Are the values on OLS real-time?

We don't use real-time values on OLS.

On the dashboard the values are shown as of close of business the previous day. However, on the policy screens, the values are as of close of business the previous day but also reflect payments made in and out (e.g. charges, drawdown payments) of the policy throughout the day.

## 10. How do I download a client policy summary and what information will it show?

Policy summaries are available online in PDF and include:

- The latest policy value and net return
- Portfolio holdings and performance
- Transactions over the previous 12 months (charges, rebates, switches, investments and withdrawals)

To download a summary you just need to follow these three steps:

1. On the homepage ('Adviser dashboard' tab), click on the 'All clients' tab on the left hand side of the navigation screen.
2. Click on the client policy you'd like to view.
3. Click on the 'policy summary' pink button to download.

You'll be able to email the report to your client and print it in advance of your meeting.

## 11. How do I check the latest adviser charges statement?

Because they contain sensitive commercial information, you need to be set up with Super Admin access to view charges statements.

Just email us at ifa-queries@phoenixwealth.co.uk confirming your need to access statements and include your:

- Full name
- Company name
- Company FCA number
- Email address for online services

Adviser charges statements are usually available online before the payment has reached your account and up to a week before they'll reach you by post.

Once we've set up your access, you'll see an additional option in your left hand navigation bar titled 'Adviser payments'. Select this to view a list of the last 12 months' statements in date order. You can also select a statement to open or save it as a PDF.

## 12. How can I view how much of my clients' policies are crystallised and uncrystallised?

The following steps will help you to work out the split:

- On the homepage ('Adviser dashboard' tab), click on the 'All clients' tab on the left hand side of the navigation screen.
- Click on the client policy you'd like to view.
- Click on the '(product name)' tab on the left hand side of the navigation screen, select 'holdings' from the drop down menu and go into the 'Breakdown' tab. This shows both crystallised and uncrystallised splits.

## 13. Can I access and print off back dated values?

To access back dated values you need to:

- Visit the homepage ('Adviser dashboard' tab), click on the 'All clients' tab on the left hand side of the navigation screen.
- Click on the client policy you'd like to view.
- Select 'holdings' and go into the 'Summary' tab. It will show you the value and breakdown but there isn't a print option. The PDF summary report on the dashboard can only be created for up-to-date values. However, you could copy and print your screen.



**GEN0024** | November 2018