



FINANCE & TECHNOLOGY RESEARCH CENTRE

Adviser Forum

e-Services Forum

Executive Summary

**Meeting held on 27th January 2010 at
Royal Institute of British Architects, 66 Portland Place, London, W1B 1AD**

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Competition Act reminder

- The role of this Forum is to facilitate business efficiencies in the personal finance sector for the benefit of advisers, providers and most importantly consumers.
- All present are reminded of the requirements of the Competition Act and members' attention is drawn to the guidelines, which are available.
- In essence, all Members shall refrain from any conduct or participation in any activities which could lead to a restriction of competition between the Members or any third party who is a competitor of a Member or Product Provider or which could in any other way lead to an infringement of UK and/or EC rules on competition law.
- Output of the meeting must be complete, we will pause before each new section to agree and summarise the issues covered.
- Role of the chairman is to steer the group clear of conversations that may impinge on the act.
- If the chairman fails to do this, delegates should point this out in the meeting and if the situation does not change should leave the meeting.

Introduction & Agenda

- This pack contains the slides presented at the e-Services meeting held on 27th January 2010.
- Slides with **purple banner** represent the meeting presentation; slides with **gold banner** represent additional views and conclusions from the meeting. Members' comments, additional text and actions are shown in **purple text**.

<i>Agenda</i>	<i>Slide</i>
• Competition Act	2
• Introduction and Agenda	3
• Attendees	4
• Apologies	5
• Executive Summary	6 - 8
• Objectives	9
• Actions	10
• New Actions	11
• 2010 Dates	12

Attendees

Attendees	
1st Software	Intelliflo
All My Plans	JCS IFA Professional
Aviva	O&M
Capita	Plum Software
Capita	Scottish Life
Cofunds	Scottish Widows
Easylink	Scottish Widows
Exchange	Selectapension
Figureout	Selectapension
Focus Business Solutions	SSP
Friends Provident	Trend Micro
Funds Network	Zurich
FTRC	
Ian McKenna, Poppy Morgan, Karlene Briley & Nicky Jordan	

Apologies

APOLOGIES

Legal and General	Aegon Scottish Equitable	Axa	Met Life
Assureweb	LV=	Prudential	Skandia
Standard Life			

Executive summary

<p>Fund Codes and Good Practice Guidelines</p>	<ul style="list-style-type: none"> • Meeting confirmed that advisers are more interested in obtaining <u>credible and reliable information</u> concerning client investments rather than fund codes specifically. • Advisers are increasingly looking for greater level of investment data to help them monitor and manage client investments but this information is not always forthcoming from Providers. • CMS vendors have developed tactical fixes to address some of the issues but these are being hampered by the fact the Providers do not supply them with the information they need i.e. industry fund codes. • Parties debated the range of solutions that were put forward and a number of important next steps were agreed- please refer to the main pack for details. • It is important to stress that this is not a material issue for platforms who have generally taken a different approach to this issue. • Consequently Life and Pension providers failing to address the issue are further encouraging the migration of assts away from them to platforms.
<p>Lifestyle Funds</p>	<ul style="list-style-type: none"> • Scottish Life raised an important point at end of the discussion concerning lifestyle funds i.e. How do advisers, CMS vendors and Providers tackle this issue to ensure that clients receiving portfolio valuations are given accurate and reliable information? • Further information is needed to understand what is needed so services can be “future proofed”.

Executive summary

B2C Valuations	<ul style="list-style-type: none">• It was agreed by all that the robustness of Contract Enquiry services in terms of providing B2B2C services needs to be ascertained.• Adviser firms are building propositions ahead of RDR that heavily rely on Contract Enquiry and real time valuations and this could potentially result in a large increase in the use of Contract Enquiry over the next two years.• Platforms have changed adviser and client information expectations. To protect 'in force' life and pensions business providers need to enhance their offerings to achieve the same benefits as are available via platforms.• CMS vendors with B2B2C portals will be confirming to F&TRC clients experiences when using e-valuation services, the problems clients face and to identify key improvement areas.
Projection Rate Project	<ul style="list-style-type: none">• It is expected that changes will be made very quickly as the request for amendments to projection rates was made two years ago by the FSA, and there is frustration on their part that no action has been taken. Potentially they will come down hard in this area.• F&TRC have established a working group who have been tasked with delivering a series of recommendations as to how providers could deliver against FSA requirements in a consistent fashion.• F&TR are due to issue draft recommendations to all Forum members for review on 25th February.

Executive summary

Data Security

- FSA will be asking firms what they are doing to secure client data to ensure they are meeting regulatory and data protection requirements
- F&TRC stated they were in the processes of designing a document to enhance adviser awareness of information security issues, the initial focus being email security
- Organisations with secure communication solutions already in place have been asked to contact F&TRC to discuss what they are and how they operate

Objectives

Objectives

• Review suggestions put forward by CMS vendors to address specific issues regarding fund codes and discuss feasibility of delivering those.	✓
• Provide update on work being undertaken on subject of projection rates and discuss impact on portals and research systems.	✓
• Look at adviser feedback provided on the issue of research processes and systems and identify what appetite there is amongst vendors to deliver against adviser requirements.	See meeting notes for details

Actions

Date of meeting	No.	Task name	Resource name	Deadline	Comments
07/10/2009	417	Aviva, Friends Provident, Standard Life & Prudential have agreed to review the draft wording removing the restriction on advisers passing CE data to third parties without prior consent from Providers	Poppy Morgan	16/10/2009	F&TRC issued draft wording to firms 15/10 and have asked if this can be reviewed by 30/10. Complete
07/10/2009	418	F&TRC to set up a teleconference call with providers to determine what changes have been made to draft wording to CELF Waiver.	Poppy Morgan	30/10/2009	F&TRC awaiting confirmation from firms that they can review draft wording by 30/10 before call can be set up. Complete
07/10/2009	419	SSP to confirm the nature of the Origo Standard i.e. "e-buy,e-sell, e-switch" being used to develop integrations with platforms	Poppy Morgan	30/10/2009	Information received by F&TRC. Complete
07/10/2009	420	F&TRC to develop a range of basic sales models detailing how funds and products could be purchased in a post RDR environment plus, what systems could be used to achieve this	F&TRC	18/12/2009	Information to be presented back today
07/10/2009	421	F&TRC to contact 4 CMS vendors to ask if the data they have supplied on error messages can be passed back to each provider	Poppy Morgan	16/10/2009	Complete
07/10/2009	422	F&TRC to contact other CMS vendor's and request their CE error message data	Poppy Morgan	20/10/2009	Not being progressed due to other work priorities
07/10/2009	423	F&TRC to pass on error stats data to Providers along with confirmation of the different error messages different providers support and confirmation of the number they represent within the analysis	Poppy Morgan	20/10/2009	Complete

New actions

Date of meeting	No.	Task name	Resource name	Deadline	Comments
27th January 2010	1	Fund Code Mapping	F&TRC	31st March	FTRC to contact Providers to understand the scale of change required and ascertain the feasibility of delivering one of the 'fixes' in respect of fund code mapping. Findings to be reported back to Forum
27th January 2010	2	Fund Code Good Practices	F&TRC	31st March	F&TRC to approach providers to establish: how many funds Providers have with external/internal codes and what % of their investment business this represents.
27th January 2010	3	Fund Code Good Practices	F&TRC	31st March	F&TRC to add the issue of valuing with profits funds to the list of issues for parties to address. F&TRC will look at resourcing and will allocate time to this issue when resource becomes available.
27th January 2010	4	Fund Code Good Practices	F&TRC	Complete	F&TRC to contact Scottish Life to understand their concerns about Lifestyle funds and how advisers keep pace with changing asset allocations in order to deliver accurate and reliable information to their customers. To be discussed at Investment Forum on 25th Feb
27th January 2010	5	Fund Code Good Practices	F&TRC	31st March	F&TRC to contact LSE to confirm whether they re-use closed fund codes.
27th January 2010	6	B2B2C e-Valuation services	F&TRC	19th March	CMS Vendors with B2B2C portals to confirm to F&TRC clients experiences when using e-valuation services, the problems clients face and to identify key improvement areas
27th January 2010	7	Projection Rate Project	F&TRC	Complete	F&TRC do not currently have platform representation at the weekly conference calls, and it's felt that wrap providers may not be being represented in the ABI discussions so it's important that they are included. Funds Network to contact F&TRC with contact details of a colleague who may be interested in joining the call
27th January 2010	8	Projection Rate Project	F&TRC	5th March	Now awaiting ABI discussion outputs. Once received O&M, Selectapension, the Exchange and Assureweb to provide details of what practical problems there may be in instigating ABI proposals.
27th January 2010	9	Secure communications	F&TRC	5th March	Organisations with secure communication solutions already in place to contact F&TRC to discuss what they are and how they operate.

2010 dates

E-Services Meeting dates

- 28th April
- 15th July
- 20th October

Adviser Forum Meeting Calendar 2010

Key	Meeting Type	Who attends
	Investment Forum	Adviser Firms, Product Providers, Platforms, Fund Management Groups
	Corporate Forum	Adviser Firms, Product Providers, Employee/Flexible Benefits Providers
	Protection Forum	Advisers and Product Providers
	E-services Forum	Technology vendors, Product Providers, Platforms

2010

January 10

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18	19	20	21	22	23	24
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February 10

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March 10

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April 10

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May 10

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31						

June 10

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July 10

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August 10

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30	31					

September 10

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October 10

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November 10

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29	30					

December 10

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