

Adviser Guide to re-registration: *The Capita Enabler approach*

Product treatment

Question	Response
<ul style="list-style-type: none"> Please state which products can be re-registered off your platform in-specie? 	<ul style="list-style-type: none"> OEIC's & Unit Trusts in general investments
<ul style="list-style-type: none"> Please state which products cannot be re-registered off your platform in-specie? 	<ul style="list-style-type: none"> ISA's

Process

Question	Response
<ul style="list-style-type: none"> Is there a dedicated team that manages all re-registration and transfer requests? 	<ul style="list-style-type: none"> Yes.
<ul style="list-style-type: none"> How many people work in that team 	<ul style="list-style-type: none"> 6
<ul style="list-style-type: none"> Contact details for team (include telephone numbers, email addresses and names if appropriate) 	<ul style="list-style-type: none"> Customer Service Team Technical.services@capitafinancial.com 0845 922 0044
<ul style="list-style-type: none"> Can you cater for bulk re-registrations i.e. adviser looking to re-register a group of clients off the platform at the same time? 	<ul style="list-style-type: none"> Yes.
<ul style="list-style-type: none"> How can advisers track the progress of assets that are to re-registered off your platform i.e. via email, phone, letter etc? 	<ul style="list-style-type: none"> Phone and email.
<ul style="list-style-type: none"> Do you have an escalation process in place to deal with issues that cannot be handled by the usual team? 	<ul style="list-style-type: none"> Yes – Via the Manager/Assistant Manager
<ul style="list-style-type: none"> How are stock transfer forms handled i.e. are they generated electronically or manually? 	<ul style="list-style-type: none"> Manually
<ul style="list-style-type: none"> In the event of an asset being moved off platform how are commission/dividend payments treated i.e. where will payments be send to? 	<ul style="list-style-type: none"> Payments will be sent to the new manager.
<ul style="list-style-type: none"> What plans do you have to adopt one of the re-registration messaging solutions (EMX/ISO)? 	<ul style="list-style-type: none"> No response

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Timescales

Question	Response												
<ul style="list-style-type: none"> Do you have service level agreements (SLA) in place to deal with re-registration requests? If yes, please supply details. 	<ul style="list-style-type: none"> Yes via Funds Direct. 												
<ul style="list-style-type: none"> Do you have SLA in place for the Fund Managers you deal with? 	<ul style="list-style-type: none"> Yes – this is part of our Terms of Business with the Fund Managers – see below. 												
<table border="1"> <thead> <tr> <th>Function / Process</th> <th>Timescale</th> <th>Target</th> <th>SLA definition Client services</th> </tr> </thead> <tbody> <tr> <td>Stock Transfers</td> <td>10 Working days</td> <td>100%</td> <td>100% Start within 1 working day of receipt. Reasonable endeavours to complete within 15 working days.</td> </tr> <tr> <td>Transfer Confirmations</td> <td>1 day</td> <td>100%</td> <td>100% start process within 1 working day of transfer.</td> </tr> </tbody> </table>		Function / Process	Timescale	Target	SLA definition Client services	Stock Transfers	10 Working days	100%	100% Start within 1 working day of receipt. Reasonable endeavours to complete within 15 working days.	Transfer Confirmations	1 day	100%	100% start process within 1 working day of transfer.
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<ul style="list-style-type: none"> In the event of an SLA being exceeded what process do you have in place to deal with such situations? 	<ul style="list-style-type: none"> Escalation options via managers. 												

Constraints

Question	Response
<ul style="list-style-type: none"> Do you apply a minimum criteria for “in specie” re-registrations i.e. is there an instance where the value of the asset would prevent this? 	<ul style="list-style-type: none"> No.
<ul style="list-style-type: none"> Can trades/actions be performed on assets during a re-registration (off platform) or, are assets frozen? 	<ul style="list-style-type: none"> No, must be settled before transactions can be undertaken.
<ul style="list-style-type: none"> Please stated what charges could be levied upon receiving an instruction to re-register an asset off platform. 	<ul style="list-style-type: none"> Up to £25 per line of stock, subject to it being charged by the Fund Managers (maybe some discretion).
<ul style="list-style-type: none"> Do charges depend upon the size of the re-registration request i.e. 1 asset off platform = no charge / multiple assets off platform – xyz cost? 	<ul style="list-style-type: none"> No.
<ul style="list-style-type: none"> How are incentives to advisers dealt with in the event of an adviser requesting a re-registration i.e. are these reclaimed? 	<ul style="list-style-type: none"> N/A
<ul style="list-style-type: none"> Do you require advisers to put up an indemnity prior to a re-registration request being activated? 	<ul style="list-style-type: none"> No, covered under T&Cs of the platform.
<ul style="list-style-type: none"> Do you require the acquiring platform to put up indemnities prior to assets being moved? 	<ul style="list-style-type: none"> No.