



Adviser Guide to re-registration: *The Axa 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"> ISA SIPP Unwrapped holdings
<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"> None, as long as the receiving provider accepts the stock.

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"> A dedicated resources within the administration team, split with the external administration provider
<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"> Elevate Contact Centre 0845 600 2399
<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"> On the Elevate Platform via the client's account. Status will be shown on the platform.
<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
<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"> Electronically
<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"> The Fund Manager shall pay any residual distributions received following re-registration as follows. Either <ul style="list-style-type: none"> 1. directly back to the Investor or 2. by electronic transfer or cheque to the nominee. (agreed with each fund group). Commission paid by Elevate up to the date of the re-registration of assets.
<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"> We utilise EMX

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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. These have been negotiated with each of the fund groups available on the platform. The generic SLA is 15 days for the ceding fund manager to process the re-registration.
<ul style="list-style-type: none"> Do you have SLA in place for the Fund Managers you deal with/ If so, please supply details. 	<ul style="list-style-type: none"> See above
<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"> We have an agreed escalation route with each fund group.

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
<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"> Elevate have no plans to make any charge.
<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"> Elevate have no plans to make any charge.
<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"> We don't clawback any commission in the event of a re-reg off platform
<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
<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