

Adviser Guide to re-registration: *The Ascentric 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"> All products – ISA, OEICs Unit Trusts, SIPPS
<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

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"> Sufficient for current volumes, but with resource mobility to immediately double capacity should volumes spike.
<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"> Transfers@ascentric.co.uk Ascentric Customer Services – 0871 423 6100
<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"> Email, Phone, Letter, report, online access is due for release by April 2009
<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"> Escalation process via Team Manager to Ops senior management. Senior management reporting of weekly performance and achievement against SLAs, and Board reporting monthly.
<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 generated and processed, though likely electronic mid-2009
<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 sent to? 	<ul style="list-style-type: none"> Payments will be sent/confirmed to new receiving scheme
<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 are live for dealing, but once there is sufficient demand we will implement re-registration on 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, same day turnaround
<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"> No
<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"> In the event of Fund manager delays, we keep calling them to confirm status

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, assets are frozen.
<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"> Pass on charges from Fund Managers i.e Jupiter charges £25 per ISA transfer in-specie We charge a £25 ISA closure fee
<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"> Handled via CAR We don't offer incentives to advisers
<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