

# Adviser Guide to re-registration: *The Skandia approach*

## Product treatment

Question	Response
<ul style="list-style-type: none"> <li>Please state which products <b>can</b> be re-registered off your platform in-specie?</li> </ul>	<ul style="list-style-type: none"> <li>All stock which can be held on the platform can be re-registered off (SIPP, ISA, wrap cash, Personal Portfolio)</li> </ul>
<ul style="list-style-type: none"> <li>Please state which products <b>cannot</b> be re-registered off your platform in-specie?</li> </ul>	<ul style="list-style-type: none"> <li>n/a</li> </ul>

## Process

Question	Response
<ul style="list-style-type: none"> <li>Is there a dedicated team that manages all re-registration and transfer requests?</li> </ul>	<ul style="list-style-type: none"> <li>Yes</li> </ul>
<ul style="list-style-type: none"> <li>How many people work in that team</li> </ul>	<ul style="list-style-type: none"> <li>10 people</li> </ul>
<ul style="list-style-type: none"> <li>Contact details for team (include telephone numbers, email addresses and names if appropriate)</li> </ul>	<ul style="list-style-type: none"> <li>08456 410 410 (mainline number)</li> <li><a href="mailto:Selestia.Re-RegQueries@Selestia.co.uk">Selestia.Re-RegQueries@Selestia.co.uk</a></li> <li>SIS Re-Registration Team</li> <li>Skandia House, Portland Terrace, Southampton, SO14 7EJ</li> </ul>
<ul style="list-style-type: none"> <li>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?</li> </ul>	<ul style="list-style-type: none"> <li>By prior arrangement</li> </ul>
<ul style="list-style-type: none"> <li>How can advisers track the progress of assets that are to re-registered off your platform i.e. via email, phone, letter etc?</li> </ul>	<ul style="list-style-type: none"> <li>Via telephone. All written correspondence is issued to the new manager.</li> </ul>
<ul style="list-style-type: none"> <li>Do you have an escalation process in place to deal with issues that cannot be handled by the usual team?</li> </ul>	<ul style="list-style-type: none"> <li>No – all issues are handled by the usual team</li> </ul>
<ul style="list-style-type: none"> <li>How are stock transfer forms handled i.e. are they generated electronically or manually?</li> </ul>	<ul style="list-style-type: none"> <li>Manually</li> </ul>
<ul style="list-style-type: none"> <li>In the event of an asset being moved off platform how are commission/dividend payments treated i.e. where will payments be send to?</li> </ul>	<ul style="list-style-type: none"> <li>Commission: Any due is paid to the Adviser, as usual.</li> <li>Dividends: Paid to the new manager, subject to their minimums. Otherwise paid to client.</li> </ul>
<ul style="list-style-type: none"> <li>What plans do you have to adopt one of the re-registration messaging solutions (EMX/ISO)?</li> </ul>	<ul style="list-style-type: none"> <li>Planned for 2009</li> </ul>

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## Timescales

Question	Response
<ul style="list-style-type: none"> <li>Do you have service level agreements (SLA) in place to deal with re-registration requests?</li> <li>If yes, please supply details.</li> </ul>	<ul style="list-style-type: none"> <li>SLA - 95% in 3 days/ Tail 5 days – this applies to initiating re-registration after receiving paperwork from client/ new manager.</li> </ul>
<ul style="list-style-type: none"> <li>Do you have SLA in place for the Fund Managers you deal with/</li> <li>If so, please supply details.</li> </ul>	
<ul style="list-style-type: none"> <li>In the event of an SLA being exceeded what process do you have in place to deal with such situations?</li> </ul>	

## Constraints

Question	Response
<ul style="list-style-type: none"> <li>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?</li> </ul>	<ul style="list-style-type: none"> <li>£2500 minimum for re-registration in. No specified minimum for re-registration out.</li> </ul>
<ul style="list-style-type: none"> <li>Can trades/actions be performed on assets during a re-registration (off platform) or, are assets frozen?</li> </ul>	<ul style="list-style-type: none"> <li>Assets are frozen</li> </ul>
<ul style="list-style-type: none"> <li>Please stated what charges could be levied upon receiving an instruction to re-register an asset off platform.</li> </ul>	<ul style="list-style-type: none"> <li>Only charge levied is any outstanding phased initial charge, if applicable.</li> </ul>
<ul style="list-style-type: none"> <li>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?</li> </ul>	<ul style="list-style-type: none"> <li>No.</li> </ul>
<ul style="list-style-type: none"> <li>How are incentives to advisers dealt with in the event of an adviser requesting a re-registration i.e. are these reclaimed?</li> </ul>	<ul style="list-style-type: none"> <li>No incentives</li> </ul>
<ul style="list-style-type: none"> <li>Do you require advisers to put up an indemnity prior to a re-registration request being activated?</li> </ul>	<ul style="list-style-type: none"> <li>No</li> </ul>
<ul style="list-style-type: none"> <li>Do you require the acquiring platform to put up indemnities prior to assets being moved?</li> </ul>	<ul style="list-style-type: none"> <li>No</li> </ul>