

For financial adviser use only.

Elevate help guide

Setting up a regular payment out

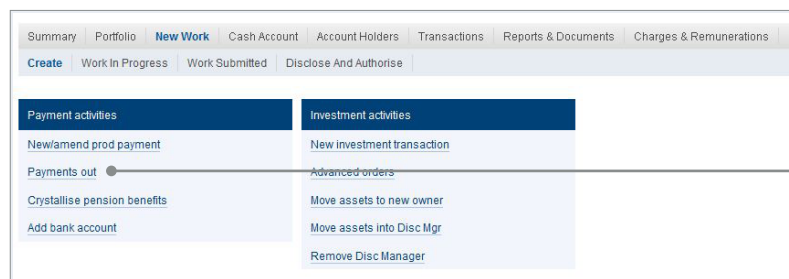
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How to set up a regular payment from the Elevate GIA or Elevate ISA.

What you will see



What you will need to do

1. Go to the client's account and select **New work > Payments out**.

Notes

Step 1. Select wrapper/Payment out type

What you will see

The screenshot shows a web form titled 'Step 1 Select wrapper / Payment out type'. At the top, there is a progress bar with four steps: '1 Select wrapper / Payment out type' (highlighted), '2 Regular withdrawal setup', '3 Income payment strategy', and '4 Review and submit'. Below the progress bar, there are three buttons: 'Exit without saving', 'Save and exit', and 'Next ->'. The main form area has a header 'Select wrapper / Payment out type' and three dropdown menus: 'Please select which product wrapper you wish to make payment from:' (with 'Elevate ISA' selected), 'Please select payment out type:' (with 'Regular Payment Out' selected), and 'Destination Account:' (with '505152-00332211' selected). At the bottom of the form, there are three buttons: 'Exit without saving', 'Save and exit', and 'Next ->'. Four numbered callouts are present: 1. points to the first dropdown menu, 2. points to the second dropdown menu, 3. points to the 'Next ->' button at the bottom, and 4. points to the 'Next ->' button at the top right.

What you will need to do

1. Choose the product wrapper you want to make the payment from.
2. The payment out type will be **Regular Payment Out**.
3. Make sure the **Destination Account** is the correct bank account.
4. Click **Next**.

Notes

3. If Elevate Cash is the only option available, the client's bank account has not been verified and will not be available for selection until it has.
- Please see **Helpful hints** section at the end of this guide.

Step 2. Regular withdrawal setup

What you will see

The screenshot shows the 'Step 2 Regular withdrawal setup' form. At the top, there are four tabs: '1 Select wrapper / Payment out type', '2 Regular withdrawal setup' (active), '3 Income payment strategy', and '4 Review and submit'. Below the tabs, the title 'Step 2 Regular withdrawal setup' is displayed. A table with columns 'Payment Value', 'Frequency', 'Start date', 'End date', and 'Destination account' is shown, with a note 'No payment out created.' below it. A button 'Add regular payment out.' is located to the right of the table. Below this, a section titled 'Add regular payment out.' contains the following fields: 'Per frequency' (set to 25), 'Frequency' (set to Monthly), 'Annualised amount' (set to £300.00), 'Start date' (set to 11-Nov-2019), and 'End date' (with a 'or until notified' option). A 'Save' button is at the bottom of this section. At the bottom of the form, there are four buttons: 'Exit without saving', 'Save and exit', 'Back', and 'Next'. Numbered callouts 1 through 4 point to the 'Add regular payment out.' button, the 'Save' button, and the 'Next' button respectively.

What you will need to do

1. Click **Add regular payment out.**

2. Confirm the **payment amount**, **frequency**, **start date** and, if applicable, **end date**.

3. Click **Save**.

4. Click **Next**.

Notes

2. The start date must be at least 10 working days in the future.

If you wish to set an end date, first untick '**or until notified**' then enter the date required.

3. If you need to amend the payment after you've saved it, click **Edit** or **Remove**.

Step 3. Income payment strategy

What you will see

1 Select wrapper / Payment out type2 Regular withdrawal setup3 Income payment strategy4 Review and submit

Step 3 Income payment strategy

Income payment strategy

Regular Payment Out Amount: £100.00 (Monthly)

Select Assets to be sold regularly in order to achieve income

Investment	Available Units	Value (£)	Allocation (%)
Cash	2,014.2000	2,014.20	<input type="text"/> %
Fidelity Moneybird Income	21,055.0800	7,100.20	<input type="text"/> 100 %
Artemis Income R Acc	4,830.6820	15,162.06	<input type="text"/> %
BlackRock UK Dynamic A Acc	2,415.3390	4,045.69	<input type="text"/> %
BlackRock UK Special Sfts A Acc	144.0220	4,616.79	<input type="text"/> %
Threadneedle Global Sel R GBP	4,830.6800	5,842.71	<input type="text"/> %
First State AsiaPac/drs A GBP Acc	4,830.6800	20,039.13	<input type="text"/> %
Total			100.00%

What you will need to do

1. Select the assets to be sold to generate money for the payment.
The sale of selected investments will trigger 10 working days prior to the payment due date.
2. Click **Next**.

Notes

1. This must total 100%.

If you choose a model portfolio, the platform will disinvest proportionately across the funds.
- If you select discretionary managed assets, DM Product Cash will be used to fund the payment. The DM will need to make sure there is enough cash available 5 working days before the payment due date.

Step 4. Review and submit

What you will see

1 Select wrapper / Payment out type

2 Regular withdrawal setup

3 Income payment strategy

4 Review and submit

Step 4 Review and submit

Exit without saving

Save and exit

Back

Payment out type	Amount (£)	Percentage (%) (annualised)	Frequency	First payment date	End date	Destination account
Regular Payment Out	100.00	2.04	Monthly	01-Dec-2013	-	A Client (00332211-505152)

Income payment strategy

Regular Payment Out Amount: £100.00 (Monthly)

Select Assets to be sold regularly in order to achieve income

Investment	Available Units	Value (£)	Allocation (%)
Cash	2,014.2000	2,014.20	-
Fidelity Moneybld Income	21,955.6800	7,108.20	100.00
Artemis Income R Acc	4,830.6820	15,162.06	-
BlackRock UK Dynamic A Acc	2,415.3390	4,045.69	-
BlackRock UK Special Sit A Acc	144.0220	4,618.79	-
Threadneedle Global Bal R GBP	4,830.6800	5,842.71	-
First State AsiaPac.dry A GBP Acc	4,830.6860	20,039.13	-
Total			100.00%

Submit

Exit without saving

Save and exit

Back

1.

2.

What you will need to do

1. Review the information you have entered.

2. Click **Submit**.

Notes

1. You can click **Back** to go through the steps to make any changes.

Step 4. Review and submit – cont.

Bank verification

If we have been unable to verify the bank account details for any reason, you can send us one of the following documents so that we can confirm these details:

- **Original/certified copy of the client's current bank account statement** (including online accounts) – dated within three months and containing client name, sort code, account number.
- **Personal cheque for the investment.**
- **Voided personal cheque** – stating account name, sort code, account number.
- **Letter from the branch manager** – on headed paper, listing account name, sort code, account number, branch address.
- **Pre-printed paying-in slip from client's bank account** – containing the client name, sort code, account number.
- **Certified copy of passbook** – showing transactions made in last 12 months and containing client name, sort code, account number.

Helpful hints

Payments are made using the BACS payment system.

Payments can be made between 1st and 28th of each month.

If the payment date is a non-business day, payment will be made on the last business day before the payment due date.

Get to know us better

We hope you've got a good insight into our platform and the potential benefits it can bring to you and your firm.

If there is anything more you want to know, please contact us.

Call us on 0345 600 2399

Our lines are open 9am to 5pm, Monday to Friday.

As part of our commitment to quality service and security, telephone calls may be recorded.

Email us at Elevate_Enquiries@abrdn.com

Please be aware that emails are not secure as they can be intercepted, so think carefully before sharing personal or confidential information in this way.

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