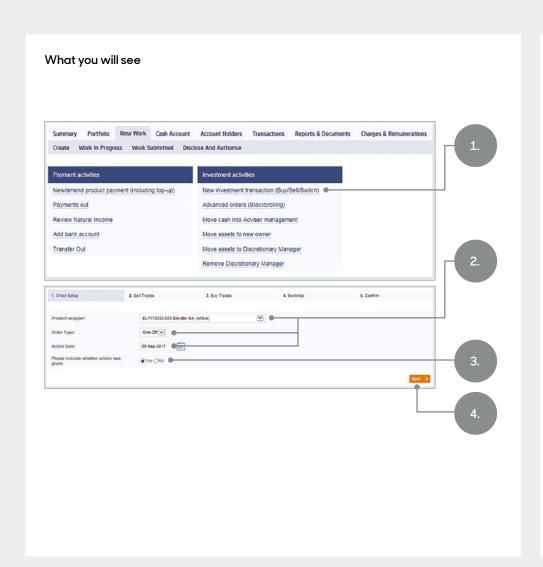


## Step 1: Order setup



## What you will need to do

#### Create a model for all clients

 Go the client's account and select New Work > New Investment Transaction (Buy/Sell/Switch).

### 2. Select:

- the **Product Wrapper**.
- One-Off or Regular under Order Type.
- an Action Date.
- 3. Confirm if advice has been given.
- 4. Click Next.
- 5. Skip **Step 2** and **Step 3** and go to **Step 4**. **Switches**.

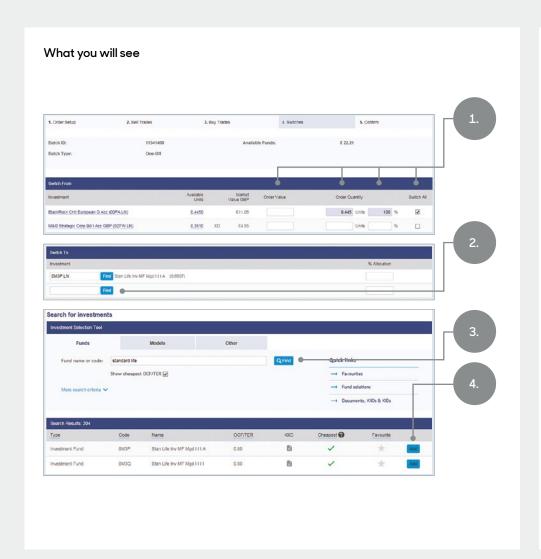
#### Notes

2. Under **Order Type**, if you select Regular, you'll need to add a start date, frequency and end date.

Select an **Action Date** in the future if you don't want the switch to happen straight away.

5. You can click directly on **Step 4. Switches.** 

## Step 4. Switches



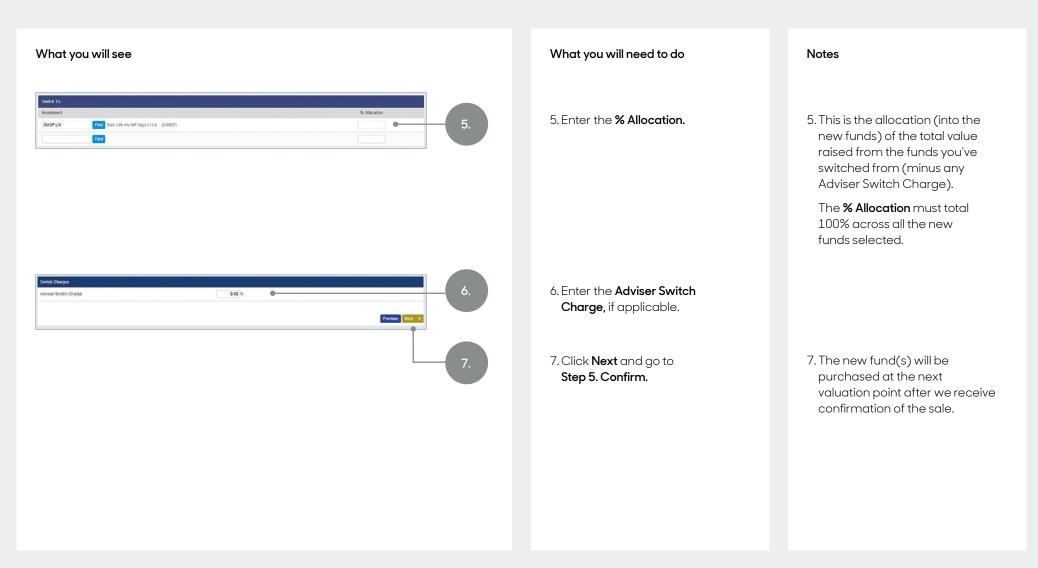
## What you will need to do

- 1. In **Switch From**, select the investments you wish to sell.
- You can do this in any one of the following ways:
- In **Order Value**, enter a £ amount.
- In Order Quantity (units), enter the number of units to be sold.
- In Order Quantity (%), enter the % of holding to be sold.
- Tick Select All to sell the whole investment.
- 2. In Switch To, click Find.
- 3. Use the **Investment Selection Tool** to locate the investments you want, then click **Find.**
- 4. **Add** the fund you wish to invest in.

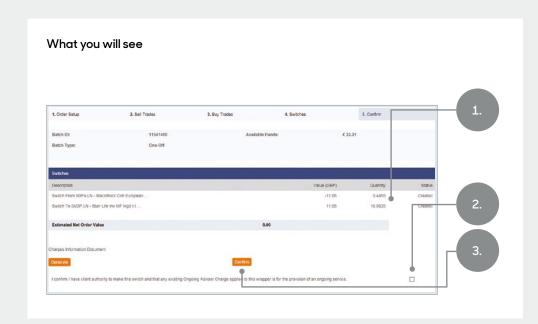
### Notes

- There is a cut-off time which is usually one hour before each fund's valuation point. After the cut-off time, the order will be placed on the next working day.
- We usually receive confirmation of the sale within 1 working day (or 2 working days if the order was placed after the cut-off time).
- 3. You can search for a specific investment name or code.
  Use the extra tabs here if you want to search for model portfolios or **Other** to search for stocks & shares.
- 4. Repeat 2-4 to add more investments.

# Step 4. Switches - cont.



## Step 5. Confirm



## What you will need to do

- 1. Review the information you've entered.
- 2. Tick the adviser declaration.
- 3. Click Confirm.

#### **Notes**

Click **Generate** and the hyperlink to view the **Charges** Information document.

3. This records a **Batch ID** and places the trades, which can be viewed in the client's account under **Transactions > Deals**.

### Helpful hints

- Where multiple funds are included in a single switch transaction, the 'buys' will only initiate after we have received confirmation of all fund 'sells' from the fund managers.
- Once we have received confirmation of the sale details from the fund manager, we will pre-fund the purchase of the new investment (before full settlement of the 'sell' transaction) meaning your client is back in the market sooner.
- A Contract Note will be produced once the switch is confirmed. The investments switched out of (sold) will be shown in a separate Contract Note as these transactions will complete on different days.
- Where securities have been included in the switch, a trading charge will apply
  to each separate sale and purchase. For more information, please refer to
  Your Guide to Charges.
- Depending on the fund manager(s) a switch is normally completed within 48 hours, however, further transactions may be restricted until the switch has reached full settlement. You can contact us for details on the progress of the fund switch.

## 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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