Getting started with Elevate

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Introduction

The following guide provides you with the initial information you will need to access the Elevate platform and an overview of the platform functionality.

Contents

The four types of user access are described below

Permission settings are set up to control the options available and the type of information displayed to different users in your firm.

	Members of this user group can:	Members of this user group cannot:
1. Read Only Group	• view data on client records, both personal data and investment data • view completed processes • generate and view company level reports	• make any data changes • add clients • transact business • add or edit platform users • generate client account documents • view remuneration statements
2. Transact Group	• view data on client records, both personal data and investment data • add clients • transact business • generate and view company level reports • generate client account documents	• add or edit platform users • view remuneration statements
3. Management Group	• view data on client records, both personal data and investment data • add clients • transact business • generate and view company level reports • generate client account documents	• add or edit platform users • view remuneration statements
4. Administrator Group	• view data on client records, both personal data and investment data • add clients • transact business • generate and view company level reports and client account documents • edit platform users at the network level, e.g. password reset or locking a user account • add platform users when used at company level, e.g. password reset or locking a user account • view remuneration statements	• add platform users at the network level

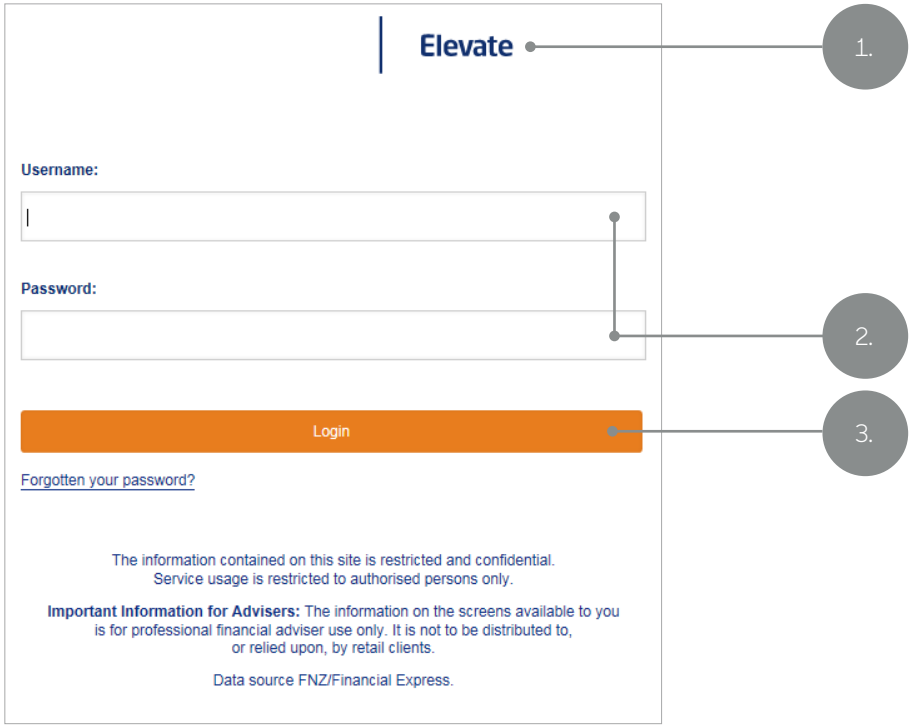
The above user profiles can be configured further by customising access at either:

- **Adviser** level – named advisers from your company can be selected in the user profile setup. This user will be granted access to client information under management of specified advisers.
- **Company/network** level – users are set up to see all client information for that company or network.

Logging in for the first time

Permissions to build model portfolios and some features are set at firm level configuration or at an individual user level. If you do not have permissions please contact us or Elevate super-user.

What you will see



What you will need to do

1. The Elevate login page will be displayed after you have created your password or you can go to the **Elevate login page** by entering the URL address in the internet address bar.
2. Enter your username and password.
3. Click **Login**.

Notes

Before logging in for the first time

Your Elevate username will be provided to you by your Administrator 'super-user' from your firm.

You will also be sent an email which will contain a link for you to create an Elevate password. This link will be valid for 30 days and can only be used once.

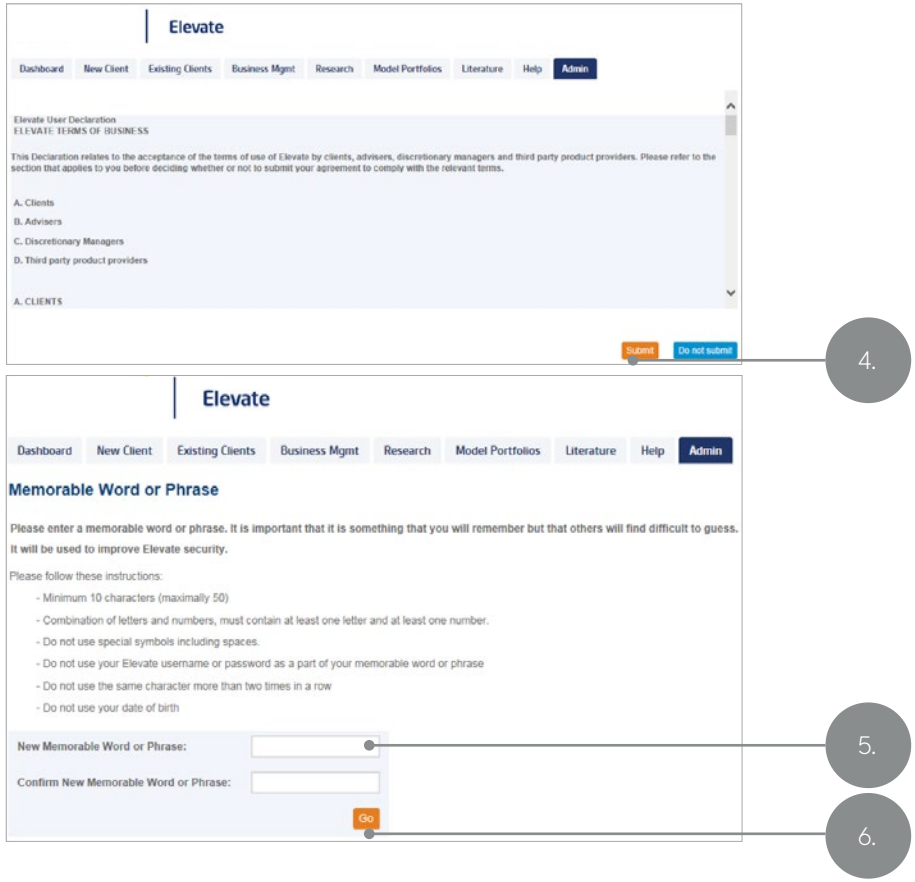
Upon clicking the link you will see the 'Create New Password' screen where you must create an Elevate password.

Add a password that meets the criteria, confirm the password and click 'Go'.

It will be confirmed that the password has been successful. Click proceed and the Elevate login page will be displayed.

Logging in for the first time – cont.

What you will see



What you will need to do

4. Please read the Elevate user terms of business and click 'Submit' to agree to the terms of use.

5. Choose a memorable word or phrase.

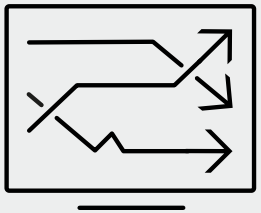
6. Click 'Go', you will be navigated to the existing clients tab.

Notes

4. If you click 'Do not submit' you will not be able to proceed any further.

5. This will be used if you ever forget your password.

Key features and benefits

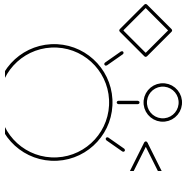


Investments

- Mutual funds
- Stocks & shares (UK)
- Investment trusts
- iShares
- ETFs
- Fixed term deposits
- Discretionary fund management

Planning Tools

- Risk profiler
- Asset allocation
- Research tools
- Back office integration
- Model portfolios
- PortfolioScan 2.0
- Reporting
- Alerts



Products

- General Investment Account
- Stocks and Shares Individual Savings Account
- Pension Investment Account
- Offshore Bonds
- Trusts
- 3rd Party Pensions

Other benefits include...

Cost

- Clean & clear pricing
- Family linking
- Flexible adviser charging

Pre-funding

- Switches
- Tax relief
- Contributions
- One-off payments out of the ISA/GIA

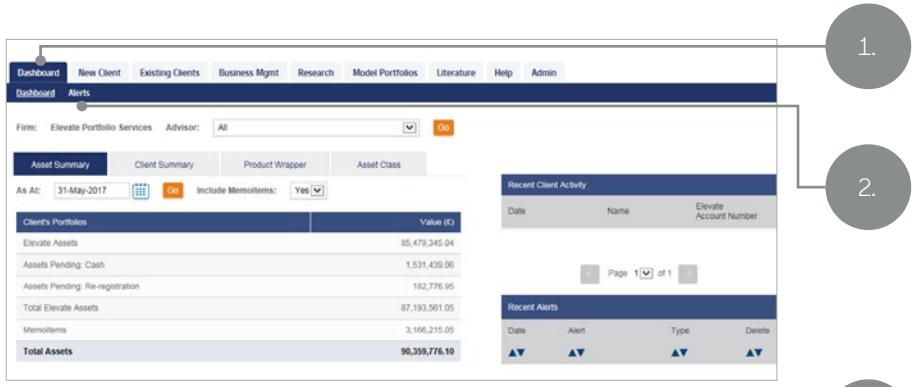
Client

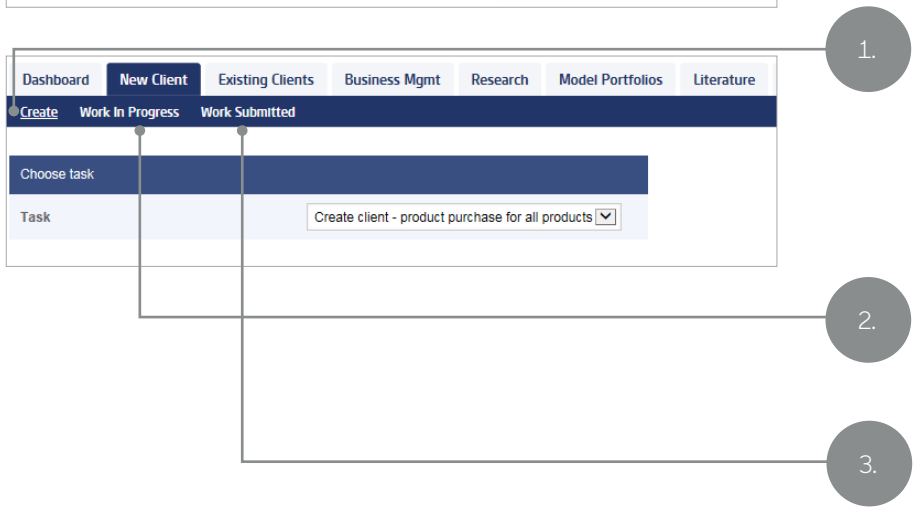
- Client online access
- Can opt out of receiving paper
- Client app
- One wet signature
- Reduced paperwork
- Holdings all in one place

Navigating around Elevate

Elevate is a tab based system. A brief overview of each function is shown below.

What you will see





What you will need to do

The Dashboard tab

1. **Dashboard –** Provides a snapshot of funds under management, quick links to recent activity and any recent alerts to view.
2. **Alerts –** View and manage your alerts and configure your alerts preferences.

The New Client tab

1. **Create –** Set up a new account, using our full application process, or start a new account by completing a pension illustration, a risk profile questionnaire or client specific model portfolio (you can add the full account details later).
2. **Work In Progress –** Search for and resume any new client work which has been started but not yet completed.
3. **Work Submitted –** Use a search field to recall any submitted new business items.

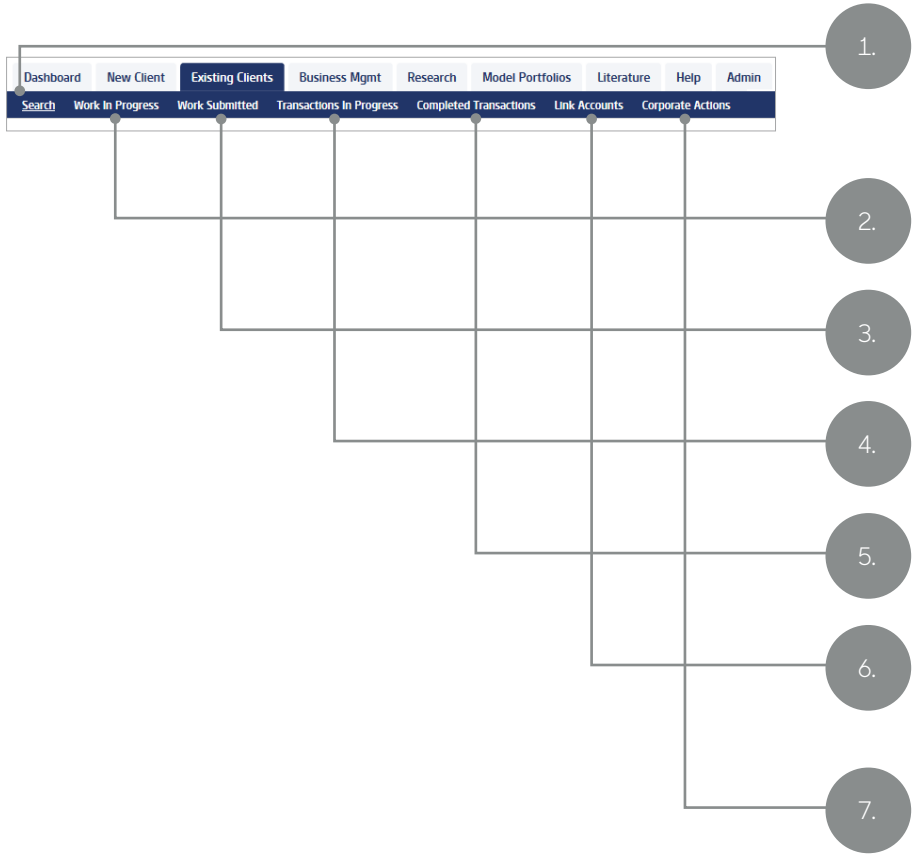
Notes

2. Your options available my be determined by how your firm is set up to receive alerts.

3. A link is displayed allowing you to view completed work items and the data entered.

Navigating around Elevate – cont.

What you will see



What you will need to do

The Existing Clients tab

1. **Search –** Use the search facility to locate existing clients:

   By Investment – Search for all clients holding a particular investment (i.e. fund, model portfolio, stocks & shares).

   Custom Search – Search for clients within specific parameters entered.

2. **Work In Progress –** Access all open work items which have been started but not yet submitted.

3. **Work Submitted –** Use the search field to recall any submitted new business items. A link is displayed allowing you to view completed work items and the data entered.

4. **Transactions In Progress –** View any current transactions in progress and the status of submitted business.

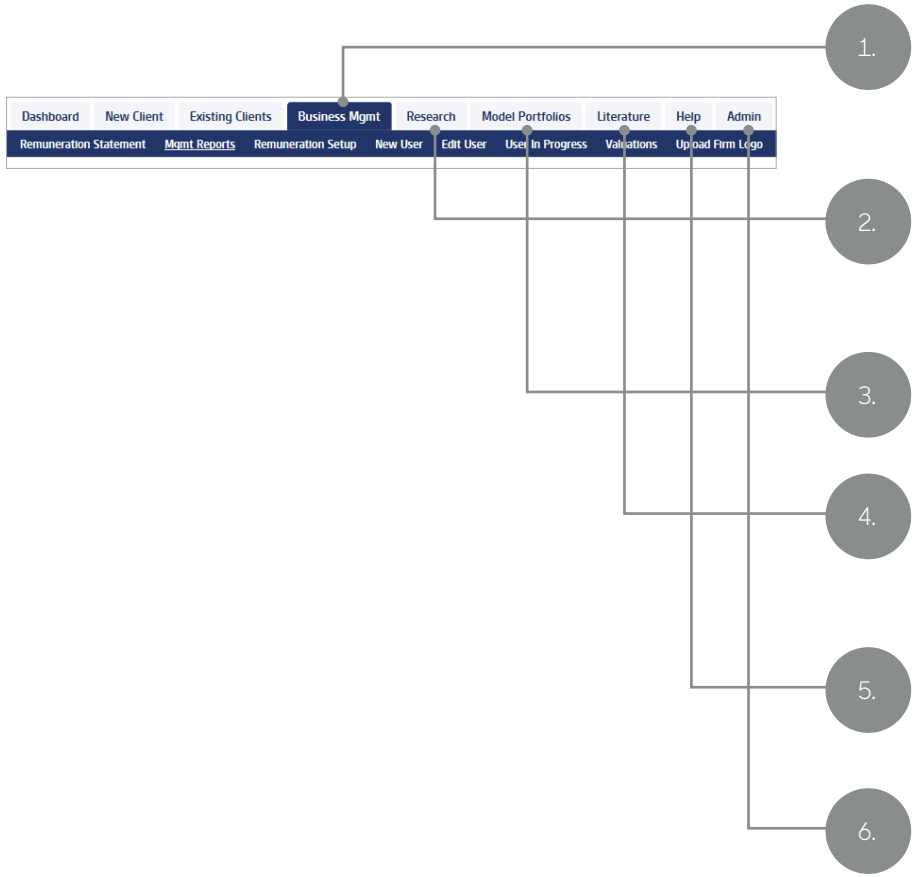
5. **Completed Transactions –** Displays all the completed cash or investment transactions. The transactions can be filtered by type and date range.

6. **Link Accounts –** Link accounts to provide a single consolidated view. Clients can also link accounts with other family members for charging purposes: however you will need to contact Elevate to set this up (email us at **Elevate_Enquiries@abrdn.com**).

7. **Corporate Actions –** View completed and pending corporate actions.

Navigating around Elevate – cont.

What you will see



What you will need to do

1. **The Business Management tab**

View remuneration statements and run various business level reports. Users with 'administrator' access can add new user profiles and edit existing ones. They can also unlock and reset passwords for other users in your firm.

2. **The Research tab**

Search for investments, look-up fund information and quickly compare data across a range of performance indicators. The information is provided by Financial Express and updated on a daily basis.

3. **The Model Portfolios tab**

Build and manage model portfolios.

4. **The Literature tab**

This tab is where you can access all the Elevate literature. All the documents are held in PDF format. There is also a literature order form to enable you to order hard copies of any client facing brochures that you require.

5. **The Help tab**

This tab will direct you to our user guides on the Help Centre. Alternatively, the guides are also available under the Literature tab.

6. **The Admin tab**

Change your username to something more memorable, amend your password or update your security questions.

Product wrappers

Combine different product wrappers and review and manage them in one place.

Once you're set up and ready to go on Elevate, you'll be able to create client accounts and open up our core product wrappers, arrange payments and invest online.

Our minimum payments are:

- £1000 single
- £500 half yearly
- £300 per quarter
- £100 per month

Elevate Cash Account

Sits outside all wrappers and can provide a base account for money to feed in and out while making investment decisions.

General Investment Account (Elevate GIA)

A place where your client can invest, without some of the restrictions of the tax-efficient ISA and PIA product wrappers. Your client can also use this account to pay for their Elevate ISA related fees – which means they can make full use of their ISA allowance.

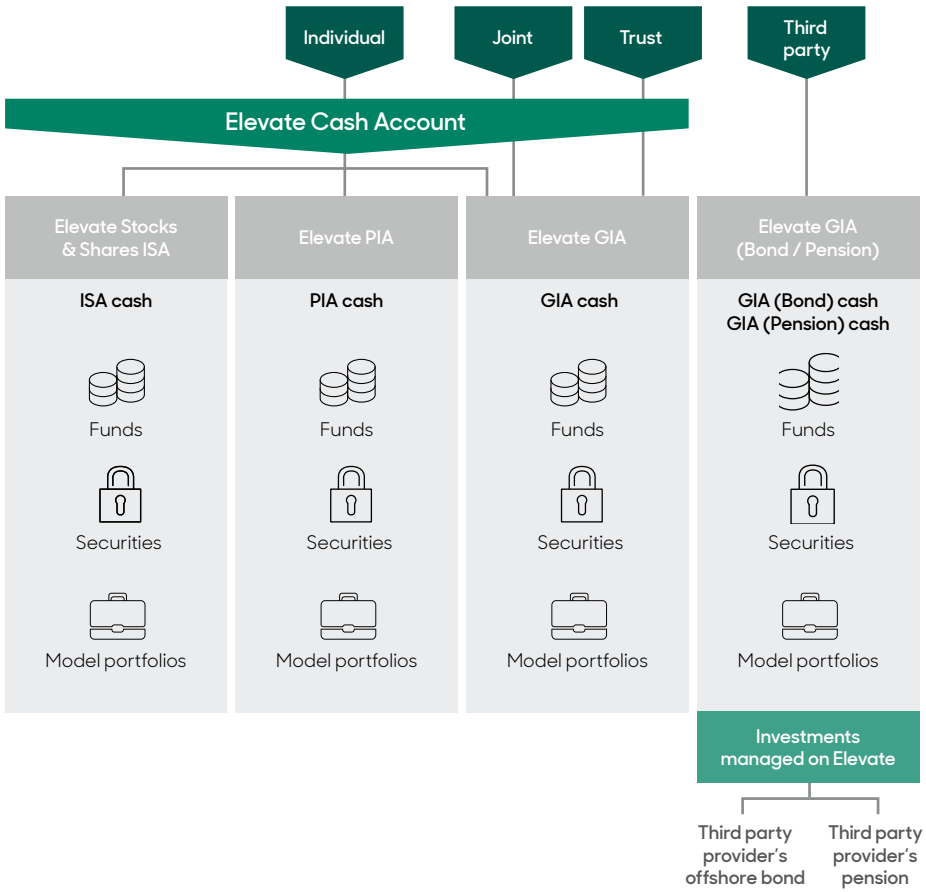
Stocks and Shares Individual Savings Account (Elevate ISA)

A tax-efficient way for your client to invest for the future. You can set up a new stocks and shares ISA, and consolidate any ISAs your client already has.

Pension Investment Account (Elevate PIA)

A pension you can manage alongside other investments on the Elevate platform. Your client can start a new pension, as well as bringing together any other pensions that they might hold elsewhere. When they are ready to start taking retirement benefits, Elevate offers you the flexibility to easily manage your client's regular and one-off income requirements.

Account and product wrapper structure



Sub-account structure

Elevate accounts consist of multiple elements from the main product wrapper accounts to model portfolios. These elements are held via a series of sub-accounts within the main account.

New client accounts are assigned one main Elevate account number; this remains the same through the life of the account, e.g. EL1234567.

For each wrapper that is opened within an account, a sub account number is assigned, e.g. EL1234567-001.

Depending on when product wrappers are opened, this will determine the sub-account numbers assigned to them.

Pension Scheme 1 & Scheme 2 will be assigned separate sub-account numbers as will any applicable drawdown arrangements.

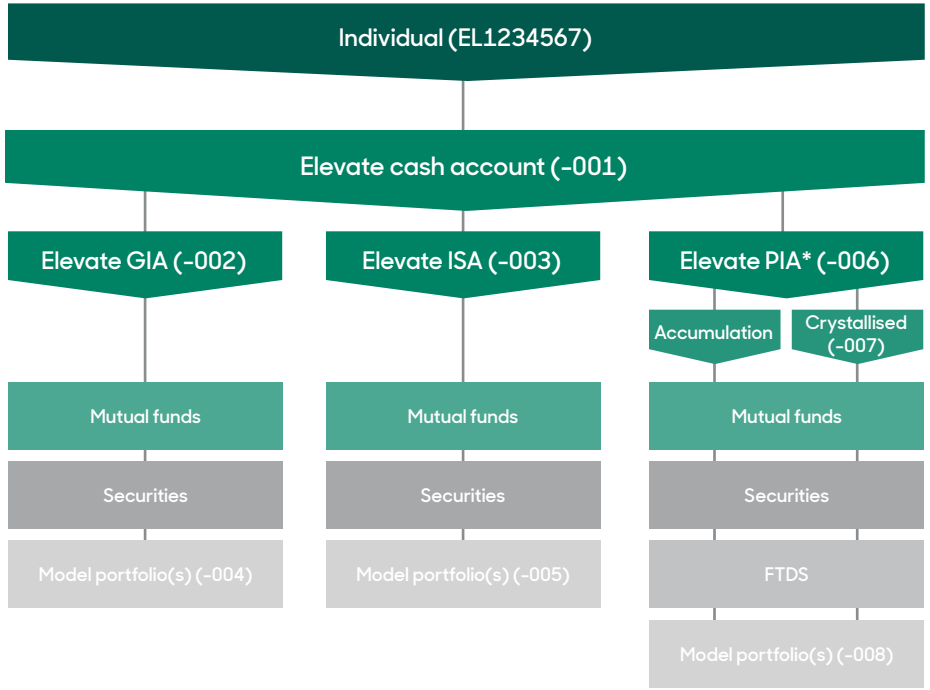
Further sub-accounts within product wrappers are created for any investments held in model portfolios.

You might see these sub-account numbers from time to time when navigating a clients account.

Knowing the sub-account structure can be useful for understanding when and how charges are deducted.

Our Elevate Portfolio Charge and your ongoing adviser charges are deducted separately from the cash portion of each main product wrapper sub-account (for multiple pension arrangements this separately from each separate arrangement sub-account) so you will need to manage cash balances for each product wrapper separately. There are user guides available explaining how different charges are deducted and the Cash Management user guide.

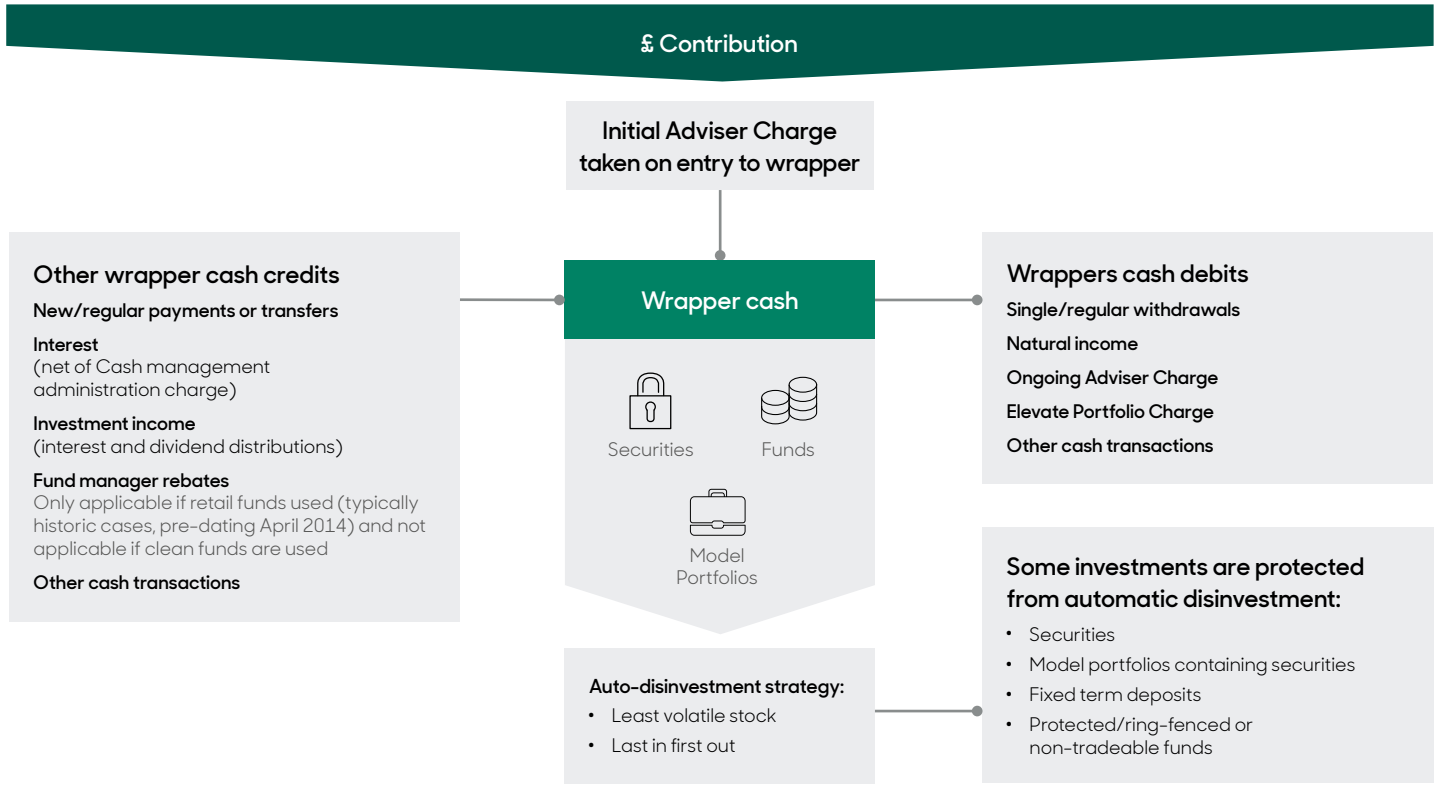
Account type



*PIA may be split into Scheme 1 & 2 if invested before 06/04/2012.

Managing cash

All charges are taken from product wrapper cash and each product wrapper should be managed to ensure charges can be paid and withdrawals can be maintained. Please also refer to the **Cash Management help guide**.



Notes

If there is not enough product wrapper cash to pay for charges or to make regular withdrawals, then investments will be sold automatically.

The amount sold is:

- The value of any negative cash balance
- + an additional 10% (to cover potential market movements during the process)
- + an additional £50 cash buffer

Alerts

Alerts are an important part of the platform and are there to help you manage your client accounts. An alert will notify you of certain actions to take and keep you up to date with the progress on an account.

Alert settings can be set to either personal preference of an individual or set up at company level. Depending on how your company is configured, you can choose which alerts to receive and which ones are not required.

Please see the **How to set up and manage alerts** user guide for more information on how to configure alerts.

Charges

Platform charges could vary depending on the options you choose and the investment choices you make.

The following table is a typical example of the Elevate Portfolio Charge.

Elevate Portfolio Charge	Value of Elevate portfolio
0.30%	£0 – £149,999
0.25%	£150,000 – £999,999
0.20%	£1,000,000 – £2,499,999
0.15%	£2,500,000 – £4,999,999
0.10%	£5,000,000+

Invest £150,000 (for a whole year) and pay an Elevate Portfolio Charge of just **0.25%** Monthly charge: **£31.25** equating to a yearly charge of: **£375**

Please refer to **Your Guide to Charges** and **Elevate Simple and clear platform costs** for more information about our charges or the relevant user guide.

Linking Accounts for Charges

You can also link Elevate accounts between family members. By combining the account values, clients could benefit from a lower Elevate Portfolio Charge.

For further details, please refer to **Your guide to charges**.

Partner 1's portfolio
Value = **£100,000**
Elevate Portfolio Charge = **0.30%**

+

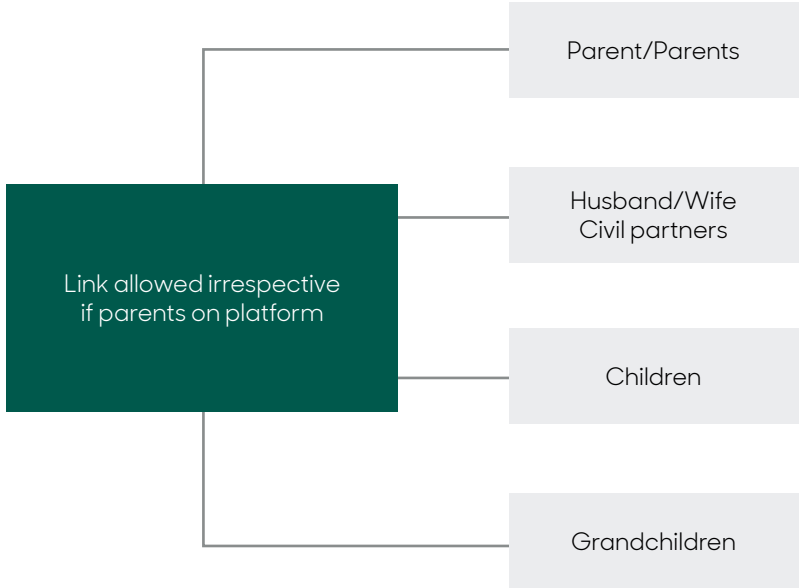
Partner 2's portfolio
Value = **£100,000**
Elevate Portfolio Charge = **0.30%**

=

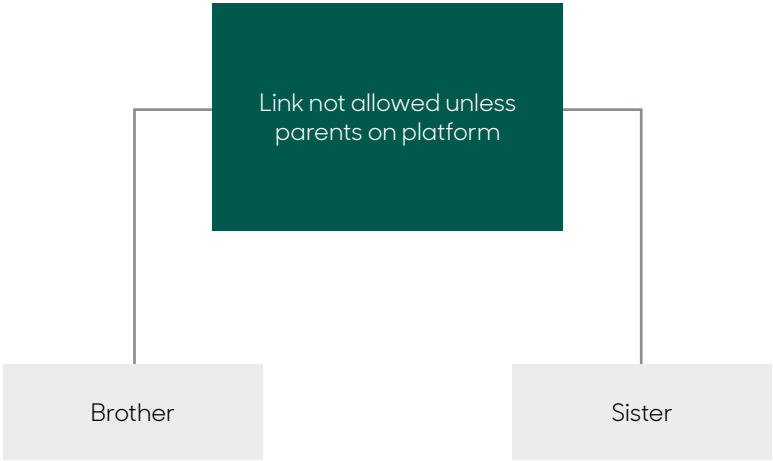
Linked Account
Value = **£200,000**
Elevate Portfolio Charge = **0.25%**

Vertical vs horizontal linking examples

Eligible vertical linking



Horizontal linking not allowed



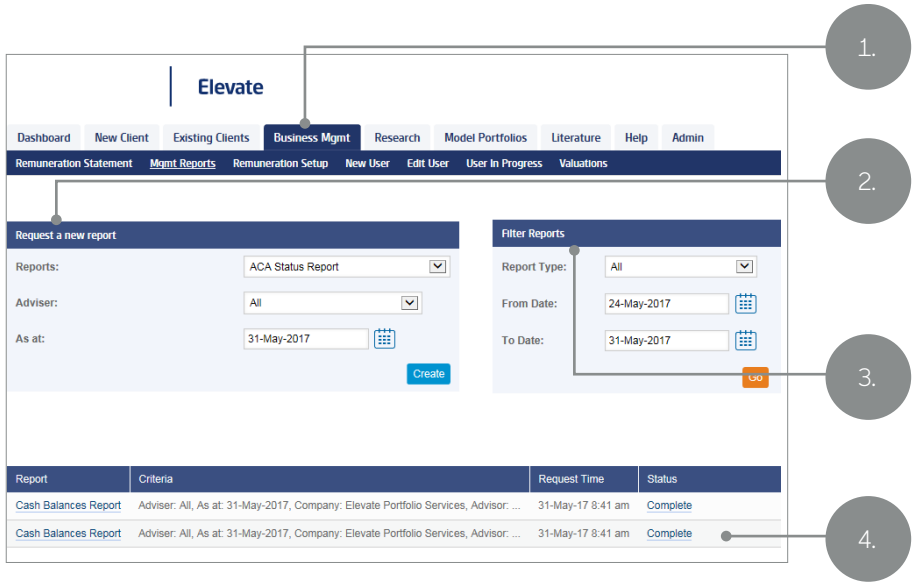
In the case of children / parents / grandchildren there's no limit to the number of generations that may link.

Similarly aunts and uncles can only link if, when looking at the combined link, the parents or grandparents are also part of the linked group, which creates the vertical link.

Business level reporting

Generate company level reports or specify reports for a particular adviser's client base.

What you will see



What you need to do

Management Reports

1. Navigate to **Business Mgmt > Mgmt Reports**.
2. Use **Request a new report** to generate new company level reports – or specify a single adviser's client base.
3. Use **Filter Reports** to search for reports that have already been created.
4. Once the report has generated, click **Complete** to view the report.

Notes

The types of reports available are as follows

ACA Status Report

Displays a list of all clients that either have or haven't submitted the signed Adviser Charge Agreement for active and in-progress accounts. (Please note this report lists all tax wrappers per client, report should be sorted by client to make it easier to read.)

Asset Allocation Report

Displays associated investments split by Asset Type e.g. GIA, ISA etc. Each Asset is displayed as a percentage and as a monetary value. (Please note that any unwrapped assets listed in Memo Items will not be included in this report.)

Cash Balances Report

Displays the percentage of products held as cash, by client. Details the cash balances £ and % per tax wrapper.

Client Listings Report

Displays the full client list by Adviser and includes their individual portfolio value. (Handy for creating mail merges and mailing lists.)

Contributions and Withdrawals Report

For a consolidated view of business flows into and out of all your Elevate accounts.

Failed Disinvestment Report

Displays any disinvestments that have failed in the event of an instruction to sell funds. An alert will also be issued on an individual client basis.

Instrument Holdings Report

Displays a list of all clients invested in a particular fund.

Investment Instructions Report

Provides a breakdown of all buy and sell transactions per client over the specified time period.

Investment & Charges Report

Displays the cash status of client accounts and highlights product wrappers where insufficient cash or dis-investable assets exist to pay Elevate and adviser charges. Includes a column showing how long present cash balance and dis-investable assets are forecast to last.

ISA Allowance Report

Displays per client the ISA contributions made for the current tax year and also shows any unused allowance still available.

Model Portfolio Assets Report

Breaks down the holdings within each model portfolio, whether or not they are clean share classes, TER & AMC as well as how many active accounts are invested in that version.

Natural Income Usage Report

Displays a list of clients that take a natural income from their investments.

Regular Trades Report

Displays the value of regular premiums, the funds they are buying and whether they are purchasing a model portfolio of being managed by DFM.

Spread Initial Adviser Charge Report

Displays which clients are paying an initial adviser charge from a regular contribution over a set period.

Total Holdings

Displays the total holdings by Investment and Asset Sector for each client, grouped together by Adviser. (Please note this will include unwrapped assets listed under Memo Items.)

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 0333 006 3520
Our lines are open 9am to 5pm, Monday to Friday. Call charges may vary.

Email us at Elevate_Enquiries@abrdn.com
Emails are not secure as they can be intercepted, so please don't send personal or confidential information in this way.

Address
Elevate, PO Box 6877, Basingstoke, RG24 4RT

For more information visit abrdn.com/adviser

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