For financial adviser use only.

Elevate help guide
Upgrade a Model Portfolio

This guide shows you how to upgrade clients to a new version of a model portfolio.

A new version is created by **Editing** an existing model. You must have created a new version of the model before you can perform an upgrade. Please see the **Edit a Model Portfolio** user guide for further information.

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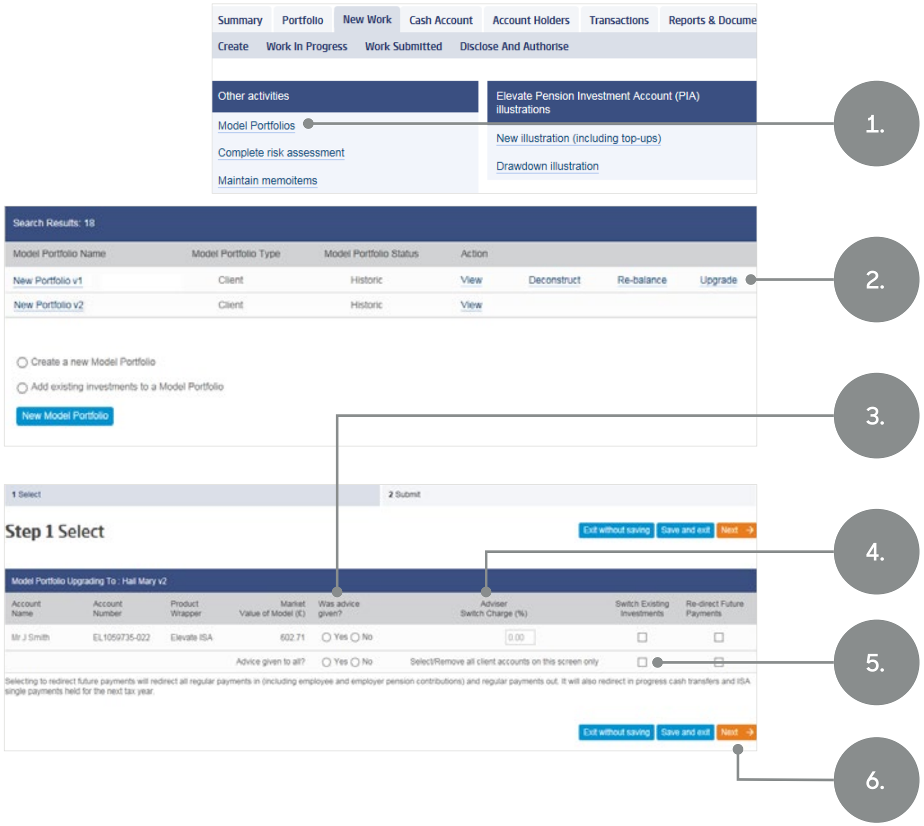
Step 1. Select – Single client upgrade

What you will see



What you will need to do

To upgrade your client to a new version of a model portfolio:

1. Navigate to their account and select **New Work > Create > Model Portolios**.

2. Find the model portfolio and click **Upgrade** to open the model portfolio wizard.

3. For each applicable product wrapper confirm **Was advice given?** – Yes or No.

4. Enter the **Adviser Switch Charge (%)** if applicable.

5. Tick Switch Existing Investments to upgrade holdings in the old model to the new one.

6. Click **Next**.

Proceed to Step 2 of this user guide on page 4.

Notes

Before you start: A new version of the model must have been created before you can perform an upgrade. Please see the **Edit a Model Portfolio** user guide.

2. You can use the filters to help find the relevant model portfolio you want to upgrade.

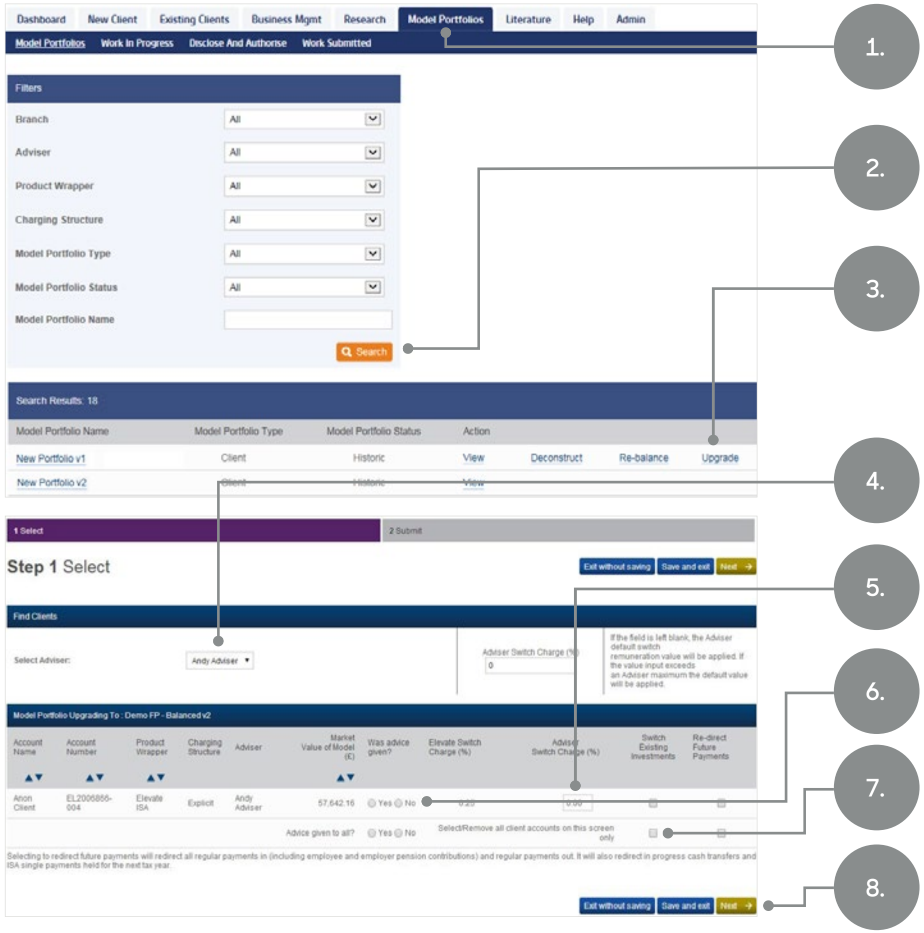
3. You'll see a list of all product wrappers held by your client that are invested in the model portfolio. If there are orders pending then an upgrade cannot be performed until this has cleared.

5. If your client is making regular contributions, **Re-direct Future Payments** to the new model will automatically be selected.

   Where selection has not been made, future payments (such as regular contributions and pending transfers) will continue to invest in the historic version of the model.

Step 1. Select – Bulk client upgrade

What you will see



What you will need to do

1. Go to the **Model Portfolios** tab.
2. **Search** for the historic model portfolio you wish to upgrade in **Filters**. Clients using this model portfolio can be upgraded to the newest model version.
3. Click **Upgrade** to open up the model portfolio wizard.
4. In **Select Adviser**, choose the adviser whose clients you wish to upgrade or select **All**.
5. If you're taking an **Adviser Switch Charge**, insert the percentage to be taken.
6. Confirm if advice has been given.
7. Tick **Switch Existing Investments to upgrade holdings in the old model to the new one.**
8. Click **Next**.

Notes

1. **Adviser firms set up on Elevate after 5 June 2017** are not able to upgrade multiple clients at once, please refer back to page 2 of this user guide.

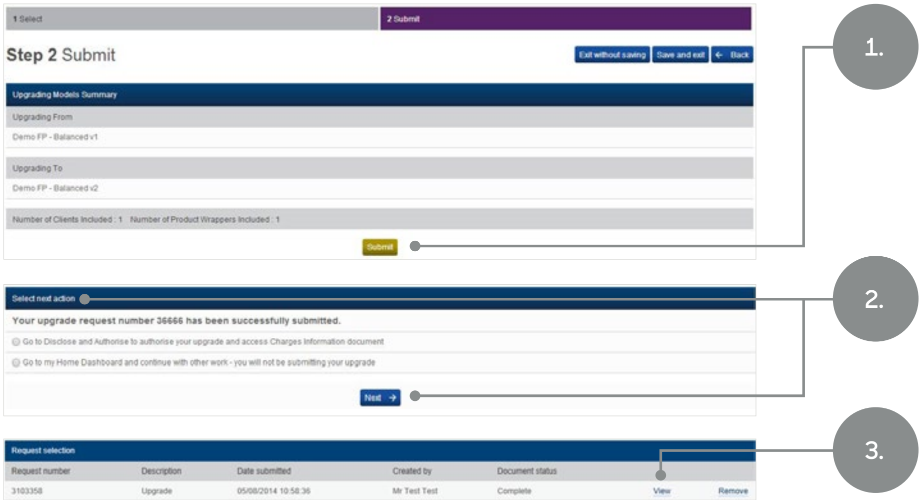
3. You'll see a list of clients invested in that model. If there are orders pending on an account they will not be available to upgrade until this has cleared.

7. If the clients you've selected are making regular premiums, **Re-direct Future Payments** to the new model will automatically be selected.

Where a selection has not been made, future payments (such as regular contributions and pending transfers) will continue to invest in the historic version of the Model Portfolio.

Step 2. Submit

What you will see



What you will need to do

1. Check the details are correct and click **Submit** to confirm your changes.

2. **In Select next action, tick Disclose and Authorise.**

3. Click **View** to show the upgrade.

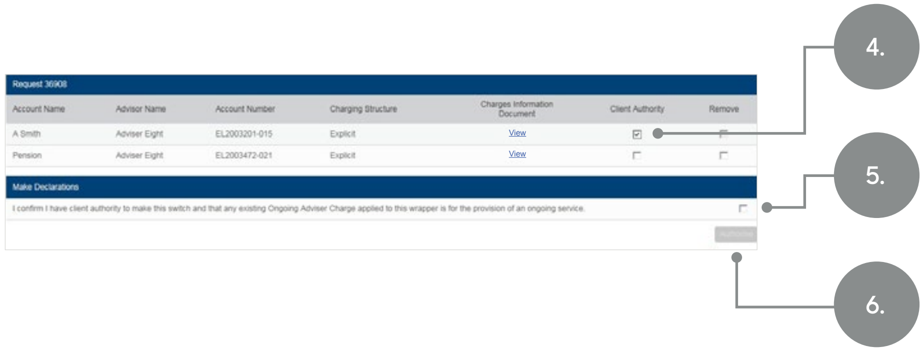
Notes

1. Accounts will not be upgraded until you complete the **Disclose and Authorise** process.

2. If you return to your **Home Dashboard**, the upgrade will not complete. You can resume this by navigating to the **Disclose and Authorise** tab.

Step 2. Submit – cont.

What you will see



What you will need to do

4. Tick to confirm **Client Authority**. You can also **Remove** any that have been selected by mistake.

5. Read and confirm **Declarations**.

6. If everything is correct, click **Authorise**.

The model portfolio will be upgraded at the next trading point.

Notes

Hints and tips

- An upgrade will move the client to the newer version of the model portfolio. It will only buy and sell the appropriate proportion of investments to do this.
- If there are orders pending on an account, you will have to wait until those trades settle before upgrading.
- If the Disclose and Authorise step is not submitted within 30 calendar days, any pending deals associated with the upgrade will be cancelled automatically and you will need to re-submit the process.

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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