

WEALTH INTERACTIVE USER GUIDE

FIRM ADMINISTRATION FOR MASTER USERS

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CONTENTS

This guide covers:

Manage individual users:

- 1 Create a new user
- 2 Amend existing access
- 3 Deactivate a user
- 4 Assign policies to a new adviser

Firm Management:


- 1 How to amend contact and address details
- 2 Viewing suitable certifiers
- 3 Authorisation of transactions
- 4 Transferring users between accounts
- 5 Adviser payment statement






MANAGE
INDIVIDUAL USERS

CREATING NEW USER(S)

From the Wealth Interactive homepage, select '**Firm Admin**'.



You were last signed in on **19/08/2022** Financial Adviser 



Home

Clients

Portfolios

Assets

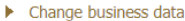
Tools


Literature

Firm Admin


Documents


Help


You are here: Home

357 unread alerts. 

Dashboard

Total policy value:USD 115,992,208.68

Total policies:656

Total clients:900

All dashboard data valid as of **18/08/2022**

Quick actions


Edit

Create client

Data download



Risk profiler


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Within the 'Other action' section on the right, select 'Create new user'.

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You were last signed in on **19/08/2022** Financial Adviser  

Client name or client reference or policy number 

Home Clients Portfolios Assets Tools Literature Firm Admin Documents Help


You are here: Home > Firm Admin

Firm Admin




Within this area you can manage information relating to your firm.

Manage Individual user Firm Management Firm structure Help and support

Manage individual users


 [View all users](#)

Other action

- [Create new user](#) 
- [Assign policies to new Adviser](#) 
- [Change ownership of a portfolio and assign to new adviser](#) 

View all users (113)

Displaying 1 - 10 of 113 users

Go to page 

[< Prev](#) [Page 1 of 12](#) [Next >](#)

- A tube map is now displayed along the top of the page. This confirms the steps needed to fully create a new user.
- Within '**Account and user details**', select the adviser account this user should be linked to and complete all mandatory information marked by *.



1. Account and user details

Enter the new user details below.

*Required information

Link to account

* Account:

Fund Adviser

?

✓

Personal details

* Title:

Mr

✓

* First name:

Financial

✓

* Surname:

Adviser

✓

Salutation:

Financial Adviser

Job role:

Financial Adviser

✓

Contact details

Office number:

25977499991

✓

* Mobile number:

United Kingd

+

44

01624 655 555

✓

Other number:

Fax:

8333

✓

* Email address:

financialadviser@utmostinternational.com

?

✓

* Re-enter email address:

financialadviser@utmostinternational.com

?

✓

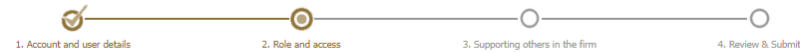
Next

Account:

The account is the firm the user is registered with. There may be one or many accounts depending on the structure of the hierarchy.

Personal and contact details:

- Capture the details of the new user and select an account.
- The user will be able to see and perform various activities depending on their role type, for the account selected and others (visibility of other accounts will depend on the position of the account in the hierarchy and the role of the user), see the Wealth Interactive financial adviser roles matrix for more information.



2. Role and access

Please select the user role and access for this account.

*Required information

User role ?

Roles

Sales Individual

✓

Access to optional services ?

You can choose to change access to services outlined below.

Investment management

Sell to clients: ☒ Yes ☐ No ?

Bulk deal: ☒ Yes ☐ No ?

Trading:

☒ Yes ☐ No ?

Issue deal instruction without authorisation:

☐ Yes ☒ No ?

Authorise new deal instruction:

☐ Yes ☒ No ?

Issue new business without authorisation:

☐ Yes ☒ No ?

Authorise new business:

☐ Yes ☒ No ?

One-off withdrawals:

☐ Yes ☒ No ?

Issue one off withdrawal without authorisations:

☐ Yes ☒ No ?

Authorise new one off withdrawals:

☐ Yes ☒ No ?

Client Online Access:

☐ Yes ☒ No ?

Role and access:

Choose the role the user will require on the account. The role type selected will determine what services, clients and policies the user will have access to.

Fees and adviser payments

View own adviser ☐ Yes ☒ No ?

Adjust adviser payments: ☐ Yes ☒ No ?

View firm's adviser ☐ Yes ☒ No ?

View Fund Adviser Fees: ☐ Yes ☒ No ?

Data

Data download: ☐ Yes ☒ No ?

Back

Next

- Select the user role from the 'Role' dropdown. For further information on the roles and default permissions, please see our [Roles Matrix](#).
- Although permissions are defaulted, you can amend these accordingly.
- When you're ready click 'Next'.

- Dependent on the role selected for the new user, you can choose if they should support specific staff or all. This may be useful where there is a dedicated para-planner per adviser.
- Once all sections of the journey are complete, you can review all details and submit.
- On submission, a registration email will be sent to the email address specified.

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Create New User [Exit](#)

1. Account and user details 2. Role and access 3. Supporting others in the firm 4. Review & Submit

3. Supporting others in the firm
Select who at the firm the new user will support. * Required information

People this user will support
The options outlined below highlight who the new user can support on the extranet:

Support clients for: ☒ All users ☐ Individual users ☐ No users

Users supported:

| Name | Role | Account |
|----------------------------|------------------|--------------------------|
| S37564PRST_NH S37564LST_NH | Master User | S37564PRSTNH S37564LSTNH |
| S38222PRST_NH S38222LST_NH | Master User | S37564PRSTNH S37564LSTNH |
| S38222PRST_NH S38222LST_NH | Sales Individual | S37564PRSTNH S37564LSTNH |
| S38321PRST_NH S38321LST_NH | Sales Individual | S37564PRSTNH S37564LSTNH |
| S3836PRST_NH S3836LST_NH | Master User | S37564PRSTNH S37564LSTNH |
| S40072PRST_NH S40072LST_NH | Master User | S40056PRSTNH S40056LSTNH |
| S40411PRST_NH S40411LST_NH | Master User | S37564PRSTNH S37564LSTNH |
| S40412PRST_NH S40412LST_NH | Master User | S40056PRSTNH S40056LSTNH |

[Back](#) [Next](#)

Supporting others in the Firm :

You can allow the user to view and service other users' clients at the firm.

Choose the option 'All users' to allow the user to see all clients for everyone at the firm or select individual users.

4. Review & Submit
Please confirm the following information before submitting. [Print summary](#)

Link to account [Edit](#)

Account: **S37564PRSTNH S37564LSTNH**

Personal details

Title: **Mr**

First name: **Financial**

Surname: **Adviser**

Salutation: **Financial Adviser**

Job role: **Financial Adviser**

Contact details

Office number: **S3756499991**

Mobile phone number: **(+44) 01624 655 555**

Other number:

Fax number: **8333**

Email Address: **financialadviser@utmostinternational.com**

Role [Edit](#)

Job role: **Administrator**

Access to optional services

Investment management: **Bulk switching
Trading (Switching and redirection)**

People the user will support [Edit](#)

Individuals the new user will support.

Selected users

[Back](#) [Submit](#)



MANAGE
INDIVIDUAL USERS

AMENDING EXISTING
ACCESS

- From 'Firm Admin – Manage Individual user', you can either search the specific user you would like to amend or select them from the list of all users.

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You were last signed in on 19/08/2022 537566USRNM [Sign off](#)

Client name or client reference or policy number [Search](#)

Home Clients Portfolios Assets Tools Literature Firm Admin Documents Help

You are here: Home > Firm Admin

Firm Admin

Within this area you can manage information relating to your firm.

Manage Individual user Firm Management Firm structure Help and support

Manage individual users

Enter name of user [Search](#) [View all users](#)

Other action

Create new user ?

Assign policies to new Adviser ?

Change ownership of a portfolio and assign to new adviser ?

View all users (74)

Displaying 1 - 10 of 74 users Go to page [Go](#) < Prev Page 1 of 8 Next >

Show: 10 users All firm accounts All roles All statuses

| Name ▼ | Firm account ▼ ? | Role ▼ ? | No. of assigned policies ▼ | Status ▼ ? | Online registration ▼ |
|-------------------------------------|--------------------------|------------------|----------------------------|------------|-----------------------|
| 537566FRST_NM 537566LST_NM (537566) | 537564FRSTNM 537564LSTNM | Master User | 25 | Active | Registration complete |
| 538222FRST_NM 538222LST_NM (538222) | 537564FRSTNM 537564LSTNM | Master User | 4 | Active | Registration complete |
| 538320FRST_NM 538320LST_NM (538320) | 537564FRSTNM 537564LSTNM | Sales Individual | 0 | Inactive | Registration complete |

- All options on the left-hand side of this page are editable:
- **Sign in details:** you can use this section to remind a user of their username or, if you have a leaver you can make their account inactive.
- **Personal and contact details:** Can be edited to update name, personal details and email address.
- **Registered account/Sub account:** you can edit which account this user has access to.
- **Role and access:** You can amend the users role and specific permissions.
- **Staff this user supports:** You can change which adviser(s) policies this user supports/ can view.

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You were last signed in on **19/08/2022** 537566USRNM [Sign off](#)

Client name or client reference or policy number [Search](#)

[Home](#) [Clients](#) [Portfolios](#) [Assets](#) [Tools](#) [Literature](#) [Firm Admin](#) [Documents](#) [Help](#)

You are here: [Home](#) > [Firm Admin](#) > 538320FRST_NM 538320LST_NM

Status: **Active** [Edit](#)

538320FRST_NM 538320LST_NM (538320) - Sales Individual

[Sign in details](#)

[Personal and contact details](#)

[Registered account/ Sub account](#)

[Role and access](#)

Sign in details

Username: **joanne44**

Date user last signed in: **03/09/2019**

User sign in frequency: **0 times within the last 30 days.**

Update sign in details :

- If your user has forgotten their sign in details please contact us. We will send an email to the user giving step by step instructions.
- Users can also edit their own password by visiting their My Profile section.
- Master Users and Access Managers should regularly review who has access to Wealth Interactive within the firm, and the authority levels they have.

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MANAGE
INDIVIDUAL USERS
DEACTIVATE A USER

- From your homepage click on the 'Firm Admin' tab.
- Then under 'Manage Individual user' find the person who you want to deactivate.

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You were last signed in on **19/08/2022** 537566USRNM Sign off

Client name or client reference or policy number Search

Home Clients Portfolios Assets Tools Literature **Firm Admin** Documents Help

You are here: Home > Firm Admin

Firm Admin

Within this area you can manage information relating to your firm.

Manage Individual user Firm Management Firm structure Help and support

Manage individual users

Enter name of user Search View all users

Other action

Create new user ?

Assign policies to new Adviser ?

Change ownership of a portfolio and assign to new adviser ?

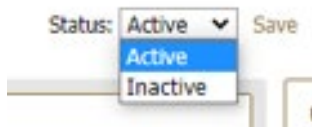
View all users (74)

Displaying 1 - 10 of 74 users Go to page Go < Prev Page 1 of 8 Next >

Show: 10 users All firm accounts All roles All statuses

| Name ▼ | Firm account ▼ ? | Role ▼ ? | No. of assigned policies ▼ | Status ▼ ? | Online registration ▼ |
|-------------------------------------|--------------------------|------------------|----------------------------|------------|-----------------------|
| 537566FRST_NM 537566LST_NM (537566) | 537564FRSTNM 537564LSTNM | Master User | 25 | Active | Registration complete |
| 538222FRST_NM 538222LST_NM (538222) | 537564FRSTNM 537564LSTNM | Master User | 4 | Active | Registration complete |
| 538320FRST_NM 538320LST_NM (538320) | 537564FRSTNM 537564LSTNM | Sales Individual | 0 | Inactive | Registration complete |

- Click on 'Edit'.
- Then select 'Inactive' from the drop-down and click 'Save'.



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You were last signed in on **19/08/2022** 537566USRNM Sign off

Client name or client reference or policy number Search

Home Clients Portfolios Assets Tools Literature Firm Admin Documents Help

You are here: Home > Firm Admin > 538320FRST_NM 538320LST_NM

538320FRST_NM 538320LST_NM (538320) - Sales Individual Status: **Active** Edit

Sign in details

Personal and contact details

Registered account/ Sub account

Role and access

Sign in details

Username: **joanne44**

Date user last signed in: **03/09/2019**

User sign in frequency: **0 times within the last 30 days.**

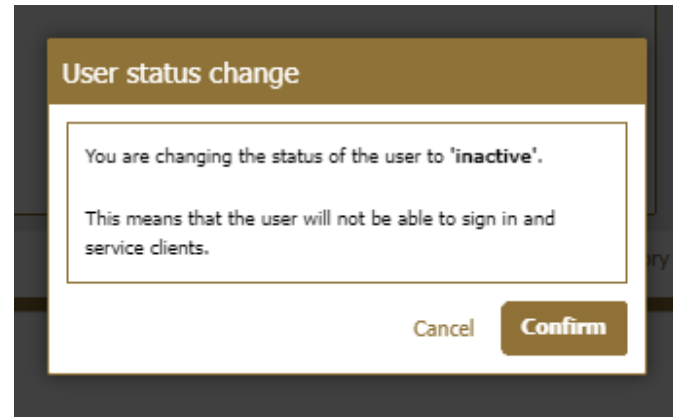
Update sign in details :

- If your user has forgotten their sign in details please [contact us](#). We will send an email to the user giving step by step instructions.
- Users can also edit their own password by visiting their My Profile section.
- Master Users and Access Managers should regularly review who has access to Wealth Interactive within the firm, and the authority levels they have.

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You'll see this confirmation message and press 'Confirm'.





MANAGE
INDIVIDUAL USERS

ASSIGN POLICIES TO A
NEW ADVISER

- If an adviser has changed roles or left, you may need to move their policies to another financial adviser to support them.
- You can do so under '**Firm Admin**', '**Other actions**' and select '**Assign policies to new Adviser**'.

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You were last signed in on **19/08/2022** 537566USRNM Sign off

Client name or client reference or policy number Search

Home Clients Portfolios Assets Tools Literature **Firm Admin** Documents Help

You are here: Home > Firm Admin

Firm Admin

Within this area you can manage information relating to your firm.

Manage Individual user Firm Management Firm structure Help and support

Manage individual users

Enter name of user Search View all users

Other action

- Create new user ?
- Assign policies to new Adviser ?
- Change ownership of a portfolio and assign to new adviser ?

View all users (74)

Displaying 1 - 10 of 74 users Go to page Go < Prev Page 1 of 8 Next >

Show: 10 users All firm accounts All roles All statuses

| Name ▼ | Firm account ▼ ? | Role ▼ ? | No. of assigned policies ▼ | Status ▼ ? | Online registration ▼ |
|-------------------------------------|--------------------------|------------------|----------------------------|------------|-----------------------|
| 537566FRST_NM 537566LST_NM (537566) | 537564FRSTNM 537564LSTNM | Master User | 25 | Active | Registration complete |
| 538222FRST_NM 538222LST_NM (538222) | 537564FRSTNM 537564LSTNM | Master User | 4 | Active | Registration complete |
| 538320FRST_NM 538320LST_NM (538320) | 537564FRSTNM 537564LSTNM | Sales Individual | 0 | Inactive | Registration complete |

- Select the action you wish to take.

You can either:

- **Select an adviser and assign all of their policies** – this option allows you to select an adviser and view all policies currently assigned to the selected adviser. You can choose to assign all, or some of the policies to a new adviser.
- **Select individual policies and assign to a new adviser** – this option allows you to search for an individual policy or client and assign the policy/policies to a new adviser.

- Please note the new adviser must be set up and registered for Wealth Interactive.



Assign policies

[Exit](#)

Assign policies to a new adviser

Choose how to assign policies to a new adviser from the options below.

☐ Select an adviser and assign all of their policies
 ☐ Select individual policies and assign to a new adviser

Next

Assign policies to a new adviser

When assigning a policy to a new adviser you can choose from the following options:-

- Select an adviser and assign all of their policies - this option allows you to select an adviser and view all policies currently assigned to the selected adviser. You can then choose to assign all, or some of the policies to a new adviser.
- Select individual policies and assign to a new adviser - this option allows you to search for an individual policy or client and assign the policy/policies to a new adviser.

- Once you have selected the policies or specific adviser to transfer from, you will then need to select the new adviser these policies should be assigned to.
- Please note you can only assign policies to a Sales Individual or Master User.



Assign policies to Adviser

Exit



2. Select new Adviser(s)

Select a new adviser for your clients' policies.

Financial Adviser has **16** client accounts to re-assign to new Advisers

Global options:

New Adviser for all: Select new adviser for all client accounts ▼

Displaying 1 - 16 of 16 clients

Remove

| Client ▼ | Account number ▼ | Current Adviser ▼ | New Adviser ? | |
|---------------------------|------------------|----------------------------|---|--------------------------|
| Mr Policy Holder (581797) | 600041910 | Financial Adviser (250831) | Select new adviser for all client accou ▼ | <input type="checkbox"/> |
| Mr Policy Holder (581797) | 600041908 | Financial Adviser (250831) | Select new adviser for all client accou ▼ | <input type="checkbox"/> |

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- The next step of this process is determining where any ongoing adviser payments should be paid to. Select one of the available options.
- Please be aware of your adviser companies payment account before proceeding.



Assign policies to Adviser

[Exit](#)



3. Adviser payment

Please select where unpaid adviser payment will be paid to.

* required fields

Choose an adviser destination for the current period's ongoing adviser payment.

- ☐ Pro-rata/split
- ☐ Leave with old adviser
- ☐ Move to new adviser

Adviser payment

When an adviser moves firms there may be an adviser payment that is generated. Select whether unpaid earnings will be paid to the old adviser or the new adviser and if trail earnings should be split between accounts on a pro rata basis. This will be based on the number of days from the beginning period to the date the adviser moves compared with the number of days outstanding in the period.

[Back](#)

[Next](#)

Once all sections of the journey are complete, you can review all details and submit. These changes are made immediately on submission.

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Assign policies to Adviser
Exit

✓

1. Select Adviser

✓

2. Select new Adviser(s)

✓

3. Adviser payment

○

4. Review and submit

4. Review and submit

Review the details before submitting.

Print summary

Client being assigned to new Advisers

Edit

You have selected to assign 1 client (s) to new Adviser(s).

| Client | Account number | Current Adviser | New Adviser |
|---------------------------|----------------|----------------------------|--|
| Mr Policy Holder (581797) | 600041910 | Financial Adviser (250831) | 514050FRST_NM 514050LST_NM (514050) |

Back

Submit



FIRM MANAGEMENT

HOW TO AMEND CONTACT AND ADDRESS DETAILS

- You can amend certain information on your Firm Account through Wealth Interactive.
- By selecting '**Firm Admin - Firm management**' you will be able to click on '**View firm account**' to see the main account details or you can select '**View other firm accounts**' if there is a sub agency you would like to view and/or amend.

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You were last signed in on **19/08/2022** 537566USRNM [Sign off](#)

Client name or client reference or policy number [Search](#)

Home Clients Portfolios Assets Tools Literature Firm Admin Documents Help

You are here: Home > Firm Admin

Firm Admin
Within this area you can manage information relating to your firm.

Manage individual users Firm management Firm structure Help and support

Your firm account

| | |
|--|-----------------------|
| 537564FRSTNM 537564LSTNM | Total users 37 |
| Correspondence Address: 537564ADDRS,537564Place,Ireland | |

[View firm account](#)

[View other firm accounts](#)

Use this area to:

- Manage address and contact information.
- Move users to different accounts.
- Manage new business and dealing authorisation.
- Manage bank accounts.
- Manage remuneration and payment currencies.
- Manage Fee Packages.

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Within the '**Registered account information**' tab you can use the edit fields to update contact and correspondence address information.

Firm management

Within this area you can manage your firm's information, users, adviser payment and accounts

Firm account details for Fund Adviser

[View firm structure](#)

Account Information

Transfer users

Product Fee Packages

Fee Settings

Contact details

[Edit the contact details](#)

Below is the contact details for Fund Adviser

Telephone number: **25977499991**

Mobile phone number: **0664259774999**

Fax number: **8333**

Website address:

Email address: **abc@tcs.com**

Current correspondence address

[Edit this address](#)

Below is the current correspondence address for Fund Adviser

Address line 1: **259774ADDRS**

Address line 2:

Address line 3:

Address line 4:

Town/City: **259774Place**

Post code:

Country: **United Arab Emirates**

[View previous correspondence addresses](#)

Firm branding

If you need to change your firm branding image, please contact us

Suitable certifiers (17)

Below are all the suitable certifiers for this firm

250830NAME 250830FMNAME
250830NAME 250830FMNAME
250830NAME 250830FMNAME
250830NAME 250830FMNAME
250830NAME 250830FMNAME

[View more](#)

[How do I change suitable certifiers?](#)

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FIRM MANAGEMENT

VIEWING SUITABLE
CERTIFIERS

- To view all suitable certifiers currently set up with us, please select '**Firm Admin – Firm management**' and the relevant account.

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You were last signed in on **19/08/2022** 537566USRNM [Sign off](#)

Client name or client reference or policy number [Search](#)

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You are here: [Home](#) > [Firm Admin](#)

Firm Admin

Within this area you can manage information relating to your firm.

[Manage individual users](#) [Firm management](#) [Firm structure](#) [Help and support](#)

Your firm account

| | |
|--|-----------------------|
| 537564FRSTNM 537564LSTNM | Total users 37 |
| Correspondence Address: 537564ADDRS, 537564Place, Ireland | |

[View firm account](#)

[View other firm accounts](#)

Use this area to:

- Manage address and contact information.
- Move users to different accounts.
- Manage new business and dealing authorisation.
- Manage bank accounts.
- Manage remuneration and payment currencies.
- Manage Fee Packages.

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- On the highlighted section of the page, you will see a list of all 'Suitable certifiers'. Please select 'View more' to view the full list.

Firm management

Within this area you can manage your firm's information, users, adviser payment and accounts

Firm account details for Fund Adviser

[View firm structure](#)

Account Information

Transfer users

Product Fee Packages

Fee Settings

Contact details

[Edit the contact details](#)

Below is the contact details for Fund Adviser

Telephone number: 25977499991

Mobile phone number: 0664259774999

Fax number: 8333

Website address:

Email address: abc@tcs.com

Current correspondence address

[Edit this address](#)

Below is the current correspondence address for Fund Adviser

Address line 1: 259774ADDRS

Address line 2:

Address line 3:

Address line 4:

Town/City: 259774Place

Post code:

Country: United Arab Emirates

[View previous correspondence addresses](#)

Firm branding

If you need to change your firm branding image, please contact us

Suitable certifiers (17)

Below are all the suitable certifiers for this firm

250830NAME 250830FMNAME
250830NAME 250830FMNAME
250830NAME 250830FMNAME
250830NAME 250830FMNAME
250830NAME 250830FMNAME

[View more](#)

[How do I change suitable certifiers?](#)

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FIRM MANAGEMENT

AUTHORISATION OF TRANSACTIONS

- Authorisation of transactions is an optional feature of Wealth Interactive.
- This feature allows you to set up a four-eye check over specific transactions submitted by your users through Wealth Interactive.
- To enable the feature, please visit '**Firm Admin – Firm management**' – and select the registered account.
- If this feature is enabled, it will enable this for all sub agencies associated with your firm.

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You were last signed in on 19/08/2022 537566USRNM [Sign off](#)

Client name or client reference or policy number [Search](#)

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You are here: Home > Firm Admin

Firm Admin
Within this area you can manage information relating to your firm.

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Your firm account

| | |
|-----------------------------|---------------------------------|
| 537564FRSTNM 537564LSTNM | Total users 37 |
| Correspondence Address: | 537564ADDR5,537564Place,Ireland |

[View firm account](#)

[View other firm accounts](#)

Use this area to:

- Manage address and contact information.
- Move users to different accounts.
- Manage new business and dealing authorisation.
- Manage bank accounts.
- Manage remuneration and payment currencies.
- Manage Fee Packages.

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On the right-hand side of the **'Registered account information'** is where authorisation of transactions can be enabled by selecting **'Edit this option'**.

Firm management

Within this area you can manage your firm's information, users, adviser payment and accounts.

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Contact detailsEdit these details

Below are the contact details for 537564FRSTNM 537564LSTNM

Telephone number:53756499991

Mobile phone number:0664537564999

Fax number:8333

Website address:

Email address:abc@tcs.com

Current correspondence addressEdit these details

Below is the current correspondence address for 537564FRSTNM 537564LSTNM

Address line 1:537564ADDRS

Address line 2:

Address line 3:

Address line 4:

Town/City:537564Place

Post code:ABC 123

Country:Ireland

Firm branding

If you need to change your firm branding image, please contact us

Suitable certifiers (7)

Below are all the suitable certifiers for this firm

537564NAME 537564FMNAME

537564NAME 537564FMNAME

537564NAME 537564FMNAME

537564NAME 537564FMNAME

537564NAME 537564FMNAME

View more

How do I change suitable certifiers?

Authorisation of new business and deal instructions?

Transaction authorisation is not set up for the firm. Users will be able to submit transactions without approval

Edit this option

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- You can select '**Authorisation required**' on the dropdown and select which transactions you would like to enable a four-eye check for. Please note new permissions relevant to four-eye check will be automatically available to amend per user.
- You would then need to set up or amend users to either:
 - Be able to four-eye check and approve transactions
 - Amend any users who do not require a four-eye check on submissions.

The screenshot shows a dialog box titled "Authorisation of transactions" with a brown header. Below the header, it says "Please select from the options below for Authorisation of transactions within your firm." The dialog is divided into two sections. The first section, titled "Authorisation of transactions", contains a dropdown menu labeled "Authorisation :" with "Authorisation required" selected. The second section, titled "Select the new transaction type that will require authorisation", contains a "Type :" label followed by six checkboxes arranged in two columns: "New investment", "Top up to an Existing Investment", "New Regular Premium", "Increase in a Regular Premium", "Deal Instructions", and "One off withdrawals". At the bottom right of the dialog are "Cancel" and "Save" buttons.



FIRM MANAGEMENT

TRANSFERRING USERS
BETWEEN ACCOUNTS

- Where users have been created or are existing under an account that needs to be changed, this can be done through Wealth Interactive.
- Please visit '**Firm Admin – Firm management**' and select the relevant account the users are currently assigned to.

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Select the **Transfer users** tab and then click on the '**Transfer users**' button to begin the process.



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Within this area you can manage your firm's information, users, adviser payment and accounts.

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Within this area you can transfer users between firm accounts.

540056FRSTNM 540056LSTNM

36 users

Transfer users

Transfer users between accounts

Use the transfer option to manage advisers moving between accounts/firms.

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- First you will need to select whether you will be transferring all users from this account or specific users.
- If you have selected specific users as the option, you will then need to select those required users from the list.



1. Select users

Please select the users that you would like to transfer.

* Required information

Who would you like to transfer?

☐ Transfer all users
☒ Transfer specific users

Transfer specific users

Select advisers displayed in the table below to begin the firm account transfer


Selected users

0 users(s) selected

Displaying all 36 users

| Name | Role | Select |
|-------------------------------------|------------------|---------------------------------------|
| 540072FRST_NM 540072LST_NM (540072) | Master User | <input type="button" value="Select"/> |
| 540412FRST_NM 540412LST_NM (540412) | Master User | <input type="button" value="Select"/> |
| 540563FRST_NM 540563LST_NM (540563) | Master User | <input type="button" value="Select"/> |
| 540565FRST_NM 540565LST_NM (540565) | Sales Individual | <input type="button" value="Select"/> |
| 540566FRST_NM 540566LST_NM (540566) | Sales Individual | <input type="button" value="Select"/> |
| 540568FRST_NM 540568LST_NM (540568) | Sales Individual | <input type="button" value="Select"/> |
| 544554FRST_NM 544554LST_NM (544554) | Sales Individual | <input type="button" value="Select"/> |
| 546387FRST_NM 546387LST_NM (546387) | Administrator | <input type="button" value="Select"/> |

- Within this section you will need to:
 - Select the account within the hierarchy these users should be transferred to.
 - Select whether any unpaid adviser payments should be left with the current account or the new. Please be aware of your companies payment accounts.
 - Choose whether the payments should be split, left or moved to the new account.
 - Select the date this should be effective from.



Transfer users

Exit

1. Select users

2. Transfer details

3. Review and submit

2. Transfer details

Please select the users that you would like to transfer from this firm account.

* Required information

1. Transfer users to another account

* Choose a firm account that the selected users will be transferred into

Select

2. Adviser payments

*Choose a firm account destination for unpaid adviser payment

☐ Leave with old firm account
 ☐ Move to new firm account

*Choose a firm account destination for the current periods trail adviser payment

☐ Pro-rata/split
 ☐ Leave with old firm account
 ☐ Move to new firm account

3. Transfer date

* Select a date that this transfer will be effective from.

Effective from:

19

August

2022

Transfer users and adviser payment

1. Transfer users

Select a firm account from the dropdown. This will be the firm account that the selected users will be transferred into.

2. Remuneration payment

When an adviser moves firms there may be remuneration generated. Select whether unpaid remuneration will be paid to the old adviser or the new adviser and if trail remuneration should be split between accounts on a pro rata basis. This will be based on the number of days from the beginning period to the date the adviser moves compared with the number of days outstanding in the period.

3. Transfer date

Select a date that this transfer will be effective from.

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Next

Once all sections of the journey are complete, you can review all details and submit by pressing '**Transfer**'. These changes are made immediately on submission.



1. Select users



2. Transfer details



3. Review and submit

3. Review and submit

Please select the users that you would like to transfer from this firm account.

*Required information

Account transfer review summary

Transferring from: **540056FRSTNM 540056LSTNM**

Transferring to: **537564FRSTNM 537564LSTNM**

Effective from date: **19/08/2022**

Unpaid commission: **Move to new firm account**

Trail commission: **Move to new firm account**

Advisers to be transferred

| Name | Role |
|-------------------------------------|-------------|
| 540412FRST_NM 540412LST_NM (540412) | Master User |
| 540072FRST_NM 540072LST_NM (540072) | Master User |

Confirm transfer

The individuals listed above will be transferred to the new account from the effective date shown. Any linked business, clients and adviser remunerations/adviser fees where applicable will be transferred to the new account.

Once the transfer has happened the details will no longer be visible to users at the old account.

☒ I confirm that by selecting 'transfer' the above named individuals and their linked business, clients and adviser fee/adviser remunerations will be moved into the selected sub agency.

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Transfer



FIRM MANAGEMENT

ADVISER PAYMENT
STATEMENT

- You can view an overview of paid and unpaid commission/fees/ remuneration through Wealth Interactive.
- To do so, visit '**Firm Admin – Firm management**' and select the payment account(s) for your firm.

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- From the tabs along the top as shown, select '**Adviser payment statement**'.
- You will see an overview here of the relevant payments for the current time period. You will also be able to download the statement.

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540056FRSTNM 540056LSTNM - Adviser payments statement

To view the full adviser payment statement you can download a PDF file below.

Paid adviser payments

| Currency ▾ | Last paid adviser payment ▾ | Last payment date ▾ |
|--|-----------------------------|---------------------|
| EUR | 850 | 15/03/2022 |
| GBP | 2250 | 17/03/2022 |
| Download paid adviser payment statement: PDF | | |

Unpaid adviser payments

| Currency ▾ | Unpaid adviser payment ▾ | Next payment date ▾ |
|--|--------------------------|---------------------|
| EUR | 19998.87 | 30/06/2022 |
| GBP | 106.6 | 18/08/2022 |
| Download unpaid adviser payment statement: PDF | | |

540056FRSTNM 540056LSTNM - Fees Statement



FIRM MANAGEMENT

HELP AND SUPPORT

- Please visit the Help & Support section within Firm Admin for any help with Adviser Management tasks.

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Topics

This area contains information on adviser management tasks.

| | |
|---|--|
| Advance adviser payment request | Change account structure |
| Regulatory/ license changes | General enquiries |
| Adviser transfer / merger | Company changes |
| Adviser debts | Signature lists |

Contact us

| | |
|-----------|--|
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