For adviser use only

Our SIPP Options UK

Online Application

options™ for your tomorrow

PART OF STM GROUP PLC

ACCESS & SUPPORT

Options UK https://www.optionspensions.co.uk/
Options UK Online Area https://www.optionspensions.co.uk/online-area
Online Client Area https://portal.stmgroup.online/client-area/
Online Adviser Area https://portal.stmgroup.online/adviser-area/
Register New Agency https://portal.stmgroup.online/adviser-registration
Register you individual adviser account https://portal.stmgroup.online/adviser-registration/create-ifa-account/
Online support customerrelations@optionspensions.co.uk

ILLUSTRATIONS for OUR SIPP

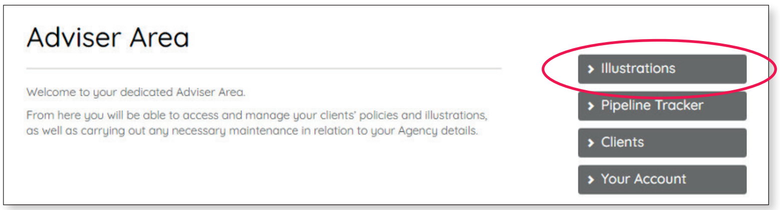
- As Our SIPP is a UK regulated product, a New Business Illustration (NBI) needs to be requested before the product can be applied for.
- To request an Illustration, use the Options UK homepage https://www.optionspensions.co.uk/ and follow the below path:
  Documents and Resources> Self Invested Personal Plan > SIPP New Business Illustration Request
- Send the completed PDF to customerrelations@optionspensions.co.uk
- Once you have received this back from Options UK, the Illustration will show on the Business Writer's login within 15 minutes.

ACCESSING THE ONLINE PORTAL

Once you have received your Illustration back from Options UK, you will use this to form the basis of your SIPP application.

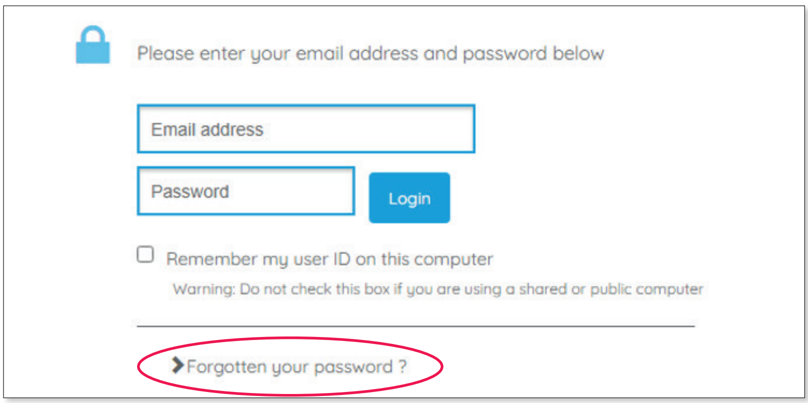
To begin your application:

1) Access the Options UK Online Area https://www.optionspensions.co.uk/online-area
2) Click on Adviser Area and log in
3) Click on 'Illustrations'

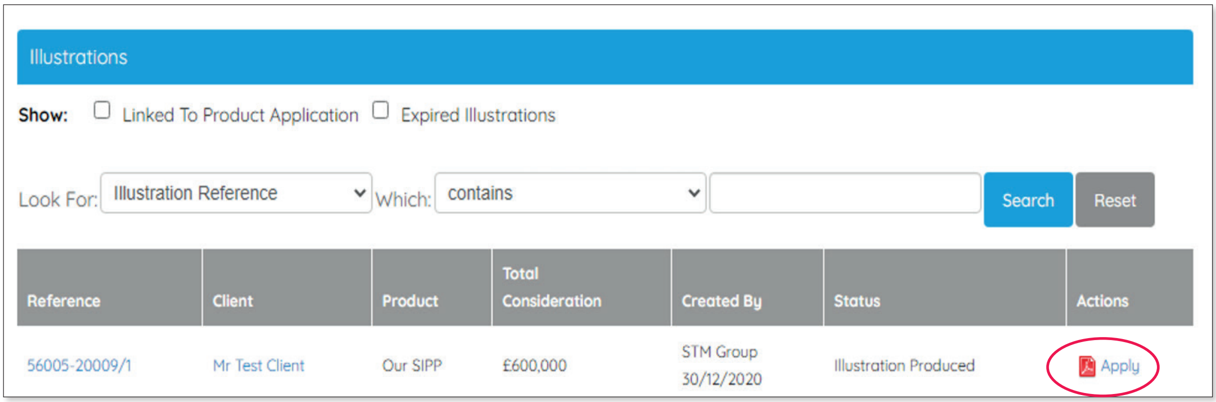


If you have any problems logging in, you can reset your password using the link 'Fogotten your password?'

For any further problems, please contact the Customer Relations Team at customerrelations@optionspensions.co.uk



STARTING YOUR SIPP APPLICATION



Illustrations

Show: Linked To Product Application Expired Illustrations

Look For: Illustration Reference Which: contains Search Reset

Reference	Client	Product	Total Consideration	Created By	Status	Actions
56005-20009/1	Mr Test Client	Our SIPP	£600,000	STM Group 30/12/2020	Illustration Produced	Apply

- Once you have clicked on Illustrations, you will see a list of any Illustrations you have requested from Options UK.
- Check the Client Name, Product, and Policy amount are correct.
- Click 'Apply'.

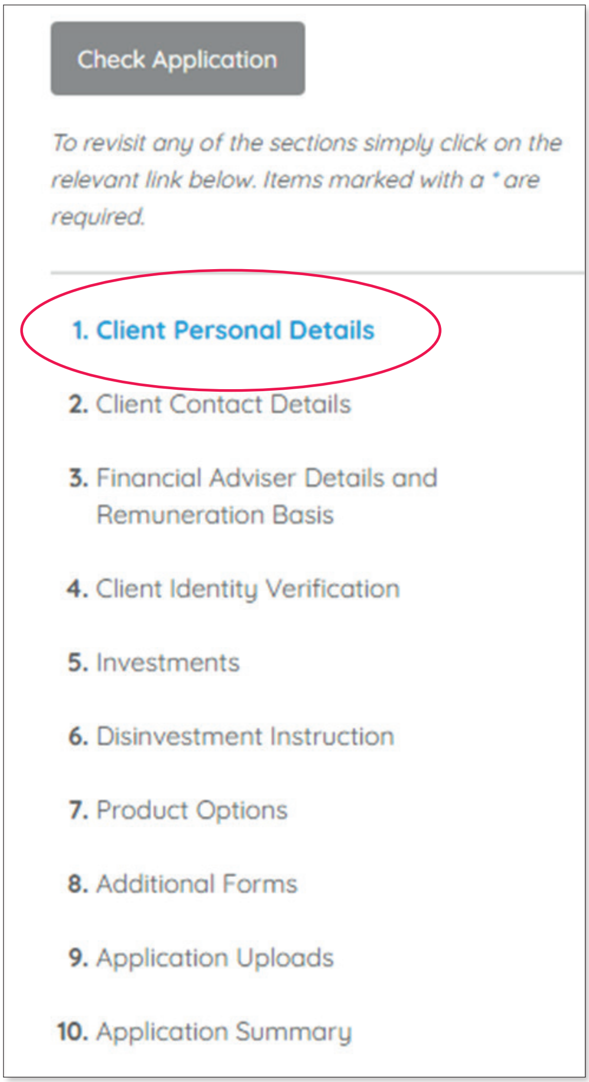
Useful Information:

The application can be completed in advance of meeting the Client if needed. You could then go back in to your pre-filled application through **Adviser Area > Pipeline Tracker > Product Applications**, and by using the 'Edit Application' tab, in order to run through it with the Client:

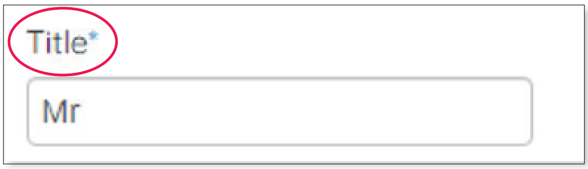
56005-20009/1	Mr Test Client	Our SIPP	£600,000	STM Group 30/12/2020	Awaiting Link to Policy

SECTION 1 – SIPP CLIENT DETAILS

Note there are only 10 sections, and you can click through each section, or use 'Continue'. The system is dynamic, which means it automatically saves where you get to, and pulls the information from the Illustration. If you lost connection or logged out, the system would remember where you got to and hold the information.

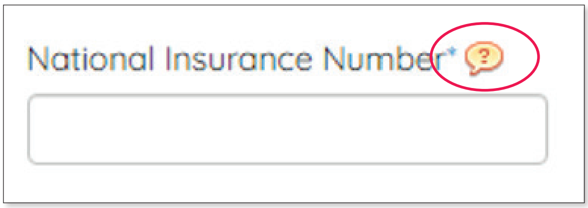


Anything with a star is a mandatory field



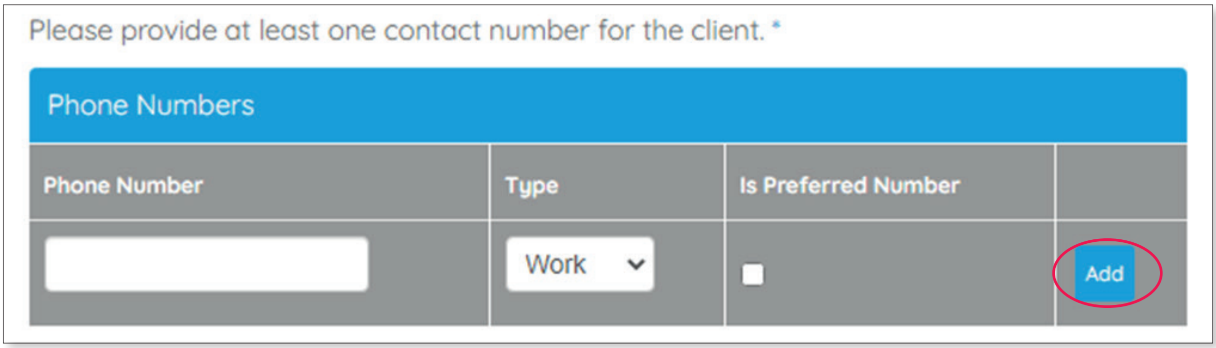
The National Insurance Number is validated, so it must be a real format. You cannot leave it blank. The format should be 2 letters, 6 numbers and 1 letter.

The help bubble provides a link to requesting your National Insurance Number if you have lost it.



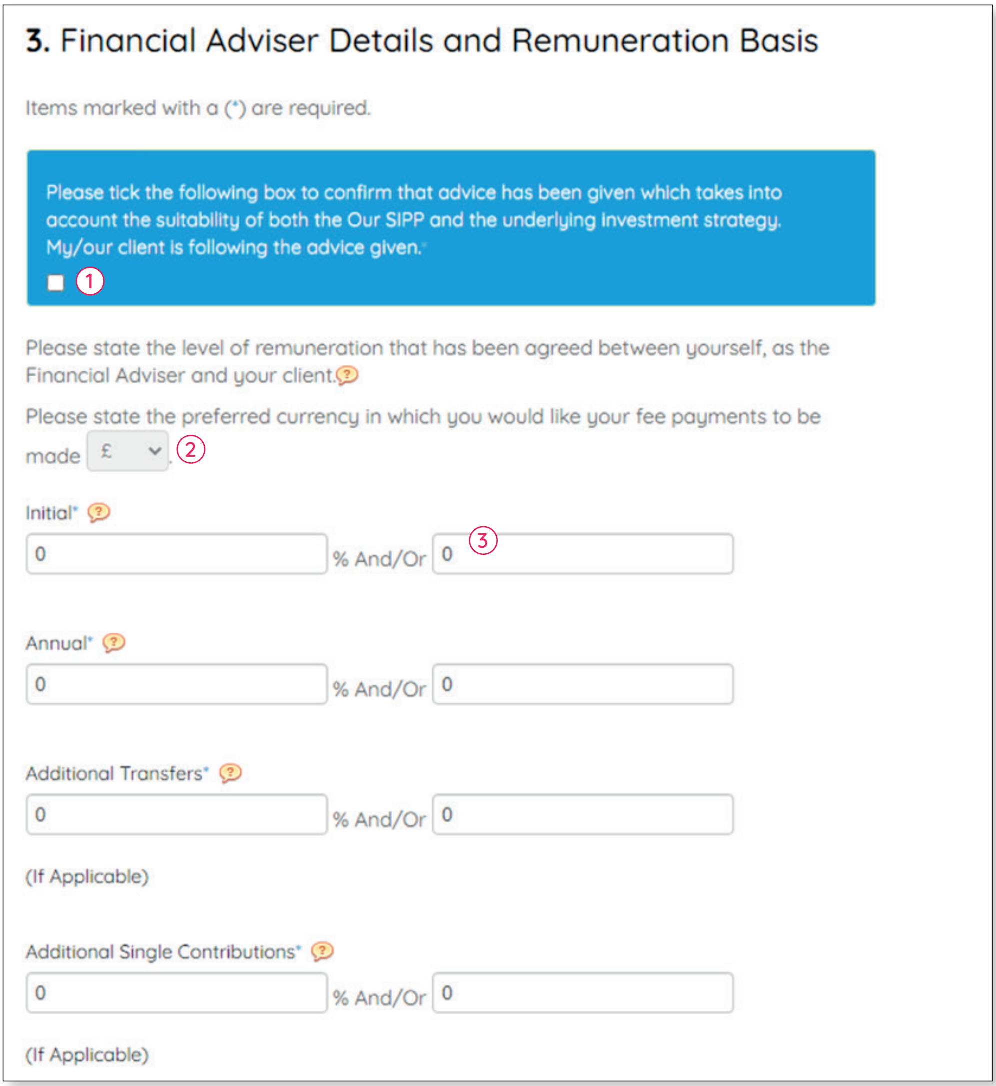
SECTION 2 – SIPP CLIENT CONTACT DETAILS

- Easy to use screen.
- Capture the contact details for the Client.
- For UK, you can type in the postcode and look up the address.
- At least 1 phone number must be provided, and you must click 'Add' to store it.
- It will accept '+', or the country code, e.g. 0034
- You can select 'Continue' each time, or click through the sections on the left.
- Information is saved whichever way you chose to work through the application; e.g. you can click 'Continue' or 'Section 3'.



SECTION 3 – FINANCIAL ADVISER REMUNERATION

- The input of this section completely depends on where the Adviser will take their remuneration from.
- The first part to complete is the 'Advice Declaration'. This is the equivalent of the Adviser signing the application form to take ownership for the advice that has been provided. 1
- We understand some remuneration models are standard for all Advisers within a Firm, however this is not universal, so the system allows for this to be captured as discussed with the Client.
- Currency cannot be amended at this point, as this is a UK product. However, some major currencies are acceptable, therefore please note your request in email correspondence with the Customer Service Team, where appropriate. 2
- If nothing is to be taken from the SIPP itself (paid by Options UK administration), then this section can be left at 0, which is the default option. 3
- **Any fees to be paid to the Adviser should be entered here so it can be paid to the Adviser on receipt of the transfer monies.**
- If the Adviser remuneration is to be paid from the Investment Provider, then the details of the fees would need to be added to the Investment Provider Application form as normal.


3. Financial Adviser Details and Remuneration Basis

Items marked with a (*) are required.

Please tick the following box to confirm that advice has been given which takes into account the suitability of both the Our SIPP and the underlying investment strategy. My/our client is following the advice given.*
1

Please state the level of remuneration that has been agreed between yourself, as the Financial Adviser and your client.

Please state the preferred currency in which you would like your fee payments to be made £. 2

Initial*
0 % And/Or 0 3

Annual*
0 % And/Or 0

Additional Transfers*
0 % And/Or 0
(If Applicable)

Additional Single Contributions*
0 % And/Or 0
(If Applicable)

SECTION 4 – SIPP CLIENT ID

- This screen is mainly for information purposes to avoid delays during processing when documents are missing or not correctly certified. Some of the most common queries are around what type of AML is acceptable, and how this needs to be certified.
- For the avoidance of doubt, this sections makes it very clear what the options are.

4. Client Identity Verification

Items marked with a (*) are required.

Prompt to upload the certified ID docs

I/we confirm and certify that the necessary evidence, as set out in the guidance notes issued by the Joint Money Laundering Steering Group (JMLSG), and/or Financial Action Task Force (FATF) to verify the identity of the client, has been obtained. *

☐

Acceptable documentary evidence for proof of identity is as follows:

- Current signed passport
- Resident permit
- Current photo driving licence
- Current driving licence
- Firearms/shotgun certificate
- State pension or benefits payment book/notification letter
- Sub-contractors certificate
- Inland Revenue tax notification

I/we confirm and certify that we have verified the identity of the client and that we have *:

- seen the original documents
- checked that any requiring a signature were pre signed
- confirmed that any associated photograph of the client represents a true likeness of them
- and that dated copies of the documentary evidence used to verify the identity of the client have been retained by us and will, upon request, be made immediately available to Options UK, or our regulator.

☐

Acceptable documentary evidence for proof of address is as follows:

- Utility bill (mobile phone statements are not acceptable)
- Bank statement (internet printed bank statements are not acceptable)
- Current photo driving licence
- Current driving licence
- Electoral roll check
- Recent mortgage statement
- Recent local authority tax bill
- Local authority rent card or tenancy agreement
- House/motor insurance certificate
- State pension or benefits payment book/notification letter
- Solicitor letter
- Home visit

I/we confirm and certify that we have verified the address of the client and that we have *:

- seen the original documents dated within the last 3 months
- checked that any requiring a signature were pre signed
- and that dated copies of the documentary evidence used to verify the identity of the client have been retained by us and will, upon request, be made immediately available to Options UK, or our regulator.

Adviser disclosure

☐

SECTION 5 – INVESTMENTS

- The dynamic nature of the system means that this section will be already pre-filled from the Illustration.
- The Adviser will select the fee level on behalf of the Client:

○ **Simple**

This level applies if you hold 2 regulated investment types e.g. stockbroker/investment, platform/investment, portfolio/investment or portfolio/individual funds but excludes UK commercial property and land.

○ **Smart**

This level means you will have any number of regulated investment types as above and also includes UK commercial property as an asset in your scheme.

○ **SmartPlus**

This level means you may have any of the above but also you may want to consider some non-standard assets within your scheme, subject to them complying with our due diligence framework and our business acceptance policy.

- If you have selected a provider that is not 'On Panel', then it would show 'Other', and you would need to click on this to add in the details. 1

Add Investment Provider

Current Investments

Investment Provider	Investment Trader	% Allocation	
Platform - AEGON 1	Financial Advisor 2	100.00%	Delete
		Total: 100.00%	

- You must remember to complete the 'Investment Trader' section, to inform Options UK who will be providing instructions; the Adviser, or an Investment Manager. 2
- Additional providers can be added/removed/changed if something has changed since the Illustration was requested. Simply click 'Delete', and then 'Add Investment Provider'.
- The allocation will **always** be 100% when using one Investment Provider.
- For payments, there is a charge for same day payments and details of this are at the bottom of Section 5. However it is worth noting that Options UK use Faster Payments as standard, which is 1 -3 working days.
- We are in the process of working with some common Investment Providers, to agree that no original documents will need to be sent on, as long as Options UK receive the appropriately certified copies.

SECTION 6 – DISINVESTMENT

- A pre-arranged instruction between the Client, Adviser and Options UK, to confirm where to take fees from should there not be enough in the cash account.
- This is a great feature to prevent delays in Client receiving their income and Advisers receiving their fees.
- ONLY to be used when not enough cash in the account.

Please confirm Investment Custodian for disinvestment:

Please Select: *

Platform: AEGON - Traded by: Financial Advisor

For all disinvestments we will ask the selected Investment Custodian to:

Please Select: *

Request funds direct from Investment Manager

All future disinvestments will be carried out on the basis selected, until you notify us in writing of a different basis.

We are able to change the Investment Custodian used for the disinvestment instruction at any time if you or your client request that we do so.

Please refer to our Terms & Conditions document for full details about the way in which we will apply the disinvestment instruction and how we will also apply a default instruction should one not be provided or no longer be valid at some point in the future.

If a DFM has been selected to do the trading, then the only option available here would be to request funds from the Investment Manager.

If traded by the Adviser, then there are other options which need to be discussed with the Client.

SECTION 7 – PRODUCT OPTIONS

7. Product Options

Please choose from the following list of Product Options, those to be included when setting up this client's Our SIPP.

Items marked with a (*) are required.

1. Does the client wish to take Flexi-Access Drawdown benefits immediately from this scheme ?*

Please note that Flexi-Access Drawdown cannot be taken with Capped Drawdown.

○ Yes ○ No

2. Does the client wish to take Uncrystallised Fund Pension Lump Sum (UFPLS) benefit immediately from this scheme ?*

Please note that UFPLS cannot be taken with Capped Drawdown.

○ Yes ○ No

3. Does the client wish to take Capped Drawdown benefits immediately from this scheme ?*

Please note that Capped Drawdown cannot be taken with Flexi-Access Drawdown or UFPLS

○ Yes ○ No

4. Does the client wish to make any contributions (single or regular) to this scheme ?*

○ Yes ○ No

5. Does the client wish to transfer funds from any existing schemes / policies?*

○ Yes ○ No

6. Does the client wish to nominate Death Beneficiaries?*

○ Yes ○ No

The selections made here will determine the 'Additional Forms' that need completing in the next section.

Leave these at 'No' for the purposes of any demo

SECTION 8 – ADDITIONAL FORMS

- When applying via paper, there are additional forms to complete based on the answers in Section 7. These forms are now built into the system and can be completed by clicking on the hyperlink in blue.

8. Additional Forms

The following is a list of online 'forms' which will need to be completed as part of the Options UK application process. Any forms marked with a (†) are mandatory for the Options UK, the other forms are required for the options you have selected.

Client Taxation Details †

Transfer Requests Add

- Client Taxation will always need completing, as will Transfer Requests.
- More than one Transfer Request can be added.
- There is a post code look-up facility for the Ceding Scheme details.
- Example UK postcode: BD23 2DY.
- Once added, a summary box will appear as per the screenshot below.

If a DB scheme is selected, the 'Advice' button will need to be completed. Click on it to enter the details of the DB Report Writer used to provide the Pension Transfer Advice.

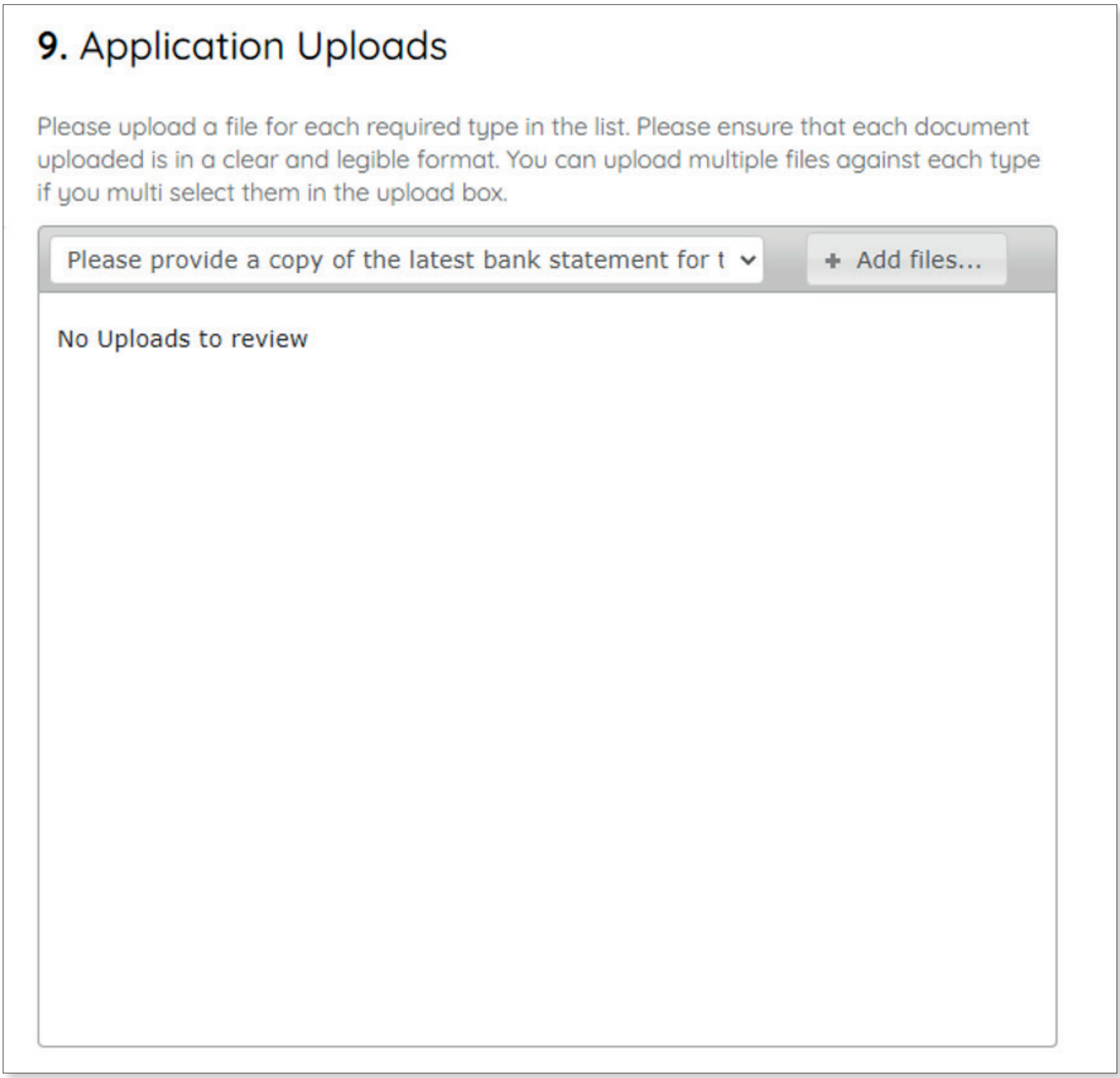
Current Transfer Requests

Policy Name	Policy Number	Transfer Value	
test	123456	£500,000.00	Edit Delete Advice
		Total: £500,000.00	

'Assets' will only appear if a transfer is to be actioned 'in-specie'.

SECTION 9 – APPLICATION UPLOADS

- Uploads must be certified.
- All uploads must be in PDF format.
- If the Client is taking benefits, then you will also be requested to upload a certified copy of the Client's bank statement here.
- If you are using a scheme or provider who requires originals, these must be forwarded to Options UK after completing the application.


9. Application Uploads

Please upload a file for each required type in the list. Please ensure that each document uploaded is in a clear and legible format. You can upload multiple files against each type if you multi select them in the upload box.

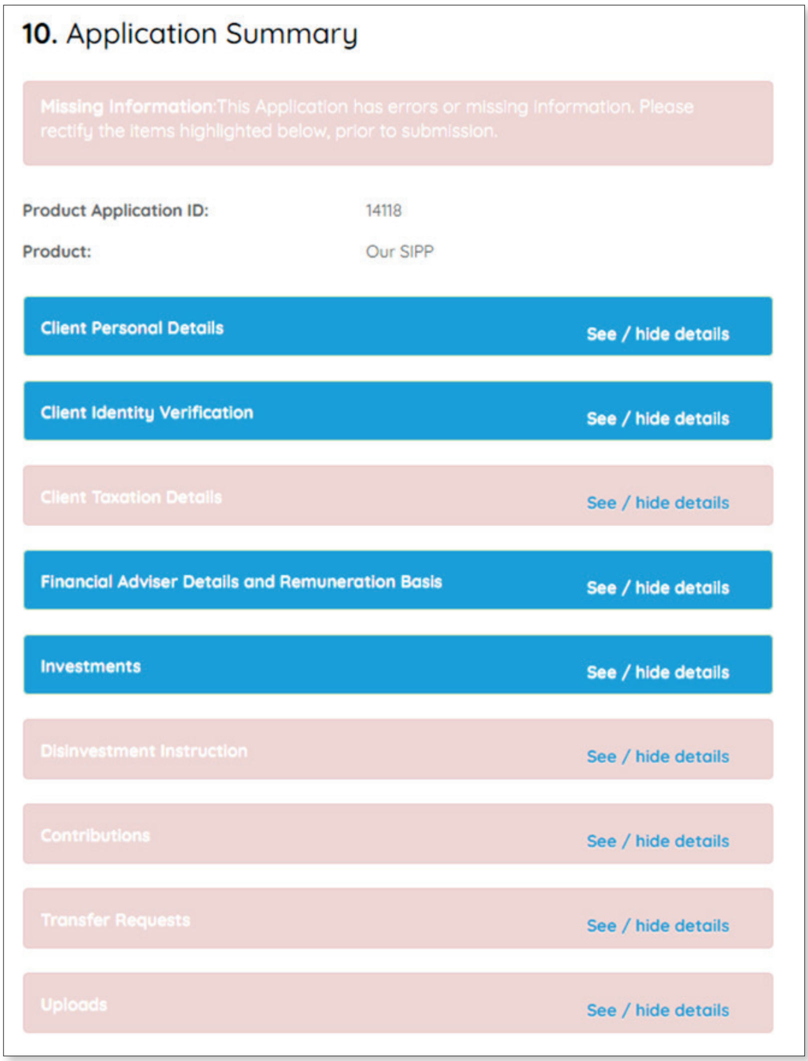
Please provide a copy of the latest bank statement for t

+ Add files...

No Uploads to review

SECTION 10 – SUMMARY

- Most useful section.
- Blue is good to go.
- Red means info is missing.
- Click on the section to go straight to the missing details.
- When all blue, the 'Submit' button at the bottom will be activated.
- Client receives notification of the application to their email and can log in and electronically 'approve'.
- Adviser can track all cases via the 'Product Application' section.



CLIENT NOTIFICATION EMAIL

We have recently received an application for the Our SIPP, which has been completed and submitted on your behalf by [redacted] from [redacted]

Before we can proceed with the processing of this application, it is necessary for you to review the application via our website, and confirm your approval of the content.

Based upon the email address provided our records indicate that you have yet to register with us which you will need to do in order to obtain the necessary authorisation to access our website.

Simply click on the following link, or copy and paste the link into your browser, to register your details. Once you have activated your account you will be able to review the application.

https://t2portal-test-online.i.5508.co.uk/accounts/activate-account/?inv=EAAAAFGTiQvt40gK%2FBnGsw0n4Bju5qImq0iDBrZXQ11EsqPiWI7ilnqZOZdFxG5kMHa9SVglIha6FuH4RDM2SPhdXy0%3D

If having registered you find that you are not automatically directed to the application review page, you can access it here.

Please be aware that the activation process regarding your account is time sensitive, and as such your invitation will expire after 9:57AM Tue, 02 Feb 2021.

In the event that you do not activate your account within the specified time frame, you will need to speak to your Financial Adviser, to request that he send you a new activation email.

Finally, please note the application's unique reference number 62, which should be quoted in any correspondence.

Regards,

STM GROUP PLC options™ for your tomorrow LONDON & COLONIAL INNOVATION IN PENSIONS

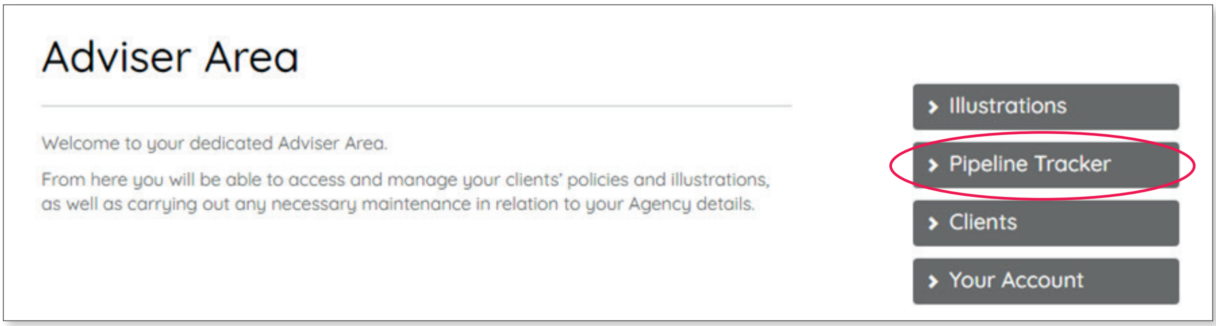
Adviser & Firm details

Link to register & view application

Expiration of the link

ADVISER VISIBILITY

By clicking back to the Adviser Area, and then selecting 'Pipeline Tracker', you can check all your ongoing cases, and monitor what is outstanding.



The statuses are explained below:

Financial Adviser Preparing
Adviser has started an application, but it is not completed, and has not been submitted to the Client yet.

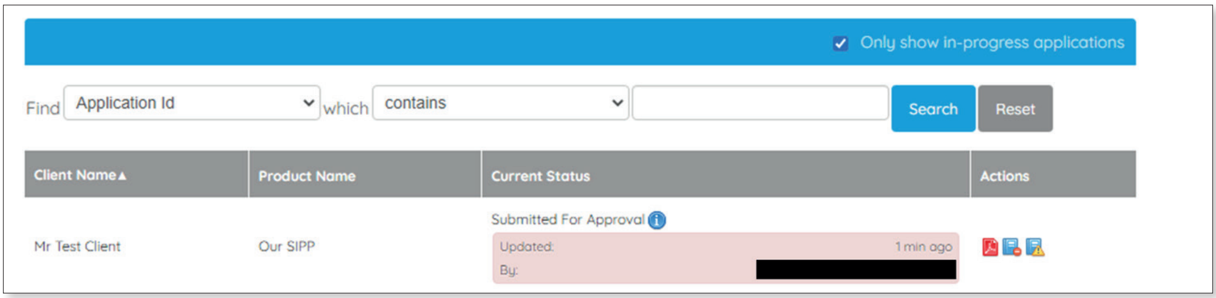
Submitted For Approval
Adviser has completed the application.

Await Client Approval
Client has been sent the completed application to electronically sign, but has not done so yet.

Submitted to Options UK
Client has signed the application and it has been sent to Options UK for processing.

PRODUCT APPLICATIONS – SUMMARY

These actions allow the Adviser to have more control over the applications and check the status.



View Application

View a submitted policy

Resend the application to the Client

Mark application as not proceeding

Edit an incomplete application

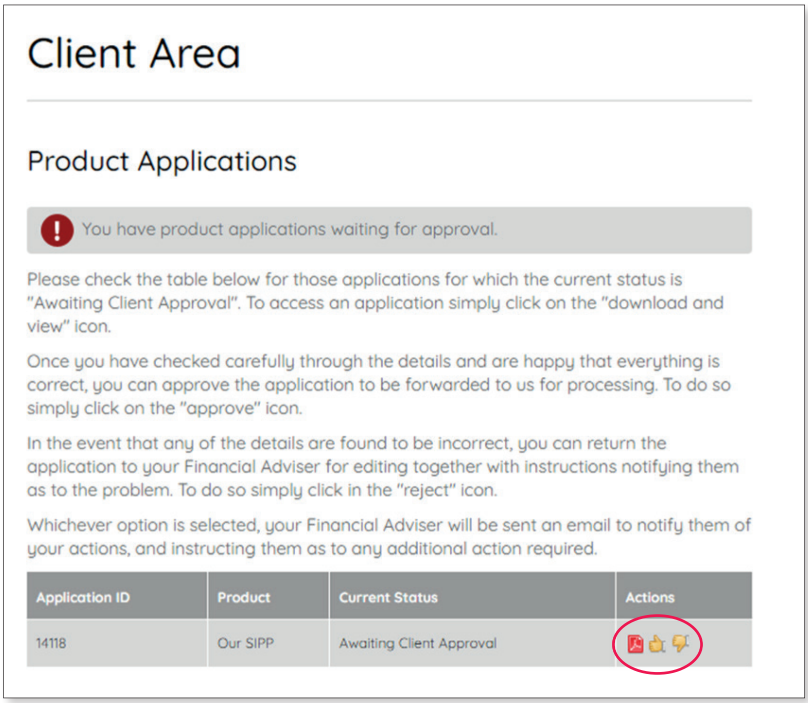
Recall an application that has been sent to the Client

SIPP CLIENT ELECTRONIC SIGNATURE

After receiving the email with the link to register, the Client MUST log in to the 'Client Area' via the Options UK Online Area https://www.optionspensions.co.uk/online-area to approve their application.

Client can access the PDF application and click 'thumbs up' to approve.

This will automatically send the application to the Options UK New Business Team.



Client Area

Product Applications

You have product applications waiting for approval.

Please check the table below for those applications for which the current status is "Awaiting Client Approval". To access an application simply click on the "download and view" icon.

Once you have checked carefully through the details and are happy that everything is correct, you can approve the application to be forwarded to us for processing. To do so simply click on the "approve" icon.

In the event that any of the details are found to be incorrect, you can return the application to your Financial Adviser for editing together with instructions notifying them as to the problem. To do so simply click in the "reject" icon.

Whichever option is selected, your Financial Adviser will be sent an email to notify them of your actions, and instructing them as to any additional action required.

Application ID	Product	Current Status	Actions
14118	Our SIPP	Awaiting Client Approval	

PART OF STM GROUP PLC

FOR MORE INFORMATION PLEASE CONTACT
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