

ONLINE APPLICATION FORM – ADVISER USER GUIDE

This guide is for financial advisers, authorised in the UK by the Financial Conduct Authority. It may be used by their support staff, administrators and para-planners.

What is the Online Application form?

It is a service that allows an adviser to input information that will then generate an application form, which must then be printed, checked and signed and witnessed. The form is then posted to our Carlisle Head Office, as usual.

How do I access it?

You must be registered with us for this service. *You cannot register yourself using the online tool (please ignore the new user button, this will not allow you to create a client application).*

If this is the first time you wish to use the Online Application, please email sales@investacc.co.uk and provide your firm name and address, FCA number, your name and email address. Please include the words “request for access to online application form”.

Requests received before 4 pm will normally be actioned the same working day, your user ID and arrangements for your password will be sent to you the next working day.

What information needs to be typed into the Online Application?

As much information as you would normally complete in a handwritten application.

You can print the form at any time, once minimum information has been entered, and then you can complete the rest of the form in ink, if you wish.

Can I arrange for the client to access the Online Application?

Not at this stage, we are considering this for the future.

Does it make any difference to the SIPP fees?

No, the Online Application will ensure speedy and accurate processing, based on your validated inputs. Also, your client will be signing a clearly printed document which could be completed before a meeting to save time.

Now that I have my user ID and temporary password, what do I do?

1. Click the link in the email that has been sent to you, you will be asked to choose a new password.
2. Once you have done that, log out
3. Now, click the following to log back in:
<http://www.investaccpensions.co.uk/adviser-zone/online-services-for-advisers/online-sipp-application-for-financial-advisers/>
4. You will be asked to enter your User ID and the new password you selected earlier
5. Select “create new application” from the options
6. You enter information and the system will highlight compulsory fields and may prevent you going further without that information. Although there is no “save” button, the system **will automatically save your progress** if you log out without submitting the application. You can re-open and make changes to an application as many times as you wish, so long as you have not hit the “submit application” button.
7. Note that once you have got to the last page of inputs, your only options will be “print” or “submit”. **At this stage DO NOT SUBMIT the application, otherwise you will be unable to make further changes.**
8. Print the application form, checking it with your client before it is signed and witnessed.
9. Once you are happy with the form, you can hit the “submit” button, this will send the data securely so that we can pick it up when the printed application arrives in our office.
10. Note that **applications will need to be posted with wet signatures to our usual Carlisle address (below)**, along with any payment and additional documentation.

How do I obtain further help with the process?

If you are having difficulty, please contact the SIPP Admin Team on 01228 538 988.

InvestAcc Pension Administration Limited
Minerva House, Port Road Business Park, Carlisle, Cumbria, CA2 7AF
T: 01228 538988 F: 01228 535988 E: sales@investacc.co.uk

www.investaccpensions.co.uk

InvestAcc Pension Administration Limited is authorised and regulated by the Financial Conduct Authority
InvestAcc Pension Administration Limited is Registered in England and Wales Company No 7118349

Version 1.1 (March 2017)