

HOW TO FIND OUT YOUR CLIENTS' NEW ACCOUNT NUMBERS AFTER MIGRATION

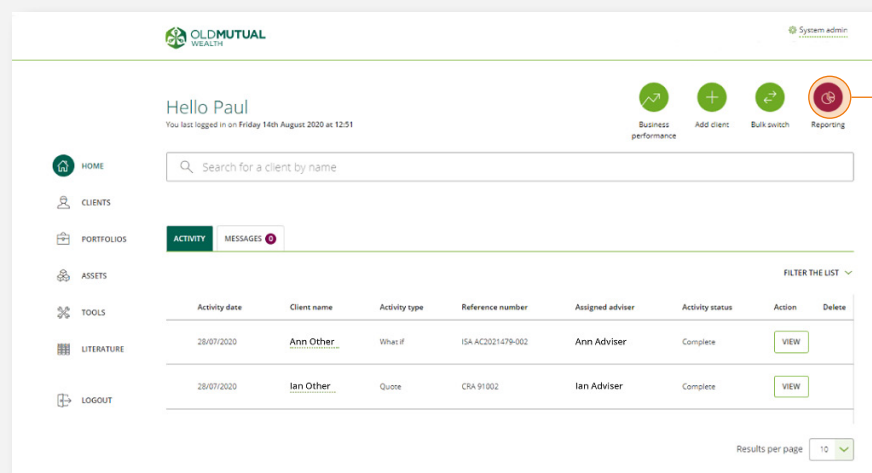
When you move to our new technology platform, if your client holds a Collective Retirement Account (CRA), it will be updated from a single account that can contain both uncrystallised and crystallised pension money, to a multiple, sub account model where uncrystallised and crystallised pension monies are held in separate sub accounts. This new structure will allow you to manage:

- separate asset allocations for uncrystallised and crystallised savings
- flexi access drawdown and capped drawdown within the same client account.

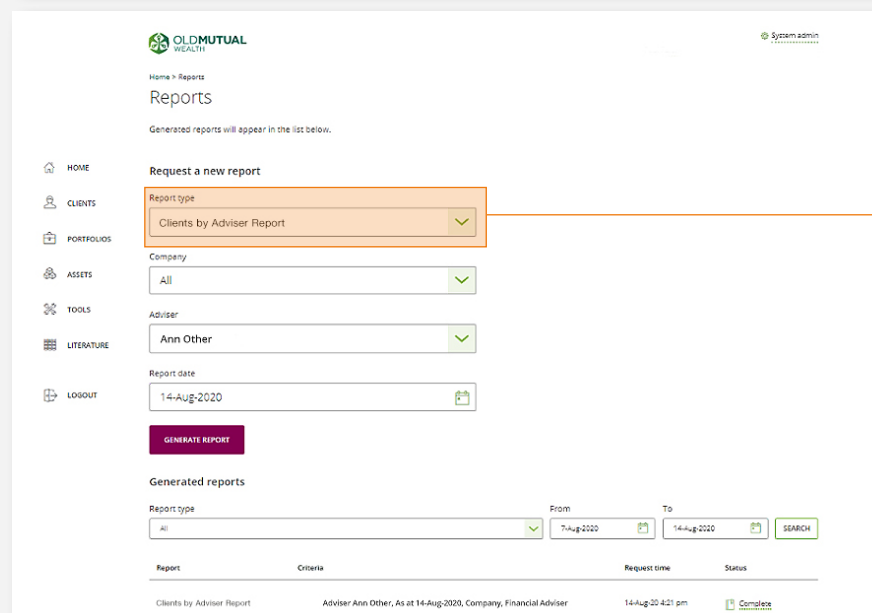
All clients will receive new account numbers for each separate sub account. Where an existing CRA is split at migration you can review this in a few ways.

The following steps show you how you can obtain your clients' new account numbers.

STEP BY STEP GUIDE TO FINDING NEW ACCOUNT NUMBERS ON THE NEW TECHNOLOGY PLATFORM



1. Log in to the new system and click on the 'Reporting' quick link button at the top right of the home page to request a new report.



2. The report you need, and which shows the client account numbers as they appear on the new technology platform and the previous technology platform, is the 'Clients by Adviser' report. Once it has run (it will show 'complete' under the status column), click to open it.

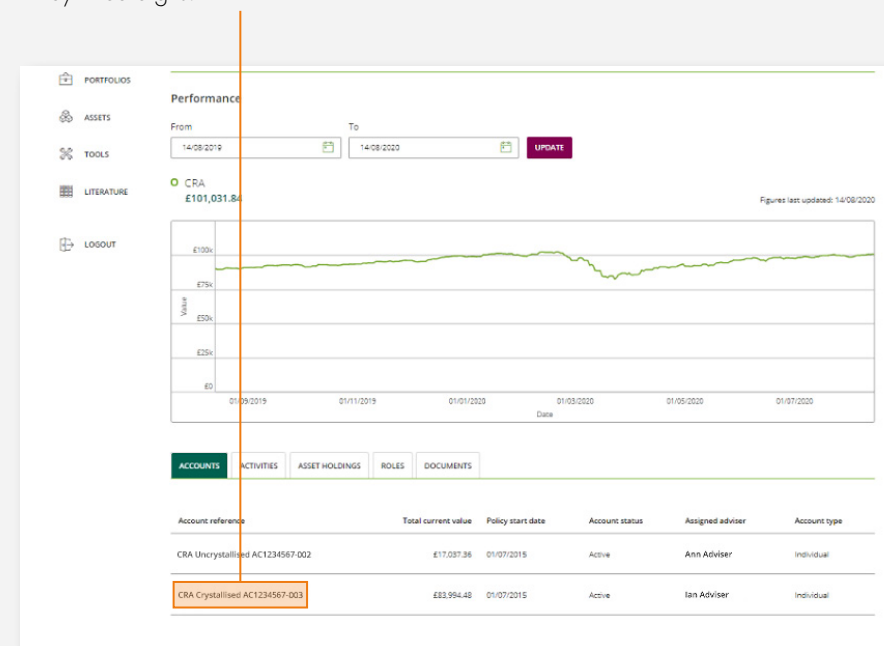
3. The client account number from the **previous technology platform** is shown in column T in the spreadsheet. The **new account numbers** are shown in column H. In the example we will look at 'Linda Client' who has both an uncrystallised and crystallised CRA. The new account number ending '002' is for an uncrystallised pension and the one ending '003' is for the crystallised pension.

EXAMPLE CLIENTS BY ADVISER REPORT

	A	B	E	F	G	H	I	J	K	L	M	T
1	Network	All										
2	Company	PLDA00049										
3	Adviser	PLWABE28SO										
4	AsAt	14-Aug-2020										
5	Report Generated:	14-Aug-2020 16:22:54										
11	Clients by Adviser											
12												
13	IFA Name	Adviser Name	First Name	Surname	Customer DOB	Product reference	Account Type	Product Status	Product type	Date Opened	Retirement date	Legacy account number
36	Adviser firm name	Adviser name	David	Client	18/08/1968	AC2645321-002	Individual	Active	CRA - Uncrystallised	12/08/2015	18/06/2033	400123456AC
37	Adviser firm name	Adviser name	Reena	Client	15/08/1957	AC2111111-002	Individual	Active	CRA - Uncrystallised	22/07/2015	15/08/2027	400127489AC
38	Adviser firm name	Adviser name	Reena	Client	15/08/1957	AC2222222-002	Individual	Active	ISA	26/09/2015		100411198
39	Adviser firm name	Adviser name	Linda	Client	27/05/1959	AC2123456-002	Individual	Active	CRA - Uncrystallised	01/07/2015	27/05/2034	400123456AC
40	Adviser firm name	Adviser name	Linda	Client	27/05/1959	AC2123456-003	Individual	Active	CRA - Crystallised	01/07/2015	27/05/2034	400123456CR
41	Adviser firm name	Adviser name	Ann	Client	18/10/1944	AC2222333-002	Individual	Active	ISA	04/08/2015		100414321
42	Adviser firm name	Adviser name	Stuart	Client	09/07/1946	AC2444555-002	Individual	Active	ISA	04/08/2015	09/07/2025	100414321
43	Adviser firm name	Adviser name	Stuart	Client	09/07/1946	AC2444555-003	Individual	Active	CRA - Uncrystallised	13/01/2018	09/07/2025	400199999AC
44	Adviser firm name	Adviser name	Elizabeth	Client	28/10/1956	AC2789456-003	Individual	Active	CRA - Crystallised	04/11/2016	28/10/2021	400163111CR
52												

Please note - the above does not show all the data and columns from the full report. It is a subset and for illustrative purposes only. Adviser and client names are fictitious. Column H shows the new account numbers on the new technology platform. Column T shows corresponding account numbers on the previous system.

4. You will see these new account reference numbers on the performance page for the relevant clients. You can see clearly labelled the uncrystallised sub account and any crystallised sub accounts that have been created with the same AC2 number followed by three digits.



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