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It should not be distributed to, or relied upon by, retail clients.

Elevate help guide: Updating client details

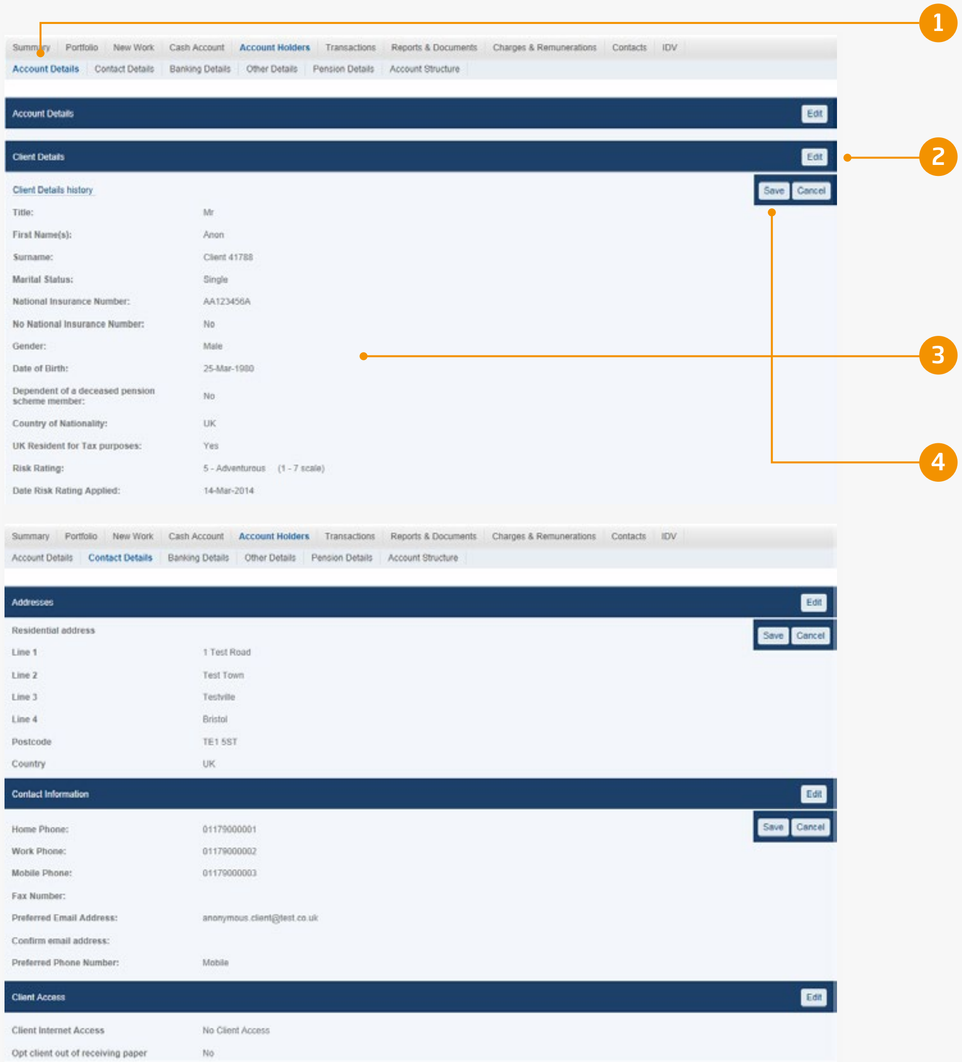
Standard Life

There's a lot to look forward to

Updating client details

What you will see

You can update and amend client details and contact information on Elevate.



What you will need to do

1. In the client's account, go to **Account Holders › Account Details.**
2. Click **Edit** next to **Client details.**
3. Make the amendments you require.
4. Click **Save.**

You can repeat this process for **Addresses** and **Contact Information** by going to **Account Holders › Contact Details.**

Notes

4. You will be asked to confirm information you have updated is correct.

Hints and Tips

- You can save evidence when changing address, name and date of birth to the clients **Reports and Documents** tab. This is useful for your audit trail (we might also check for this evidence from time to time as part of our audits).
- We can only accept the clients' current residential and postal address. **PO Boxes, Care-of and Adviser firm addresses must not be entered.**
- Under **Client Access** in **Account Holders › Contact Details**, you can set up your client with on-line access to view their account and set their paperless preference.
- Clients who already have on-line access to view their account can set their own paperless preferences by navigating to **My Details** when they are logged in.

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 8am to 6pm, Monday to Friday. As part of our commitment to quality service and security, telephone calls may be recorded.

Email us at Elevate_Enquiries@standardlife.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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