Elevate help guide: Switching investments
Step 1: Order setup

What you will see

1. Go the client’s account and select New Work > New Investment Transaction (Buy/Sell/Switch).

2. Select:
   - the Product Wrapper.
   - One-Off or Regular under Order Type.
   - an Action Date.

3. Confirm if advice has been given.
4. Click Next.

5. Skip Step 2 and Step 3 and go to Step 4. Switches.

What you will need to do

2. Under Order Type, if you select Regular, you’ll need to add a start date, frequency and end date. Select an Action Date in the future if you don’t want the switch to happen straight away.

Notes

5. You can click directly on Step 4. Switches.
Step 4. Switches

What you will see

1. In **Switch From**, select the investments you wish to sell. You can do this in any one of the following ways:
   - In **Order Value**, enter a £ amount.
   - In **Order Quantity** (units), enter the number of units to be sold.
   - In **Order Quantity** (%), enter the % of holding to be sold.
   - Tick **Select All** to sell the whole investment.

2. In **Switch To**, click **Find**.

3. You can search for a specific investment name or code. Use the extra tabs here if you want to search for model portfolios or **Other** to search for stocks & shares.

4. Repeat 2-4 to add more investments.

5. This is the allocation (into the new funds) of the total value raised from the funds you’ve switched from (minus any Adviser Switch Charge). The **% Allocation** must total 100% across all the new funds selected.

6. Enter the **Allocation**.

7. Enter the **Adviser Switch Charge**, if applicable.

8. Click **Next** and go to Step 5. **Confirm**.

Notes

1. There is a cut-off time which is usually one hour before each fund’s valuation point. After the cut-off time, the order will be placed on the next working day. We usually receive confirmation of the sale within 1 working day (or 2 working days if the order was placed after the cut-off time).

3. You can search for a specific investment name or code. Use the extra tabs here if you want to search for model portfolios or **Other** to search for stocks & shares.

4. Repeat 2-4 to add more investments.

5. This is the allocation (into the new funds) of the total value raised from the funds you’ve switched from (minus any Adviser Switch Charge). The **% Allocation** must total 100% across all the new funds selected.

7. The new fund(s) will be purchased at the next valuation point after we receive confirmation of the sale.
Step 5. Confirm

What you will see

<table>
<thead>
<tr>
<th>Order ID</th>
<th>Order Status</th>
<th>Details</th>
<th>Value (GBP)</th>
<th>Quantity</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>123</td>
<td>Open</td>
<td>Switch 1</td>
<td>-11.25</td>
<td>0.001</td>
<td>Created</td>
</tr>
<tr>
<td>456</td>
<td>Open</td>
<td>Switch 2</td>
<td>11.25</td>
<td>0.001</td>
<td>Created</td>
</tr>
</tbody>
</table>

Notes

1. Click Generate and the hyperlink to view the Charges Information document.

• Where securities have been included in the switch, a trading charge will apply to each separate sale and purchase. For more information, please refer to Your Guide to Charges.
• Depending on the fund manager(s) a switch is normally completed within 48 hours, however, further transactions may be restricted until the switch has reached full settlement. You can contact us for details on the progress of the fund switch.

Helpful hints

• Where multiple funds are included in a single switch transaction, the ‘buys’ will only initiate after we have received confirmation of all fund ‘sells’ from the fund managers.
• Once we have received confirmation of the sale details from the fund manager, we will pre-fund the purchase of the new investment (before full settlement of the ‘sell’ transaction) meaning your client is back in the market sooner.
• A Contract Note will be produced once the switch is confirmed. The investments switched out of (sold) will be shown in a separate Contract Note as these transactions will complete on different days.

What you will need to do

1. Review the information you’ve entered.
2. Tick the adviser declaration.
3. Click Confirm.

3. This records a Batch ID and places the trades, which can be viewed in the client’s account under Transactions > Deals.
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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