Standard Life

Elevate documents issued to your clients

Before and after your client invests through Elevate, certain documents must be provided to them. We automatically generate and send some of these documents to your client, whilst others are generated by Elevate for you to print and issue.

Before your client invests...

Output	When issued?	Issued by?
Elevate Platform Terms & Conditions Acceptance and Declaration	**When opening a new account.** To confirm your client's acceptance of the Elevate Terms & Conditions.	You
Adviser Charges Agreement	**When submitting new business/as necessary.** A one-time agreement from your client that any adviser charges, as agreed now and in the future, can be taken from their Elevate account.	You
Elevate PIA Illustration	**When submitting new business for an Elevate PIA.** To give your client an overview of their plan and its potential benefits as well as the impact of taking any pension benefits.	You
Charges Information	**When:** • **submitting new business** • **adding new investments or** • **applying/changing adviser charges.** To show charges taken by Elevate, adviser payments to you and any applicable fund manager charges.	You
Transfer Forms	**On request of a transfer.** For your client to give permission for assets to be transferred to us from another provider.	You
Cheque Remittance Advice	**When submitting new business that requires a cheque payment.** To be submitted with any cheques your client wants to pay in.	You
Direct Debit Mandate	**When submitting new business (with new bank details) that includes a regular or single direct debit payment.** Instruction to their bank or building society authorising collection of regular or single payments by direct debit.	You
Allocation of pension funds on death	**When submitting new business for an Elevate PIA or as required.** For your client to 'allocate' all or part of any pension fund remaining at the date of death to their spouse or civil partner.	You

Before your client invests (continued)...

Output	When issued?	Issued by?
Expression of Wish Form	**When submitting new business for an Elevate PIA or as required.** To indicate who your client would like Elevate Portfolio Services Limited, as Scheme Administrator, to consider when paying any death benefits that arise under the Elevate PIA on death.	You
Adviser Charges Confirmation	**After setting up/changing adviser charges.** To confirm any adviser charges agreed between you and your client. Your client does not need to do anything.	Us
Welcome to Elevate and Confirmation Schedule	**After submitting new business or opening a new product wrapper.** Confirmation of the application you have set up for your client.	Us

After your client invests...

Output	When issued?	Issued by?
Client Transaction Listing Report	**Any time you choose.** Lists all transactions for each product wrapper, over a specific period of time.	You
Client Valuation Report/ Portfolioscan™ Report	**Any time you choose.** A breakdown of your client's Elevate account. It includes everything they need to know about their asset allocation and fund performance.	You
Costs and Charges Disclosure	**Every year and ad-hoc.** Provides a full breakdown of the service and investment costs that your client has paid over the previous 12 months. You can also produce an Ad-hoc document at any time.	Both
Elevate PIA Illustration	**Any time you choose and when setting up pension benefits from the PIA.** To give your client an overview of their plan and its potential benefits as well as the impact of taking any pension benefits.	You
PIA Income Summary	**Any time you choose and when changing income from the Elevate PIA.** Provides an overview of the drawdown arrangement(s) and the income currently being taken as well as showing the before and after effect of any new or amended income that you apply.	You
Annual Pension Statement	**Every year.** Shows the value of your client's Elevate PIA now and at their intended retirement date.	Us
Cancellation Notice	**After:** • **opening a new Elevate account** • **a new product wrapper has been opened or** • **any Elevate PIA transfers, including drawdown, are completed or added.** Reminds your client they have the right to cancel their Elevate account, product wrapper or pension transfer.	Us
Contract Note	**After the sale or purchase of an investment.** Confirms the investment transactions we have processed. If a regular transaction is set up, a Contract Note is not produced (except for the purchase of securities). Details of these transactions are included in the Regular Statement.	Us
Change of Personal Details*	**When your client changes address, name or other personal details.** Confirms your client's personal details.	Us
ISA Declaration	**When a new ISA contribution is made or an existing ISA is transferred to Elevate.** Confirms details provided in ISA application and eligibility for investment made.	Us
P60	**Every year, driven by HMRC (for Elevate PIA clients taking income).** Shows your client's end of year tax position for their Elevate PIA.	Us
Payments Out Letter*	**After arranging a withdrawal from you client's Elevate account.** Confirms payments going out of a client's Elevate account.	Us

After your client invests (continued)...

Output	When issued?	Issued by?
Pension Savings Statement	**Every year.** Shows total payments into the PIA over the tax year and the annual allowance.	Us
Regular Statements	**Every three months.** Confirms your client's Elevate account total and all transactions over the past three months.	Us
Retirement Summaries	**Every 5 years from age 50 until they have fully crystallised their pension pot.** Provides a one-page summary of their available pension benefits and important information for their consideration. You can also produce an Ad-hoc document at any time.	Both
Tax Voucher	**Every year.** A consolidated tax certificate is issued to your client once a year which shows the amount of income received and the tax deducted from distributions in their Elevate GIA during the last tax year.	Us

*For security reasons, some documents will always be sent by post regardless of the paperless option selected.

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Remember

Elevate's paperless option gives your clients access to their documents online at any time – no more paper.

If you have any questions please speak to your Elevate contact or call us on 0345 600 2399.

Elevate Portfolio Services Limited trades as Elevate and is part of Standard Life Aberdeen Group.

Elevate Portfolio Services Limited is registered in England (01128611) at 14th Floor 30 St Mary Axe, London, EC3A 8BF and is authorised and regulated by the Financial Conduct Authority. **www.elevateplatform.co.uk**

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