

e-Suitability User Manual

This user manual is specifically designed to cover the Avail data library and its use in e-Suitability Amber Lite

Any support relating to installation, program updates, or technical issues for Amber Lite should be directed to The Exchange on 08450 531111 or e-mail customer.care@exchange.co.uk.

Getting Started

The Avail data library is constantly updated to ensure the data contained within it is both relevant and accurate. You will be prompted to update your data library frequently to ensure you are running the most up to date version.

Letter Types

Avail provides a filtering process when constructing suitability reports which will cut down on the amount of information needed to be manually inserted. The first process is with the Letter Type. This allows the user to dictate the type of advice process.

The letter types supported are:

- Personal Full Advice
- Personal limited Advice
- Business Full Advice
- Business Limited Advice
- Mortgage (MCOB regulations)
- Demands & Needs (ICOB regulations)
- Pre-sale Report

By selecting a letter type, the user can focus the letter on the specific advice process provided.

Risk Profiling

The second part of the filtering process is to confirm whether investment advice has been given. If any part of the advice process has included investment advice, then a tick should be placed in the field **Is Risk Profiling Used?** If the advice only covers non investment business such as Term Assurance or Mortgage, then do not tick this box.

Avail provided different methods of assessing risk. These are:

Generic Risk Profiling Tool – This is to be used where risk has been assessed using a risk profiling model, such as Towers Perrin or Silent Partnership within 1st Software, or by utilising third party systems available from providers.

Risk categories 1- 5 – This provides a generic risk assessment with a risk grading process with 1 being the least risk and 5 being the most risk.

Risk categories Sesame / Whitechurch – These are specific risk assessments that network members are required to use.

Although the Risk Profile provides filtering, you will still be required to add additional information in the Suitability Report to personalise it. There are multiple choices when the letter is produced to detail issues such as investing outside a normal risk profile, ethical investing, benchmarking and specific investment objectives.

Once these two sections have been completed, you will need to go into the Recommendations screen.

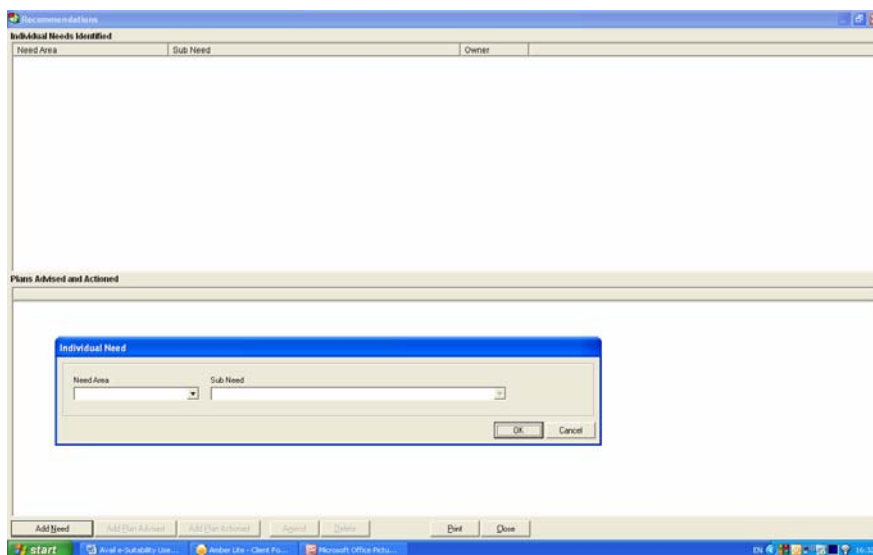
Recommendations

The Recommendations screen is where you can detail the needs of the client and the solutions offered. Avail has 3 distinct phases to this

1. Needs Identified
2. Plans Advised
3. Plans Actioned.

Needs Identified

Firstly, click the **Add Need** button in the bottom left of the recommendations screen. A new window will appear asking for a **Need Area** and a **Sub Need**. Pay particular attention to the sub need, as this is where you can filter the paragraphs significantly. Then select the client to whom the advice relates. Click **OK**, to enter this data in the recommendation screen.



Add Plan Advised

The next button in Recommendations is the **Add Plan Advised**. This will provide a window to enter the specific details of the plan you advised the client to commence. Please Note: *You should enter details here of the plan advised, which is not necessarily the plan that has actually been proposed.*

The 'Plan Advised' dialog box contains the following fields and values:

- Product: Personal Pension
- Provider: Zurich
- Owner: Client
- EE Regular Contribution: £180.00
- ER Monthly Premium: £0.00
- Indexing Premium: Yes
- PCI included: Yes
- EE Single Pension: £10,000
- ER Single Pension: £0.00
- Total Transfer Value: £0.00
- SPP Benefits included in Transfer?: No
- Retirement Age: 65
- Has Plan Been Actioned?: Yes

If the plan holds an investment element, you should click the button **Funds** to add the specific sectors and funds recommended.

Once the appropriate fields have been completed, tick the box **Has Plan Been Actioned?** This will now pre-populate the next section which is the plan actually proposed by the client. If you are using Amber Lite Stand Alone with the library 2.30.0 upwards, this box will default to being ticked. **Please Note:** *If you do not tick this box, important information will not be transferred into the Suitability Report.*

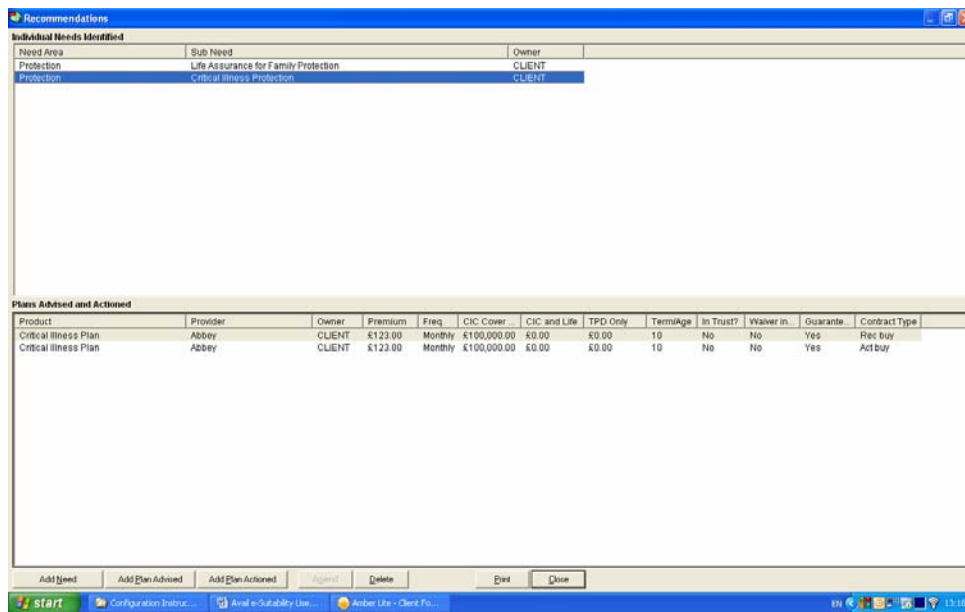
You can now alter any details of the plan actually proposed which differ from the plan recommended. You will do this by clicking on the second line in the **Plans Advised and Actioned** screen, as detailed in the image below. Now you can alter a recommended premium, fund choice or other important data.

Product	Provider	Owner	EE Regula...	ER Monthly...	ER Single ...	Total Trans...	Retirem...	EE Singl...	PCI Inclu...	Indexing ...	SPP Be...	Contract Type
Personal Pension	Zurich	CLIENT	£180.00	£0.00	£0.00	£0.00	65	£10,000	Yes	Yes	No	Rec buy
Personal Pension	Zurich	CLIENT	£180.00	£0.00	£0.00	£0.00	65	£10,000	Yes	Yes	No	Art buy

In the event that the plan actioned by the client is completely different to the plan you have recommended, then once you have completed the **Add Plan Advised** fields, do not check the box has plan been actioned, then click **OK**, then click the button in the recommendations screen **Add Plan Actioned**. You can then enter details of the plan actioned by the client.

Multiple Product Recommendations

When providing multiple product solutions, you will need to add an additional need. You should not just add another plan advised under the current need. For example. If you are providing protection solutions and a term assurance and a separate critical illness plan have been recommended, you would have added two needs in the upper portion of your recommendations screen as shown below. After adding a need, then you would add plan advised, specific to that need.



Producing the Suitability Letter

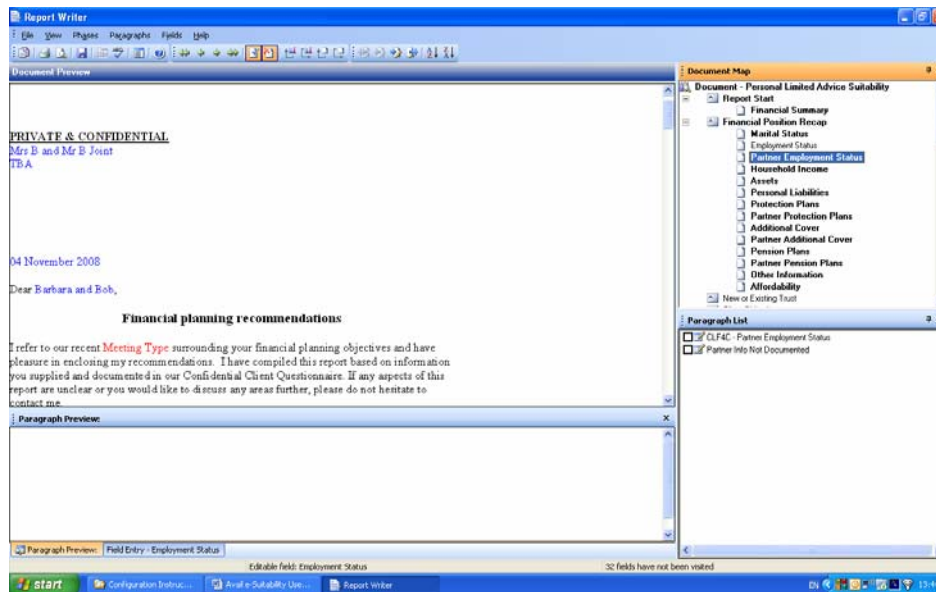
Click the link **Suitability Letter**.

You will now be taken to the Report Writer where the filtering process can be completed, and client specific fields completed. You will note that the text pre-populated from the previous process is blue, fields that need attention are red and fields that have been attended to are green. This enables you to see at a glance any further input required.

Document Map

The section in the top right of the report writer is the **Document Map**. You should start filtering your letter here. Any fields that are highlighted bold will need a specific action taken. By highlighting a bold heading in the document map, you will see a choice of paragraph options in the **Paragraph List** section below. To view a paragraph in the Paragraph List for enclosure in the letter, just highlight the paragraph and it will appear in the **Paragraph Preview** pane. If you wish to insert this

paragraph in the letter, simply check the box next to this paragraph in the Paragraph List. You will always need to make a paragraph selection from the paragraph list or check the box Info Not Documented, otherwise you will be unable to complete and sign off the letter.



Now work your way through all the bold headings in the document map.

Field Entries

Once you have completed all the headings in the document map, you will need to work your way to the specific fields in red text in the **Document Preview** pane.

Click on any red text, and you will be presented with either a choice of options, or the facility to enter free text and client specific reasoning. Once you have altered a field, the amended text within the field will turn to green text. Work your way through all the field entries.

Previewing your letter

To preview the letter you have completed, click the Print Preview icon in the top toolbar. This will open up your letter where you can see the finished work, either highlighting or not the fields you have completed. After preview, you can return to the letter for either amendment or finalising.

Export to Word

Any work completed in the Report Writer will automatically be saved on exit. Therefore, once you have exited the Report Writer, it is possible to make further amendments if needed. By exiting the report writer, you will be taken back to the place you originally started your letter, and from here you will be able to export your letter to Word. Click the Word Icon, and your letter will be available for viewing and/or further edit if required.

Please Note: *Any editing of your letter in Word will not be reflected in the Report Writer.*

Once you are happy with your document, this can be saved according to your own system requirements.

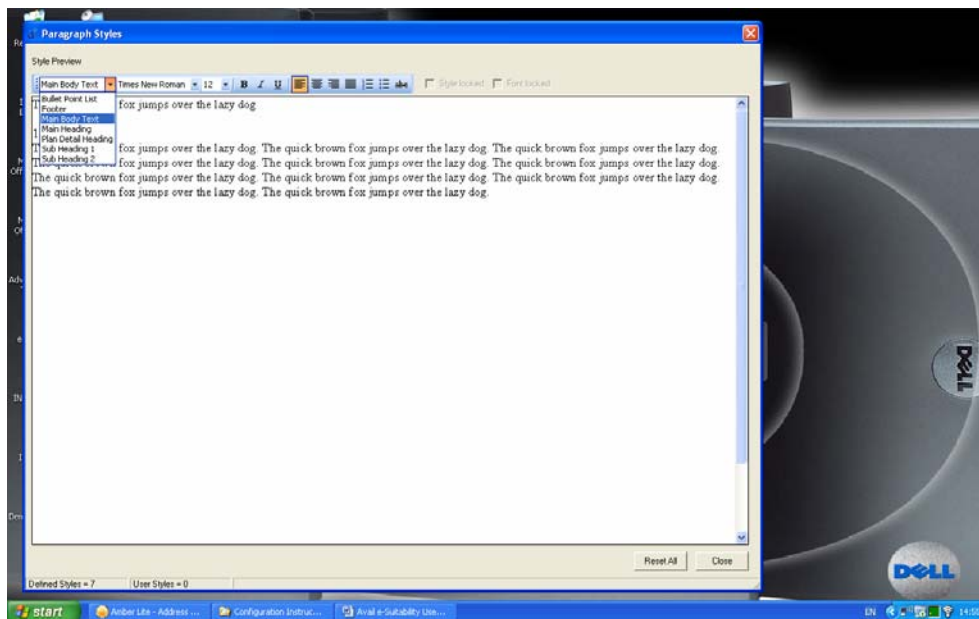
User Styles

This new feature in Amber Lite allows users to customise the look and feel of the letter generated by allowing users to re-determine the type of font, font size, justification, bold and underline text. In order to allow different styles to be implemented, Avail has categorised 7 different styles which can be altered according to user preferences. These different styles are as follows:

- Bullet Point List
- Footer
- Main Body Text
- Main Heading
- Plan Detail Heading
- Sub Heading 1
- Sub Heading 2

So, as an example, if you wish to change how a main heading looks, by altering it from Times New Roman, 14 Point, Bold and Centred, to maybe 16 Point and Underlined, this can be done within the User Styles facility.

If you are happy with the style of the Avail letter as default, no action is necessary. If you wish to change Styles and use this facility, Open **Amber Lite**, and in the **Address Book**, go to **Tools** then **Styles**. Once opened, you can view the different user styles in the top left corner by clicking the drop down list directly under Styles Preview. By clicking on any one of the 7 styles, you can view how the style appears in the document you are completing. To change a style as above, simply select the type of font you require, size, justification or other permutation, and then click the button **Update**. This will update all paragraphs that that particular style. You can customise as many styles as you require. If having altered a font you don't like the result, use the **Reset Default** button to return that style to its original state. Be careful of the use of the Reset All button – It will reset all alterations to their original style!



Finalising your report

Once you have finalised your letter and exported it to Word and you are confident no other amendments are required, you can finalise the advice process. In the client folder, select the Green Tick on the tool bar. Once you have finalised the process, no further amendments can be made.

FAQ's – Answers to some common questions.

Q: In the Report Writer, there are many greyed out fields in the Document Map which I can't amend and are not relevant to the advice I am giving. Can I hide these to simplify my view?

A: Yes. When in the Report Writer go to the top left area of your screen, click on **Phases** then left click **Phase Suppression**. This will simplify the view in the Document Map

Q: How do I produce an Unsecured Income Recommendation or comprehensive retirement report?

A: First, Select the Letter Type applicable, and also the method of risk profiling. Then, in the Recommendations screen, **Add Need**, then select the need area **Options at Retirement**, then select the sub need such as **Arranging a Secure Income** or **Arranging a Flexible Income**. You will note that USP reviews can also be documented here. You can then go to **Add Plan Advised** and select the appropriate type of plan such as **Unsecured Income Plan**.

Q: How do I construct a basic annuity recommendation without using the options at retirement report?

A: First, Select the Letter Type applicable, and also the method of risk profiling. Then, in the Recommendations screen, **Add Need**, then select the need area **Retirement Planning**, and the sub need **Pension Taking at Retirement**. You can then go to **Add Plan Advised** and select the plan **Annuity**. This will provide all available annuity options and justification.

Q: How do I create a report including Trust recommendations?

A: This can be done in various ways. If your report specifically covers the setting up of a new trust, or explaining the details of a trust already established, you should start your report with the letter type **Trust Report**. This will provide reasons behind the establishment of the trust including the objectives of the trust. To then make a specific trust recommendation, you should go into the recommendations screen, **Add Need** then select **Trusts**. You can select a sub need of existing trust recommendation or establishment of a new trust. After this, the **Add Plan Advised** screen will provide the choice of the trust recommended. Your Suitability Report will now provide all the justification surrounding the establishment of a trust. Once you have added the trust information, you will need to add an additional need in the recommendations screen for any investment plan recommended within the trust arrangement.

If your Suitability report includes multiple areas, you may wish to start your letter with the letter type Personal Full Advice and add trust information from the recommendation screen only. This will produce a letter not specifically focusing on establishment of a trust.

Q: How do I produce a Wrap Recommendation?

A: First, Select the Letter Type applicable, and also the method of risk profiling. This report is designed to be a stand alone document explaining why a Wrap service may be in the client's best interests, and can be used without a specific product recommendation. If this is the case, then do not complete the Recommendations screen, simply open the Report Writer to finalise the report. If you have recommended specific products for use in the Wrap Account, then you would use the recommendations screen to **Add Need**, and **Add Plan Advised** accordingly.

Q: How do I produce a Recommendation for multiple investment products?

A: If you are using a service such as CoFunds or Fidelity Funds Network, then use the product **Multi Investment Platform**. This product allows the justification of different collectives within one plan, such as Unit Trusts, ISA's and Direct Share Holdings. It will also provide justification for a Discretionary Management Service.

Q: How do I use the Business Protection Report?

A: When in the Recommendations Screen, select the need area **Business Protection**, then the sub need either **Companies** or **Partnerships and Sole Traders**. Then click **Add Plan Advised** and select from the list. Remember to tick the box "**Has Plan Been Actioned**". If in addition to a this recommendation, you are also recommending a product such as Term Assurance, then you should add another need - **Protection**, and Sub Need such as **Life Assurance for Business Protection**. Then, add the recommended product for business protection by using **Add Plan Advised**.

Q: How do I review existing funds within a plan?

A: Firstly, ensure that you have selected the appropriate Risk Profiling Methodology. Then, in the **Recommendations** screen, select the need area **Investment Fund Review**, and the Sub Need will allow you to select whether funds have been reviewed and remain unaltered, or whether Pension or Investment funds have been reviewed and altered. In the **Add Plan Advised**, select again the course of action appropriate.

Have you got an unanswered query?

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