Fidelity INTERNATIONAL

Adviser Solutions

The ongoing transformation of our business

We're wholly committed to the continuous development of our adviser services business and we've introduced a myriad of enhancements since 2020 alone. Our ongoing development programme has delivered new functionality and services, an extended range of assets, website improvements and a whole host of features that improve both the adviser and client experience. As always, our aim is to help increase your firm's efficiency and provide all the platform services you need for the smooth running of your business.

2020

Q1

Added new DFMs
Charles Stanley, Sanlam and Chetwood Investment Management Ltd.

Digital signatures
We now accept documents that are digitally signed by your clients using either DocuSign or Adobe Sign.

Client reporting
On the back of feedback from advisory firms, we have introduced new 'Client reporting' with the benefits and features built around the feedback we have received. The report shows:

- The total return for the accounts selected.
- Valuations at the start and end period of the report.
- The total money in and out of the account, including a detailed breakdown.
- Performance for the specified period.
- Asset allocation.
- Account information including regular contributions, dates and amounts, withdrawals, fees and up-to-date expression of wish and protection details.

There's also the ability to download the client report into a word document so that you can add their own logo.

New Platform Training Zone
Updated videos and support materials covering multiple help topics.

Launch of MIFID Product and Service Reports
- MIFID Product Costs – a breakdown of all MIFID product costs and charges.
- MIFID Service Costs – a complete summary and breakdown of all MIFID costs and charges.

Filtering client documents
Download a list of all client documents that have been uploaded for your clients. This will help to filter for certain document types such as an 'Annual Costs & Charges Summary'.

Q2

Added new DFMs
Redmayne Bentley, Blackfinch IM, Brooks Macdonald AM, Fundamental AM and Sparrows Capital.

The launch of 'Upload and Send' functionality
This has expanded the digital experience we offer advisory firms, to adapt to a new way of working; post Covid. Now you can upload documents from a list of 50+ instruction types, which are then sent automatically to the correct team to complete requests, saving time and reducing turnarounds times.

Model Portfolio improvements
The number of assets that can be included within a portfolio has been increased from 30 to 50.

New Model Portfolio report
As part of our on-going DFM improvements, we have now delivered a new report, 'Model Portfolio & Assigned Clients Report'. There are two versions, one for advisers, who can see all their clients who are linked to model portfolios (either DFM Models or Advisory Models) and one for DFMs, who can see all the advisers and their clients who use their models. Data reported includes the DFM linked (if applicable), all clients linked to a model and the version, account valuation and date last re-balanced.

More drawdown options
New option to disinvest proportionally from a drawdown account to fund regular taxable pension withdrawals (in addition to the current option to choose a nominated asset).

Q3

Website enhancements
New 'Client summary' and 'Account view' overviews, and 'Action' dropdown to take you directly to the pages needed to complete keys tasks.

New 'Reports' portal where you can find the new Client Report along with the client's Capital Gains Report, Income Report, Valuation and Portfolio X-Ray. New Fee page to provide a summary of account level adviser and platform fees.

Upload and Send
Enhancements to Upload and Send documents capability (added Kofax and reconciliation, employer AML documentation, improvement to the notes section, as well as a new history page to show you what you have uploaded historically, with the ability to filter to enable you to search for particular items as well as check the current staus of individual instructions).

Product improvements
Added Bank Transfer for ISA and Investment Accounts and the ability to deduct the service fee from the Cash Management Account

Pension Summary report
Updated beneficiary and nominated details on the Pension Summary report.

Q4

Added new DFMs
HSBC, IBOSS Asset Management, Financial Express investments and WM Capital Management.

Application and instruction tracking
To make it easier for you to review the applications and instructions you've submitted, we've introduced a new 'Instruction and Transfer Tracking' service. For ISA and Investment Account re-registrations and transfers (including Pension cash transfers) you can access further information on the status of these instructions via the Track button.

Client reporting
We've launched a new 'Client Fee' report which provides a consolidated view of the adviser and platform fee rates that are currently set up on your clients' accounts and provides a view of the fees paid over a selected date range. From this page you can set up and amend adviser fees. We've also improved the CGT Transaction Report.

Improved DFM capability
Added split fees between Adviser and DFM with accompanying new DFM Fee Statement Report, Model Portfolio and Assigned Clients Report and Business Tracking Report. Our new 'Discretionary Fund Manager Report' provides clients with a full breakdown of each account managed by a DFM. To help explain the reports to clients, we have produced a step-by-step guide accessible online.

Enhancements to the client summary
We've introduced new capability from the client summary screen that enables you to backdate valuations viewable on screen and in a downloadable .CSV file format which includes past and current valuations, detailing price and units held. You can also download and print all account holdings to a .CSV file format. Other changes include:

- Enabling the printing of the holdings tabs to a .CSV file format on a single account.
- Adding the regular savings/contribution allocation to the holdings allocation tab.
- Displaying the model linked to an account on the client summary page.
- Freezing the column headings on the holdings page when scrolling down the page and seeing all holdings at once.
- Showing the shortfall strategy for fees and withdrawal plans.
- Adding a link to the Portfolio X-ray from the Valuation Report and producing a combined PDF, plus improvements to the benchmark search.
- Adding ISIN to fund name on the holdings page.
- Displaying the income setting on an account.

Improved focus on sustainable Investing
New and enhanced landing page on the website with education pieces added for advisers.

2021

Q1

Cash Management Account enhancement for bank transfers
We've made an improvement to the Cash Management Account (CMA) in order to source lump sum payments. As well as cheque and debit card, you can now select 'Bank transfer' to enable clients to move money from their bank accounts directly to their CMA. It's a quick and simple 4-step process.

Pension contributions
We can now accept third-party lump sum pension contributions online.

Q2

New reports launched
Re-registration status report and cash and regular payment reports.

Pension improvements
Pension sell to cash and pension third-party RSPs online.

DFM improvements
Ability to use model portfolios with re-registration applications.

New Model Portfolio Centre 'Create and Edit' screens
We've replaced our Model Portfolio 'Create and Edit' screens. You can still manage all your model portfolios in the usual way, but we've improved the layout of the screens to make them easier for you to use. We have a new video demonstration available online promoting the improved functionality.

Q3

Third-party offshore bond added
Launch of Canada Life (Ireland) Offshore Bond.

DFM improvements
New training videos added alongside a revised 'Help & Support' webpage.

Q4

Origo Integration Hub
Now live with firms using account opening and trading.

Pension transfers
Increased the number of transfers that can be submitted in a single instruction to 20.

Upload & Send digital instructions
Expansion to cover the majority of legal forms and documents.

Reporting
Live with back-office transactions reports via Iress (both Adviser Office and XPlan).

Sustainable investing
New Sustainable Investment Fund Finder tool.

Help and Support websites
Re-launched for both you and your clients.

Transfers and re-registrations
Improvements made to online journeys.

2022

Q1

Client Summary enhancements (for drawdown accounts)
- Whether a beneficiary account is taxable or non-taxable.
- Benefit Crystallisation Event (designated values to drawdown) and BCE 6 PCLS values added to client summary screens.
- GAD max information within the regular instruction screens.
- Lifetime allowance protection information.

DFM improvements
- 10% drop notifications for registered clients added.
- DFM statements extended.

Upload & Send digital instructions
Now accepting lifetime allowance protection certificates digitally.

Pension process improvements
No client signature now required on UFPLS application.

Bed & ISA enhancement
Now accommodates the ability to sell all holdings in an Investment Account to fund an ISA investment.

Transaction reporting improvements
Now recording method by which instruction placed (STP, web, phone or other).

CGT reporting
New format (pdf) for realised gain/loss report supported in addition to Excel CSV. Tax period selection added.

Help and Support
New web section added for 'Investing for Children'.

Q2

Launch of Conquest
New Financial Planning software leveraging the power of AI.

JISA
STP transfers now accepted online.

Re-registration and transfers
Fund conversions now captured with tracking.

Pension
New employer RSPs available online for existing accounts. You can now update transitional pension protections online.

Web registration for your clients
QR Codes added to statements and valuations to encourage take-up.

Q3

Automated phased drawdown
The ability to set up automated regular crystallisations, enabling your clients to take one-off crystallisations and PCLS (tax-free cash) along with regular and one-off taxable income.

Interest on cash
We now pay interest on cash effective from 1 July 2022 held within accounts on the latest version of Client Management. Payments will be made annually in arrears, starting from July 2023.

Model portfolios available within company, trust and charity illustrations
Model portfolios can now be used in company, trust and charity illustrations, rather than having to manually enter funds. Any models that have been created within the Model Portfolio Centre can be selected.

Standalone regular income for pensions
An improvement to our drawdown service enabling you to set regular income up online for your clients.

Sustainable Investment Finder tool enhancements
Advanced search filters added and search results can be downloaded as a PDF report.

Q4

Added new DFMs
- Charteris Treasury Portfolio Managers Limited
- M&G Wealth Investments LLP
- Ascencia Investment Management Ltd
- TIME Investments
- City Asset Management Plc
- Epic Markets (UK) LLP
- Schroder Investment Solutions

Pension drawdown
Setting up, amending, and cancelling a standalone regular income on a Pension DD account moved to an online process

2023

Q1

SIPP transfer tracking
- Pension re-registration instructions for swift as well as non-swift providers can now be tracked.
- Non-Origo cash transfer tracking is also available for Pension savings account being transferred to Fidelity. You can also opt in to receive email notifications on these cases as and when it progresses (Any instructions that were instructed before today (16 January 2023) can still not be tracked, only instructions submitted from 16 January 2023 and later will be trackable. Please note, the e-form instructions for transfer to immediate Drawdown and Drawdown-to-Drawdown transfers can still not be tracked).

Added new DFMs
- Leodis Wealth Ltd
- Richmond House IM Ltd
- Titan AM

Q2

Phased Drawdown
Fully automated one-off crystallisation instructions, one off taxable income instructions and combined one off crystallisation and regular taxable income instructions. The new journeys provide more flexibility and speed up the whole process to enable payments to be made within 1-5 working days depending on whether clients are in cash or assets.

Q3

Added new DFMs
- MFDM LLP
- IM
- Corrival Capital Management

Capital Gains reporting enhancements
- New realised/unrealised gains joint report
- Enhancements to the offshore consolidated report

Retirement hub
Improved retirement hub as part of Technical Matters (retirement whitepapers, LTA replacement, NMPA, Pension Forum Q&As)

Enhanced income and transaction reporting
Our individual client income reporting has been enhanced, to not just show income that has been paid out to a client's bank account, but now also includes:

- Income paid out to the client's bank account or is due to be paid out
- Income paid to the Product Cash Account or Cash Management Account
- Income that has been reinvested
- Details of any interest paid on cash held within the client's account

Data to support your business needs
A new 'data to support your business needs' hub helping you to service your clients better. The page includes benefits to you and your business as well as solving your business needs.

Q4

Added new DFMs
- 5 Horizons
- Castlefield Investment Partners
- Legal & General Investment Management
- Tribe

Online Expression of Wish
The form can be completed by the you or your client, without the need to forward us any paperwork. This new online form can be sent to us via your 'Upload and Send' service.

Consumer Duty hub
Enhancements to the Consumer Duty hub to include support for vulnerable clients.

Origo Integration Hub
Enhancement to the Origo Integration Hub, allowing Intelliflo Office users to access clients' bulk holdings and transaction histories.

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