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# Your 'Re-registration Status' report guide

All you need to know about your clients' inbound applications

**Adviser Solutions**



# Understanding the report and its benefits

The new 'Re-registration Status' report allows you to view re-registration and transfers in for all your clients across the following products:

- ISA and Investment Account re-registration and cash transfers
- Pension re-registrations

For pension cash transfers you can use our '**Pension Transfer**' report.

Within the report there are two tabs:

- '**Assets**' tab - this provides a full list of assets within each application and shows how we expect them to come across to us, either in-specie or as cash
- '**Accounts**' tab - shows details at transfer level and the status; complete or rejected and dates and asset completion details.

## What the report shows

1. Provides a timeline of the history of each application
2. Identifies any outstanding requirements for ongoing cases
3. Confirms when cases are complete so you can administer them on an ongoing basis.

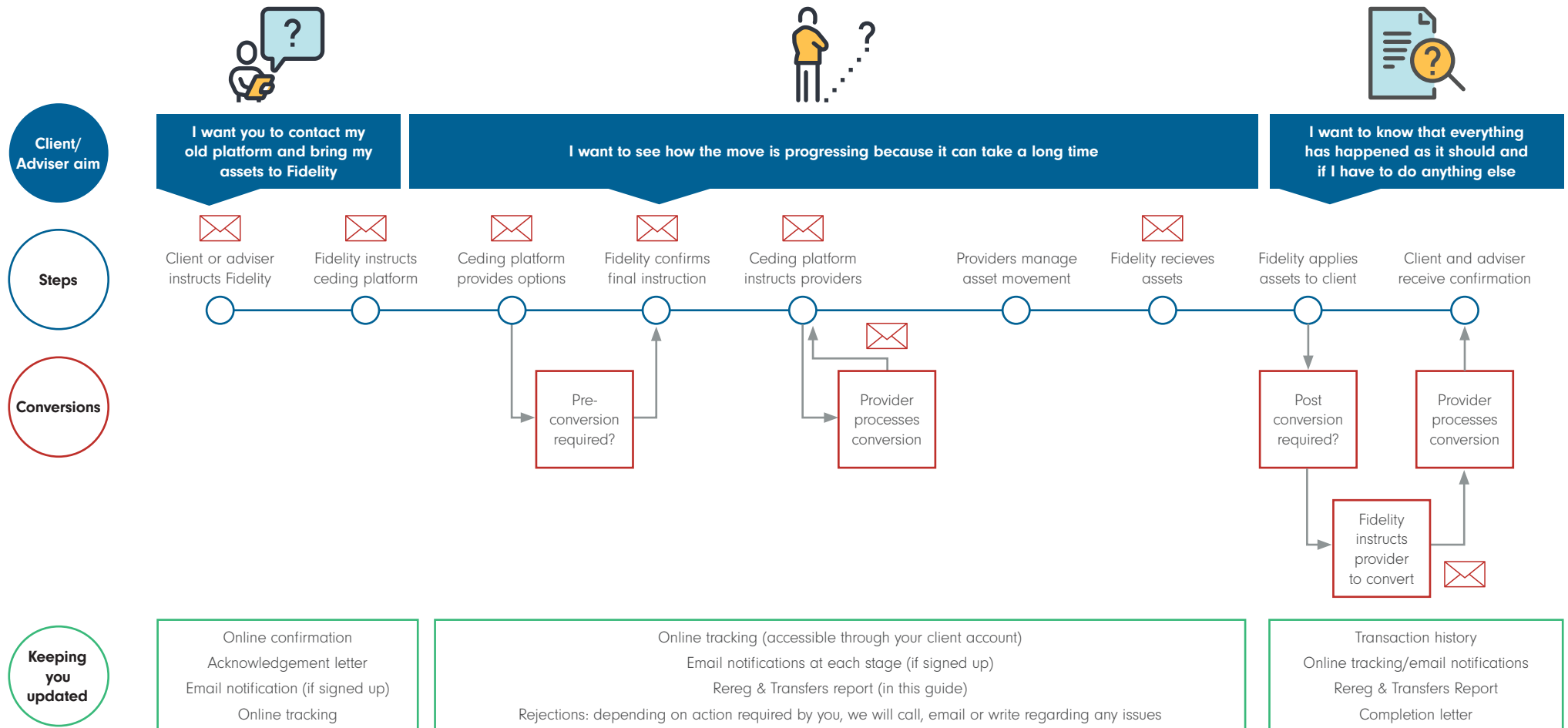



## Benefits in using the report

- It allows you to review all your outstanding or recently closed cases in one place
- Identifies any actions required - you can view any cases rejected by the ceding provider and the reason provided. It also allows you to view older cases and their timelines
- You can investigate individual cases - the level of detail provided within the report will allow you to drill down into each case to understand which milestones it has reached and what is outstanding
- You can view and review multiple cases at once to see the rate of completion across a book move.



## Details of the re-registration process



 We will instruct other platforms and providers via electronic messaging. If the counterparty is unable to accept electronic transfers, then this shows where a written instruction is sent instead.

## How to use the report



### Identify any actions that need to be taken

On the 'Accounts' tab filter by the 'Transfer Status' (column M) for any cases that are 'Rejected'. Then view columns 'Date info Request Rejected' (column W), 'Info Request Rejection Details' (column X), 'Date Instruction Rejected' (column Y) and 'Instruction Rejection Details' (column Z).

This shows you:

- If a date and reason is populated in columns W and X, then this case was rejected immediately by the other provider and shows the reason. If this is due to a data mismatch, then this needs to be rectified before we can proceed further. **Action:** please rectify the data mismatch and then simply re-submit the case online
- If there is a date and reason populated in columns Y & Z, then this case was rejected after we have accepted the application. Often, this is because there's an issue with one or more of the assets. If we can resolve this, we will look to do so within 48 hours of receiving the rejection message.

Transfer_Status	Ceding_Account_Type	Ceding_Account_Number	Counterparty	Transfer_Reference	Drawdown_Type	Date_Created	Date_Info_Request_Rejected	Info_Request_Rejection_Details
Rejected	StocksAndSharesIsa	Account 1	Platform	Transfer 1	-	10/26/2020	10/26/2020	DOB mismatch NI number mismatch Post code mismatch caused Data Validation to fail
Rejected	StocksAndSharesIsa	Account 2	Platform	Transfer 2	-	02/01/2021	02/01/2021	DOB mismatch NI number mismatch Post code mismatch caused Data Validation to fail
Rejected	StocksAndSharesIsa	Account 3	Platform	Transfer 3	-	10/20/2020	10/20/2020	DOB mismatch caused Data Validation to fail
Rejected	StocksAndSharesIsa	Account 4	Platform	Transfer 4	-	11/03/2020	11/03/2020	Post code mismatch caused Data Validation to fail
Rejected	GeneralInvestmentAccount	Account 5	Platform	Transfer 5	-	11/03/2020	11/03/2020	Post code mismatch caused Data Validation to fail

You may want to filter 'Transfer Status (column M) by 'Closed' to see any cases that have completed recently. The cases are put to this status when all assets have been received and available for ongoing administration. Column 'Date Closed' (column V) is the date everything was complete, and we closed the transfer. A full breakdown of assets for these transfers can be found on the 'Assets' tab (by searching for the same transfer reference).

Receiving_Account_Number	Investor_Name	Receiving_Account_Type	Is_Open	Transfer_Status	Ceding_Account_Type	Counterparty	Date_Created	Date_Valuation_Received	Date_Confirmed	Date_Closed
Account 1	Client 1	GeneralInvestmentAccount	No	Closed	GeneralInvestmentAccount	Platform 1	9/16/2020	12/08/2020	02/04/2021	02/04/2021
Account 1	Client 1	GeneralInvestmentAccount	No	Closed	GeneralInvestmentAccount	Platform 2	10/23/2020	12/01/2020	02/01/2021	02/01/2021
Account 1	Client 1	GeneralInvestmentAccount	No	Closed	GeneralInvestmentAccount	Platform 3	12/15/2020	1/20/2021	02/03/2021	02/03/2021
Account 2	Client 2	JuniorStocksAndSharesIsa	No	Closed	JuniorStocksAndSharesIsa	Platform 4	1/15/2021	1/15/2021	1/19/2021	02/05/2021
Account 3	Client 3	JuniorCashIsa	No	Closed	JuniorCashIsa	Platform 5	1/15/2021	02/12/2021	02/12/2021	02/12/2021
Account 4	Client 4	StocksAndSharesIsa	No	Closed	StocksAndSharesIsa	Platform 6	2/22/2021	2/22/2021	03/05/2021	03/05/2021
Account 4	Client 4	CashIsa	No	Closed	CashIsa	Platform 7	3/18/2021	3/18/2021	3/28/2021	3/28/2021
Account 5	Client 5	StocksAndSharesIsa	No	Closed	StocksAndSharesIsa	Platform 8	2/22/2021	2/22/2021	03/10/2021	03/10/2021



## Investigate individual cases

Use the following columns to help determine the progress of the transfer:

- Use the 'Client information' columns to filter by the client in question (columns A to I)
- 'Transfer Status' (column M) - description of these status' can be found in the 'Definitions' section at the end of this document
- 'Dates' (columns S-V) - provides details of the timeline
- 'Total Assets', 'Encashed Assets', 'Assets not Complete', 'Percentage Assets Complete' (columns AB-AE) - will give a snapshot of how the transfer has progressed and how many assets are still due to complete
- To check if any cash is outstanding this information can be found in columns AJ - AM
- To view if a conversion has been required as part of the application this can be viewed in columns AF-AI
- If there are rejections or actions required these can be found in columns X or Z.

Receiving_Account_Number	Investor_Name	Transfer_Status	Date_Created	Total_Assets	Cash_Encashed_Assets	Assets_Not_Complete	Percentage_Assets_Complete	Conversions_Requested_Pre	Conversions_Requested_Post	Converted_Pre
Account	Client	Confirmed	2/22/2021	13	2	6	53	2	0	2

## To view bulk re-registration applications



1. Search for the other provider by using 'Counterparty' (column P)
2. You can then select the correct date range of when the requests were submitted in 'Date Created' (column S)
3. Use the 'Transfer Status' (column M) to see which cases are now complete and which are outstanding or rejected - description of these status' can be found in the 'Definitions' section at the end of this document

### Use the following columns to determine the progress of the transfer:

- 'Dates' (columns S-V) - provides details on the timeline, you can filter to see the older cases
- 'Total Assets', 'Encashed Assets', 'Assets not Complete', 'Percentage Assets Complete' (columns AB-AE) - will give a snapshot of how the transfer has progressed and how many assets are still due to complete
- To check if any cash is outstanding this information can be found in columns AJ - AM
- If there are rejections or actions required these can be found in columns X or Z.

Is_Ope	Transfer_Status	Ceding_Account_Type	Counterparty	Transfer_Reference	Date_Created
Yes	WaitingForInformation	SIPP	Platform 1	Transfer 1	01/04/2021
Yes	Rejected	StocksAndSharesIsa	Platform 1	Transfer 2	01/11/2021
Yes	Rejected	StocksAndSharesIsa	Platform 1	Transfer 3	01/11/2021
Yes	Rejected	StocksAndSharesIsa	Platform 1	Transfer 4	01/11/2021
Yes	Rejected	StocksAndSharesIsa	Platform 1	Transfer 5	03/10/2021
Yes	Rejected	StocksAndSharesIsa	Platform 1	Transfer 6	01/12/2021
Yes	Rejected	StocksAndSharesIsa	Platform 1	Transfer 7	01/12/2021
Yes	Rejected	StocksAndSharesIsa	Platform 1	Transfer 8	03/03/2021
Yes	Rejected	StocksAndSharesIsa	Platform 1	Transfer 9	03/10/2021
No	Closed	StocksAndSharesIsa	Platform 1	Transfer 10	03/06/2021
Yes	Rejected	StocksAndSharesIsa	Platform 1	Transfer 11	04/07/2021
Yes	Rejected	StocksAndSharesIsa	Platform 1	Transfer 12	03/01/2021
Yes	Rejected	StocksAndSharesIsa	Platform 1	Transfer 13	03/01/2021
Yes	Confirmed	StocksAndSharesIsa	Platform 1	Transfer 14	02/02/2021
Yes	Rejected	GeneralInvestmentAccount	Platform 1	Transfer 15	02/02/2021
Yes	Rejected	StocksAndSharesIsa	Platform 1	Transfer 16	02/02/2021
Yes	Verified	StocksAndSharesIsa	Platform 1	Transfer 17	04/01/2021
Yes	Sent	StocksAndSharesIsa	Platform 1	Transfer 18	04/08/2021
Yes	Sent	GeneralInvestmentAccount	Platform 1	Transfer 19	04/08/2021
Yes	Rejected	GeneralInvestmentAccount	Platform 1	Transfer 20	01/07/2021
Yes	Rejected	GeneralInvestmentAccount	Platform 1	Transfer 21	01/07/2021
Yes	Rejected	StocksAndSharesIsa	Platform 1	Transfer 22	01/12/2021
Yes	Rejected	StocksAndSharesIsa	Platform 1	Transfer 23	02/11/2021
Yes	Rejected	StocksAndSharesIsa	Platform 1	Transfer 24	03/04/2021
Yes	Rejected	StocksAndSharesIsa	Platform 1	Transfer 25	03/04/2021
No	Closed	StocksAndSharesIsa	Platform 1	Transfer 26	01/04/2021
No	Closed	StocksAndSharesIsa	Platform 1	Transfer 27	01/04/2021
No	Closed	StocksAndSharesIsa	Platform 1	Transfer 28	01/08/2021
No	Closed	StocksAndSharesIsa	Platform 1	Transfer 29	01/12/2021

## Glossary

This is a glossary of the information on the **'Accounts'** Tab within the **'Re-registration Status'** report.

Report column	Report column header	Information shown
A	Fidelity Account Number	Fidelity account number
B	Client Name	Client's name on the account - will always show the primary investor if there is a second name on the account.
C	ClientAddressLine1	Client's address
D	ClientAddressLine2	Client's address
E	ClientAddressLine3	Client's address
F	ClientAddressLine4	Client's address
G	Client Postcode	Client's Postcode
H	NI Number	Client's National Insurance Number
I	Date of Birth	Client's Date of Birth
J	Joint Account	Is this a joint account - Yes or No
K	Receiving Account Type	This will be the account type that will be held at Fidelity
L	Is Open?	This indicates whether the case is open or closed. It will only show closed cases for 3 months
M	Transfer Status	This shows the status of the case overall and not of individual assets. For more specific information on the assets there is a separate tab available. Please view definitions below to see the meaning of each Status.
N	Ceding Account Type	This will be the account type held at the previous platform - sometimes this will differ, for example if it is a cash ISA it will be transferred as cash into our S&S ISA product.
O	Ceding Account Number	This will be the account number at the old platform. A common rejection reason from the other platform is that this account number is not in the correct format.
P	Counterparty	This is the previous platform/provider that the account is being transferred from.
Q	Transfer Reference	This is the unique reference used between counterparties to communicate once a transfer has been initiated.

Report column	Report column header	Information shown
R	Drawdown Type	For Pension Accounts, this will indicate whether it includes drawdown accounts or not.
S	Date Created	This is the date that the instruction has been created by Fidelity and the valuation request sent to the other platform.
T	Date Valuation Received	This is the date that we've received a response for the assets held within the client's account from the counterparty.
U	Date Accepted	Once we've sent the acceptance, this date field will be updated once the counterparty has started issuing assets.
V	Date Closed	Once all assets and cash have been received, the case will get closed and a letter sent out to confirm completion of the case. This is the date of that closure.
W	Date Info Request Rejected	If our valuation request was rejected, then this is the date of that rejection. We need to process that rejection and either contact you, as the adviser, to rectify the issue or if it is not possible to fix, we will send a rejection letter to you.
X	Info Request Rejection Details	This is the rejection reason that was provided by the counterparty. If it is not clear, then we will need to contact the counterparty to understand next action to take.
Y	Date Instruction Rejected	If our acceptance was rejected, then this is the date that we received the rejection.
Z	Instruction Rejection Details	This is the rejection reason that was provided by the counterparty. If it is not clear, then we will need to contact the counterparty to understand next action to take.
AA	Manual Reason	If the case had to be processed manually (which we try to avoid) then this will be the reason.
AB	Total Assets	This is the number of assets that have been stated on the valuation. We will either request these in-specie or encash depending on what is available on our platform. If the account is not in a tax wrapper then we will not request encash to avoid CGT implications.
AC	Cash/Encashed Assets	This is the number of assets requests as cash.
AD	Assets Not Complete	This is the number of assets that are still outstanding from the other platform. We will chase these regularly unless there is a specific delay reason.
AE	Percentage Assets Complete	This is the proportion of assets that have been transferred of those expected.
AF	Conversion before Re-Reg	This is the number of funds that require a conversion prior to the reregistration. This is because we don't hold that shareclass of the fund on the platform, but we do have an alternative shareclass available.



Report column	Report column header	Information shown
AG	Conversions after Re-Reg	This is the number of funds that require a conversion post reregistration. This will be because we have a cleaner shareclass available than that reregistered to us. Please note that you have the option when submitting the instruction to opt out of post reregistration conversions.
AH	Conversions complete before Re-Reg	This is the number of funds that have been converted prior to the reregistration. This is because we don't hold that shareclass of the fund on the platform, but we do have an alternative shareclass available. The conversion is now complete, and the reregistration will take place.
AI	Conversion Complete after Re-Reg	This is the number of funds that have been converted post reregistration. This will be because we have an even cleaner shareclass available than that reregistered to us. Please note that you have the option when submitting the instruction to opt out of post reregistration conversions.
AJ	Payment Advices Awaiting Cash	This will populate if we've received notification from the counterparty that they will be issuing cash to us, but it hasn't yet been received.
AK	Payment Advices Marked as Received	This will populate if we've received notification from the counterparty that they will be issuing cash to us, but it has now been received.
AL	Total Outstanding Payment Advice Amount	If we are waiting for further cash from the counterparty, this will show the outstanding value.
AM	Pending Cheque Payments	This will populate if we are awaiting cheque payment from the counterparty once it has been issued.
AN	Sub Adviser UAN	Sub Unique Agency Number (UAN)
AO	Sub Adviser Name	Sub Agency Name
AP	Head Adviser UAN	Head Unique Agency Number (UAN)
AQ	Head Adviser Name	Head Agency Name

## Definitions

This is the definitions of the status' which can be found on the 'Accounts' tab	
Aborted	This is usually a cancellation of this case by the counterparty, often followed by a new case being opened.
Approved	The valuation has been received and is being processed.
Cancelled	Following a client/adviser request, the case has been cancelled.
Closed	All assets (incl. cash) have been received and the case is closed by both counterparties (please note that we may still receive residual cash where a distribution has taken place at the ceding platform).
Confirmed	The counterparty has acknowledged our acceptance and has sent instructions to fund providers.
Information Request Delayed	Our valuation request has been received but there may be something outstanding at the counterparty that prevent them from sending us the valuation.
Manual Verify	For a manual case, it goes through 2 step processes at each stage to ensure quality. In this case, the acceptance has been created and is waiting to be sent once quality checked.
Notified Complete	All assets have been received and the counterparty has notified us that no more is expected to come over (unless a distribution at some point in the future). Once we have checked everything has indeed been received, we can close the case.
Pending	We have sent a valuation request and we are waiting for a response from the counterparty. This relates to manual cases.
Processing	We have sent the acceptance, but the counterparty has not acknowledged receipt of the instruction.
Rejected	The case has been rejected by the counterparty (there is a column showing rejection reason). We need to resolve the issue in order to reinitiate the case.
Rejected Closed	The case has been rejected by the counterparty and there is not a fix available, so the case has been closed.
Released	Valuation has been received and we need to send an acceptance to the counterparty.
Reopened	If the counterparty has found a distribution for the client, they will open the case again, so it is easy for us to match the payment to the client. Please note that not all counterparties are able to use this status.
Requesting Information	Valuation has been requested.
Sent	Acceptance has been sent to the counterparty and we are waiting for assets to be transferred.
Verified	Valuation has been received and acceptance is in quality assessment stage.
Waiting For Information	We have sent a valuation request and we are waiting for a response from the counterparty. This relates to automated cases.

This is the definitions of the status' which can be found on the 'Assets' tab	
Aborted	The case has been aborted along with all assets.
Accepted	The acceptance for this asset has been acknowledged and instruction sent to the fund manager.
Asset Transfer Instruction Rejected	This asset acceptance has been rejected by the counterparty.
Cancelled	The case has been cancelled along with all assets.
Confirmed	The asset has been transferred.
Conversion Pending	The asset requires a conversion.
Conversion Rejected	The conversion request has been rejected by the counterparty.
Conversion Requested	The conversion request has been sent to the fund manager.
Conversion Sent	The asset request has been sent to the fund manager.
Converted	The asset has been converted.
Converting	The asset request has been received by the fund manager.
Corrected	The fund details have been updated following a change by the counterparty.
Discovered	The counterparty has informed us of this fund in the valuation.
Discovered Approved	The counterparty has informed us of this fund in the valuation.
Excluded	This asset will not be transferred at our request (not available on our platform or not requested by the client).
Pending	This asset is waiting to be accepted/excluded by us (manual case).
Processing	The valuation has been received and is being processed before confirming to the other provider.
Rejected	The asset has been rejected (or the overall case has been rejected) and is waiting for action from us to fix the issue.
Rejected Closed	The asset has been rejected (or the overall case has been rejected) and there is no fix available, so the case is closed.
Released	The asset has been accepted and needs to be quality checked.
Sent	The acceptance has been sent to the other provider and we are waiting for confirmation from the fund manager that the stock transfer is complete.
Verified	The asset has been accepted and has been quality checked.
Verified Excluded	The asset has been excluded and this has been quality checked.

For more information on our full range of reports, please visit [fidelityadvisersolutions.co.uk](http://fidelityadvisersolutions.co.uk)

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