

BEST PRACTICE:

Investor Authorisation (IA) Case Study

"We believe we can now double the number of clients we are able to service comfortably due to the time saved from investor authorisation and the other linked Transact technologies." Adviser firm using Transact

What is Investor Authorisation?

- IA allows advisers to tee-up a trade and seek clients' permission to execute that trade in one easy step
- The adviser and investor can communicate their wishes online in a secure, timely, convenient and auditable way.

Case Study – Adviser Firm profile

- 80+ clients.
- Average portfolio size of £300,000.
- 100% success rate.

The benefits

- *"We can make bulk recommendations - not having to worry about workflow if many clients were to respond at the same time",* improving efficiency.
- *"The result of taking up investor authorisation is that we are now processing our fund switches/ rebalancing much quicker we believe that the end-to-end process now takes approximately 33% of the time it used to",* allowing more time for other tasks.
- *"We have re-written our business plan and projections as we believe we can now double the number of clients we are able to service comfortably due to the time saved from investor authorisation and the other linked transact technologies",* providing opportunity for growth.

How they did it

- Trialled over a three-month period.
- Average time from creating an IA to a client logging on and authorising – only 23 hours.
- *"In practice (and to our great surprise) even our older retired clients have picked this up without ANY help or calls to us",* showing it is accessible for all.
- *"We have a complete date-stamped audit trail of our advice process."*
- *"There is a very convenient tool on the home screen showing who has not yet authorised our recommendations so I can call people who may not have seen the e-mail request. Often we find that clients have authorised the trade before I have hung up the phone!"*

What next?

Contact your Transact Adviser Support Manager to learn more. Phone (020)7608 5350 or email salesupport@integratin.co.uk