

# TRANSACT BESPOKE TRANSFER ARRANGEMENT – BETTER OUTCOMES FOR YOUR CLIENTS

**For firms who have already conducted a suitability assessment and recommended client(s) move their investments to Transact.**

We know how tricky it can be to implement a recommendation which results in a client transferring their portfolio to another platform. This is exacerbated when dealing with a large number of clients who are looking to transfer at the same time. We also know how important it is to be able to transfer the assets held quickly and seamlessly.

As part of our goal to make financial planning easier, we are introducing a new service – the Transact bespoke transfer arrangement – to support you in implementing your advice in moving suitable clients to the Transact platform in the most efficient way.

**NOTE:** Before establishing a bespoke transfer arrangement, we will assess the eligibility and complexity of your clients' existing assets to ensure they are appropriate to be held on the platform, to minimise potential delays and manage your clients' expectations around overseas or complex transfers.

Our bespoke transfer arrangement improves transfer turnaround times and provides better outcomes for your clients. Your firm can tailor how we support you throughout the transfer of client assets.

To ensure the transfer process is smooth and efficient, there are a variety of ways we can assist you including bespoke support with:

- Production of personalised client illustrations
- Creation and completion of draft client applications
- Capturing client consent
- Providing periodic transfer updates, both face to face and via email
- Agreeing engagement and follow up with the ceding scheme
- Providing support with a dedicated point of contact and administrative resource.

## IS THE BESPOKE TRANSFER ARRANGEMENT RIGHT FOR YOU?

Some things to consider when assessing whether this new bespoke service is right for you and your clients:

- Are the client(s) transferring from a single ceding provider?
- Does the ceding scheme offer electronic transfer processes?
- Are transfers in cash or in specie, recognising that the transfer of some assets can take a long time?

**NOTE:** The service is suitable for GIA, ISA, Personal Pension and SIPP business only.

Dealing instructions are by template and the data and instructions need to be checked by your firm.

**If you are interested in understanding this new service more and how it might help provide better outcomes for your clients, please speak to your BDM or ASM for more information and your next steps.**

## FOR ADVISER USE ONLY

This document is provided for information and general guidance for financial advisers. It is not a recommendation or a financial promotion and is not intended to constitute professional advice.

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