



## User Guide – Transfer in a GIA or ISA

YOUR Platform has a very comprehensive online transfer system. The transfers are powered by the Altus Transfer Gateway. Where an electronic transfer cannot be facilitated, there are forms to process them off-system, which can be found on [YOUR-Platform.co.uk](http://YOUR-Platform.co.uk) or by contacting the team at [Questions@YOUR-Platform.co.uk](mailto:Questions@YOUR-Platform.co.uk).

The vast majority of transfers should be able to be made electronically but some legacy providers and banks are not signed up to the relevant systems to allow it. The details in this guide cover the electronic transfer process. Where a manual transfer is needed, it will require a form to be completed and the team will keep you updated on progress.

Transfers will not be automatically invested, so once complete, they should be either invested into the required funds or the account should be rebalanced where in a model.

Transfers cannot have an adviser fee attached, so any fee should be deducted once complete.

### Step by step

- To process a transfer, the client must have accepted the Platform and relevant account Terms and Conditions to ensure the account has an 'Active' status
- Navigate to the account in question on the platform from either the 'Clients' button at the top of the page, then selecting 'Accounts' or the 'Client Search' bar at the top on the right-hand side, then click into the account
- From here, select the 'Account actions' tab on the top right, then select 'Transfer' from the drop-down
- The transfer screen is shown, and you can now enter the transfer details
- Under 'Account Details', select 'In Specie' or 'Cash' for the Transfer type
- Please refer to the 'In Specie' section in this guide for further information on in specie transfers before proceeding
- Next, choose the provider from the drop-down list, by clicking the arrow. All available counterparties for electronic transfers to this account type are shown
- If the transfer is coming from a joint GIA, please check the provider as above and see the specific steps for joint transfers in the section below
- If your required provider is not present, please contact the team at [Questions@YOUR-Platform.co.uk](mailto:Questions@YOUR-Platform.co.uk) to explore if this is something we are able to resolve or if a manual transfer is needed

- Enter the reference number of the account and approximate value of the transfer
- The client's address must be provided to the ceding provider. If your client's address shown at the bottom of the transfer request does not match that held by the ceding provider, please stop the transfer request and instead email the YOUR Platform team, they will request the transfer manually for you
- If the address or reference number does not match the provider's records, the transfer will be rejected. Please take care to enter these details correctly
- Click 'Review' to check the request and then press 'Submit' to submit
- The transfer will now show on the 'Transfers Workbench'. This can be accessed by clicking the 'Transfers' tab on the blue bar at the top of the platform
- The transfer status will change as it progresses:
- Once submitted, it will show '**With Previous Provider**'
- Once accepted and a valuation provided, it will show '**Onboarding Assets**'
- When the transfer is complete, the status shows '**Completed**'
- The Transfers Workbench on the platform is live and can be checked for updates. However, the YOUR Platform team will keep you up to date with progress
- Once the transfer is completed, the money can be invested accordingly either via a purchase of funds or by rebalancing the account, where linked to a model
- If an advice fee is required for the transfer, this can be keyed in via an 'Ad hoc fee' on the Platform

## In Specie Transfers

- In Specie transfers can be accepted only where the investments held are available on YOUR Platform. If an asset to be transferred in specie is not available on the platform, it will need to be sold down to cash before transferring and this will delay the transfer. Please review our available assets before instructing in specie transfers or check with the team if in any doubt
- For in specie transfers, once the status has moved to 'Onboarding Assets', the transfer can be clicked into to update the book costs. To do so, locate the respective transfer on the 'Transfers' tab and click on it. Click 'Update book cost' and key in the book cost for each line of stock. Click 'Review' and confirm once happy by pressing 'Submit'. This process allows the calculation of accurate capital gains/losses once assets are on the platform

## Joint GIA Transfers

- For transfers from joint GIAs, the Operations team instructs manually to ensure the assets are split evenly between the two sole name YOUR Platform GIAs, this requires a short form <https://your-platform.co.uk/resources/investor-forms/>
- Where the provider is present on the transfer list on the platform there is no client signature needed, where the provider is not on the list the approach is as per single name transfer and you can contact [Questions@YOUR-Platform.co.uk](mailto:Questions@YOUR-Platform.co.uk) to discuss a manual transfer
- The joint GIA transfer form needs both client details adding for their YOUR Platform accounts as well as the ceding provider details. Once complete, if the transfer can be done electronically (if the provider is on the list on the platform) no signature is needed and this can be returned to [Questions@YOUR-Platform.co.uk](mailto:Questions@YOUR-Platform.co.uk), where the transfer is to be done manually this will require both client signatures before returning