Standard Life

Elevate E-Signatures Quick Guide

For adviser use only

We've updated our processes to make it easier for you. You can now use e-signatures on our frequently used documents (including new business and client instructions).

This quick guide talks you through the e-signature process.

What e-signatures will you accept?

Client's security is vital, which is why we'll only accept e-signatures from providers that operate within Electronic Identification, Authentication and Trust Services (eIDAS) regulation and comply with the Electronic Communications Act 2000. The eIDAS regulation sets standards that electronic signatures must meet in order to be legally valid.

We will accept Advanced, Qualified and Standard e-signatures from this list of approved providers:

- Adobe Sign*
- Advicefront
- DocuSign
- HelloSign
- legalesign
- NitroSign
- Rsign
- Virtual Cabinet

*Adobe Fill & Sign is not acceptable and will be rejected (does not comply with our minimum standards).

Note: Standard Life is not party to the licence with the approved e-signature solution provider. Advisory firms will need to use their own licence. You are accountable for conducting appropriate due diligence on any third parties you work with (to support the provision of services to your clients) to ensure the security and privacy of your clients' data is in line with your regulatory and statutory obligations. This applies equally to e-signature providers.

What do I need to do before submitting an instruction?

Please read this guide carefully as we have outlined the actions you need to take before you submit new business or client instructions with an e-signature.

What is the process for submitting an instruction using an e-signature?

When submitting new business or a client instruction with an e-signature you should follow the secure platform upload and email notification process:

1. Provide your client with the relevant document from the Platform Library via an approved e-signature provider.
2. When the signed form is received from the client you need to upload it to the Reports and Documents section of the platform.
3. Once the document is uploaded please send an email to the relevant regional mailbox set out in the table to notify us of the new instruction and include:
   - Name of document(s) uploaded to the client library
   - Client account number; and
   - Date and time of upload to the document library.
   - We will then process your request

Standard Life

Elevate E-Signatures Quick Guide continued

Documents where we will accept an e-signature

Document Name	Document Code	Label document for upload on the client library as
Client Terms and Conditions	SLE0238	Terms and Conditions or Terms and Conditions Declaration
Direct Debit Mandate	SLE0189	Direct Debit Mandate
Adviser Charges Agreement	SLE0018	Adviser Charge Agreement
Adviser Charges Declaration	N/A	Adviser Charges Declaration
Transfer Forms – cash transfer*	N/A	Transfer Form
Transfer Forms - ISA and GIA Re-Registration*	N/A	Transfer Form
Expression of Wish	SLE0041	Expression of Wish
Employer Record of Payment Form	SLE0034	Source of Funds
Allocation of pension funds on death	SLE0049	Death Benefit Nomination form
Elevate Lifetime allowance details form	SLE0040	Lifetime Allowance Certificate
NINO Verification form	SLE0228	Other – NINO Verification Form
No NINO declaration	SLE0227	Other - No NINO declaration
Client Re-pricing agreement	SLE0053	Client Re-pricing agreement
Authority to Transfer Assets Form	SLE0073	Other – Authority to Transfer Assets form
Elevate Payment of Small Pension Balances Request Form	SLE0058	Withdrawal Request
Lifetime allowance declaration	SLE0052	Lifetime Allowance Certificate
Elevate Election to pay annual allowance charge	SLE0051	Other – Elevate Election to pay annual allowance charge
Elevate Request to pay annual allowance charge - voluntary	SLE0077	Other – Elevate Request to pay annual allowance charge - voluntary
Pension Advice Allowance request form	SLE0232	Other – Pension Advice Allowance request form
Internal Transfer Form (Sch 2 to Sch 1)	SLE0233	Transfer form

Note: Transfer forms don't have a literature code because these are generated on the platform when details are input to the new business submission.

Note: All documents listed above are eligible to be sent to us via the secure platform upload and email notification process regardless of any direction to send them by post contained in the form.

Standard Life

Elevate E-Signatures Quick Guide continued

Regional Mailboxes

- **London and South East** – lse_elevate@standardlife.com
- **South West and Central** – swc_elevate@standardlife.com
- **North** – elevate_north@standardlife.com

Not sure? Please contact us via elevate_enquiries@standardlife.com

Hints and tips

Tips when uploading documents to the client library:

- In the Reports and Documents click **'ADD'**
- Select **'OTHER'** as the document type
- Free text box will appear called **'Document Name'**
- Select the status from the drop down menu
- Browse for file on your computer and select, following the rules below
  - the file name is all in lower case
  - the file name cannot contain any special characters/symbols
  - the file name must have one of these file extensions: **doc|docx|txt|xls|xlsx|pdf|jpg**

Note: The maximum file size is 4MB and the file name must be lower case and must not contain any symbols.

What documents will require a wet signature?

We will still require wet signatures for Trust Deeds and Powers of Attorney as these documents need to be witnessed for legal reasons.

The process for submitting these documents remains unchanged:

- Defined Benefit Transfer Forms
- Transfer Forms – Pension Re-Registration

It is a process where we must still receive wet signatures and original documentation because of the requirements of ceding schemes. Please send the documentation by post. Our address is:

Elevate
Winterthur Way,
Basingstoke,
Hampshire.
RG21 6SZ

Note: Please retain original copies with wet signatures, as we may need to review originals at a future date.

Elevate Portfolio Services Limited trades as Elevate and is part of Standard Life Aberdeen Group.

Elevate Portfolio Services Limited is registered in England (01128611) at Bow Bells House,1 Bread Street, London, United Kingdom, EC4M 9HH and authorised and regulated by the Financial Conduct Authority.

www.elevateplatform.co.uk

SLE0347 0321

STA1220743222-002