

**SCOTTISH WIDOWS**

*official pensions and investment provider*



# Intermediary eCommerce

Online Trading for Retirement Account



For professional adviser use only, not to be relied upon by any other persons.

## At a glance

Retirement Account has a wide choice of investment options and our total service solution allows you to take control and manage your client's investments through our online services. Our eServices functionality allows you to perform a straightforward Buy Trade into our Scottish Widows or Fund Supermarket pension funds. You can also place Switch trades and complete Sell transactions.

## Features

- Online sale of existing fund holdings.
- Online purchase of new fund holdings
- Online fund switches and redirections
- Complete regular sales and dealing online.
- Signature-free process.
- Ability to check prior to submission.
- Online process, no need for a paper application
- Quick and easy to use

## Benefits

- Reduce time, cost and effort with instant access to online trading via our extranet
- Manage your clients investments through our online eServices
- Robust control over management of investment options

## Online Sell Trading for Retirement Account

### Frequently asked questions (FAQs)

#### **Q: What transactional options are available online for Retirement Account?**

**A:** If you would like to switch investments within Scottish Widows Pension Funds or within the Fund Supermarket then select 'Switch'.

If you would like to switch investments from Scottish Widows Pension Funds into the Fund Supermarket or vice versa, use the 'Buy' and 'Sell' functionalities.

#### **Q: What funds are available to sell?**

**A:** You can only sell from assets currently held in Scottish Widows Pension Funds or Fund Supermarket funds.

#### **Q: How do I demonstrate what I want to sell?**

**A:** You can either input the monetary amount you want to sell or input the percentage of the current holdings you want to sell.

#### **Q: Do I have to obtain a client signature for the transaction to be processed?**

**A:** No, this is a signature-free process. Upon completing your transaction online, you'll be asked to tick a declaration. Once this has been done your transaction request will be processed.

#### **Q: Can I sell from more than one fund at a time?**

**A:** Yes, you can select multiple funds to transact to or from, and do this in one step. If your client is invested in both protected and non-protected rights investments, the holdings in these will need to be transacted separately.

#### **Q: Will I be given the opportunity to confirm my changes before they are processed?**

**A:** Yes, at the end of the sell trade process, you'll be shown a summary page of the changes you are trying to make. You'll be asked to tick a declaration confirming that you are happy for Scottish Widows to process the sale on the policy.

#### **Q: Will I receive confirmation once the transaction has been processed?**

**A:** Yes, once the unit holdings have been sold, you'll receive confirmation details of the sale through the post.

#### **Q: Where will I see the value of what has been sold?**

**A:** The proceeds from any sell trade will appear in the client's control account. This will allow you to go on to perform a buy trade or other action with these funds.

## Online Buy Trading for Retirement Account

### Frequently asked questions (FAQs)

**Q: What transactional options are available online for Retirement Account?**

**A:** If you would like to switch investments within Scottish Widows Pension Funds or within the Fund Supermarket then select “Switch”.

If you would like to switch investments from Scottish Widows Pension Funds into the Fund Supermarket or vice versa use the “Buy” and “Sell” functionalities.

**Q: What funds are available to buy?**

**A:** You can currently buy from any Scottish Widows Pension Funds or Fund Supermarket funds. You can choose to add to an existing investment or choose a new fund to invest in.

**Q: How do I demonstrate what I want to buy?**

**A:** You can either input the monetary amount you want to buy or input the percentage of the current holdings you want to buy.

**Q: Do I have to obtain a client signature for the transaction to be processed?**

**A:** No, this is a signature free process. Upon completing your transaction online you will be asked to tick a declaration. Once this has been done your transaction request will be processed.

**Q: Can I add to more than one fund at a time?**

**A:** Yes, you can select multiple funds to transact to and do this in one step. If your client is invested in both Protected and Non Protected Rights investments, the holdings in these will need to be transacted separately.

**Q: Will I be given the opportunity to confirm my changes before they are processed?**

**A:** Yes, at the end of the sell trade process you will be shown a summary page of the changes you are trying to make. You will be asked to tick a declaration confirming that you are happy for Scottish Widows to process the sale on the policy.

**Q: Will I receive confirmation once the transaction has been processed?**

**A:** Yes, once the unit holdings have been switched you will receive confirmation through the post of the details of the switch.

## Online Switching for Retirement Account

### Frequently asked questions (FAQs)

**Q: What transactional options are available online for Retirement Account?**

**A:** If you would like to switch investments within Scottish Widows Pension Funds or within the Fund Supermarket then select “Switch”.

If you would like to switch investments from Scottish Widows Pension Funds into the Fund Supermarket or vice versa use the “Buy” and “Sell” functionalities.

**Q: What funds are available for switching?**

**A:** You can only switch between funds in the Scottish Widows Pension Funds or between funds in the Fund Supermarket Funds. Note you cannot switch funds between these asset classes.

**Q: Do I have to obtain a client signature for the transaction to be processed?**

**A:** No, this is a signature free process. Upon completing your transaction online you will be asked to tick a declaration. Once this has been done your transaction request will be processed.

**Q: Can I switch to/from more than one fund at a time?**

**A:** Yes, you can select multiple funds to transact to/from and do this in one step. If your client is invested in both Protected and Non Protected Rights investments, the holdings in these will need to be transacted separately.

**Q: Will I be given the opportunity to confirm my changes before they are processed?**

**A:** Yes, at the end of the switch process you will be shown a summary page of the changes you are trying to make. You will be asked to tick a declaration confirming that you are happy for Scottish Widows to process the switch on the policy.

**Q: Will I receive confirmation once the transaction has been processed?**

**A:** Yes, once the unit holdings have been switched you will receive confirmation through the post of the details of the switch.

**SCOTTISH WIDOWS**

*official pensions and investment provider*



As part of the Lloyds Banking Group, Scottish Widows is proud to be an Official Provider of the London 2012 Olympic and Paralympic Games.

Scottish Widows plc. Registered in Scotland No. 199549. Registered Office in the United Kingdom at 69 Morrison Street, Edinburgh EH3 8YF. Telephone: 0131 655 6000.

Scottish Widows plc is authorised and regulated by the Financial Services Authority. Our FSA Register number is 191517.

52478A 02/12