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Getting Started

1.1. Introduction

Provider Link requires users to register to use the Providers' **Contract Enquiry** service. The service is used to import **fund details**, **fund history**, and in some cases, **policies** into Plum.

In this document, we aim to break down the process on how to register for each individual provider.

1.2. Security

The **Contract Enquiry** service may require a higher level of security than what has previously been assigned. Although you may already have a username & password / Unipass certificate to access the provider's normal web service, you may require an elevated level of access to get the online valuations.

1.3. Installation Checklist

Appendix 1: Installation Checklist is used to help you refine your provider registration. If you have received this document prior to a Plum Software installation, please complete and return to crmsupport@praemium.com

1.4. Unipass

Most providers require a **Unipass** digital certificate to gain access to their online services. For more information, or to apply for a Unipass certificate please visit:

<https://www.unipass.co.uk/unipass/Pages/Apply/Apply.aspx>

Phone: 0871 22 12345

*Please be aware that some links will only open if you have **Internet Explorer** as your default web browser.*

Registering for Contract Enquiry

1.5. Aegon Cofunds

You will require a **Cofunds user ID and password** to use the online contract enquiry service. Please e-mail central.platformconsultants@cofunds.co.uk requesting this information for use with **Plum Software / Provider Link**. Once received, you can then proceed to configure Cofunds within Provider Link (please ask Plum Support for documentation to assist with this process).

Adviser Web Support Helpline: 0345 604 4001

1.6. AEGON Arc

Users registered to use the standard AEGON services (as below) will not need to perform any additional registration steps to obtain valuations via the AEGON Arc online service.

Please note, currently AEGON Arc only support retirement products via the contract enquiry service.

03456 081680

1.7. AEGON Scottish Equitable

AEGON's registration occurs automatically when the first person in the firm uses a **Unipass** certificate to access the AEGON website. There are no further registration requirements.

Contact: 0345 6100010

1.8. AJ Bell

initially register by selecting the URL:

<https://www.investcentre.co.uk/AdviserRegistration/EnterFSRNumber/>

Uses a downloadable file to import valuations into PLUM - Bulk Download.

Adviser Helpline: 0345 83 99 060 or email: enquiry@investcentre.co.uk

1.9. Ascentric (Investment Direct Funds Limited – IFDL)

- Email Plum Support: crmsupport@praemium.com asking us to add your company to the nightly **Plum Data Download** feed. You will need to supply the firms **Name, FCA number, and a valid email address**.
- We will collect the data file nightly and either email the file to a registered user, or for **ASP users**, it is possible for us to add the file directly into your shared folder.

Please note that Ascentric cannot register the company until you have live assets on the platform.

Uses a downloadable file to import valuations into PLUM - Bulk Download.

Ascentric: 0345 0766140

1.10. Avalon

To register to use the Avalon contract enquiry services, you must initially call Avalon on **01666 333400**. Users will be required to provide the following information:

- A username.
- Password.
- Memorable word.
- Email address.

<http://www.avaloninvestment.com/accessing-details-online/>

Uses a downloadable file to import valuations into PLUM - Bulk Download.

1.11. Aviva

Registration information can be found here:

<https://www.aviva-for-advisers.co.uk/adviser/site/public/register>

Online Support: 0800 056 4607

1.12. Aviva (FL) – Friends Life

Registration information can be found here:

<https://www.aviva-for-advisers.co.uk/adviser/site/public/register>

<http://www.aviva-for-advisers.co.uk/adviser/site/public/contact-us/ex-friends-life>

Online Support: 0800 0564607

1.13. Aviva Wrap

You can also update Aviva Wrap products using your **Unipass** certificate. To initially register for this platform, please follow this link:

https://apps.adviserzone.com/AuthIntermediary/servlet/RegistrationServlet?RequestID=REGISTRATION_ENTRY_POINT&action=initial

Online Support: 0800 0562026

1.14. Brooks MacDonald

In the first instance, you should contact your Investment Manager who will assist with the registration process.

<http://www.brooksmacdonald.com/contact-us>

Once registered, please advise Plum via crmsupport@praemium.com that you would like to be added to the nightly Brooks MacDonald valuation feeds.

Head Office: 020 7499 6424

1.15. Canada Life / Canada Life International

To request online valuations from Canada Life, you must be a have a Unipass certificate and have completed the registration process on the **Canada Life IFA Zone**. Please click on the following link to complete the registration process:

<https://secureifazone.canadalife.co.uk/selfcare/ClukBrokerLoginSelfCare/index.do>

Please email ifazone@canadalife.co.uk if you require any further assistance.

1.16. Fidelity

You are required to have a valid Funds Network **Login ID and PIN** (these are the details you would usually use to log onto Fidelity's online Client Management Service). Please ensure that your Login ID has Full Access permission granted for Reporting Services.

<https://adviserservices.fidelity.co.uk/contact-us/register-online-services/>

0800 41 41 81

1.17. Investec Wealth & Investment

Users who would like to use the Investec online services will initially need to email crmsupport@praemium.com with the following information:

- IFA Name
- IFA Address
- IFA FCA Number

Plum will then forward your details to Investec and assist with the integration.

Uses a downloadable file to import valuations into PLUM - Bulk Download.

Telephone: 0207 5974000

1.18. James Hay

Users who would like to use the James Hay online services will initially need to email crmsupport@praemium.com with the following information:

- IFA Name
- IFA Address
- IFA FCA Number

Plum will then forward your details to James Hay - JH.CoreData@jameshay.co.uk - and assist with the integration.

Uses a downloadable file to import valuations into PLUM - Bulk Download.

1.19. Legal and General

Legal & General accept **either** a User ID or a Unipass certificate for online valuations.

If you register to use this service with a 'Unipass' certificate you will not be able to use your existing ID and Password again.

You can register to use the online services here:

<https://www.legalandgeneral.com/adviser/registration/access-adviser-centre/>

If you already have a user name and password, and wish to associate your account to an existing Unipass certificate, please follow the instructions below under the tab **Linking a Unipass digital certificate**:

<https://www.legalandgeneral.com/adviser/registration/access-adviser-centre/>

Registration Helpline: 0370 900 5010

1.20. Liverpool Victoria

You will need to register with LV to use the contract enquiry service. You can register at this address:

<http://www.lv.com/adviser/registration>

For help please contact: ifasupport@lv.com or call 0800 678 1890

1.21. Novia

The adviser firm will need to provide Novia with contact details (email address, telephone number) of the individual within the firm who will be responsible for the Plum integration. The adviser will also need to confirm which module(s) (Fund valuations and / or Electronic commission) they would like access to at the same time.

<https://www.novia-financial.co.uk/adviserlogin/>

The adviser is then given a username, password and Web URL to proceed with the file download.

Uses a downloadable file to import valuations into PLUM - Bulk Download.

Client Services: 0345 680 8000

1.22. Nucleus Financial

Please register to access the online services here:

<https://www.nucleusfinancial.net/wrap/advisor/register.jsp>

Once registered with Nucleus, you will have access to the online platform. Users can go to the **Reports** section of the platform and download the report **Holdings for external systems**. This is available from the dropdown menu. You will need to download the file in the **CSV** format. Please save the file to a location of your choice and browse to the file within **Provider Link** to complete the configuration.

Uses a downloadable file to import valuations into PLUM - Bulk Download.

Helpline: 0131 226 9800

1.23. Old Mutual Wealth (Platform)

Your **username & contract enquiry** password is provided within the **account maintenance section** of the Old Mutual Wealth homepage. This information is required for Provider Link configuration. No additional registration is required.

https://platform4.oldmutualwealth.co.uk/eifa_enu/start.swe?SWECmd=Start&SWEHo=platform4.oldmutualwealth.co.uk

OMW Helpline: 0808 171 2626

1.24. Old Mutual Wealth Life Assurance (Formerly SkandiaView)

The username and password required for Provider Link for Skandia is your **Extranet ID** and **Extranet Reference** number. If you log into the website, your **Extranet ID** (used as the **password** in Provider Link) is shown in the bottom left hand corner of the screen.

<https://secure.oldmutualwealth.co.uk/beacon/frameset/uk/wrap.htm>

OMW Helpline: 0808 171 2626

1.25. Parmenion

To activate the contract enquiry service, please send an email instruction from the primary contact at the intermediary. Send the email request to clientservices@parmenion.co.uk

<https://secure.parmenion.co.uk/auth/web>

Parmenion Support: 0845 519 0100

Uses a downloadable file to import valuations into PLUM - Bulk Download.

1.26. Pershing

Plum also link to online Pershing valuations. If you would like to register to use the service, please contact Plum on 0203 873 5566 or email crmsupport@praemium.com requesting access. Plum will then liaise with Pershing who will create an FTP download link containing the required files.

Uses a downloadable file to import valuations into PLUM - Bulk Download.

1.27. Phoenix Wealth

To access the online services, you must initially register at:

https://online-services.phoenixwealth.co.uk/OnlineServices_Theme/RegisterAdviserDetails.aspx

Helpline: 0345 129 9993

1.28. Praemium

Please send an email request to crmsupport@praemium.com with your **Company name, Adviser Name** and **FCA Number** requesting that you would like to be added to the 'Plum Praemium download' feed. The request will then be sent to the Praemium client services mailbox.

Once registered, Plum will download the data file and either email the file to a registered user - or for ASP users it is possible for us to add it to your **Shared Folder**.

Uses a downloadable file to import valuations into PLUM - Bulk Download.

Plum Support: 0203 873 5566

1.29. Prudential

Prudential require no further registration to access Contract Enquiry. Prudential's' online services can only be accessed using your Unipass certificate.

<http://www.pruadviser.co.uk/content/index.html>

General Enquiries: 0808 234 5200

1.30. Quilter Cheviot

Users should contact the **Investment Manager** who will arrange for the Internet Services team to create a website login. Once logged in there is the **download** section where you can download the file containing the current valuation data for the clients.

<https://www.quiltercheviot.com/uk/financial-adviser/>

Uses a downloadable file to import valuations into PLUM - Bulk Download.

Helpline: 020 7150 4005

1.31. Raymond James Investment Services Ltd

The data download is available via the **Raymond James Portal**, a secure site available to Wealth Managers using the Raymond James platform. Users of the platform must register to receive data downloads by speaking with their Relationship Manager.

Once registered, users will download the file in CSV format and save on their local PC. They can then browse for the file from within the Provider Link software and upload it into the system. Full details on how to download the files from Raymond James are on the **Data Exports help page** within the Raymond James Portal, or alternatively, the IT Service Desk will provide the assistance if needed.

Raymond James Portal URL (for existing Wealth Managers only): <https://adviser.rjis.co.uk>

Uses a downloadable file to import valuations into PLUM - Bulk Download.

0203 798 3000

1.32. Royal London

To access your client policy details, you must first be registered for online services. This will also provide you with access to Royal London's secure extranet service for quotations, client details and policy servicing.

If you are not already registered, you can register using this link:

<https://adviser.royallondon.com/EServiceIFALogon/logon.asp>

Please ensure that you connect your account to your Unipass certificate at registration.

Royal London registration Support: 0345 608 0162

1.33. Sanlam

To use the Sanlam Investments and Pensions (SIP), Online Valuations, and Contract Enquiry Services you need to have an approved account for online valuations.

Please follow the steps below to register for online valuations:

- Register on the SIP website (if you haven't already done so) by following this [link](#). Registration is simple and once registered you have immediate access to the site. If you have any queries, you can call the SIP client support team on **0117 975 2355**
- Unless you are automatically logged out then please log out of the SIP website and close your browser.
- Click on the "Valuations" link under the "Advanced Services". Further material and demonstration on online valuations is available as well as a link to upgrade your account.
- Alternatively click on the "Upgrade Account" link under the "Advanced Services" to upgrade your account.
- Once you are notified that your account has been approved you will be able to use your selected username and password to view valuations online and/or request valuations via the Contract Enquiry Service (depending on your account role settings).

1.34. Scottish Widows

New users will need to apply for an Individual **Unipass** Digital Certificate. Once this has been completed you will need to associate it on the Scottish Widows website. You can do this by navigating to the website: <http://www.scottishwidows.co.uk/extranet/register>

Users then need to select **Register as a Financial Adviser** and the registration process will pick up the adviser's Unipass and register the details for eServices.

eServices Support: 0345 769 7888

1.35. Seven Investment Management

Registration for access to the online services is a two-stage process;

Firstly, you need to request **login details** from 7IM.

To register for access to 7IM online services you should follow the steps below:

- Contact your 7IM advisor and specify your intention to use the online services. Your advisor will then process the request internally.
- Once the internal setup has completed you will be issued with login details to your registered correspondence address.
- The first letter will contain the username for connecting via the online services.
- The next working day you will receive a password letter to complete your login details.
- Once you are in possession of both your username and password letters you should contact Plum to complete the Provider Link set up.

Telephone 020 7760 8777 or email: information@7im.co.uk

1.36. SIPP Centre (See AJ Bell)

See **AJ Bell** registration notes.

1.37. Standard Life

You need to activate your Unipass certificate for Contract Enquiry via:

https://online.standardlife.com/intermediaryfirmaccess/html/firm_registration_index.htm

For assistance, please email: adviser_registration@standardlife.com

1.38. Standard Life Elevate

<https://ads.elevateplatform.co.uk/>

You will initially be required to sign the Elevate terms of business and complete the online process registration process. Once this is completed the firm is provided with a 'super user' login that has administrator privileges.

To produce the bulk valuation file please email your request to enquiries@elevateplatform.co.uk
You will need to specify the frequency at which you would like the bulk valuation file produced, this can be daily or alternatively you can select the days (Monday to Friday) on which you would like to produce the file.

*** Please note only Elevate 'super user' access will have the required permission required to collect the bulk valuation file from the Elevate website ***

Here are the steps for collecting the bulk valuation file from Elevate:

- An Elevate user with **administrator permissions** logs into Elevate...
- Access **Business Mgmt** and go to **Valuations**
- Right Click on **Complete** and **Save Target As**

You will then be able to save the file (XML) to the designated folder which can be used for uploading in to PLUM.

Uses a downloadable file to import valuations in to Plum - Bulk Download.

0345 600 2399

1.39. Succession Advisory Services (Investment Direct Funds Limited)

- Email Plum Support: crmsupport@praemium.com asking to add your company to the 'Plum Data Download'. You will also need to supply the firm's FSA number.
- Plum will download the data file and either email the file to a registered user - or for ASP users, it is possible for us to add it to your **Shared Folder**.

Please note that Succession cannot register you until you have assets on their platform

Uses a downloadable file to import valuations into PLUM - Bulk Download.

1.40. Transact

Transact requires no further level of access other than your **website** login and password.

On first use of updating a Transact client portfolio in PLUM you may get the below message. Please contact your Transact representative on where to download the form from on the Transact website. You then need to complete the form and return to Transact. You will then have access to the live data feeds.

"ErrorMessage=An A004 form needs to be submitted before accessing the Remote Service with this provider. Please resubmit with a Provider Key for which access has been granted to yourself or your adviser firm."

Helpline: 020 7608 4900 - **Transact Application Support**

1.41. Vestra Wealth

Vestra Wealth uses the 'Bulk download' method to update fund valuations. If you would like to use the Vestra contract enquiry service, please contact Plum on **0845 345 8456** or email us at crmsupport@praemium.com requesting access.

Uses a downloadable file to import valuations into PLUM - Bulk Download.

1.42. Wealthtime

You will need to register to use the online services. Registration documentation can be found here:

<https://secure.wealthtime.co.uk/default.aspx>

Advisers will need to complete and return the document next to 'Financial Adviser Online Registration Form'. Once completed advisers will receive an 'Online Access Number' and will be asked to set their own password and PIN (required for Provider Link).

01725 512925

1.43. Zurich/Sterling

For users to gain access to Zurich's contract enquiry service, you need to have your Unipass certificate registered on the Zurich extranet site. Please follow this link to activate your certificate with Zurich:

<https://signin.zurich.co.uk/sso/login.xhtml>

Zurich registration Support: 08085 546 546

1.44. Zurich Retail Platform

Before you can access the contract enquiry services you will need to get in touch with your Zurich Consultant who will make the appropriate arrangements. You will be provided with the Platform username and password required for Provider Link.

Registration help: 0500 546 546

1.45. Appendix 1: Installation Checklist

The checklist below shows the requirement needed to use the Provider' contract enquiry services. Some providers allow the users to use **either** a username password or a Unipass cert.

<u>Provider</u>	<u>User ID & Password</u>	<u>Unipass</u>	<u>Bulk Download</u>	<u>Registered for Contract Enquiry?</u>
Aegon Cofunds	Y			
Aegon Arc		Y		
Aegon Scott Eq		Y		
AJ Bell			Y	
Ascentric			Y	
Aviva (All)		Y		
Brooks MacDonald			Y	
Canada Life / Int		Y		
Fidelity	Y			
Investec			Y	
James Hay			Y	
Legal & General	Y	Y		
Liverpool Victoria		Y		
Novia			Y	
Nucleus Financial			Y	
Old Mutual Wealth	Y			
OMW Life Assurance	Y			
Parmenion			Y	
Pershing			Y	
Phoenix Wealth	Y			
Praemium			Y	
Prudential		Y		
Quilter Cheviot			Y	
Raymond James Inv			Y	
Royal London		Y		
Sanlam	Y			
Scottish Widows		Y		
7IM	Y			
SIPP Centre (AJ Bell)	Y			
Standard Life		Y		
Standard Life Elevate			Y	
Transact	Y			
Vestra Wealth			Y	
Wealthtime	Y			
Zurich		Y		
Zurich RP	Y			

1.46. Notes