

# Secure Messaging

1 May 2022

For professional advisers only



Many of our day to day processes can be completed online.

We encourage you to contact us using our secure messaging service through [James Hay Online](#), attaching a scan or photograph of your signed instructions. Please see below a note of the forms and instructions that we accept via this channel.

As you may be aware, instances of email hacking and fraud are currently on the rise. Please therefore ensure that any instruction from your client is validated via a trusted channel rather than purely responding to an email which could be controlled by a fraudster.

New application instruction	SIPP	IP/GIA	ISA	OFB
Modular iPlan / iSIPP (digitally signed)	○	○	○	n/a
Modular iPlan / iSIPP (wet signed)	✓	✓	✓	n/a
Private Client SIPP (wet signed) <sup>1</sup>	✓	n/a	n/a	n/a
Wrap new business (wet signed) <sup>1</sup>	✓	✓	✓	✓

New monies instruction	SIPP	IP/GIA	ISA	OFB
Transfer in requests	✓	✓ <sup>2</sup>	✓ <sup>2</sup>	✓
Supplementary contribution forms <sup>3</sup>	✓	✓	✓	✓
Direct debit mandates <sup>3</sup>	✓	✓	✓	✓
ISA subscriptions	n/a	n/a	✓	n/a

General instruction	SIPP	IP/GIA	ISA	OFB
Change of IFA contact name	✓	✓	✓	✓
Change of IFA address	✓	✓	✓	✓
Change of IFA organisation	✓	✓	✓	✓
Change of client address	○	○	○	○
Change of client name	✗	✗	✗	✗
General queries	✓	✓	✓	✓
Literature requests	✓	✓	✓	✓
Multiple Wrap discount pro forma	✓	✓	✓	✓
Valuation request	✓	✓	✓	✓
Transaction report request	✓	✓	✓	✓
Bank statement amendments	✓	✓	✓	✓
Amendment to online user's list of members	✓	✓	✓	✓
Adviser charges	✓	✓	✓	✓
Adviser remuneration request	✓	✓	✓	✓
Illustration request	✓	✓	✓	✓

## KEY

- ✓ Instruction accepted online via secure message
- ✗ Instruction not accepted online – paper copy of wet signature required
- online process (i.e. functionality available on the platform rather than needing to be submitted via secure messaging)

<sup>1</sup> Please also send the original form by post for our records

<sup>2</sup> Please note that occasionally the ceding scheme may require the original signature

<sup>3</sup> Please note this is for scanned copies of original signatures, not digital signatures

Investment instruction	SIPP	IP/GIA	ISA	OFB
New investment, surrender or switch for an investment outside the Investment Centre <sup>4</sup>	✓	✓	✓	✓
New investment, surrender or switch for an investment within our investment centre	○	○	○	○
Request to appoint an Investment Manager account	✓	✓	✓	✓
Completed Investment Manager's application	✓	✓	✓	✓
Instruction to transfer money to Investment Manager	○	○	○	○

Benefit instruction	SIPP	IP/GIA	ISA	OFB
Benefit payment form - Direct	✓	n/a	n/a	n/a
Benefit payment form - Adviser	✓	n/a	n/a	n/a

In-specie transfer instruction	SIPP	IP/GIA	ISA	OFB
Transfer-in in-specie instruction <sup>5</sup>	✓	○	○	n/a
Transfer-out in-specie instruction <sup>5</sup>	✓	○	○	n/a

<sup>4</sup> Where a trade instruction relates to an investment outside of our Investment Centre, please ensure that a fully completed version of our Instruction to Trade form is attached to the message, which can be obtained from the literature section of our website, as well as the appropriate Fund Manager's application form.

<sup>5</sup> On receipt of an in-specie transfer form we'll contact you to confirm the request. If your client has sent you a completed discharge form that you are unable to edit, we can progress the full transfer if you: (1) download a separate discharge form from our literature website; (2) complete sections A1 to B2 inclusive of the receiving scheme section only on this version; (3) send both forms to us. It's also worth noting that if you can obtain and submit an existing valuation that's no more than one month old with your instruction, it will help speed up the process. If you have a valuation older than this, please confirm the level of trading activity that's occurred since your initial instruction, and we can start our 'acceptance' process straight away.

## Further notes

Notification of death: we accept scanned versions of the client's Will and completed/signed Death Benefits Enquiry Form. We need to receive the original final death certificate in order to formally record the death. We're unable to accept a photocopy (even if certified by a third party) because of Crown Copyright rules but this can be provided before completion of the claim. We also require a paper copy of the completed Beneficiary Options Form.

Please note that being a legally binding document, we continue to require Power of Attorney (POA) declarations to be signed by an independent witness, and for the original signed version to be sent to us.

**If you've any questions about the information shared here, please speak with your Business Development Manager.**

James Hay Partnership is the trading name of James Hay Partnership Management Limited (JHPM) (registered in England number 02538532); James Hay Services Limited (JHS) (registered in Jersey number 77318); IPS Pensions Limited (IPS) (registered in England number 2601833); James Hay Administration Company Limited (JHAC) (registered in England number 4068398); James Hay Pension Trustees Limited (JHPT) (registered in England number 1435887); James Hay Wrap Managers Limited (JHWM) (registered in England number 4773695); James Hay Wrap Nominee Company Limited (JHWNC) (registered in England number 7259308); PAL Trustees Limited (PAL) (registered in England number 1666419); Sarum Trustees Limited (SarumTL) (registered in England number 1003681); The IPS Partnership Plc (IPS Plc) (registered in England number 1458445); Union Pension Trustees Limited (UPT) (registered in England number 2634371). JHS has its registered office at Aztec Group House, 11-15 Seaton Place, St Helier, Jersey, JE4 0QH. JHPM, IPS, JHAC, JHPT, JHWM, JHWNC, PAL, SarumTL, IPS Plc, and UPT have their registered office at Dunn's House, St Paul's Road, Salisbury, SP2 7BF. JHAC, JHWM, IPS and IPS Plc are authorised and regulated by the Financial Conduct Authority. (3/21)