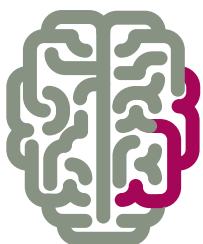


SYNAPTIC PRODUCT & FUND

USER GUIDE



SYNAPTIC
PRODUCT
& FUND

Version 1.0

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1 Welcome to Synaptic Product Research

The world of financial advice is ever-changing. Regulation is ever more burdensome and advisers are increasingly looking for faster, easier ways to use systems which will source the right contract and funds for a client, provide quality research for the file and enable them to quickly produce a compliant suitability report.

Synaptic Product Research has been designed as a flexible tool enabling you to do all of the above and free up more time to see clients and focus on their needs.

This User Guide is designed to provide sufficient knowledge to conduct basic research using the main functionality of Synaptic Product Research. Far more detailed information is contained within the help files on the system (accessed by pressing the F1 key on your keyboard).

This guide does not explain the more advanced functionality of Synaptic Product Research, such as:

- Multiple reports
- Fund Research
- Integration of fund research with product research

This guide shows how an adviser might use Synaptic Product Research to perform research on all types of products. It depicts the use of the system in the way that advisers have told us they normally use it.

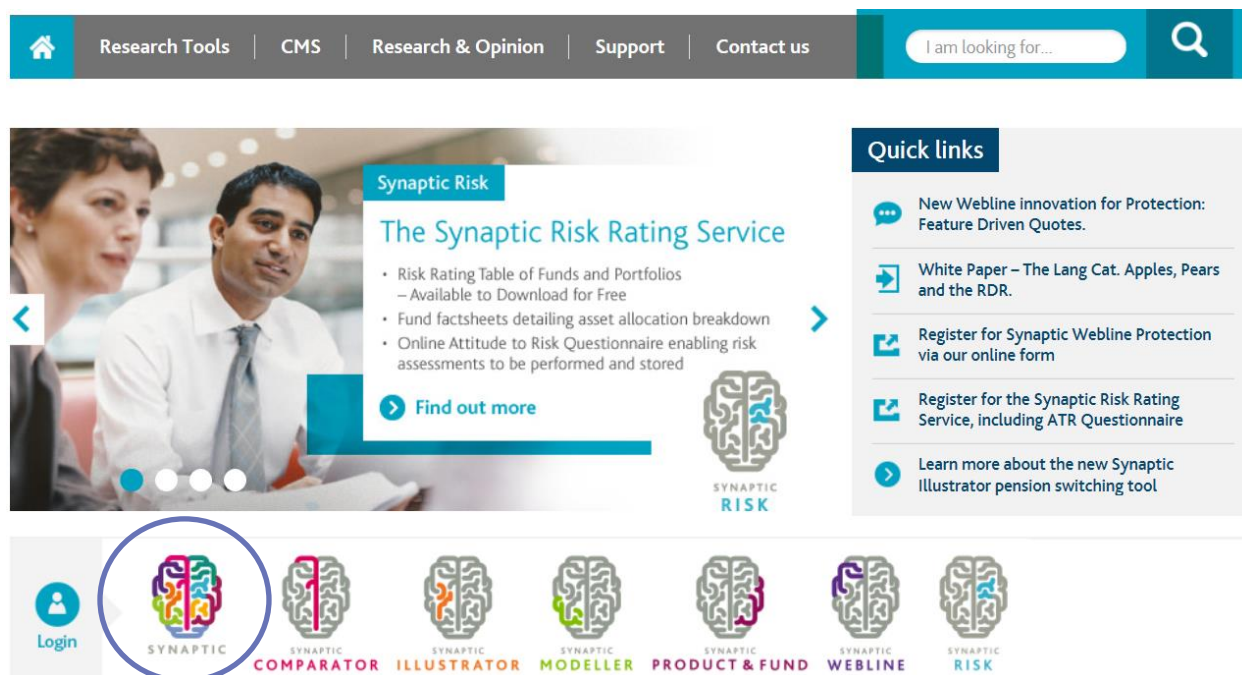
However, a valuable element of Synaptic Product Research is that it is very non-prescriptive. If you were so inclined, you could start a piece of research and go straight to the Report stage, without filtering or ranking.

Please also note that the software is under constant development and evolution. We do not update the User Guides after every small change, so the screenshots you see in this document may be slightly different to what you might see on-screen.

2 Synaptic Research

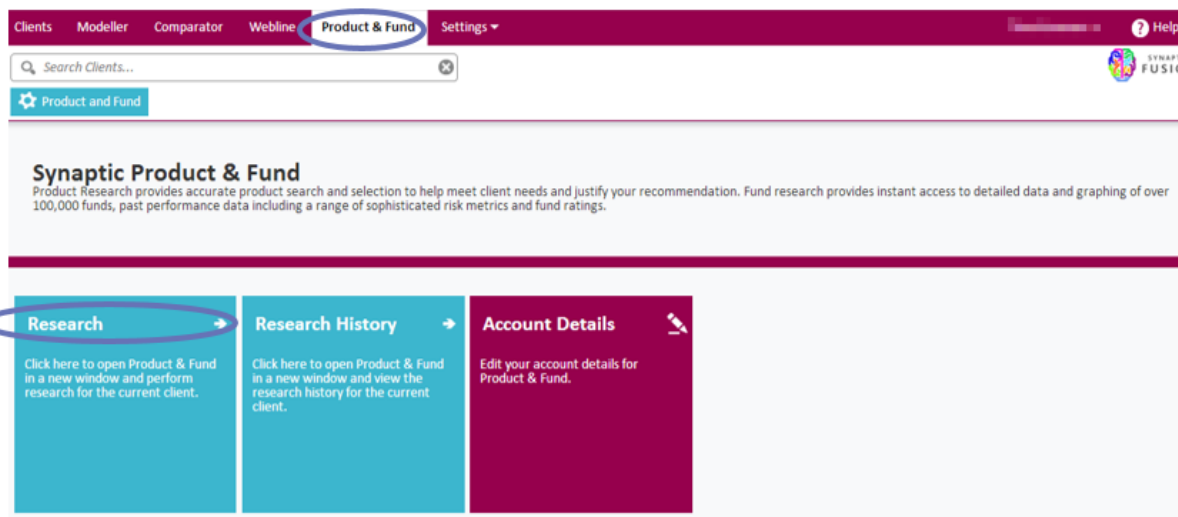
Synaptic Product Research is a totally web based tool. There is no need for additional software to be loaded onto your own computer. All you need to access it is a connection to the internet.

Go to the Synaptic Software Limited website – www.synaptic.co.uk and click on Synaptic.



This will take you to the Synaptic Suite login page as shown below.

Once you have signed in, you can access Synaptic product from the **Product & Fund** tab.



Click on **Research** -> to start.

The Synaptic Research home page will now appear as shown below:




You have three attempts to put your password in correctly. If on the third attempt, the password is entered incorrectly, the system will be locked and you will be unable to attempt a further log in for 30 minutes.

If you have completely forgotten your password, then if you have a user licence, speak to your administrator and they will be able to amend your password. If you use an administrator licence, you will need to call the Support Desk on 0800 028 0033 Option 1 and request a password change.

3.2 Recording Your Quotation Details

Within this section, there is space to record a Weblines and Exchange username and password. As a Synaptic Fusion client you will have a free Weblines username and password that is already recorded, however if your details haven't been recorded, add them in.

If you have an Exchange username and password, record your details here:

 **Quote engine details**

Exchange:

Webline:


User name:

Password:

Number:

3.3 Password Changes

There is also a section within here in which you can change your own password.

 **Password**

Password:

Again, to confirm:

(min. 6 chars)

3.4 Saving these changes

Once any changes have been made in this area, the changes need to be saved. There is a Save button at the bottom of the page:

Save changes

Delete user

3.5 To Enable Integration with Weblines

Once your Weblines user details have been recorded in Synaptic, your Agency Codes need to be recorded in Synaptic. There is a Menu Bar at the top of the page, use the Agency Codes button:

Your user details

Save changes

Agency codes

Change your password

Create copy

File check

User list

Home page

Help

3.6 The Help System

Whenever you are working on Synaptic and need some help, there is a built in Help system that can be accessed by using the **Help** button on the menu bar, or by clicking the **F1** key on the keyboard.

This will open up the Help system for the Synaptic screen you are on.

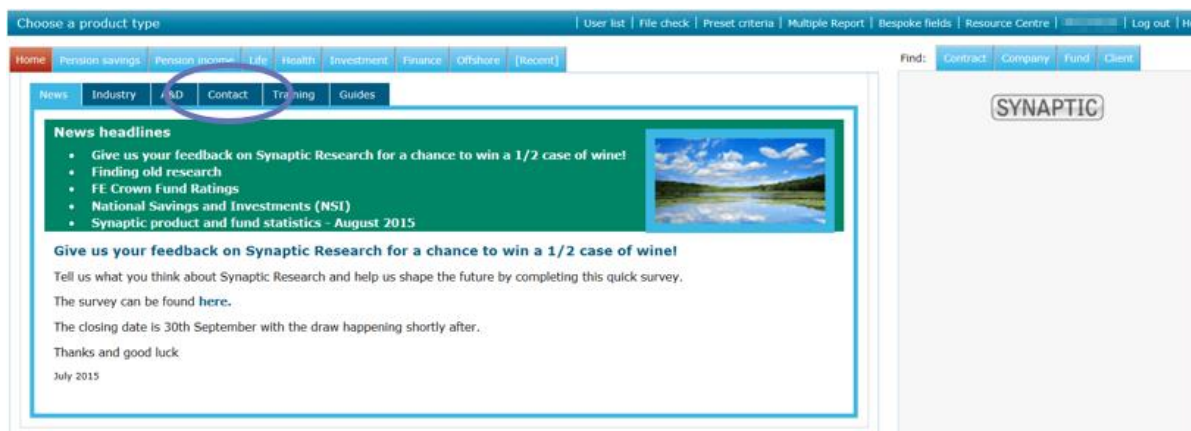


You can move through this Help system either using the left hand menu, or by using the links which are within the Help text. Any wording in blue is a link to another section of this Help system.

Use the Red X at the top of the Help system page to shut it down.

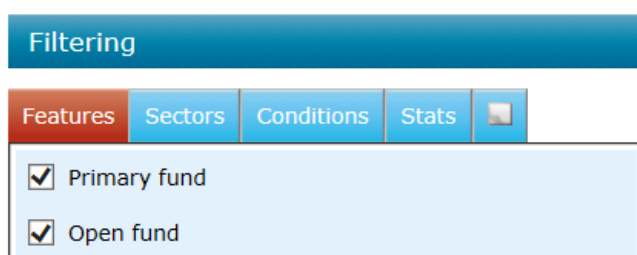
3.7 The Support Team

If you have been unable to find information within the Help system and need to contact the Support Team, you will find the telephone number and email address from within the **Contact** tab on the **Home** page.



3.8 Moving Back to the Home Page

On the majority of screens, you will find a button on the menu bar called **Home Page**. However on some of the screens this button is not there. To move back to the home page from anywhere within Synaptic you can also use the Synaptic Software Limited logo, located in the top left corner.



Simply click on the logo and you will be navigated back to the home page of Synaptic.

4 Fact Sheets

From Synaptic, you are able to produce a number of fact sheets:

- Contract fact sheets
- Company fact sheets
- Fund fact sheets

The information that makes up these fact sheets comes from a number of different places:

- Contract and Company information comes directly from the Provider and is updated a minimum of once a month.
- Fund information comes from Financial Express and is updated once a month (around the 6th). The information we are sent will be up to the last working day of the previous month.

4.1 Producing a Fact Sheet

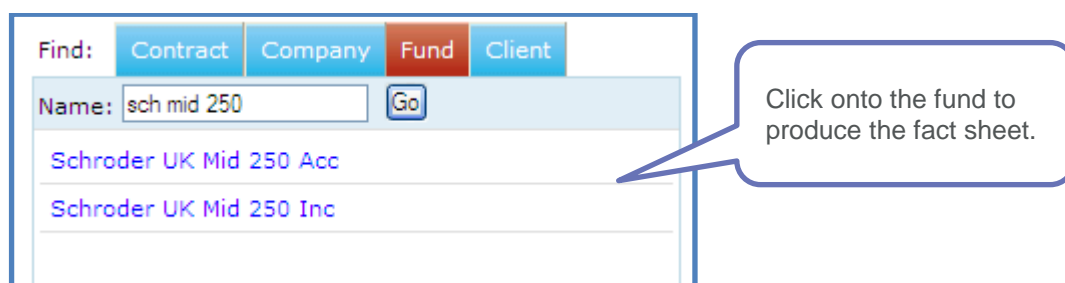
To produce a fact sheet, click on the relevant tab for the fact sheet to be produced. In this example, a fund fact sheet is being produced, but the same needs to be done for all fact sheets.



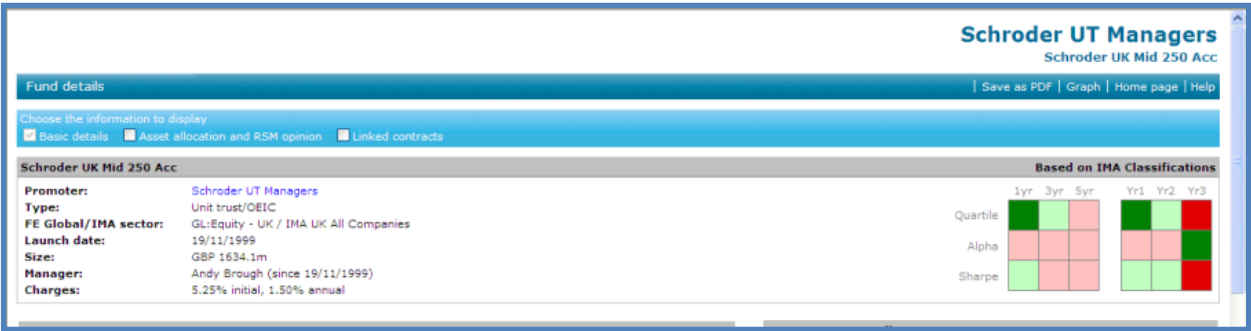
When completing this search, information can be typed in a number of ways:

- Use the full name of the fund (Schroder Mid 250 Accumulation)
- Use a string search (Sch mid 250)

Once **Go** is clicked, a list of funds which meet the search criteria will be displayed:



The fact sheet will now be displayed:



There is a menu bar at the top of the page. This menu bar will differ depending on the fact sheet that you are producing.

If help is required when in a fact sheet, use the Help button on the menu bar, or use the F1 key on your keyboard. This will open up your help system and display information regarding the fact sheet that you are on. (For more details, please see section 3.6 and 3.7)

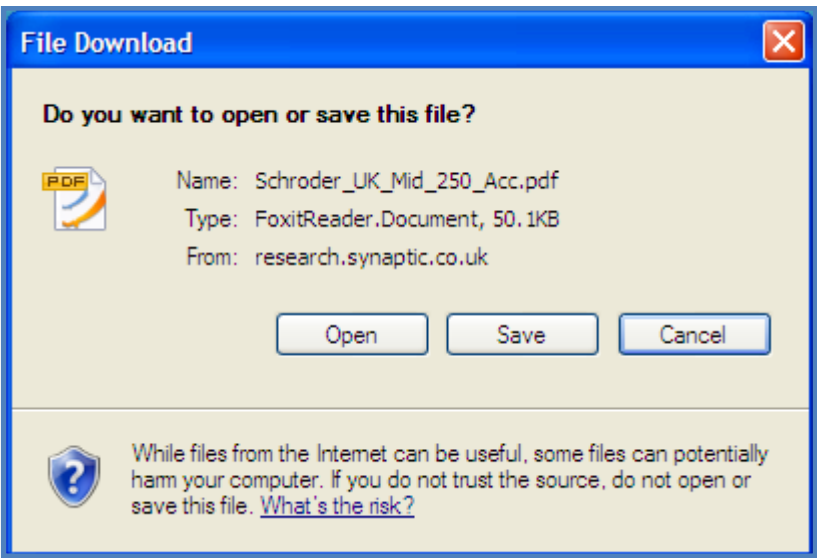
Underneath the menu bar, you will find a further bar:



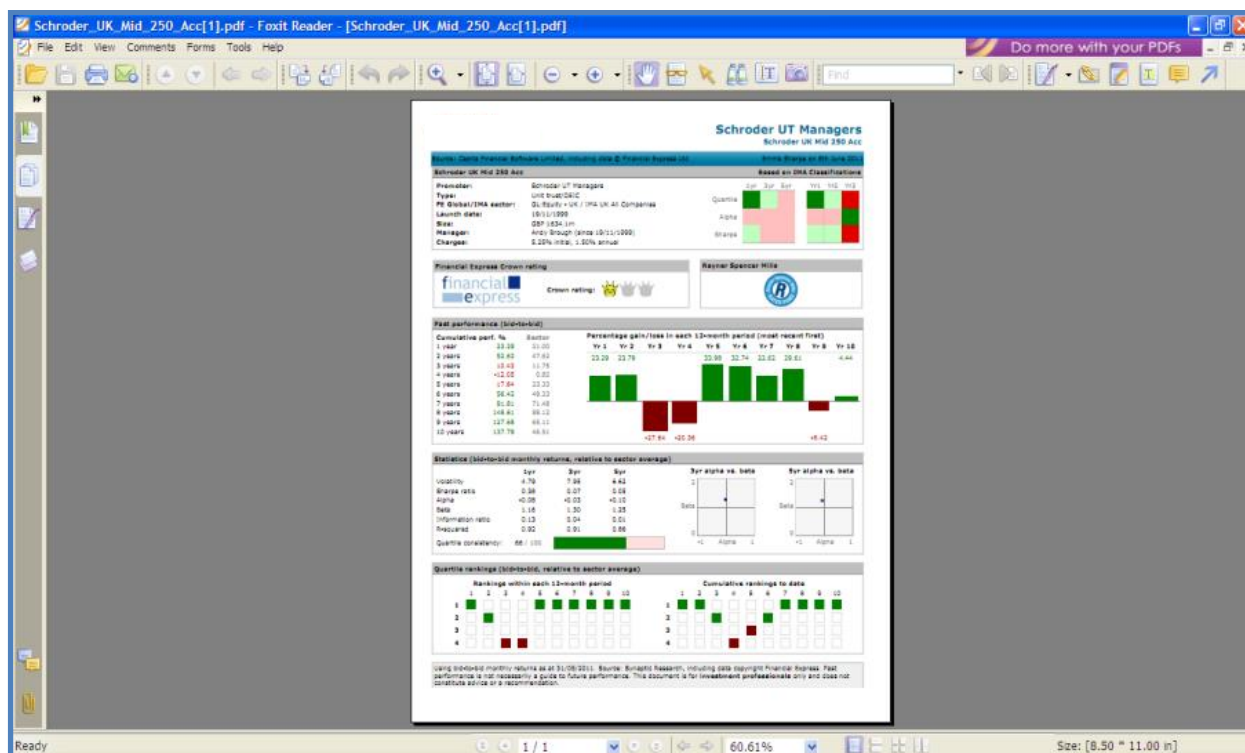
This will look different for the different fact sheets available, but simply allows you to build a fact sheet up with the information you require. Simply click into the boxes to add additional sections.

4.2 Printing a Fact Sheet

Once a fact sheet has all the required information added, to print, email or save this document, always use the Save as PDF button on the menu bar. This will re-size the document to A4. Once the Save as PDF button is clicked, the following box appears:



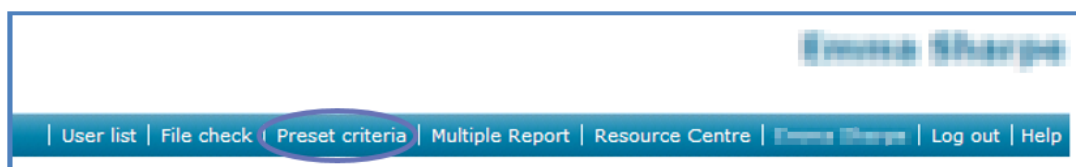
Use the **Open** or **Save** as applicable. If the document does need to be emailed, use the **Open** button and the appropriate icon.



5 Setting Up Preset Criteria

It is possible to set up criteria which should then be used on all research of a particular type of product. This is particularly useful if you want all people within a company who use Synaptic, to be consistently using the same criteria for their research.

This can be done using Preset Criteria. You will find this button on the menu bar on the Home page.



Once in this area, select the product basis.

Product Type	Current Value
Group Life	(none)
Group Life	(none)
Term Assurance	(none)
Convertible	(none)
Decreasing	(none)
Family Income Benefit	(none)
Gift Intervivos	(none)
Increasing	(none)
Level	(none)
Mortgage Protection	(none)
Renewable	(none)
RIC	(none)
Whole of Life	(none)
Whole Of Life	(none)

Locate the product type on which you want to set up the preset criteria. Click on the word None at the end of the product name.

- A box will appear asking what type of preset criteria to set up. The choice is:
- Personal – will only apply to whomever has set them up,
- Company – will apply to all individuals linked to the company.

If Company presets are chosen, there are three options:

- Users cannot deselect criteria – this means that the user must use whatever you have set up.
- Users cannot re-include excluded contracts – any company excluded contracts cannot be put back into the available list
- Users cannot deselect preset ranking criteria – this means that the user must use the ranking criteria that you have set.

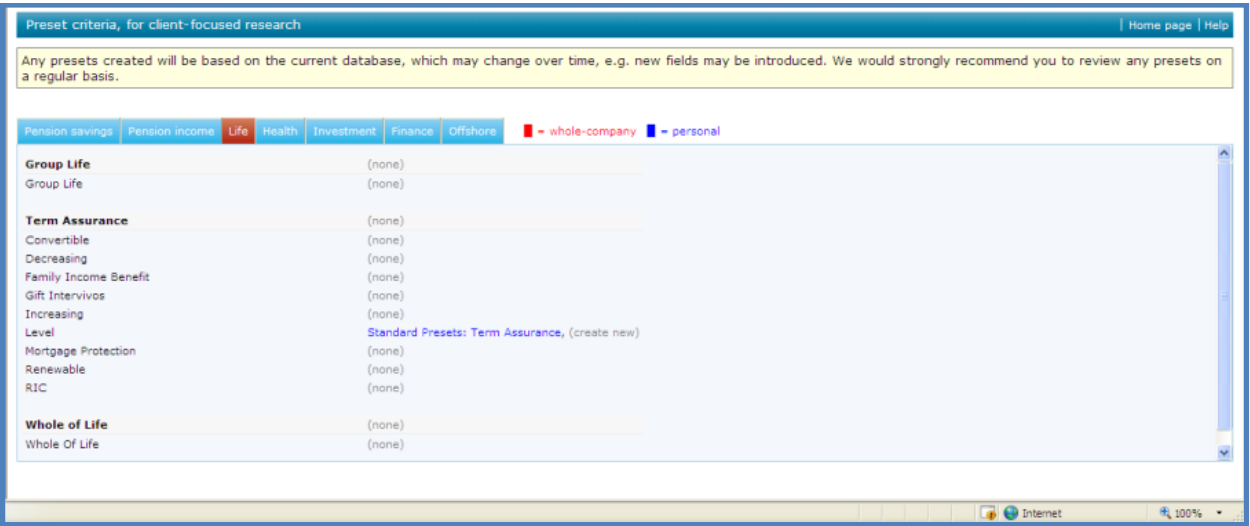
Select as appropriate and then click **Create presets**.

Select the filtering criteria that you wish to have preset.



If you want to you can change the name of the preset criteria. This is particularly useful if you are going to set up more than one preset for a product type.

Once this is done, click **Presets list** on the menu bar to go back to the product type.



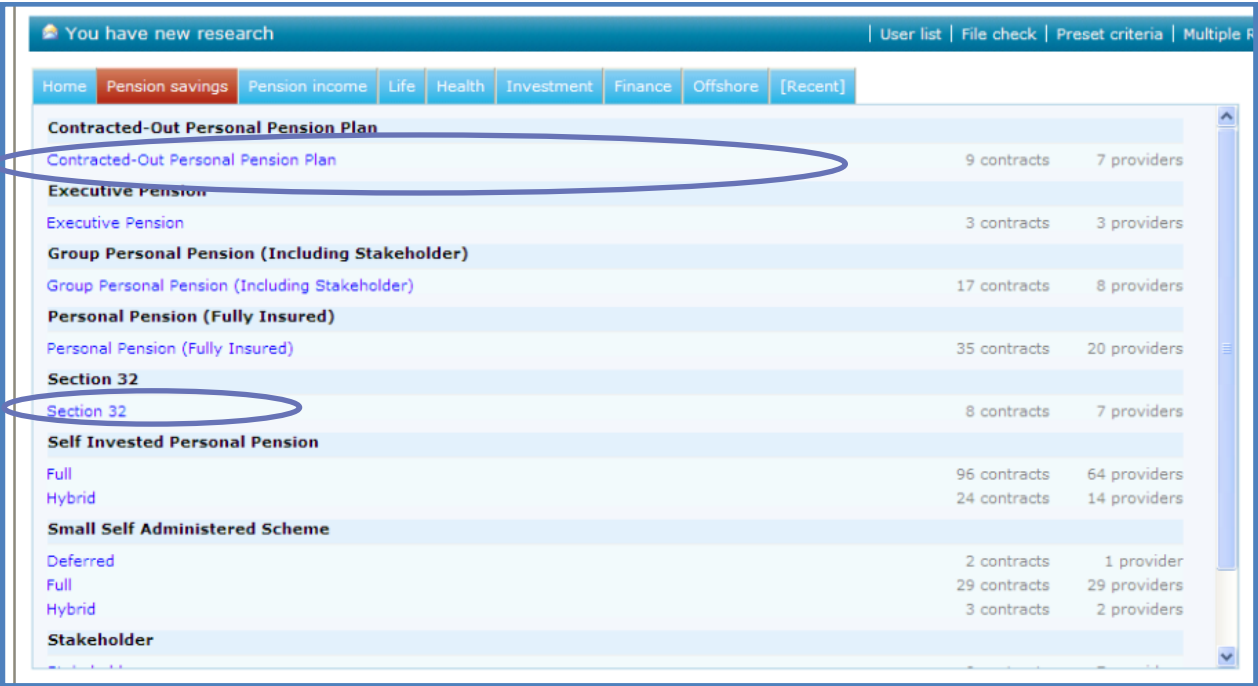
If you now want to create more preset criteria for the same product type, click on **(create new)** and repeat the process.

6 Creating Research

The user guide will cover creating two pieces of investment research - one with and another without preset criteria.

6.1 Creating a Piece of Research without Pre-set Criteria

To create a piece of research for a product with no pre-set criteria, from the home page, select the appropriate product type tab.



Once the correct product type has been selected, look through the list to find the appropriate product. When you have found the product on which to perform the research, click on the blue wording.

A screenshot of the 'Enter client data' form in the Synaptic Product & Fund web application. The form is titled 'Enter client data' and has a 'Skip client entry' link. It contains several sections: 'Client entry' with a 'Client 1' dropdown and a 'Load' button; 'First name:', 'Last name:', 'Date of birth:' (with a date picker), 'Sex:' (with a dropdown), 'Smoker:' (with radio buttons for 'Yes' and 'No'), 'Occupation:' (with a text input and a 'Search' button), and 'Annual earnings:' (with a text input). Below these is the 'Benefits/contributions' section, which includes 'Retirement Age:' (with a dropdown), 'Term:' (with a text input), and 'Monthly contribution (gross):' (with a text input). At the bottom, there's a note: 'IMPORTANT - Please select Features to match premium frequency required:'. The form also has a 'Start research' button at the bottom left.

There are three options available:

- Skip client entry – this would be used if you are producing a generic piece of research and not producing a suitability letter.
- Load – will enable you to select the client details from a client database held on Synaptic. For a client to be in this database, you must have previously entered their details and started a piece of research.
- Type in – if you have a new client, you can type the details in. All red fields must be completed before you can start the research.

In this instance, we will input the new client details. When adding an occupation, click on the Search field and a pop up box will appear.

The screenshot shows the 'Enter client data' form with a 'Client entry' tab. The form includes fields for First name, Last name, Date of birth, Sex, Smoker, Occupation, and Annual earnings. A 'Search' button is next to the Occupation field. Below these are 'Benefits/contributions' fields for Retirement Age, Term, Monthly contribution, and Single contribution. A 'Find occupations' Webpage Dialog is open, showing a search bar and a 'Find' button. A speech bubble points to the 'Find' button with the text: 'Type the occupation in and click Find.'

Once **Find** has been clicked on, a list of occupations will appear.

Find occupations -- Webpage Dialog

http://research.synaptic.co.uk/vsr/pOccupationSear

Occupation: mechanical engineer Find

- Mechanical Engineer
- Mechanical Engineer - Misc. Workers - Metal Manufacture
- Mechanical Engineer - office based
- Mechanical Engineer - Ship Building, Ship Repair & Marine Engineering

http://research.syna Internet

Select the correct occupation for the client.

Once all the client data has been completed, complete the contribution details. The contribution details will vary depending on the product type selected.

Enter client data

Client entry Skip client entry

Client 1 Load

First name: Johnny

Last name: Clem

Date of birth: 18/08/1950 (dd/mm/yyyy)

Sex: Male

Smoker: ☐ Yes ☒ No

Occupation: Mechanical Engineer Search

Annual earnings: 50000

Benefits/contributions

Retirement Age: 65 years

Term: 20 years

(Leave fields below blank if other premium frequency required):

Monthly contribution (gross): £ 200.00

Single contribution (gross): £

IMPORTANT - Please select Features to match premium frequency required:

Start research

If a client is doing a transfer in as well as a monthly contribution, you can record both a **Monthly** contribution but the Transfer amount would be included within the **Features** section of filtering. Once done, click **Start Research**. What you will now see is a page which has tabs with features, sectors etc. and a grid which shows the list of companies and contracts.

The screenshot displays the 'Filtering' interface. On the left, there is a list of features with checkboxes: Payment frequency options, Payment methods, Pension premium insurance, Guarantee options, Accept minors, Switching option, Automatic rebalancing, Lifestyle strategy, Model portfolios, Death benefits, Integrated life cover, Switch to self investment, Phased retirement, Total permanent disability benefit, and Loyalty bonus. On the right, a table lists 28 contracts out of 35 (80%) - 0 manually excluded. The table has two columns: Company and Contract.

Company	Contract
AEGON	Flexible Pension Plan - Financial Adviser Charge
Aviva Life & Pensions UK Limited	Personal Pension
AXA Wealth	The One from Winterthur FAR (Initial Commission)
AXA Wealth	The One from Winterthur FAR (Nil Commission)
AXA Wealth	The One from Winterthur FIC (Initial Commission)
AXA Wealth	The One from Winterthur FIC (Nil Commission)
Canada Life	Flexible Pension Bond
Cofunds Ltd	Cofunds Pension Account (provided by Suffolk L)
Friends Life	The Personal Range - Individual Personal Pension
HSBC Bank Plc	HSBC World Selection Personal Pension
Legal & General	L&G (available on Cofunds) Portfolio Plus Pension
Legal & General	Portfolio Plus Pension
Prudential Intermediary Division	Pru Flexible Retirement Plan
Sanlam Investments and Pensions	OneSIPP
Scottish Life (Royal London)	Pension Portfolio
Scottish Life (Royal London)	Pension Portfolio (Financial Advisers Fee)
Scottish Life (Royal London)	Pension Portfolio (Nil Commission)
Scottish Widows	Individual Personal Pension Plan

6.2 How to Conduct the Piece of Research

When conducting all types of research there are three areas to work through:

- Filtering
- Ranking
- Reporting

6.2.1 Filtering

When conducting filtering, you will be selecting criteria which the client **must have** within their plan. Any plan which does not have the specific criteria will be removed from the list and therefore you will not be able to recommend it to the client. This is a very important part of research and must be carried out on all pieces of research.

6.2.2 Ranking

Once filtering has been completed, there may be a number of contracts that meet the client's needs and could be recommended. Ranking is performed to find which of these contracts is the most suitable for the client. It is done by choosing criteria that the client would like to have within their plan and awarding points to contracts that do have the chosen criteria. The contract with the most points is the most suitable.

If, once you have completed filtering, there is only one contract left in the list there is no need to perform ranking, as that contract will be the one which is recommended to the client.

6.2.3 Reporting

Now that the ranking has been completed, the contracts will have been put into most suitable order. Reports can now be produced:

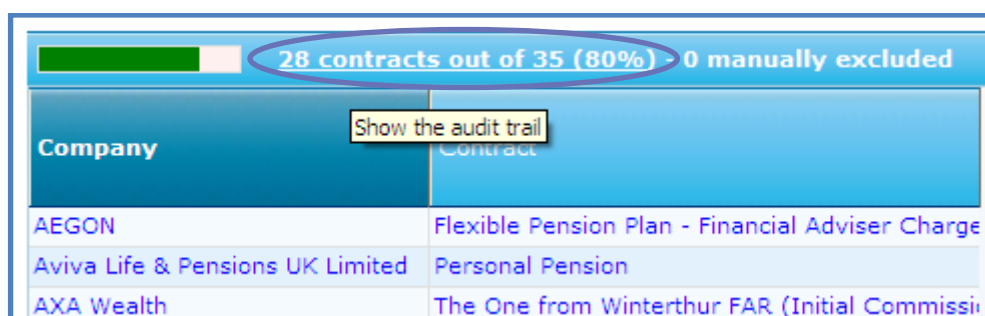
- to evidence the research performed
- to confirm the features and benefits of the chosen contract
- to complete a suitability letter for the recommendation of the contract

If you do not intend to use the suitability letter from within Synaptic, you will be able to copy and paste sections of it into your own letter if required.

6.3 Conducting Filtering

As you can see within this piece of research a number of contracts have already been filtered out. To view the products that have been filtered out and why they are no longer available, you are able to view the audit trail.

This can be done using the **Audit Trail** button at the bottom left of the screen or by clicking on the number of contracts available.



The screenshot shows a software interface with a table of contracts. At the top, a status bar indicates '28 contracts out of 35 (80%)' and '0 manually excluded'. Below this is a table with two columns: 'Company' and 'Contract'. A button labeled 'Show the audit trail' is positioned over the table header. The table lists three contracts: AEGON (Flexible Pension Plan - Financial Adviser Charge), Aviva Life & Pensions UK Limited (Personal Pension), and AXA Wealth (The One from Winterthur FAR (Initial Commissi)).

Company	Contract
AEGON	Flexible Pension Plan - Financial Adviser Charge
Aviva Life & Pensions UK Limited	Personal Pension
AXA Wealth	The One from Winterthur FAR (Initial Commissi)

A page will be displayed with a grid displaying the information.

Audit trail

Show key | Save as PDF | Export | Back to filtering | Help

Filtered contracts

28 out of 35 contracts (80%) match all filters

Show key

Min monthly initial contributions

<= 200

80%

AEGON	Flexible Pension Plan - Financial Adviser Charge Option	100%	Yes
AEGON	Flexible Pension Plan - Increased AMC Option	0%	NO
Aviva Life & Pensions UK Limited	Personal Pension	100%	Yes
AXA Life Europe Ltd	Secure Advantage Retirement Solution: Lifetime Income	0%	NO
AXA Life Europe Ltd	Secure Advantage Retirement Solution: Protected Capital	0%	NO
AXA Wealth	The One from Winterthur FAR (Initial Commission)	100%	Yes
AXA Wealth	The One from Winterthur FAR (Nil Commission)	100%	Yes
AXA Wealth	The One from Winterthur FIC (Initial Commission)	100%	Yes
AXA Wealth	The One from Winterthur FIC (Nil Commission)	100%	Yes

Done

If the information has been supplied by the provider, you can click on No to see what the minimum initial contribution is.

This information can be saved as a PDF. To get back to the previous screen use **Back to filtering**.

This audit trail will be built up as you select criteria that must be available on the contract that you recommend to the client.

6.3.1 Adding to the Grid

To add more columns into the grid to view whether a contract has a particular feature, condition etc., click on the text of the item to be added.

Filtering

Ranking | Report | Quote | Comparison | Change title | Save as PDF

Features | Sectors | Conditions | Stats | PP

Payment frequency options

Payment methods

Pension premium insurance

Guarantee options

Accept minors

Switching option

Automatic rebalancing

Lifestyle strategy

Model portfolios

Death benefits

Integrated life cover

Switch to self investment

Phased retirement

Total permanent disability benefit

Loyalty bonus

Clear all filters | Audit trail | Import filter

28 contracts out of 35 (80%) - 0 manually excluded

Company	Contract	Phased retirement
AEGON	Flexible Pension Plan - Financial Adviser Charge	Yes
Aviva Life & Pensions UK Limited	Personal Pension	Yes
AXA Wealth	The One from Winterthur FAR (Initial Commission)	Yes
AXA Wealth	The One from Winterthur FAR (Nil Commission)	Yes
AXA Wealth	The One from Winterthur FIC (Initial Commission)	Yes
AXA Wealth	The One from Winterthur FIC (Nil Commission)	Yes
Canada Life	Flexible Pension Bond	No
Cofunds Ltd	Cofunds Pension Account (provided by Suffolk I	No
Friends Life	The Personal Range - Individual Personal Pensi	No
HSBC Bank Plc	HSBC World Selection Personal Pension	Yes
Legal & General	L&G (available on Cofunds) Portfolio Plus Pensi	Yes
Legal & General	Portfolio Plus Pension	Yes
Prudential Intermediary Division	Pru Flexible Retirement Plan	Yes
Sanlam Investments and Pensions	OneSIPP	Yes
Scottish Life (Royal London)	Pension Portfolio	Yes
Scottish Life (Royal London)	Pension Portfolio (Financial Advisers Fee)	Yes
Scottish Life (Royal London)	Pension Portfolio (Nil Commission)	Yes
Scottish Widows	Individual Personal Pension Plan	Yes

This has been done with **Phased retirement**. By clicking on the text, the column has been added to the grid with confirmation of which contract will have the Phased retirement option.

If this item was to be used to filter on, you would need to click on the box at the beginning of the text.

Filtering

Ranking | Report | Quote | Comparison | Change title | Save as PDF

Features | Sectors | Conditions | Stats | PP

Payment frequency options

Payment methods

Pension premium insurance

Guarantee options

Accept minors

Switching option

Automatic rebalancing

Lifestyle strategy

Model portfolios

Death benefits

Integrated life cover

Switch to self investment

Phased retirement

Total permanent disability benefit

Loyalty bonus

Clear all filters | Audit trail | Import filter

25 contracts out of 35 (71%) - 0 manually excluded

Company	Contract	Phased retirement
AEGON	Flexible Pension Plan - Financial Adviser Charge	Yes
Aviva Life & Pensions UK Limited	Personal Pension	Yes
AXA Wealth	The One from Winterthur FAR (Initial Commission)	Yes
AXA Wealth	The One from Winterthur FAR (Nil Commission)	Yes
AXA Wealth	The One from Winterthur FIC (Initial Commission)	Yes
AXA Wealth	The One from Winterthur FIC (Nil Commission)	Yes
HSBC Bank Plc	HSBC World Selection Personal Pension	Yes
Legal & General	L&G (available on Cofunds) Portfolio Plus Pension	Yes
Legal & General	Portfolio Plus Pension	Yes
Prudential Intermediary Division	Pru Flexible Retirement Plan	Yes
Sanlam Investments and Pensions	OneSIPP	Yes
Scottish Life (Royal London)	Pension Portfolio	Yes
Scottish Life (Royal London)	Pension Portfolio (Financial Advisers Fee)	Yes
Scottish Life (Royal London)	Pension Portfolio (Nil Commission)	Yes
Scottish Widows	Individual Personal Pension Plan	Yes
Scottish Widows	The Retirement Account - Flexible Commission	Yes
Scottish Widows	The Retirement Account - Nil Commission	Yes
Scottish Widows	The Retirement Account - Reduced Commission	Yes

The products which do not have access to phased retirement have been filtered out and the number of contracts left has changed.

To remove a column from the grid, click back on the wording of the item on the left.

Therefore, by adding a column to the grid you are simply looking at whether the contracts have the feature or not.

6.3.2 Criteria in Bold

When the features appear in bold, there will be a sub menu within that item. For instance, **Payment frequency options** is in bold. When that item is selected for filtering, a sub menu appears giving a list of the different payment frequency options which then need to be chosen from.

Filtering

Features | Sectors | Conditions | Stats | PP

Payment frequency options

Single premium

Weekly

Fortnightly

4 weekly

Monthly

Quarterly

Termly

Half yearly

Annually

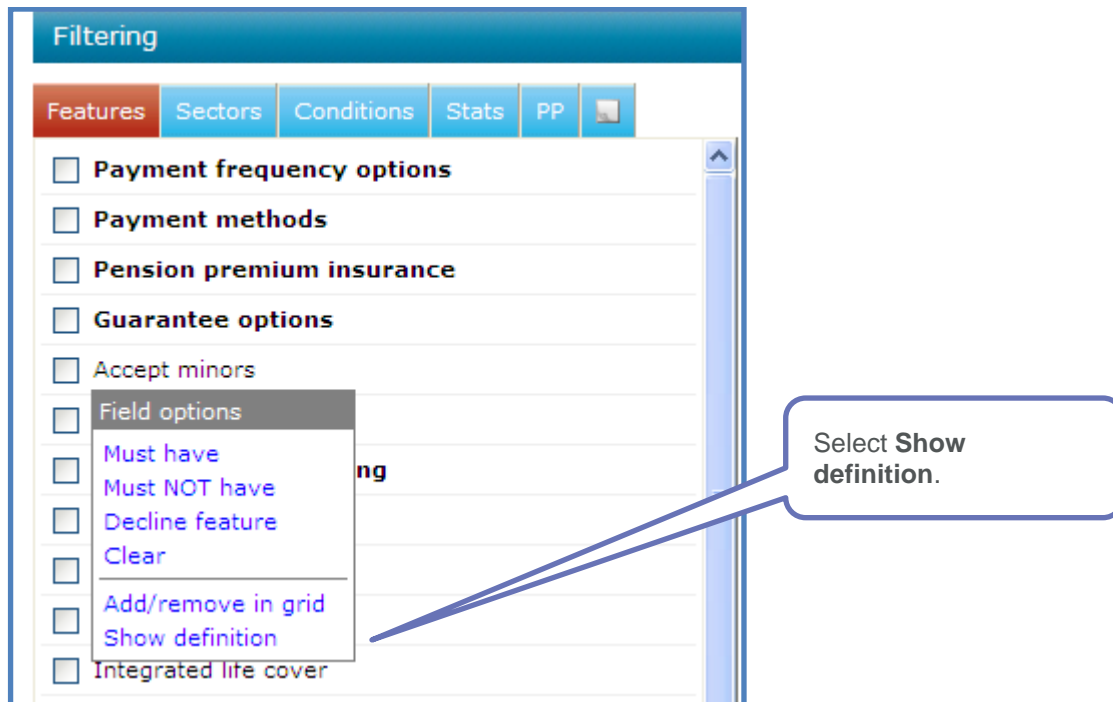
Payment methods

Pension premium insurance

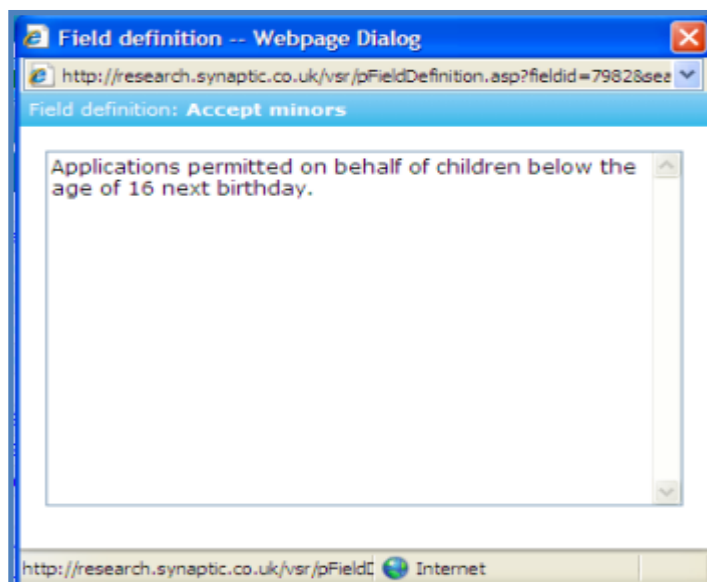
Select which of these the client wants access to.

6.3.3 Viewing Quick Reference Guide

The majority of the filtering criteria have a quick reference guide built in and can be accessed by right clicking on the item.



The following will be displayed:



6.3.4 Filtering

- To complete the filtering on a piece of research, there are six tabs to look through:

- Features – select the features that the clients must have on their contract
- Sectors – select the sectors that the client wants access to (only applies to investment based research)
- Conditions – select different conditions that will affect the contract
- Stats – select statistical information for filtering
- PP (Past performance) – select the past performance of sectors to filter on (only applies to investment based research)
- Own notes – record your own notes regarding the research

Each section should be worked through and criteria which are must haves for the client should be selected.

The screenshot shows the 'Conditions' tab in the Synaptic Product & Fund interface. It lists various filter criteria with dropdown menus for operators (like '>=') and input fields for values. A callout bubble points to the 'Number of free switches per annum' field, which is set to 21. The callout explains that when filtering, these symbols are used to remove contracts with more than 21 free fund switches per annum.

When completing some filtering you need to use these symbols. Once entered, tab away for the field and the list of contracts which don't have more than 21 free fund switches per annum will be removed.

The symbols are:

>= greater than or equal to

<= less than or equal to

= equal to

6.3.5 Manually Excluding Contracts

It is possible to remove a contract from the list without filtering. It can be manually excluded. To do this, right click on the contract name to be excluded.

12 contracts out of 35 (34%) - 0 manually excluded		
Company	Contract	Number of free switches per annum
Aviva Life & Pensions UK Limited	Personal Pension	Unlimited
Legal & General	L&G (available on Cofunds) Portfolio Plus Pension	Unlimited
Legal & General	Portfolio Plus Pension	Unlimited
Prudential Intermediary Division	Pru Flexible Retirement Plan	Unlimited
Sanlam Investments and Pensions	OneSIPP	Unlimited
Scottish Life (Royal London)	Contract options	Unlimited
Scottish Life (Royal London)	View contract details (Social Advisers Fee)	Unlimited
Scottish Life (Royal London)	Linked funds (Commission)	Unlimited
Scottish Widows	Fund picker	Unlimited
Scottish Widows	Exclude contract	Unlimited
Scottish Widows	View contract notes	Unlimited
Skandia	Personal Pension - Single Price	Unlimited

Select **Exclude contract**. You will be prompted to type in the reason why you are excluding this contract. This needs to be done if you are using any of the reports from the **Report** section. It will record the contract and the reason why it has been excluded.

Exclude contract -- Webpage Dialog

http://research.synaptic.co.uk/vsr/pAskContractExclusion.asp?searchid=

Sanlam Investments and Pensions
OneSIPP

Reason for excluding the contract (optional):

This plan has been excluded from the list due to the following conditions:

Exclude contract Cancel

Record the reason(s) for exclusion and click **Exclude contract**.

http://research.synaptic.co.uk/vsr/pAskContractExclusion.asp?searchid= Internet

The number of available contracts will now be updated and there will be a note to say that one has been manually excluded.



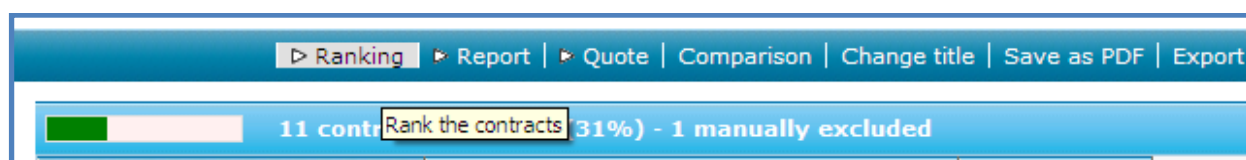
Once all the filtering tabs have been worked through, you will be left with all the contracts that meet the clients must have needs. If there is only one contract left, you can go straight to **Reports** and bypass the **Ranking** area of research.

If you want to print out a copy of the audit trail, access the **Audit trail** and click **Save as PDF**.

6.4 Ranking

Once filtering has been completed, click on **Ranking** in the menu bar. From the list of remaining contracts, ranking will help you find the most suitable contract to meet the client's needs.

During ranking, criteria is selected that the client has said that they would like to have included and points are awarded to contracts based on the criteria chosen. The contract with the most points is deemed to be the most suitable for the client.



6.4.1 Ranking scores

Once in this section, you will see that each criteria item has a low, medium and high importance level score. The difference between these is the number of points used with the scoring:

- Low is scored out of 7.5
- Medium is scored out of 10
- High is scored out of 12.5

If you select low on the desirable features those that have the criteria will be awarded 7.5, those that don't have it will be awarded zero points. With other criteria, like the stats, the points awarded will be on a sliding scale from 7.5 down to zero.

Choose the relevant ranking criteria and select the importance level for those.

To see the quick reference guide for ranking criteria, click on the wording and the information box will appear (as shown on page 26).

6.4.2 Conducting Ranking

As confirmed, look through this list to find all of the criteria that the client would like to have, but are not essential. Once all of the ranking criteria have been selected and the importance level has been selected, use the **Calculate** button.

Ranking

Choose a group below, and then choose one or more fields to rank on

Maturity Values

PUP Values

Transfer Values

Other stats

Fund link stats

Financial strength

Past Performance: Pension Funds: ABI Asia Pacific excluding Japan Equities

Past Performance: Pension Funds: ABI Global Emerging Markets Equities

Desirable features

Calculate

Clear all ranking

Fund link stats

Each field you select on this list is treated as a separate ranking item. Click

You only need to tick the items you want to rank on. Any items which you co

Fund link stats

Linked funds

Linked sectors

Importance

Low Med High

☐

☒

☐

☐

☐

☐

You will also find **Calculate** button on the menu bar, either one can be used.

The contracts will now be put into the most suitable order and the contract with the most points will be at number one. The overall score is displayed on the following page, and each criteria selected will have been given a specific colour.

Ranking results						Report	Quote	Save as PDF	Export
Total score	Desirability	AKG Unit Linked Business	Moody's rating	Linked funds	Age 50, retiring at 65, £200pm				
1	Scottish Widows	The Retirement Account - Nil Commission	38.4 pts	90%					
2	Scottish Widows	The Retirement Account - Scaled Commission	35.7 pts	84%					
3	Scottish Widows	The Retirement Account - Flexible Commission	34.3 pts	81%					
4	Prudential Intermediary Division	Pru Flexible Retirement Plan	33.4 pts	79%					
5	Aviva Life & Pensions UK Limited	Personal Pension	31.6 pts	74%					
6	Scottish Life (Royal London)	Pension Portfolio (Nil Commission)	26.4 pts	62%					
7	Scottish Life (Royal London)	Pension Portfolio	25.7 pts	60%					
8	Scottish Life (Royal London)	Pension Portfolio (Financial Advisers Fee)	25.0 pts	59%					
9=	Legal & General	L&G (available on Cofunds) Portfolio Plus Pension	22.7 pts	53%					
9=	Legal & General	Portfolio Plus Pension	22.7 pts	53%					
11	Skandia	Personal Pension - Single Price	18.2 pts	43%					

Each ranking criteria can be viewed by clicking on each tab.

Ranking results							Report Quote Save as PDF	
Total score	Desirability	AKG Unit Linked Business	Moody's rating	Linked funds	Age 50, retiring at 65, £200pm			
1 (4)	Prudential Intermediary Division	Pru Flexible Retirement Plan	7.5 pts	(Aa2)				
2= (1)	Scottish Widows	The Retirement Account - Nil Commission	6.8 pts	(Aa3)				
2= (2)	Scottish Widows	The Retirement Account - Scaled Commission	6.8 pts	(Aa3)				
2= (3)	Scottish Widows	The Retirement Account - Flexible Commission	6.8 pts	(Aa3)				
2= (5)	Aviva Life & Pensions UK Limited	Personal Pension	6.8 pts	(Aa3)				
2= (9)	Legal & General	L&G (available on Cofunds) Portfolio Plus Pension	6.8 pts	(Aa3)				
2= (9)	Legal & General	Portfolio Plus Pension	6.8 pts	(Aa3)				
8= (6)	Scottish Life (Royal London)	Pension Portfolio (Nil Commission)	2.7 pts	(A2)				
8= (7)	Scottish Life (Royal London)	Pension Portfolio	2.7 pts	(A2)				
8= (8)	Scottish Life (Royal London)	Pension Portfolio (Financial Advisers Fee)	2.7 pts	(A2)				
8= (11)	Skandia	Personal Pension - Single Price	2.7 pts	(A2)				

To move back to the **Total score**, click back on the wording.

6.4.3 Printing this Ranking

Once the ranking has been completed, this information can be saved as PDF so that it can be saved, printed or emailed. Use the **Save as PDF** button on the menu bar.

Ranking PDF options -- Webpage Dialog

http://research.synaptic.co.uk/vsr/pRankingPDFOptions.asp?contracts=11&f

What do you want to include in the report?

Show **all** contracts

☒ Show the breakdown of each ranking item

☐ Page breaks between each section

Generate PDF Cancel

http://research.synaptic.co.uk/vsr/pRankingPDF Internet

This option will show all ranking scores, one after the other. The second option will put each ranking score on a different page.

Click on **Generate PDF**.

An example copy of the ranking document can be found within the Appendices section at the back of this user guide.

Now that the ranking has been completed, move onto the **Reports** button in the menu bar.

6.5 Reporting

Now that the research has been done and **Report** from the menu bar has been clicked on, select the contract that you will be recommending to the client.

Choose a report template		
Fund picker Back to ranking Back to filtering Quote Help		
1. Choose the contract you are recommending (if any)		
-	(No recommendation)	-
1	Scottish Widows The Retirement Account - Nil Commission	38.4 pts
2	Scottish Widows The Retirement Account - Scaled Commission	35.7 pts
3	Scottish Widows The Retirement Account - Flexible Commission	34.3 pts
4	Prudential Intermediary Division Pru Flexible Retirement Plan	33.4 pts
5	Aviva Life & Pensions UK Limited Personal Pension	31.6 pts
6	Scottish Life (Royal London) Pension Portfolio (Nil Commission)	26.4 pts
7	Scottish Life (Royal London) Pension Portfolio	25.7 pts
2. Click on a report template		
Quick reports (open in your browser) Standard research report Factsheet for the selected contract		Report Manager suitability reports (download as RTF) Research Report Standard Report - Personal Pension

Once the contract has been selected, the name of the contract will be bold and the background slightly darker.

There are 4 reports which you will have access to.

Two are **Quick reports** – these will open up in a browser window

Two are **Report Manager suitability reports** – these will open up in Word.

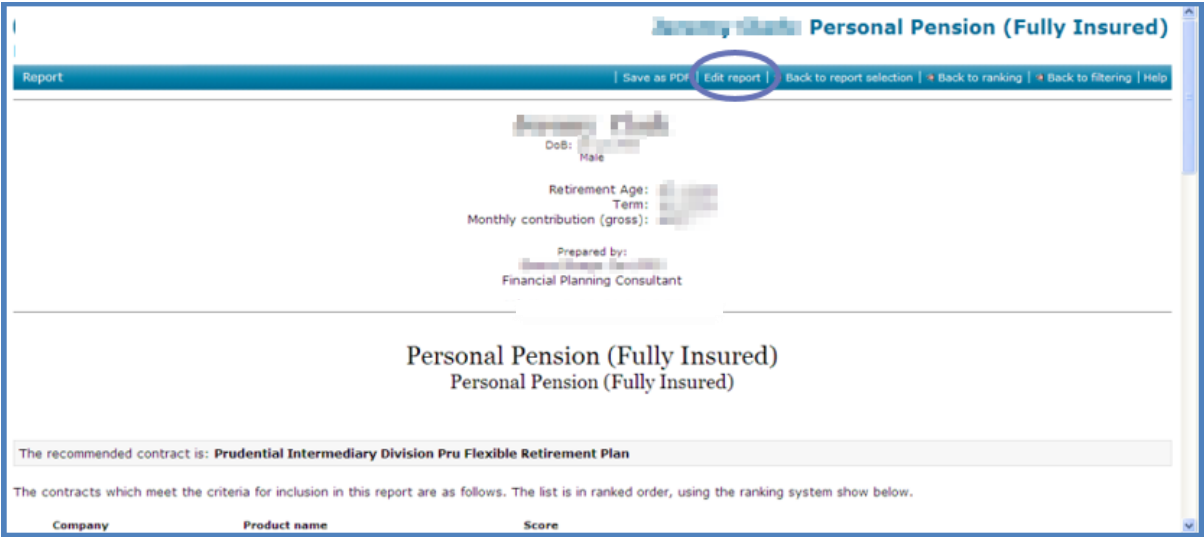
6.5.1 Quick Reports

The two quick reports are:

- Standard research report
- Factsheet for the selected contract

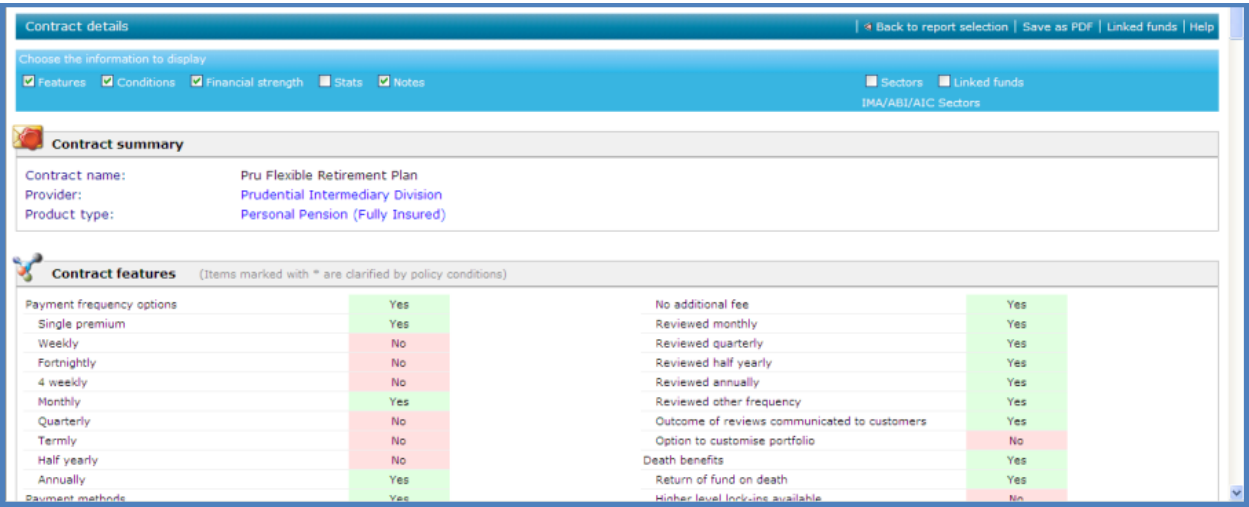
The Standard research report is an editable report as long as you have the correct permissions set by your administrator.

The Standard research report will include the filtering information, ranking information and excluded contracts. To access the report, click on **Standard research report**.



Use the **Edit report** button to make changes to the information. An example copy of this report can be found in the Appendices at the end of this user guide.

Use the **Back to report selection** button to move back. The **Save as PDF** button can be used to save and print this report.



The contact factsheet can be printed by using the Save as PDF button from the menu bar. Use the Back to report selection to move back to the reports section. This report is not editable.

6.5.2 Word Reports

The two reports which can be produced from this section are:

- Research Report
- Standard Report – this is the suitability report

These reports will both open up in Word, which means they are totally editable but do need to be saved to the client file once the reports have been amended.

The Research Report is accessed by clicking on the wording.

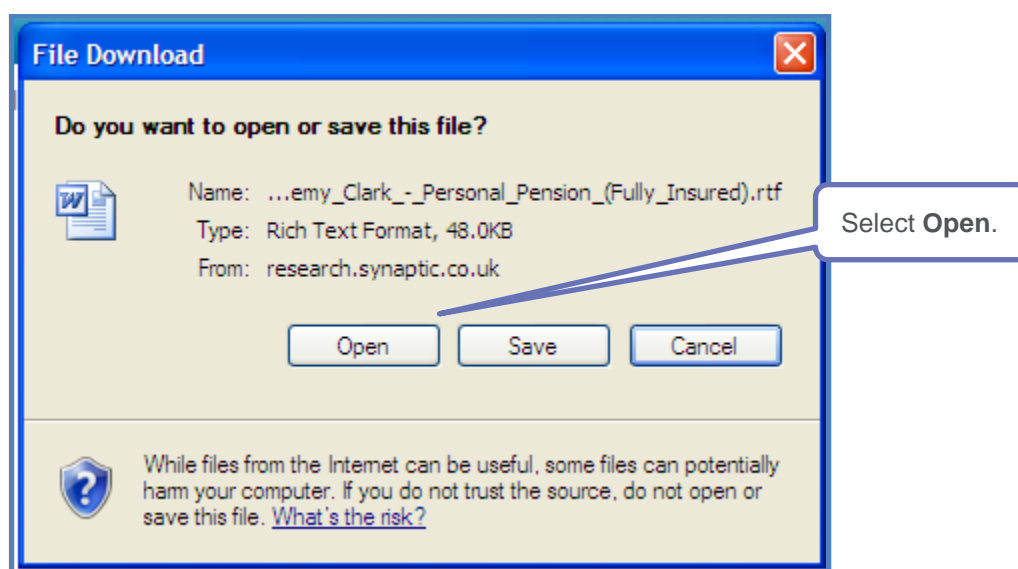
Personal Pension (Fully Insured)

Enter report information | Back to report selection | Back to ranking | Back to filtering | Help

(This report does not contain any fields which need to be completed manually. You can simply click on the button below to generate the report, and download it onto your computer.)

If you are using Word 97 or lower please click here ☐

To start up this report, click **Create report**.



Capita Financial Software Ltd

Product Research

The following report describes the research we have conducted to identify the most suitable contract for your circumstances and requirements. It shows the contract features we are recommending, and the criteria we have used to rank those contracts which have the required features.

Policy Details

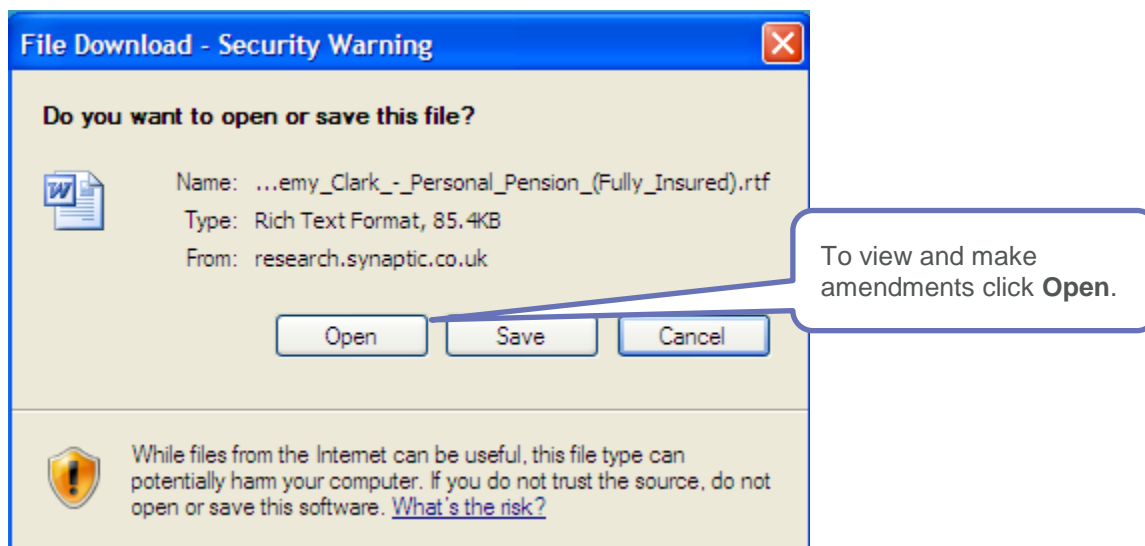
Essential contract features
Phased retirement

The name on your licence will display here.

Once the report has been edited, save it to the client file on your PC or server.

The Standard Report (suitability report) is produced in the same way, however there will be a number of questions that need to be answered before it is generated.

This information will create appropriate paragraphs in the suitability report. Any questions which aren't applicable should be left blank and these paragraphs can be removed from the letter in Word.



Once the letter is in Word, look for any text in red. This indicates that either something needs to be checked or input.

In the following picture, some red text is in { }, this means that the information was not selected on the screen shown at the top of this page.

Some text has * before it, this means that a simple choice needs to be made e.g. *pensionable/non-pensionable.

Current Situation

The following information represents a summary of your present position as I understand it, based upon the details provided during our previous meeting(s).

[REDACTED], you are currently single and are living on your own. You are currently employed, as a **Mechanical Engineer** with earnings of **£50,000** and are a higher rate taxpayer your employment is ***pensionable/non pensionable**. You are in excellent health and have confirmed to me that you are a non-smoker.

, you are currently single and are living on your own. You are currently employed **{2ND_LIFE_OCCUPATION}** with earnings of **{2ND_LIFE_EARNINGS}** and are a ***pensionable/non pensionable**. You are in excellent health and have confirmed to me that you are a non-smoker.

You have **{NUM_DEPENDANTS}** who are financially dependent upon you.

You have purchased your own home, which is currently valued at **£200,000**. After a mortgage of **£100,000** you have equity of **£100,000**.

Having conducted a thorough Personal Financial Questionnaire/Fact Find and Needs Analysis we have

Check the whole letter for red text, amend as appropriate and remove as required.

Research Capital Financial Software

Page 2 of 13

09 Jun 2011

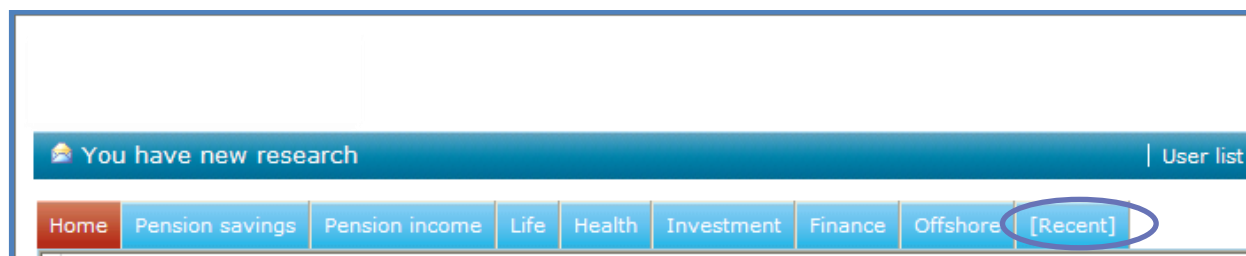
Once the letter has been amended as appropriate select all text (Ctrl A) and change the colour to black. If not, those of you with a colour printer may find that the red text appears on your printed letter. Now all the changes have been made, save the report to the client file on your PC or server.

A copy of the research report is automatically added to the suitability report.

6.5.3 Finding Research

There will be occasions when you are not able to complete the research and produce the reports on the same day. If this is the case, you can navigate back to the home page without having to save the research, as it will be automatically saved.

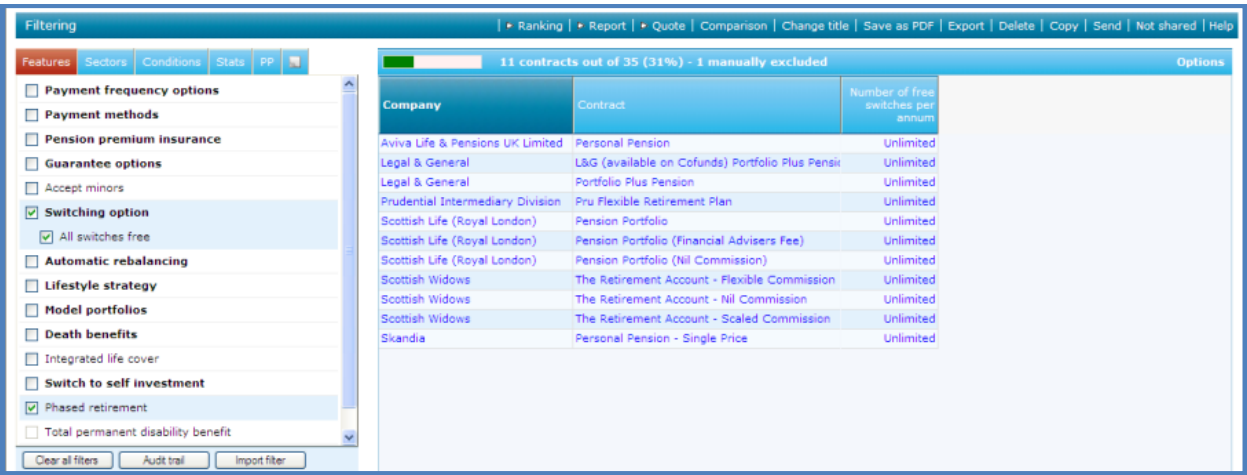
The research can then be found again by using the **Recent** tab.



A list of all research recently carried out will now be shown.



To retrieve a piece of research, click on the name of the research. You will be taken to the filtering area for that piece of research.



6.5.4 What Happens to Existing Research after an Update

You may notice that some of the research items have a pink background and red **Last viewed** date.

Home

Pension savings

Pension income

Life

Health

Investment

Finance

Offshore

[Recent]

Find by client name:

Find

Find by title:

Find

Show recent

List your recent research, or find research by client name

For information on coloured backgrounds and icons [click here](#).

Research

Client

Last viewed

Actions

☐

Personal Pension (Fully Insured)

☐

Fund data: Unit trusts/OEICs

☐

Individual Savings Accounts: Stocks and Shares

☐

Personal Pension (Fully Insured)

☐

Critical Illness: Term

☐

Personal Pension £200.00 pm

☐

Copy of Personal Pension £200.00 pm

☐

Private Medical Insurance: Comprehensive

☐

Personal Pension (Fully Insured)

☐

Fund data: Pension funds

☐

Individual Savings Accounts, £10640 - with presets

☐

Adviser Platforms

☐

Personal Pension (Fully Insured)

☐

Fund data: Pension funds

☐

Fund data: Manual fund list

Today

08/06/2011

08/06/2011

06/06/2011

06/06/2011

06/06/2011

06/06/2011

06/06/2011

03/06/2011

03/06/2011

31/05/2011

31/05/2011

31/05/2011

27/05/2011

27/05/2011

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This is an indicator that since the research has been carried out there has been an update to the fund and or contract/company information. What this means is that if you are going to see a client whose research has a pink background, you will need to work through the research again before seeing the client to recommend that contract.

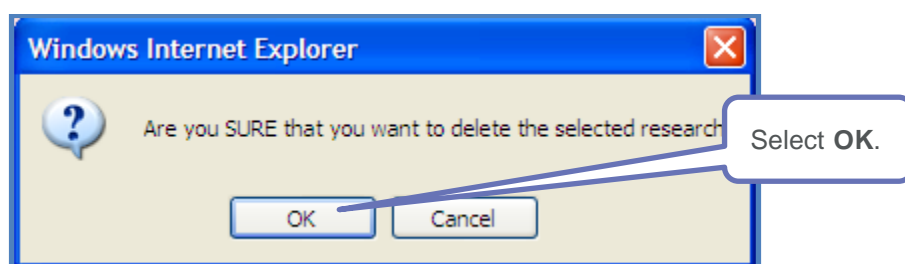
This will ensure that the product is still available and still the most suitable for the client.

6.5.5 Deleting Old Research

All of your research will be saved within Synaptic and after a period of time, you may want to delete the research from Synaptic. This can be done by selecting the research to be deleted from within the **Recent** tab:



Select the items to be deleted by clicking into the box to the left of the research and once done, click **Delete selected research**.



The selected research will be deleted and you will not be able to access it again.

6.5.6 Renaming Research

If you want to change the name of your research so that it is easier to find at a later date, it is simple to do and can be done when carrying out the research, or once it has been finished.

To rename a piece of research whilst carrying it out, use the **Change title** button on the menu bar:



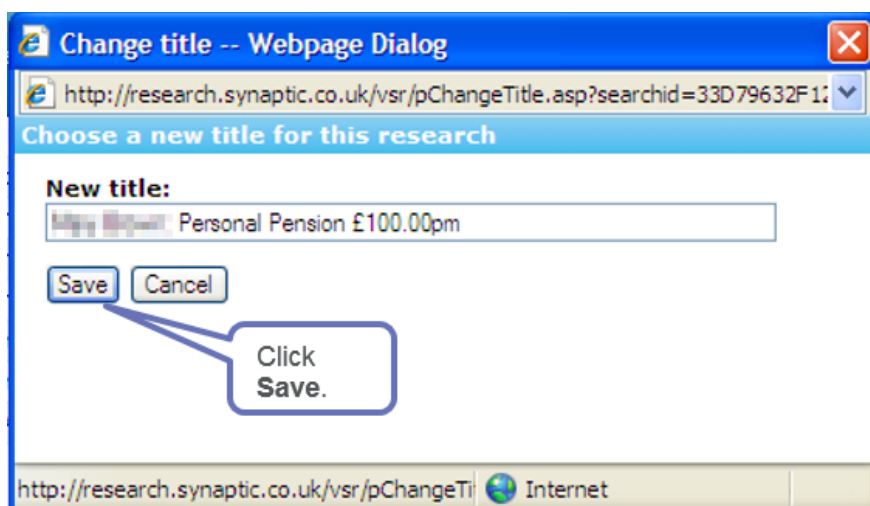
Personal Pension (Fully Insured)

Ranking Report Quote Comparison **Change title** Save as PDF Export Delete Copy Send Not shared Help

8 contracts out of 35 (23%) - 0 manually excluded Options

Company	Contract
AEGON	Flexible Pension Plan - Financial Adviser Charge
Prudential Intermediary Division	Pru Flexible Retirement Plan
Scottish Life (Royal London)	Pension Portfolio
Scottish Life (Royal London)	Pension Portfolio (Financial Advisers Fee)
Scottish Life (Royal London)	Pension Portfolio (Nil Commission)
Standard Life Assurance Ltd	active money personal pension - Initial Commis
Standard Life Assurance Ltd	active money personal pension - Nil Commissio
Zurich Assurance Ltd	Self Invested Personal Pension

Give the research its own title:



Change title -- Webpage Dialog

http://research.synaptic.co.uk/vsr/pChangeTitle.asp?searchid=33D79632F1

Choose a new title for this research

New title:

Personal Pension £100.00pm

Save Cancel

Click Save.

http://research.synaptic.co.uk/vsr/pChangeTi Internet

The name will now be displayed on the research:



Personal Pension £100.00pm

Ranking Report Quote Comparison **Change title** Save as PDF Export Delete Copy Send Not shared Help

8 contracts out of 35 (23%) - 0 manually excluded Options

Company	Contract
AEGON	Flexible Pension Plan - Financial Adviser Charge
Prudential Intermediary Division	Pru Flexible Retirement Plan
Scottish Life (Royal London)	Pension Portfolio
Scottish Life (Royal London)	Pension Portfolio (Financial Advisers Fee)
Scottish Life (Royal London)	Pension Portfolio (Nil Commission)
Standard Life Assurance Ltd	active money personal pension - Initial Commis
Standard Life Assurance Ltd	active money personal pension - Nil Commissio
Zurich Assurance Ltd	Self Invested Personal Pension

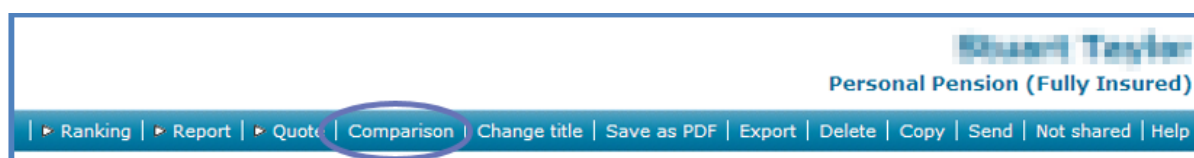
To rename a piece of research which you have completed, simply select it from the Recent tab by clicking on the name of the research:



Then use the Change title button on the menu bar and change the name as previously described.

6.5.7 Comparing Contracts

When completing filtering on Synaptic, there is a Comparison button on the menu bar which enables you to compare the features and conditions of the products that are in the contracts list.



Once this button is clicked, a list of the remaining contracts in your research will appear at the top of the page and a list of features and conditions appear on the left hand side. This can be useful to quickly and easily compare contracts. If there are too many then you will need to scroll across to view all the products:

Comparison grid

Save as PDF | Export | Back to filtering | Help

Choose the information to display

☒ Features ☐ Conditions ☒ Financial strength ☐ Stats ☐ Notes

Company	Scottish Life (Royal London)	Scottish Life (Royal London)	Scottish Life (Royal London)
Contract	Pension Portfolio	Pension Portfolio (Financial Advisers Fee)	Pension Portfolio (Nil Commission)
Features			
Payment frequency options	Yes	Yes	Yes
Single premium	Yes	Yes	Yes
Weekly	No	No	No
Fortnightly	No	No	No
4 weekly	No	No	No
Monthly	Yes	Yes	Yes
Quarterly	No	No	No
Termly	No	No	No
Half yearly	No	No	No
Annually	Yes	Yes	Yes
Payment methods	Yes	Yes	Yes
Bacs	Yes	Yes	Yes
Cheque	Yes	Yes	Yes
Debit card	No	No	No
Direct debit	Yes	Yes	Yes
Standing order	No	No	No
Telegraphic transfer	No	No	No
Transfer of shares	No	No	No
Pension premium insurance	Yes	Yes	Yes

Use the scroll button to view all the features and conditions.

The information about the contracts can be changed by selecting what is and is not required from the blue bar:

Choose the information to display

☒ Features ☐ Conditions ☒ Financial strength ☐ Stats ☐ Notes

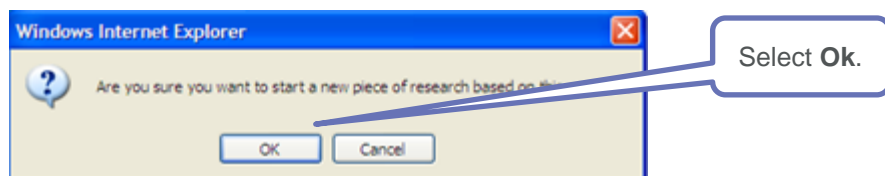
This information contained in this grid can be saved as a PDF for printing or saving use the **Save as PDF** button.

To move back to the filtering page, use **Back to filtering** on the menu bar.

6.5.8 Copying Research

If you are carrying out research and need to duplicate the piece of research, you will have access to a Copy button on the menu bar. If this is used a copy of the research will be created.

A message will appear asking if you want to create a copy based on this piece of research:



A new piece of research will now be created for this client and product:



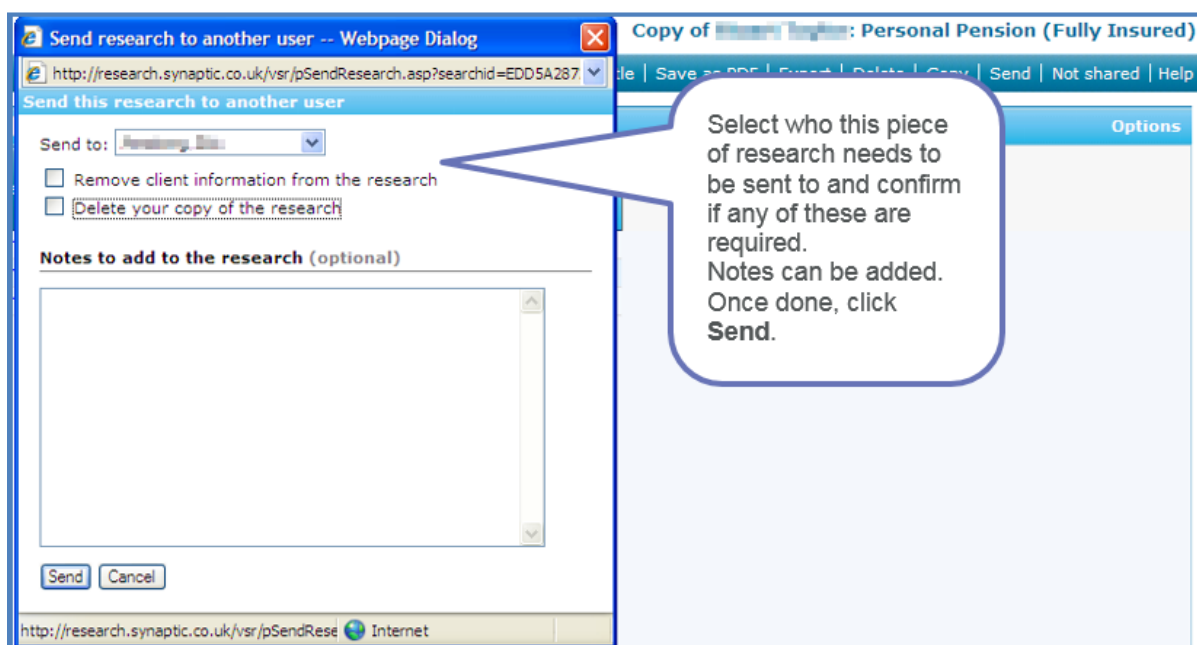
This might be useful if you want to repeat research for the same client and product but using different criteria. Once you have the copy, the criteria can be amended.

6.5.9 Sending Research

Once a piece of research has been completed, you can send this piece of research to other named users on your licence.

You may want to use this if a Paraplanner has completed a piece of research and wants to send it to their Adviser for checking, or perhaps when a Paraplanner is off on holiday and wants the Adviser to have access to the research that they have completed.

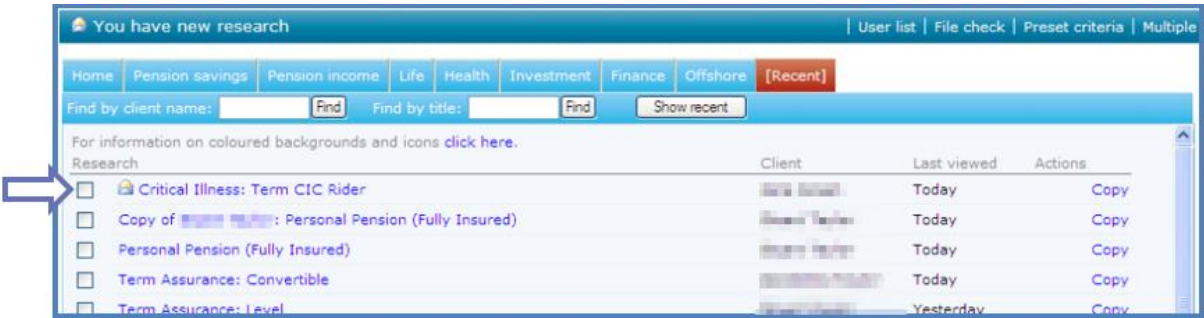
Once you have completed a piece of research, navigate back to the filtering page and click the Send button in the menu bar:



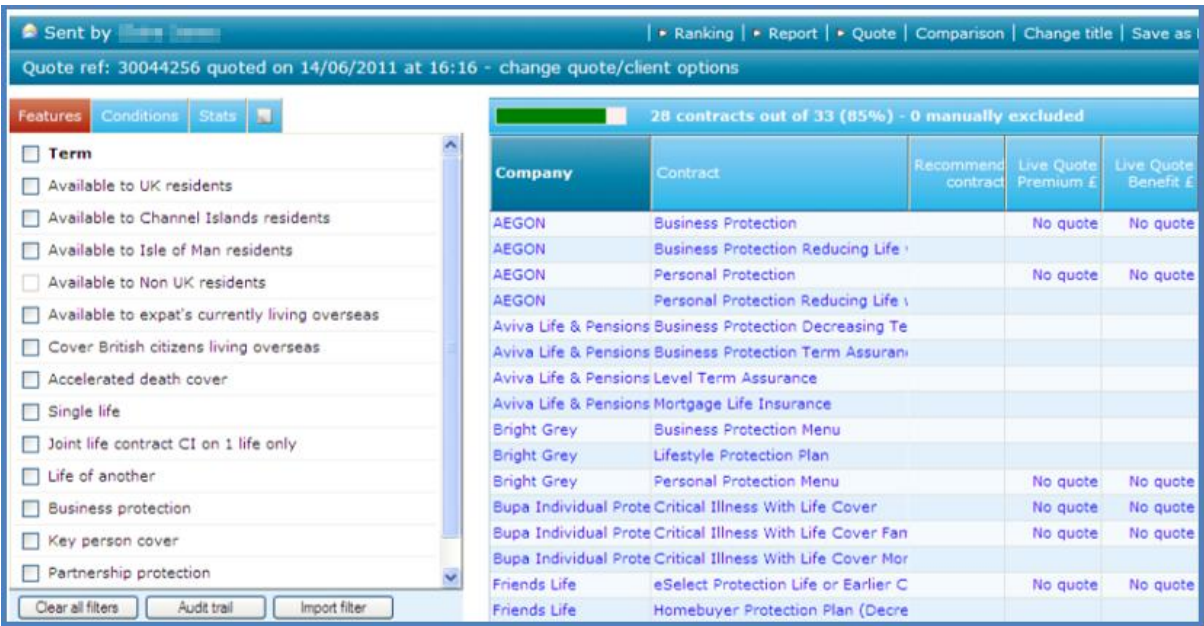
This will now be sent to the chosen user. They will see a message the next time they log in:



They will be able to access the sent research via the **Recent** tab:

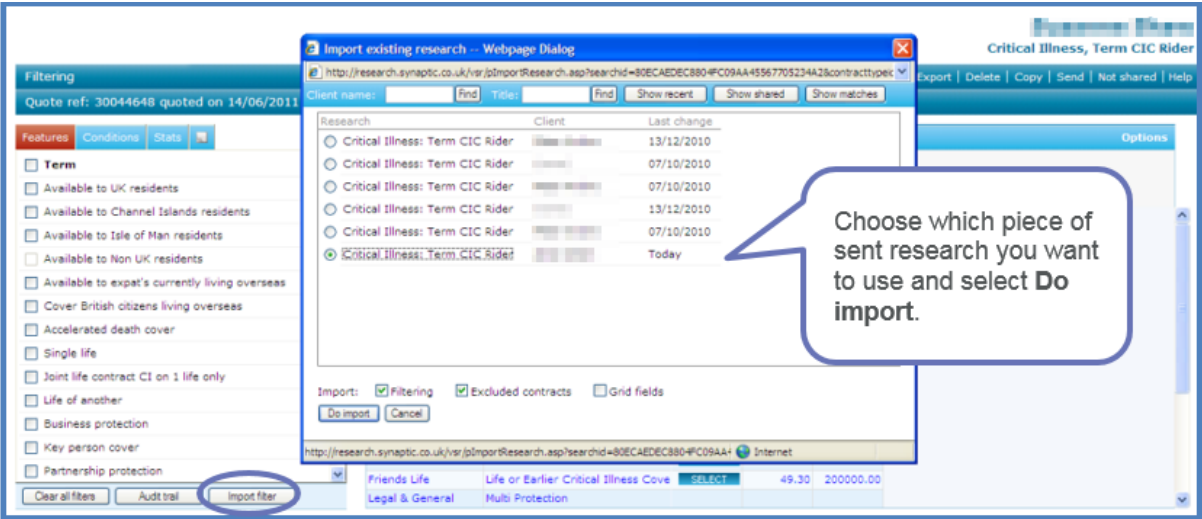


To access this piece of research, click on the name.

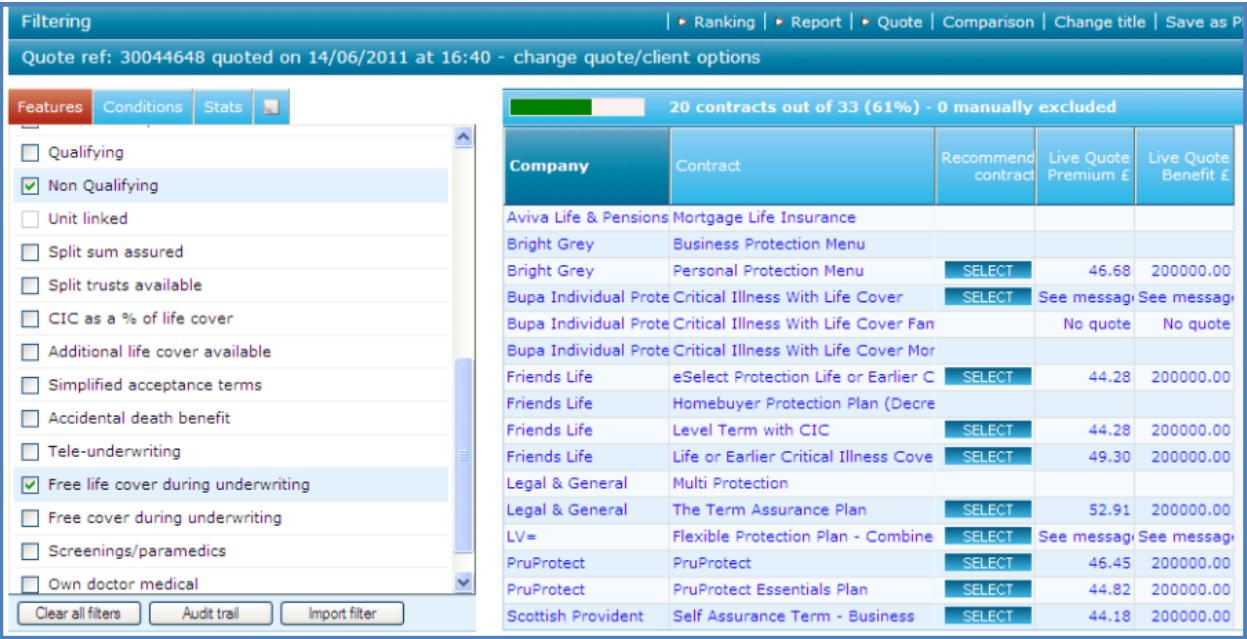


It is also possible to use this sent research to import the filtering criteria onto a new piece of research for the same product type.

To use the criteria from this piece of research on another client, start a piece of research and use the **Import filter** button:



Once done, any filtering criteria used on the imported research will now show on this new piece of research:



Carry on with this piece of research as previously explained.

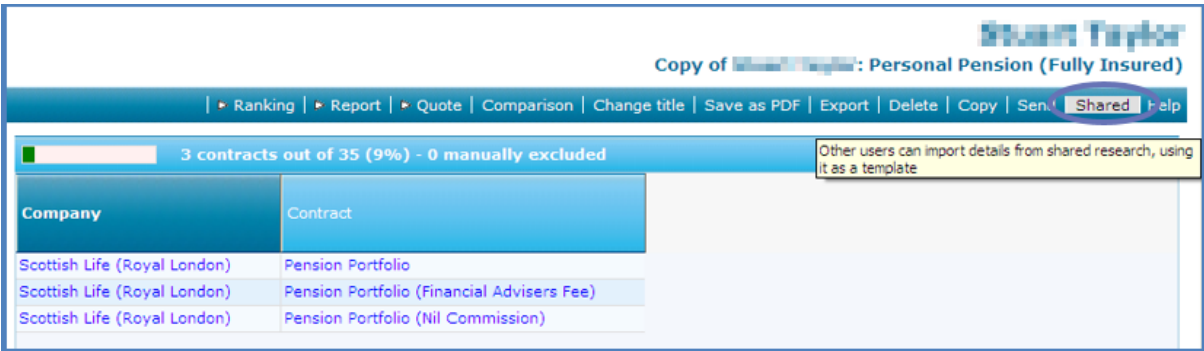
6.5.10 Sharing Research

Once a piece of research has been completed, it can be shared to all users named on your licence. This will enable all users to import the criteria used on the piece of research being shared.

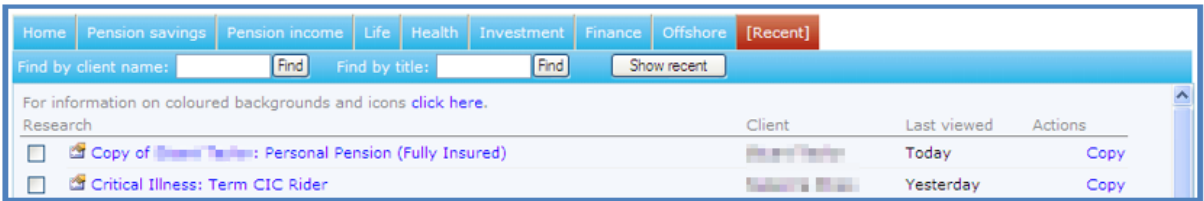
To share research use the **Not shared** button on the menu bar:



Click on this and this will change the wording to **Shared**.



This piece of research can now be viewed by all named users within the company licence. In the **Recent** tab any shared research can be viewed:



The icon at the beginning of the research indicates that the research has been shared.

To use the criteria chosen on a shared piece of research in a piece of new research, start the new piece of research and use the **Import filter** button:

Filtering | Ranking | Report | Quote | Comparison | Change title

Features | Sectors | Conditions | Stats | PP

☐ Payment frequency options

☐ Payment methods

☐ Pension premium insurance

☐ Guarantee options

☐ Accept minors

☐ Switching option

☐ Automatic rebalancing

☐ Lifestyle strategy

☐ Model portfolios

☐ Death benefits

☐ Integrated life cover

☐ Switch to self investment

☐ Phased retirement

☐ Total permanent disability benefit

☐ Loyalty bonus

Clear all filters | Audit trail | **Import filter**

28 contracts out of 35 (80%) - 0 manually excluded

Company	Contract
AEGON	Flexible Pension Plan - Financial Adviser Charge
Aviva Life & Pensions UK Limited	Personal Pension
AXA Wealth	The One from Winterthur FAR (Initial Commission)
AXA Wealth	The One from Winterthur FAR (Nil Commission)
AXA Wealth	The One from Winterthur FIC (Initial Commission)
AXA Wealth	The One from Winterthur FIC (Nil Commission)
Canada Life	Flexible Pension Bond
Cofunds Ltd	Cofunds Pension Account (provided by Suffolk L)
Friends Life	The Personal Range - Individual Personal Pension
HSBC Bank Plc	HSBC World Selection Personal Pension
Legal & General	L&G (available on Cofunds) Portfolio Plus Pension
Legal & General	Portfolio Plus Pension
Prudential Intermediary Division	Pru Flexible Retirement Plan
Sanlam Investments and Pensions	OneSIPP
Scottish Life (Royal London)	Pension Portfolio
Scottish Life (Royal London)	Pension Portfolio (Financial Advisers Fee)
Scottish Life (Royal London)	Pension Portfolio (Nil Commission)

Then choose the piece of shared research to import the filters from:

Import existing research -- Webpage Dialog

http://research.synaptic.co.uk/vsr/pImportResearch.asp?searchid=26C7CBA2E0E04D59B0D5A7D0EA36954E&contracttypeid=...

Client name: Find Title: Find Show recent Show shared Show matches

Research	Client	Last change
<input type="radio"/> Personal Pension (Fully Insured)	Glenn Smith	23/08/2010
<input checked="" type="radio"/> Personal Pension (Fully Insured)	Robert Taylor	06/06/2011
<input type="radio"/> Personal Pension (Fully Insured) £200.00pm	Karen McGowan	17/01/2011
<input type="radio"/> Personal Pension (Fully Insured)	Kristen Brown	06/12/2010
<input type="radio"/> Personal Pension (Fully Insured) £200pm	William Kelly	11/01/2010
<input type="radio"/> Personal Pension (Fully Insured)	John Smith	06/09/2010
<input type="radio"/> Personal Pension (Fully Insured) £200.00	Alison Carter	05/07/2010
<input type="radio"/> Personal Pension (Fully Insured)	Molly Johnson	30/03/2011
<input type="radio"/> Personal Pension (Fully Insured) £200.00	Richard Harris	15/03/2010
<input type="radio"/> Personal Pension (Fully Insured)	(none)	28/01/2011

Import: ☒ Filtering ☒ Excluded contracts ☐ Grid fields

Do import Cancel

http://research.synaptic.co.uk/vsr/pImportResearch.asp?searchid=26C7CBA2E0E04D59B0D5A7D0EA36954E&contracttypeid=... Internet

The filters from the piece of shared research will now be applied to the new research:

FeaturesSectorsConditionsStatsPP

☐ Automatic rebalancing

☐ Lifestyle strategy

☐ Model portfolios

☐ Death benefits

☐ Integrated life cover

☐ Switch to self investment

☒ Phased retirement

☐ Total permanent disability benefit

☒ Loyalty bonus

☐ Indexation

☐ Accept pension credits on divorce

☒ Accept transfers in

☐ For expats living overseas with UK pension

☐ Transfer out no penalty

☒ Paid up without penalty

Clear all filters

Audit trail

Import filter

8 contracts out of 35 (23%) - 0 manually excluded

Company	Contract
AEGON	Flexible Pension Plan - Financial Adviser Charge
Prudential Intermediary Division	Pru Flexible Retirement Plan
Scottish Life (Royal London)	Pension Portfolio
Scottish Life (Royal London)	Pension Portfolio (Financial Advisers Fee)
Scottish Life (Royal London)	Pension Portfolio (Nil Commission)
Standard Life Assurance Ltd	active money personal pension - Initial Commis
Standard Life Assurance Ltd	active money personal pension - Nil Commissio
Zurich Assurance Ltd	Self Invested Personal Pension

Carry on now and complete the research.

6.6 Creating Research with Preset Criteria

When preset criteria has been set up for a specific product type, research is started in the same way as explained earlier, select the appropriate product type tab.

HomePension savingsPension incomeLifeHealthInvestmentFinanceOffshore[Recent]

Contracted-Out Personal Pension Plan

Contracted-Out Personal Pension Plan

Executive Pension

Executive Pension

Group Personal Pension (Including Stakeholder)

Group Personal Pension (Including Stakeholder)

Personal Pension (Fully Insured)

Personal Pension (Fully Insured)

Section 32

Section 32

Self Invested Personal Pension

Full

Hybrid

Small Self Administered Scheme

Deferred

Full

Hybrid

Stakeholder

17 con

6 providers

Personal presets

20 providers

8 contracts

7 providers

96 contracts

64 providers

24 contracts

14 providers

2 contracts

1 provider

29 contracts

29 providers

3 contracts

2 providers

Confirmation that Preset criteria have been set up for this product type.

Enter the client details as previously described:

Enter client data

Preset criteria

☐ Standard Presets

Client entry

Skip client entry

Client 1

Load

First name:

Last name:

Date of birth:

(dd/mm/yyyy)

Sex:

Male

Smoker:

☐ Yes
 ☒ No

Occupation:

Mechanical Engineer - office based

Search

Annual earnings:

50000

Confirmation that presets will be used. If there is more than one preset for a product type, you will need to choose which preset to use.

Once the research has been started, all the criteria chosen within the preset will be applied to the piece of research:

Filtering (using preset criteria)

Ranking

Report

Quote

Comparison

Change title

Features

Sectors

Conditions

Stats

PP

☐ Payment frequency options
☐ Payment methods
☐ Pension premium insurance
☐ Guarantee options
☐ Accept minors
☒ Switching option

☒ All switches free

☒ Automatic rebalancing

☐ Monthly
☒ Quarterly
☐ Half yearly
☐ Annually
☐ Other frequency

☐ Lifestyle strategy
☐ Model portfolios

Clear all filters

Audit trail

Import filter

14 contracts out of 35 (40%) - 0 manually excluded

Company	Contract
AXA Wealth	The One from Winterthur FAR (Initial Commission)
AXA Wealth	The One from Winterthur FAR (Nil Commission)
AXA Wealth	The One from Winterthur FIC (Initial Commission)
AXA Wealth	The One from Winterthur FIC (Nil Commission)
Sanlam Investments and Pensions	OneSIPP
Scottish Life (Royal London)	Pension Portfolio
Scottish Life (Royal London)	Pension Portfolio (Financial Advisers Fee)
Scottish Life (Royal London)	Pension Portfolio (Nil Commission)
Scottish Widows	The Retirement Account - Flexible Commission
Scottish Widows	The Retirement Account - Nil Commission
Scottish Widows	The Retirement Account - Scaled Commission
Skandia	Personal Pension - Single Price
Skandia Investment Solutions	SIS Collective Retirement Account initial charge
Skandia Investment Solutions	SIS Collective Retirement Account phased charge


As these preset criteria are **Personal** it will be possible to remove criteria if required.

It is now possible to carry on with a piece of research as described in sections 6.3, 6.4 and 6.5.

7 Creating Protection Research

If your Weblines details are recorded in Synaptic, each time you do a piece of Life Assurance, Critical Illness or Permanent Health Insurance research as part of filtering you will be given additional columns in the grid for premium and sum assured. This information will have been gathered using Weblines.

Your Weblines details are recorded in the user info section of the **Menu bar**.

 **Quote engine details**

	Exchange:	Weblines:
User name:	<input type="text"/>	<input type="text" value="james.phillips"/>
Password:	<input type="password"/>	<input type="password" value="*****"/>
Number:		<input type="text" value="0123456789"/>


You may find that you do not get the premiums for each of the products in the list, this will be due to the product in Synaptic not being identical to the product on Weblines.

7.1 Carrying Out a Piece of Protection Research

When adding client information, there will be some fields that need to be completed to enable Weblines to produce the quotes.

Benefits/contributions

Term:	<input type="text" value="20"/>	years
Please enter monetary amount in sum assured OR premium:		
Sum assured:	£ <input type="text" value="150000"/>	OR
Premium:	£ <input type="text"/>	
Premium frequency:	<input type="text" value="Monthly"/>	
Premium rates:	<input type="text" value="Reviewable"/>	
Business protection:	<input type="text" value="No"/>	
Waiver of premium:	<input type="text" value="Single"/>	
Increasing benefit:	<input type="text" value="No"/>	
Benefit type:	<input type="text" value="CIC and TPD (own occ)"/>	

Enable live quotes  ☒

All red fields need to be completed.

When carrying out a piece of Protection research, the main difference that you will see is when you get to the filtering stage. The grid that you see will have additional columns:

17 contracts out of 24 (71%) - 0 manually excluded				
Company	Contract	Recommend contract	Live Quote Premium £	Live Quote Benefit £
AEGON	Personal Protection	SELECT	See message	See message
AEGON	Personal Protection Reducing Critic			
Bright Grey	Personal Protection Menu	SELECT	94.03	150000.00
Bupa Individual Prote	Critical Illness Family Income Ben		No quote	No quote
Bupa Individual Prote	Critical Illness Mortgage Protection			
Bupa Individual Prote	Critical Illness Plan	SELECT	See message	See message
Friends Life	Critical Illness Cover	SELECT	See message	See message
Friends Life	Homebuyer Protection Plan (Decre			
Legal & General	Critical Illness Cover (Level)	SELECT	85.83	150000.00
Legal & General	Mortgage Decreasing CIC			
Legal & General	Multi Protection			
LV=	Flexible Protection Plan - Critical II	SELECT	See message	See message
PruProtect	PruProtect	SELECT	97.21	150000.00
Scottish Provident	Self Assurance Term - Personal	SELECT	74.31	150000.00
Scottish Provident	Self Assurance-Mortgage			
Zurich Assurance Ltd	Decreasing Mortgage Cover - rev		No quote	No quote

To order the **Live Quote Premium** column right click on the title:

17 contracts out of 24 (71%) - 0 manually excluded				
Company	Contract	Recommend contract	Live Quote Premium £	Live Quote Benefit £
AEGON	Personal Protection	SELECT	See message	See message
AEGON	Personal Protection Reducing Critic			
Bright Grey	Personal Protection Menu	SELECT	94.03	150000.00
Bupa Individual Prote	Critical Illness Family Income Ben		No quote	No quote
Bupa Individual Prote	Critical Illness Mortgage Protection			
Bupa Individual Prote	Critical Illness Plan	SELECT	See message	See message
Friends Life	Critical Illness Cover	SELECT	See message	See message
Friends Life	Homebuyer Protection Plan (Decre			
Legal & General	Critical Illness Cover (Level)	SELECT	85.83	150000.00
Legal & General	Mortgage Decreasing CIC			
Legal & General	Multi Protection			
LV=	Flexible Protection Plan - Critical II	SELECT	See message	See message
PruProtect	PruProtect	SELECT	97.21	150000.00
Scottish Provident	Self Assurance Term - Personal	SELECT	74.31	150000.00
Scottish Provident	Self Assurance-Mortgage			
Zurich Assurance Ltd	Decreasing Mortgage Cover - rev		No quote	No quote

Field options

Remove from grid

Sort ascending

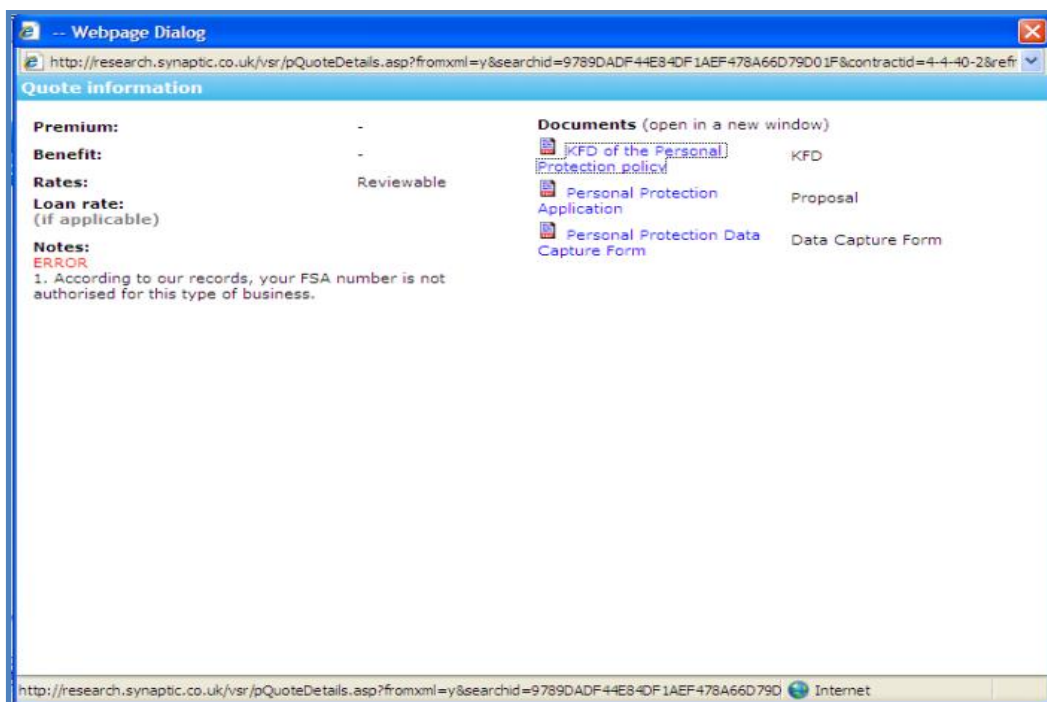
Sort descending

Select **Sort descending**

The order will now be changed:

Company	Contract	Recommend contract	Live Quote Premium £	Live Quote Benefit £
PruProtect	PruProtect	SELECT	97.21	150000.00
Bright Grey	Personal Protection Menu	SELECT	94.03	150000.00
Legal & General	Critical Illness Cover (Level)	SELECT	85.83	150000.00
Scottish Provident	Self Assurance Term - Personal	SELECT	74.31	150000.00
AEGON	Personal Protection	SELECT	See message	See message
Bupa Individual Protection	Critical Illness Plan	SELECT	See message	See message
Friends Life	Critical Illness Cover	SELECT	See message	See message
LV=	Flexible Protection Plan - Critical Illness	SELECT	See message	See message
Bupa Individual Protection	Critical Illness Family Income Benefit		No quote	No quote
Zurich Assurance Ltd	Decreasing Mortgage Cover - reviewable		No quote	No quote
Zurich Assurance Ltd	Level Protection Plan - reviewable		No quote	No quote
AEGON	Personal Protection Reducing Critical Illness			
Bupa Individual Protection	Critical Illness Mortgage Protection			
Friends Life	Homebuyer Protection Plan (Decreasing)			
Legal & General	Mortgage Decreasing CIC			
Legal & General	Multi Protection			

In the example above there are a number of products which have **See message** or **No quote**. Either of these wordings can be clicked on for more information:



The Filtering and Ranking will be completed in the same way for Protection as for Investments.

7.2 Applying for Recommended Contracts

Once you have completed your research and at are the reporting stage, there is an additional section:

Choose a report template

Back to ranking

Back to filtering

Quote

Help

1. Choose the contract you are recommending (if any)

(No recommendation)

1

PruProtect PruProtect

Eapply

45.0 pts

2

Friends Life Critical Illness Cover

Eapply

39.1 pts

3=

Bupa Individual Protection Critical Illness Family Income Benefit

Eapply

36.9 pts

3=

Bupa Individual Protection Critical Illness Mortgage Protection

Eapply

36.9 pts

3=

Bupa Individual Protection Critical Illness Plan

Eapply

36.9 pts

6

Scottish Provident Self Assurance Term - Personal

Eapply

30.8 pts

7

Bright Grey Personal Protection Menu

Eapply

28.3 pts

2. Click on a report template

Quick reports (open in your browser)

Standard research report

Factsheet for the selected contract

Report Manager suitability reports (download as RTF)

Research Report

Standard Report - Critical Illness

Multiple Reports -

3. Quote details

Select a contract to obtain an personal quote and display it here

This is an additional section.

When a product is selected which has the Eapply logo, section **3 Quote details** will display an Illustration, Key Features Document and any other documentation supplied by the providers.

3. Quote details

Click the checkboxes below to confirm you have read the documents.

☐ Personalised illustration

☐ Key facts document

Continue to extranet

Premium:

£97.21

Benefit:

£150,000

Rates:

Reviewable

Loan rate:

(if applicable)

Documents (open in a new window)

Personalised Illustration

PruProtect Plan Summary - All benefits

Personal Protection Application Form

PruProtect Plan Provisions - All benefits

PruProtect Overview

PruProtect Conditions Covered sales aid

A guide to trusts

Deed of appointment of additional trustee(s)

Discretionary Trust for use with a PruProtect Plan

Illustration

KFD

Proposal

Brochure

Brochure

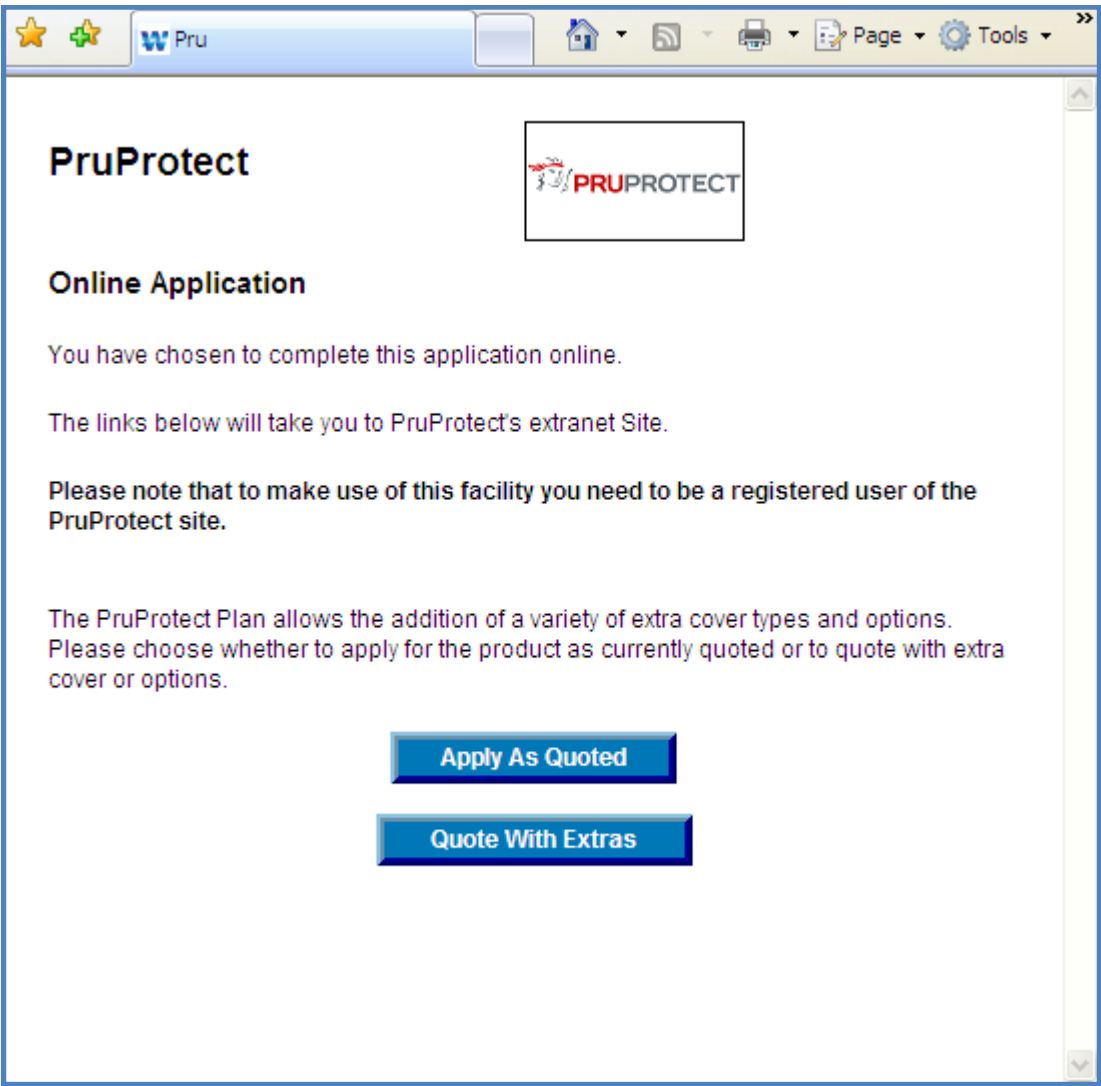
General Document

General Document

General Document

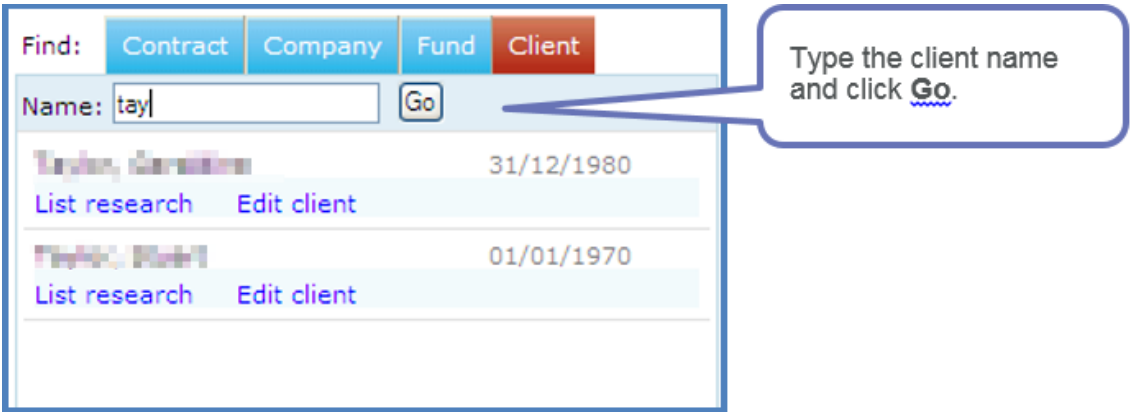
You may also be able to apply for the contract online by using **Continue to extranet**.

This will link you to the provider’s website to apply for the contract:



8 Client Information

Now that research has been completed for a client, their details and their research will be saved in Synaptic. To access your client database, use the **Client** tab:



You will be able to view the research that has been conducted by clicking **List research**.

Find:

Contract

Company

Fund

Client

Name:

tay

Go

Personal Pension (Fully Insured)

Today, Stuart Taylor

Personal Pension (Fully Insured)

Today, Stuart Taylor

Personal Pension (Fully Insured)

10/06/2011, Stuart Taylor

Adviser Platforms

10/06/2011, Stuart Taylor

Linked funds on Transact Transact Wrap ISA

10/06/2011, Stuart Taylor

To view a piece of research, click on the wording.

To change the client information, click on **Edit client**.

Stuart Taylor

Change client details

First name:

Stuart

Last name:

Taylor

Date of birth:

 (dd/mm/yyyy)

Sex:

Male

Smoker:

Yes

No

Occupation:

Mechanical Engineer - office based

Search

Earnings:

50000

Save details

Delete client

Once details have been changed, click Save details.

Next time you do some research for this client, you will be able to use the **Load** button.

9 Updating Synaptic Product Research

Once an update has been done on Synaptic, information will be updated on the home page. There are 6 tabs which give different information which might be useful:

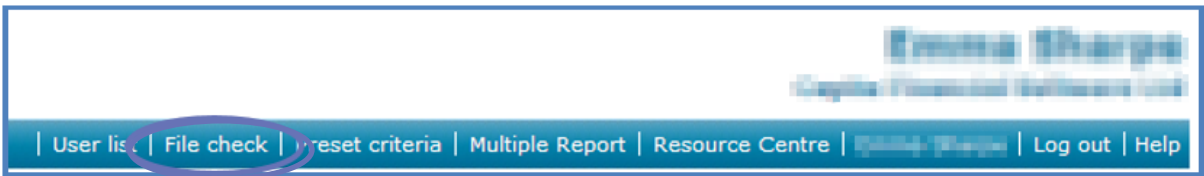


- The **News** tab gives information on any changes that have been made, or that will affect Synaptic. This will be updated at the same time as the information on Synaptic. To view any of the news items, click on the required news item and it will open fully.
- The **Industry** tab will give news from IFA online and is updated daily. To view any of these, click on the title and you will be taken to the item on the IFA online website.
- The **A&D** tab gives information on any products added and deleted from Synaptic on the last update. It will also give news on product/provider name changes.
- The **Contact** tab will give telephone numbers and email addresses for key teams within Synaptic Software Limited.
- The **Training** tab will give you details of the training that you can get access to on this software.
- The **Guides** tab will give you a link to the Synaptic Software Limited website in which you will find access to a number of guides on topics such as Discretionary Fund Management and SIPP's.

10 File Checks

Any individual who has an Administrator licence or a user who has been given the authority to carry out file checks can choose pieces of research to check.

Use the **File check** button on the menu bar:



Use the appropriate criteria to select files for checking:

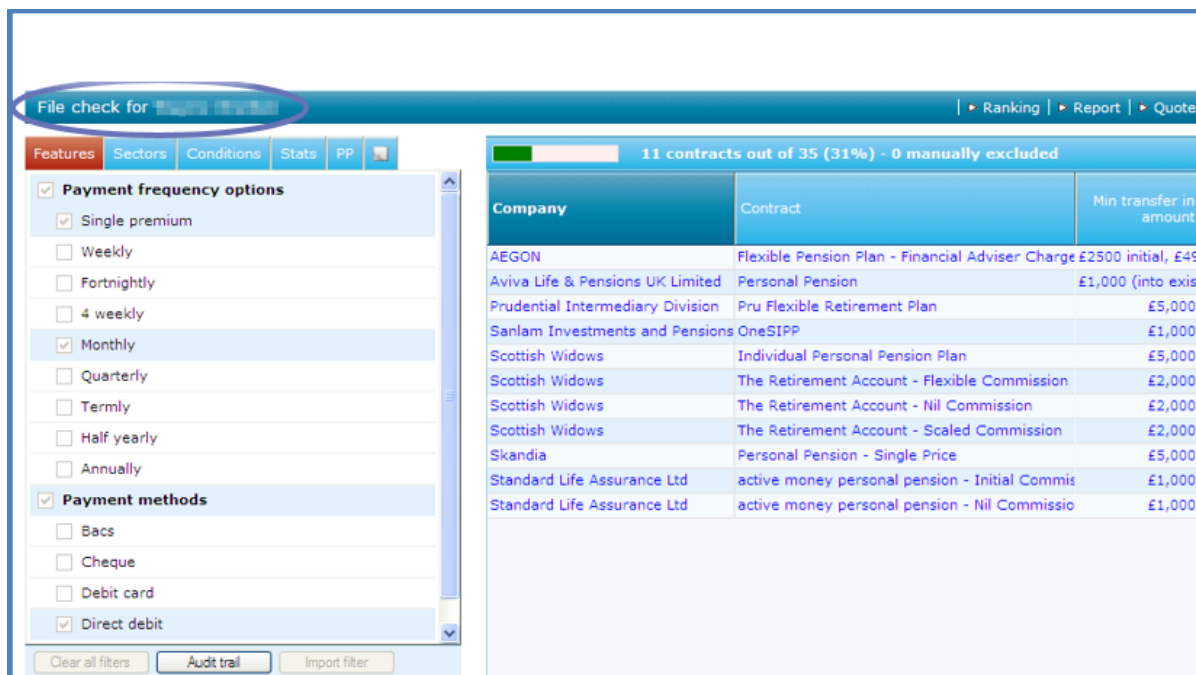
A screenshot of a web form titled 'Select a user' and 'Find research matching the following criteria'. The form has several input fields: 'User:' with a dropdown menu showing '(all users)'; 'Client surname:' with a text input field; 'Date last modified:' with a dropdown menu showing 'Last week'; 'Product type:' with a dropdown menu showing 'Personal Pension (Fully Insured)'; and 'Sort by:' with a dropdown menu showing 'Date (most recent first)'. There is a 'Find research' button at the bottom left. A speech bubble on the right says: 'Once you have completed your criteria, click Find research.'

A list of all research matching the chosen criteria will then be displayed:

A screenshot of a table titled 'Research matching your criteria'. The table has four columns: 'Research', 'Client(s)', 'User', and 'Last change'. There are seven rows of data. The first five rows are 'Personal Pension (Fully Insured)'. The sixth row is 'Personal Pension £200.00 pm'. The seventh row is 'Copy of Emma Sharpe: Personal Pension £200.00 pm'. A red arrow points to the first row of data.

Research	Client(s)	User	Last change
Personal Pension (Fully Insured)	Emma Sharpe	Emma Sharpe	10/06/2011 16:54:51
Personal Pension (Fully Insured)	Emma Sharpe	Emma Sharpe	10/06/2011 11:42:31
Personal Pension (Fully Insured)	Emma Sharpe	Emma Sharpe	10/06/2011 11:39:08
Personal Pension (Fully Insured)	Emma Sharpe	Emma Sharpe	10/06/2011 10:34:09
Personal Pension (Fully Insured)	Emma Sharpe	Emma Sharpe	09/06/2011 16:25:13
Personal Pension (Fully Insured)	Emma Sharpe	Emma Sharpe	06/06/2011 16:13:29
Personal Pension £200.00 pm	Emma Sharpe	Emma Sharpe	06/06/2011 15:51:27
Copy of Emma Sharpe: Personal Pension £200.00 pm	Emma Sharpe	Emma Sharpe	06/06/2011 15:32:06

Click on the blue wording of the item that you want to check:



File check for **File check for** | Ranking | Report | Quote

Features | Sectors | Conditions | Stats | PP |

☒ **Payment frequency options**

☒ Single premium

☐ Weekly

☐ Fortnightly

☐ 4 weekly

☒ Monthly

☐ Quarterly

☐ Termly

☐ Half yearly

☐ Annually

☒ **Payment methods**

☐ Bacs

☐ Cheque

☐ Debit card

☒ Direct debit

Clear all filters | Audit trail | Import filter

11 contracts out of 35 (31%) - 0 manually excluded

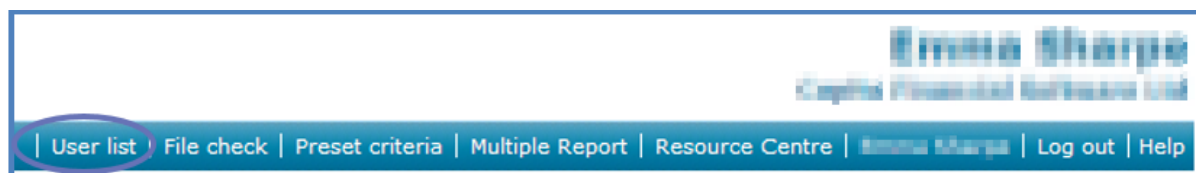
Company	Contract	Min transfer in amount
AEGON	Flexible Pension Plan - Financial Adviser Charge £2500 initial, £49	
Aviva Life & Pensions UK Limited	Personal Pension	£1,000 (into exis
Prudential Intermediary Division	Pru Flexible Retirement Plan	£5,000
Sanlam Investments and Pensions	OneSIPP	£1,000
Scottish Widows	Individual Personal Pension Plan	£5,000
Scottish Widows	The Retirement Account - Flexible Commission	£2,000
Scottish Widows	The Retirement Account - Nil Commission	£2,000
Scottish Widows	The Retirement Account - Scaled Commission	£2,000
Skandia	Personal Pension - Single Price	£5,000
Standard Life Assurance Ltd	active money personal pension - Initial Commis	£1,000
Standard Life Assurance Ltd	active money personal pension - Nil Commissio	£1,000

As this is a file check, you will only be able to view the criteria chosen for filtering, ranking and to view the contract chosen within reports.

11 Managing Your User List

If you have a licence with more than 1 named user, then the first licence will be an Administrator licence and all others will be User licences.

The Administrator will have the authority to give users certain rights within Synaptic, such as the ability to carry out file checks. To check and to give additional permissions to users, select **User list** from the menu bar:



Emma Sharpe
Capital Financial Software Ltd

| **User list** | File check | Preset criteria | Multiple Report | Resource Centre | Emma Sharpe | Log out | Help

From here, the list of people who are named on the licence will be shown, select the appropriate user by clicking on their name:

Those individuals with this icon: at the beginning of the name are using an Administrator licence.

Once an individual has been selected, you will be on their record. Scroll down the page until you come to **Account settings**:

The Administrator can now amend the permissions for the user selected. A tick in the box means that the user has the permission.

If changes are made to a user's permissions, use the **Save changes** button at the bottom of the page.

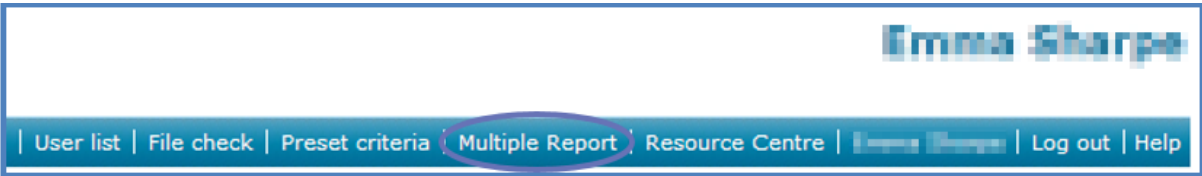
If a user has left a company, there is also the ability to delete a user:

If **Delete user** selected, a message will appear:

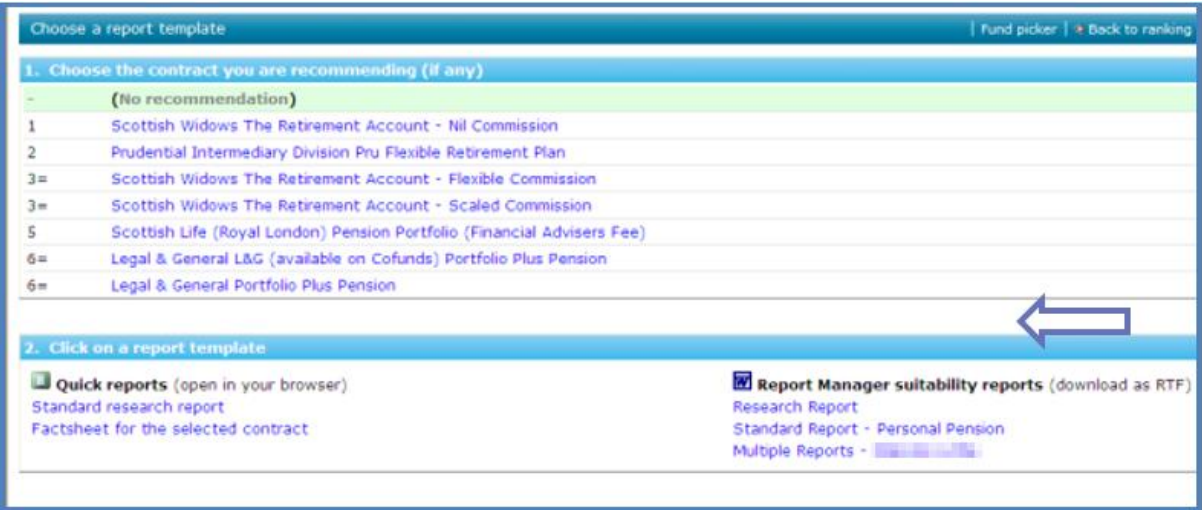
Confirm as appropriate.

12 Multiple Report Licence

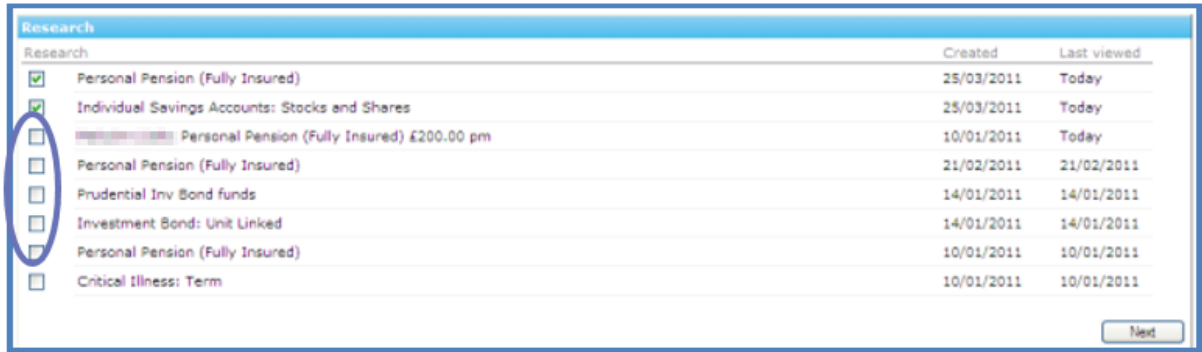
Some of you may have the Multiple Report licence, which enables you to create one suitability report for multiple recommendations. If you have the licence, you will see **Multiple Report** within the menu bar:



If you do not have this licence, but are interested please contact our Sales team for further information. When the second/third piece of research for a client has been completed, the multiple suitability report can be accessed from the **Reports** button on the Menu Bar. There will be a **Multiple Reports - Client Name** which needs to be selected:



Once this has been selected, choose the pieces of research for which this suitability report needs to be written:



Once done, click **Next**. Now select the sections that need to be added into the letter. Use the **Add** button at the end of each section to add the relevant sections into the multiple suitability report:

Choose templates for multiple report

Multiple Reports [Back to research selection](#) [Help](#)

Product	Base	Template name	Research	Last viewed	Action
General	All	Introduction - Multi Sale			Add
Personal Pension (Fully Insured)	Personal Pension (Fully Insured)	Definitions - PPP	Personal Pension (Fully Insured)	25/03/2011	Add
Personal Pension (Fully Insured)	Personal Pension (Fully Insured)	Research - Personal Pension	Personal Pension (Fully Insured)	25/03/2011	Add
Individual Savings Accounts	Stocks and Shares	Definitions - ISA	Individual Savings Accounts: Stocks and Shares	25/03/2011	Add
Individual Savings Accounts	Stocks and Shares	Research - ISA	Individual Savings Accounts: Stocks and Shares	25/03/2011	Add

Product	Template name	Research	Action
General	Introduction - Multi Sale		Remove
Personal Pension (Fully Insured)	Definitions - PPP	Personal Pension (Fully Insured)	Remove
Personal Pension (Fully Insured)	Research - Personal Pension	Personal Pension (Fully Insured)	Remove
Individual Savings Accounts	Definitions - ISA	Individual Savings Accounts: Stocks and Shares	Remove
Individual Savings Accounts	Research - ISA	Individual Savings Accounts: Stocks and Shares	Remove

[Generate Report](#)

Once all the relevant sections have been added into the Suitability Letter, use the **Generate Report** button to generate the letter.

Work through the tabs answering for questions that have been added:

Enter report information

This report template contains fields which need to be completed based on information from the client's fact-find. manually, or you can complete some of the information on this screen before generating the report.

If you are using Word 97 or lower please click here ☐

[Download basic template](#)

Introduction - Multi Sale | Definitions - PPP | Research - Personal Pension | Definitions - ISA | Research - ISA

Costs and Services documentation

☒ Advisers own material
☐ CIDD
☐ SCDD

Marital Status

☒ Married
☐ Single
☐ Divorced
☐ Separated
☐ Widowed

[Create complete multiple report](#)

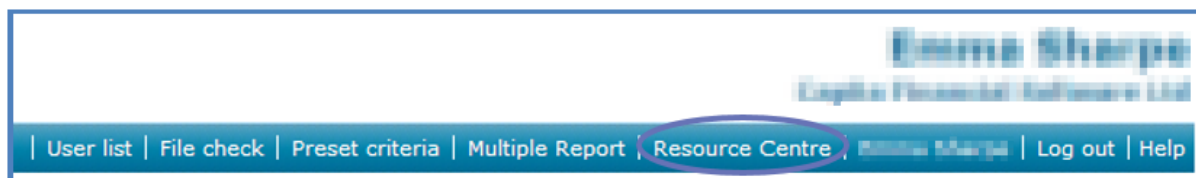
Once completed, click **Create complete multiple report**.

Check the suitability report now for red text to check the information or to input the required information. Once completed, select all the text and change the colour to black.

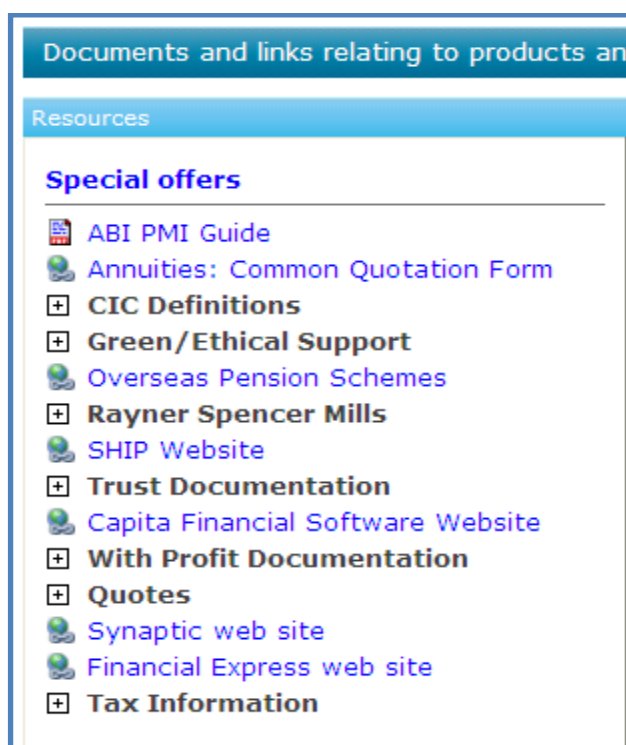
As this letter is produced in Word, save the letter to your PC or Server as appropriate. If this is not done, all your amendments will be lost.

13 Resource Centre

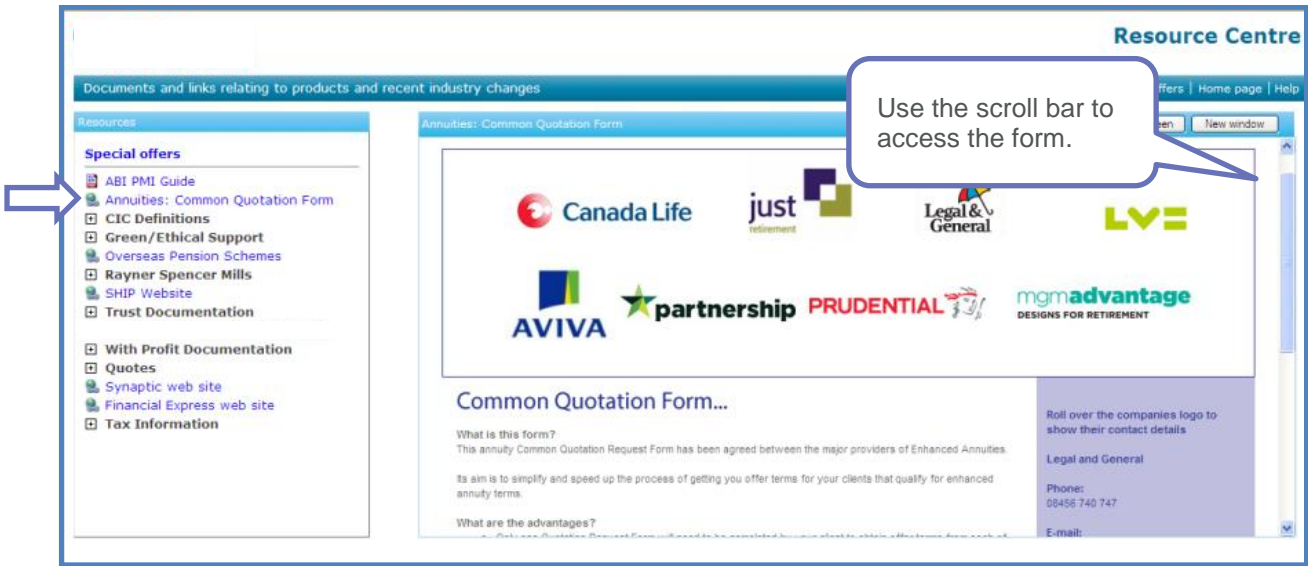
Within Synaptic you will find an area on the menu bar where useful information is kept. Select **Resource Centre** on your menu bar:



Within the resource centre you will find the following information:



In this example, **Annuities – Common Quotation Form** has been selected:



In this example, **Tax Information** has been selected:



This information is updated as and when required.



Products & Services from Synaptic Software:

SYNAPTIC **PRODUCT & FUND**

SYNAPTIC **WEBLINE**

SYNAPTIC **WEBLINE PLAY**

SYNAPTIC **WEB SERVICES**

SYNAPTIC **ANALYSER**

SYNAPTIC **COMPARATOR**

SYNAPTIC **MODELLER**

SYNAPTIC **RISK**



SYNAPTIC

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