

Electronic Processing

Date: Updated 17 May 2021

Subject: Electronic Processing

Overview: This document covers electronic processing relating to applications, redemptions and transfers for the TIME Inheritance Tax Services; TIME:Advance, TIME:AIM and TIME:CTC

Due to the COVID-19 outbreak, from 16 March 2020 TIME Investments has made some operational changes which are outlined in this document. This is designed to ensure business continuity wherever possible and allow us to continue to support our clients.

In light of this, we are now requesting that all applications be sent to us electronically in the form of a scanned or digitally completed pdf document. In order for us to accept applications in this way, we have outlined the process in this document.

We are still able to accept post, therefore if you prefer, you can still post applications, cheques or other documents and instructions to us to our normal address which is TIME Investments, Client Services Team, 338 Euston Road, London, NW1 3BG.

1. Applications

a) Submitting

We are now happy to accept applications via email if saved and sent as follows:

Email Recipient	enquiries@time-investments.com
Email Subject	Application form for submission *Insert product here*

Applications received via email prior to midday will be processed that day. Scanned copies of supporting documents, such as Powers of Attorney can be sent on email and do not need to be certified.

Scanned Applications

Scanned copies of handwritten applications will be accepted. These can be sent with or without signatures from the adviser and/or investor. See section b) for more information.

Digital Applications

To make the application process even easier for advisers and their clients we have created editable pdf versions of all our application forms.

These can be completed by typing in all required information and then saved and sent to us via email.

Advisers and investors completing these applications can also take advantage of electronic signing software such as DocuSign or Adobe Fill & Sign. If this is used, we will not require wet signatures in the future. Instructions on how to use Adobe Fill & Sign are provided within this document in section b) Signatures.

Application Links

Product	Application Type	Link
TIME:Advance	New Single Applicant	https://time-investments.com/vault/files/TIME-Advance-Application-Pack.pdf
TIME:Advance	New Joint Applicant	https://time-investments.com/vault/files/TIME-Advance-Joint-Application-Pack.pdf
TIME:Advance	Top Up Single Applicant	https://time-investments.com/vault/files/TIME-Advance-Top-Up-Application.pdf
TIME:Advance	Top Up Joint Applicant	https://time-investments.com/vault/files/TIME-Advance-Joint-Top-Up-Application.pdf
TIME:AIM	Non-ISA Single Applicant	https://time-investments.com/vault/files/TIME-AIM-Application-Pack.pdf
TIME:AIM	Non-ISA Joint Applicant	https://time-investments.com/vault/files/TIME-AIM-Joint-Application-Pack.pdf
TIME:AIM	ISA	https://time-investments.com/vault/files/TIME-AIM-ISA-Application-Pack.pdf

b) Signatures

Adobe Fill & Sign Instructions

If you have elected to complete an application digitally using the editable pdf, we recommend that you use the Adobe Reader Fill & Sign function. If this is not possible, you can still send the application to us.

Instructions on how to use this function within Adobe Reader are given here:

1. Select Tools from the menu at the top left-hand of the page
2. Select the 'Fill & Sign' icon
3. Under 'Who Needs to Sign?', in the box marked 'You' select 'Fill & Sign'
4. An icon showing the nib of a pen will show at the top middle of the page: select this
5. Select 'Add Signature'
6. You can then choose whether to:
 - Type your name
 - Use your touchscreen, mouse or laptop trackpad to write a signature
 - Upload an existing image file of a saved signature
7. Once you have made your selection, an image of the signature will appear and can be dragged into the signature box. Clicking will place the signature in this location

If you need any help with this, please call 0345 600 1213 and our Client Services Team will be happy to assist you.

Applications sent with missing investor signatures

For any applications, whether scanned or completed digitally, if an investor signature is missing, we require the following confirmation to be included along with the email sent to us:

For all applications:

Covering letter/email body	<p>I can confirm I have spoken with *Insert client name* who fully understands and agrees to the terms and conditions listed in the application pack for *Insert product*.</p> <p>*Insert client name* agrees to the financial adviser fee charging agreement and is aware that a signature will be required at a later date.</p>
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Applications sent with missing adviser signatures

For any applications, whether scanned or completed digitally, if an adviser signature is missing, we require the following confirmation to be included along with the email sent to us:

For all applications:

Covering letter/email body	<p>I can confirm I have spoken with *Insert client name* who fully understands and agrees to the terms and conditions listed in the application pack for *Insert product*.</p> <p>I can confirm that I have verified the identity of the *Investor/Investors* and have advised them on the suitability of investments to be purchased through TIME:Advance, in accordance with Applicable Law</p> <p>I am aware that a signed adviser declaration will be required by TIME at a later date.</p>
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At a later point, when it is more achievable for our clients and advisers, we will request that any missing signatures are sent to us.

c) Payments

We are now requesting that all payments are sent to TIME electronically and not by cheque. The details for bank transfers can be found in the application pack for the relevant product.

Cheques may still be sent but could be subject to delays due to reduced bank opening times.

2. Redemptions

Redemption instructions can be received as scanned copies of originals but need to be signed. For all redemptions received electronically the email must be sent to the below email address with the subject line detailed below.

Email Recipient	enquiries@time-investments.com
Email Subject	Redemption for submission

Please note: Where a redemption request is received directly from an investor without being sent on from a financial adviser then a phone call will be made to the financial adviser to confirm the validity of the instruction.

For fraud prevention reasons, we will verify any beneficiary bank account details sent to us using an electronic screening process.

If our screening process is unable to verify the bank account, we will request that a copy of a voided cheque or bank statement is sent to us. These can be copies sent on email and do not need to be certified. The sort code, account number and bank account name must be visible. Bank statements must be dated within the past three months. Online statements are acceptable but must clearly show the URL on the page

For redemptions being made by Estates please see part 4 of this document, Deceased Clients.

3. Transfers of ownership

Transfer instructions can be received as scanned copies of originals but do need to be signed.

Transferees must complete application forms. For all tax products, see the guidance already given regarding the electronic processing of these at this time.

4. Deceased Clients

We understand that for you and your client's loved ones, dealing with the death of a client needs to be as easy as possible. Therefore, we outline our requirements for deceased clients below.

All documents should be emailed to our Client Services Team at enquiries@time-investments.com. Copies of documents can be sent as digital scans or as high-quality digital photographs captured using a smartphone or other device.

Supporting Documents

Please send copies of supporting documents, such as a death certificate or the grant of probate, to us by email. These do not need to be certified. Alternatively, you can send originals to us in the post.

Identification of Executors

Verification electronically

To make the process as easy as possible, we will attempt to verify the identity of executors electronically. To do this all we require for each executor is:

full name
date of birth
residential address

Verification using documentation

If an electronic verification is unsuccessful, we will require identity verification documents to complete our checks. If this is the case, the following needs to be provided:

1. a certified copy of a passport, driving licence, national identity card, firearms certificate or shotgun licence, or ID issued by the Electoral Office of Northern Ireland AND
2. a certified copy of a recent (less than three months old) utility bill (excluding mobile phone bills), a current council tax demand letter or a bank statement or debit/credit card statement issued by a regulated firm within the UK.

These documents can be sent to us via email, but these do need to be certified by a financial adviser or solicitor.

However, if original or original certified copies of documents are being sent in the post rather than by email, these should be:

1. black and white photocopies or colour scans and have the following certification wording added to the same page as the copied documents "Certified to be a true copy of the original as seen by me".
2. signed by an appropriate person i.e. an independent professional person who is not a relative of the investor, for example: a financial adviser, GP, accountant, teacher, solicitor or the investor's employer. The certifying individual should also provide their business contact details.

Verification using an Identity Verification Certificate

For identification verification of executors, we are also happy to receive an Identity Verification Certification (IVC) completed for each individual by a financial adviser.

Transferring an investment to a beneficiary

If an instruction to transfer a portfolio is being made (please refer to page 3 of this guide) we can accept a copy of this signed instruction from the executors on email.

We can also accept the beneficiary's application form electronically. Editable pdf copies of application forms can be found on our website and they can be signed electronically using the Adobe Fill & Sign function. Alternatively, a scanned copy of a handwritten, signed application form can be sent to us in the post.

Selling an investment

If an instruction to sell an investment is being made (please refer to page 3 of this guide) we can accept a copy of this signed instruction from the executors on email.

For fraud prevention reasons, we will verify any beneficiary bank account details sent to us using an electronic screening process. Executor bank accounts usually cannot be verified in this way.

If our screening process is unable to verify the bank account, we will request that a copy of a voided cheque or bank statement is sent to us. These can be copies sent on email and do not need to be certified. The sort code, account number and bank account name must be visible. Bank statements must be dated within the past three months. Online statements are acceptable but must clearly show the URL on the page.

Posting documents to us

For those sending documents to us in the post, please send these to Client Services Team, TIME Investments, 338 Euston Road, London, NW1 3BG

We are here to support

If you have any questions at all regarding the guidance regarding electronic processing of documents, please contact the TIME Client Services Team on 0345 600 1213. Alternatively, please email us on enquiries@time-investments.com.