Setting up platform and provider credentials and requesting direct valuations

With Dynamic Planner

Integrations Team
April 2025

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1 Introduction

1.1 What is the valuation service?

Dynamic Planner's valuations service will allow you to obtain valuations direct from any of our supported platforms and providers. The rest of the guide will refer to these as integration partners.

This guide will not go through how to obtain valuations using a back office/CRM system: intelliflo Office, Iress Xplan, Time4Advice Curo. Please refer to other guides in the Support Hub.

Setting up the valuation integration will help with the initial data entry of your clients' holdings, saving you time as well as streamlining the review process. You will be able to see where your clients' holdings are on Dynamic Planner's 1-10 risk model quickly and efficiently.

Once you have set up the required credentials, you will be able to request up to date valuations for your client's policies.

Valuations can only be requested for products that are supported by our integration partners. The list of supported products for each can be found in this guide.

Unsupported products and their valuations may need to be input into the system manually.

Please note: Dynamic Planner does not support valuations for Trustee or Nominee held investments, or for clients under 18 years old.

Notes and information to be aware of:

- Each integration partner will require different information to register. Please ensure you have completed all steps for each one you want to obtain valuations for.
- If the valuations are provided by bulk download, the valuation shown on Dynamic Planner will be at close of business on the previous working day. This is the valuation that will also be shown on our mobile app, Tram.
- Where there are pending trades, this information will not come into Dynamic Planner.
- If your client has been given access to the Tram app, depending on the nature of the valuation service we hold with the integration partner, they may receive daily valuations without further input from you at the adviser firm.
- You can switch on the direct valuations even if you use one of the back office integrations. Please ensure that the policy numbers match exactly so that duplicates are not created. For example Iress AB123456-001 and Dynamic Planer AB123456 will create duplicates.

1.1.1 Aim of the Valuations guide

This guide will provide you with all the information you need to request and set up integration partner credentials, then request valuations for your clients.

1.1.2 What does this guide consist of?

These steps will guide you through the process and help you to answer questions.

Getting started	There are a number of steps to go through to get valuations into Dynamic Planner. This can be on both Dynamic Planner and the Integration Partner's side.
Requesting valuations	How to enter in your client's policy number and request valuations
List of integration partners and the products supported	A full breakdown of each of our integration partners, how to register for each, the supported policy/account numbers and the supported products
Troubleshooting	Some troubleshooting questions

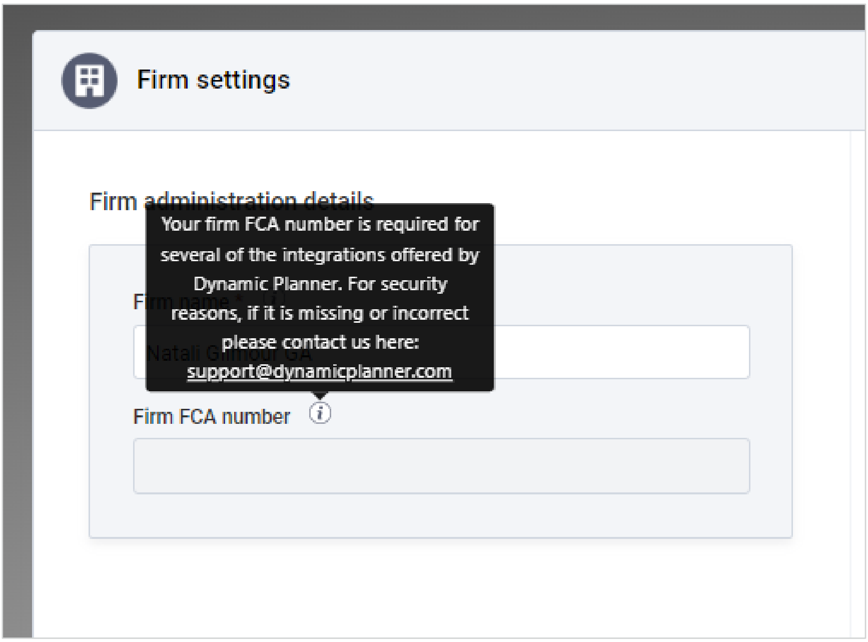
1.1.3 How to use this guide

If this is the first time that you have used Dynamic Planner, we suggest that you work your way through the user guide. That way, you can ensure that you visit the section(s) relevant to you andunderstand the tasks you need to complete.

If you have used Dynamic Planner before, we suggest that you use this as a reference guide whenyou are unsure of the steps you need to take to complete a task.

2 Getting started – FCA number

In the Dynamic Planner homepage, go to **Settings**. On the left hand menu, select **Firm Details**, then click **Firm settings**. Please check that your firm FCA number has been entered on the page. If it is blank, please contact support@dynamicplanner.com to have it updated.



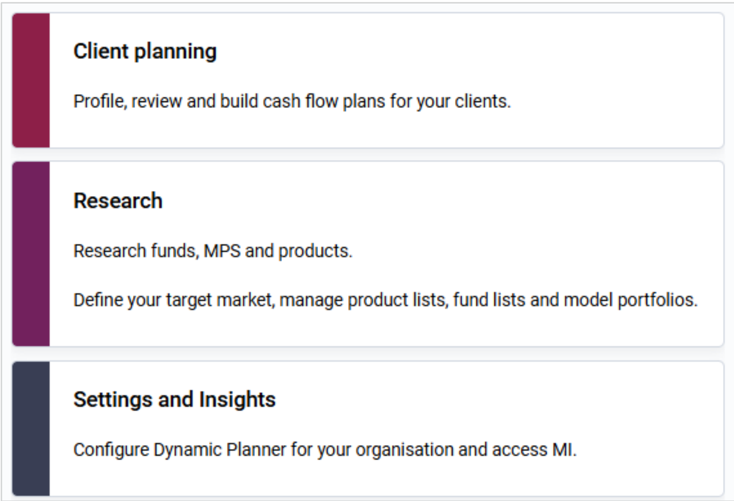
3 Register with the integration partner

Before you can request valuations for your client's plan, you will need to carry out some important steps first.

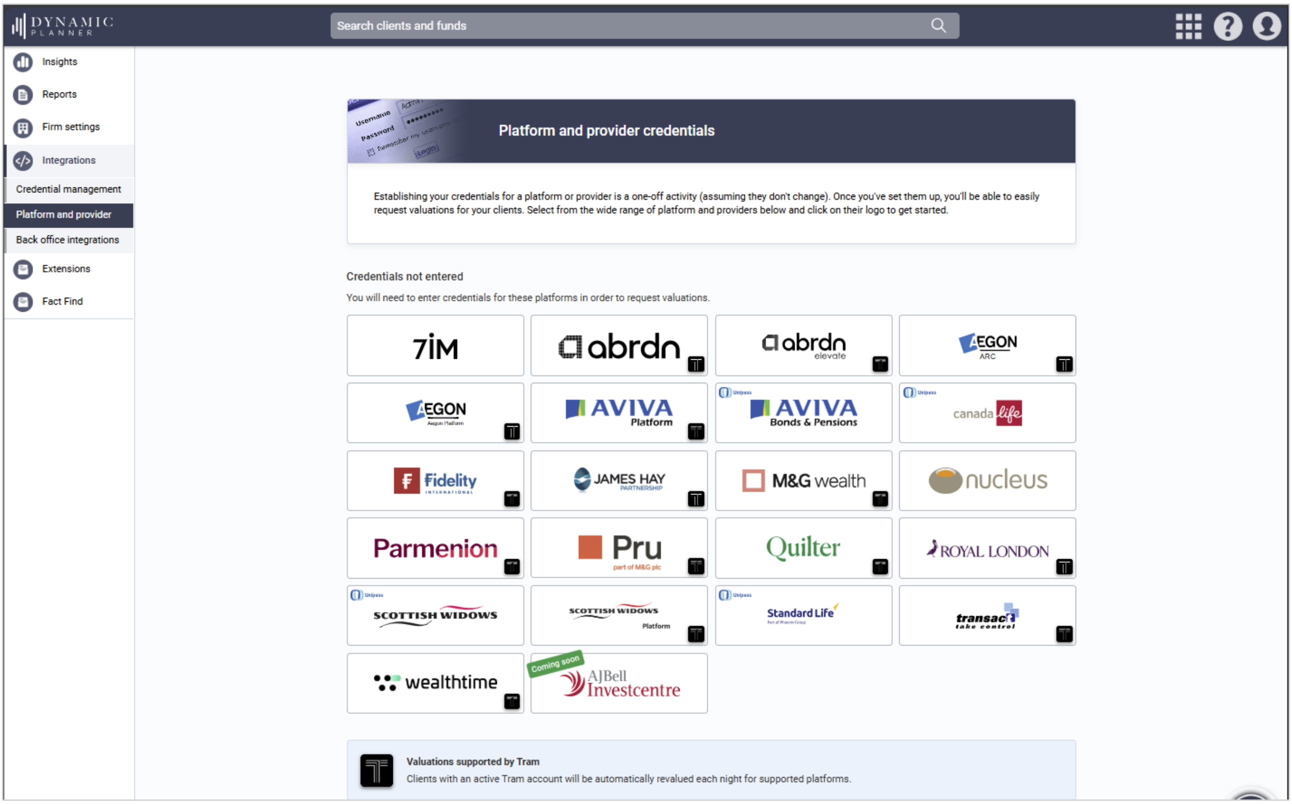
1. Choose the logo for the integration partner you want to receive valuations from.
2. Follow the instructions on the page to find out how to register with them.
3. When the integration partner has confirmed that you are now set up to receive valuations, come back to the settings, integration pages and complete the set up.
4. Wait a full working day to allow your credentials to register against our security database, then try to request a client valuation.

Establishing your credentials for an integration partner is usually a one-off activity.

Go to the **Settings and Insights** area to configure Dynamic Planner for your organisation.



On the left hand menu, select **Platform and provider**:



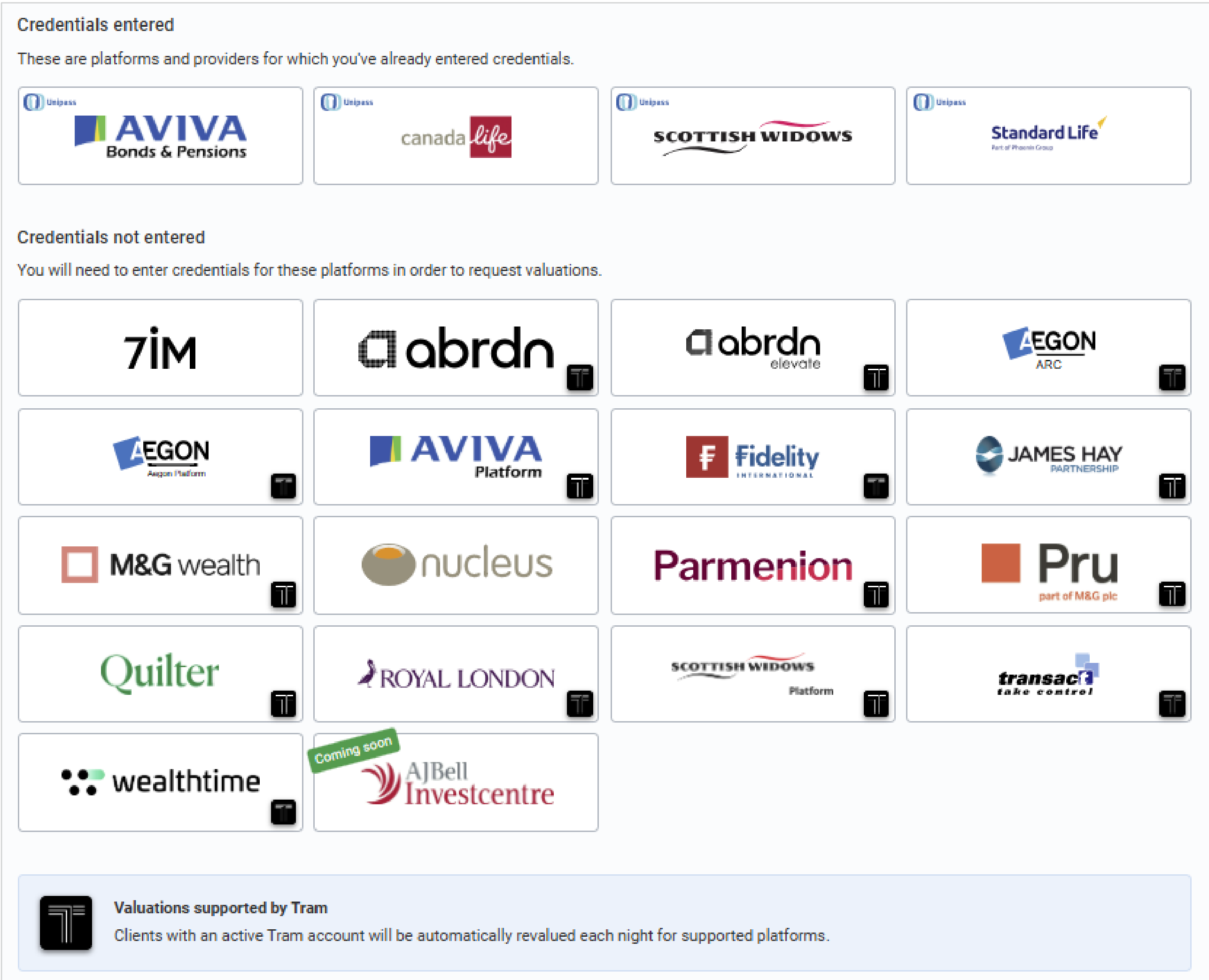
Choose the name of the integration partner that you want to set up.

Please note: some integration partners have 2 different services if they also operate a platform. You may need to register for both.

- abrdn Wrap and abrdn Elevate
- Aegon ARC/AOR and Aegon Platform
- Aviva Bonds & Pensions and Aviva Platform
- M&G Wealth and Pru
- Scottish Widows and Scottish Widows Platform

Note: If a platform or provider is missing and you would like us to integrate with them, please contact Integrations@DynamicPlanner.com.

If you have previously entered in credentials for an integration partner, you will see this screen is split. At the top you will be able to see the credentials already entered and below the ones you need to enter.

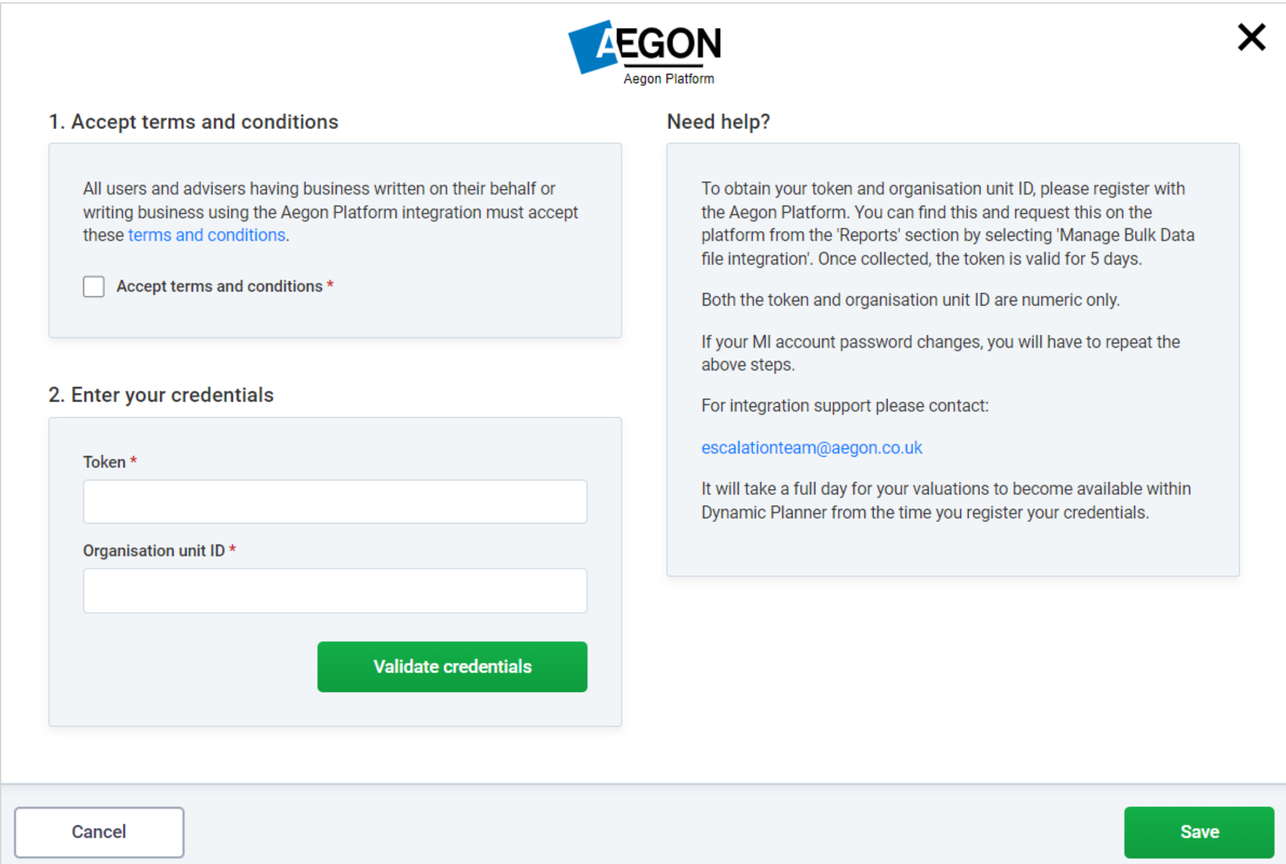


4 What details do I need to provide to the integration partner? Not Unipass

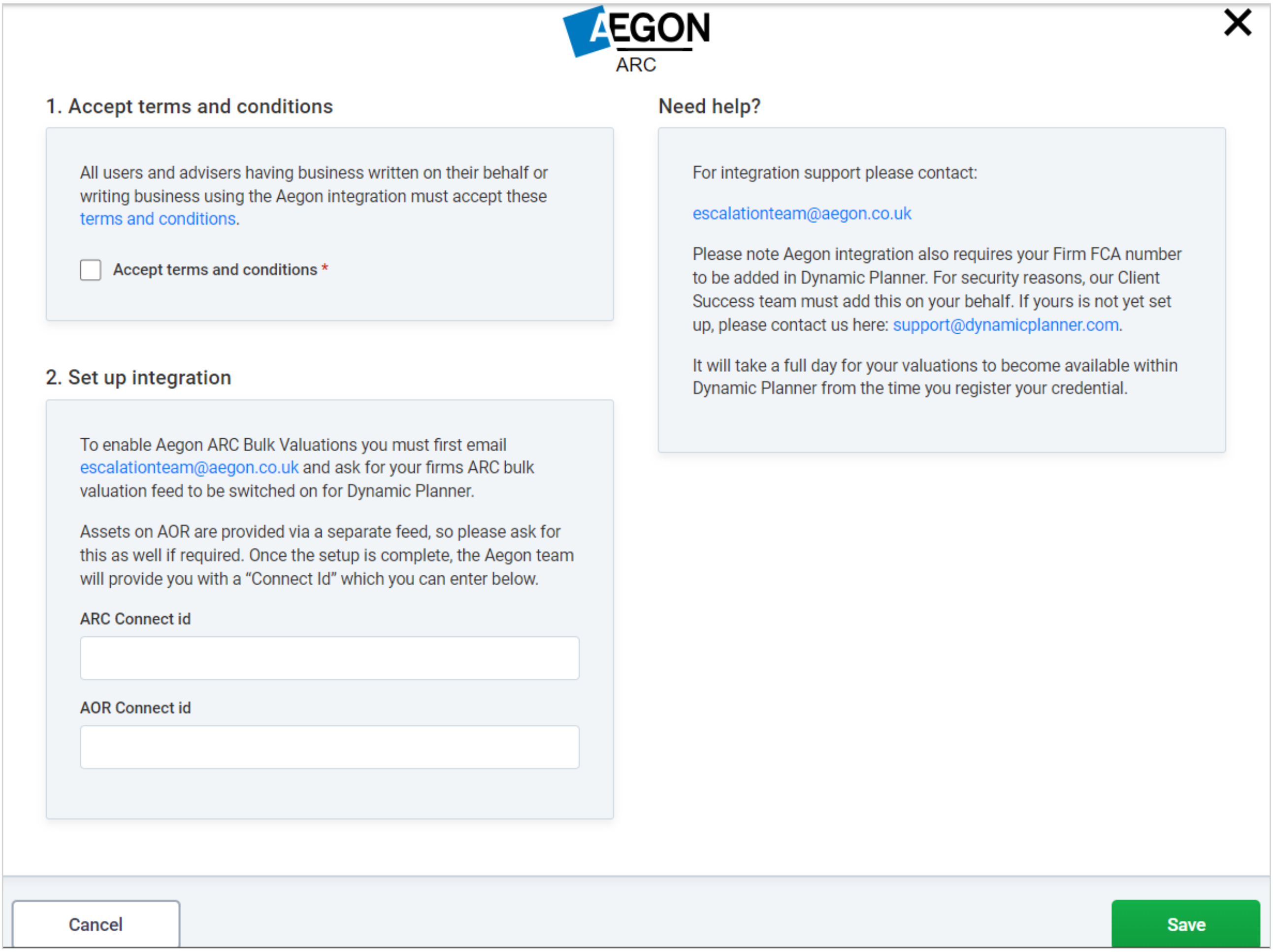
Each integration partner will have different registration requirements.

By clicking on the integration partner logo, you can check how to get registered by reading the information to the right of the page under **Need help?**.

In the example below for Aegon Platform, you will need to sign into their platform and obtain a token and organisation unit ID by going to the Reports section on the platform.



However for Aegon ARC/AOR, you will need to email the Escalation Team to ask them to set you up for Dynamic Planner valuations for either ARC and/or AOR.



Once you have received confirmation that the integration partner has set up valuations for your firm to be received by Dynamic Planner, go to step 6 on page 14.

5 How to get started with integration partners supported by Unipass

There are a small number of integration partners who require registration by uploading your Unipass certificate, which contains details of your FCA number and business postcode.

The integration partners who require Unipass are:

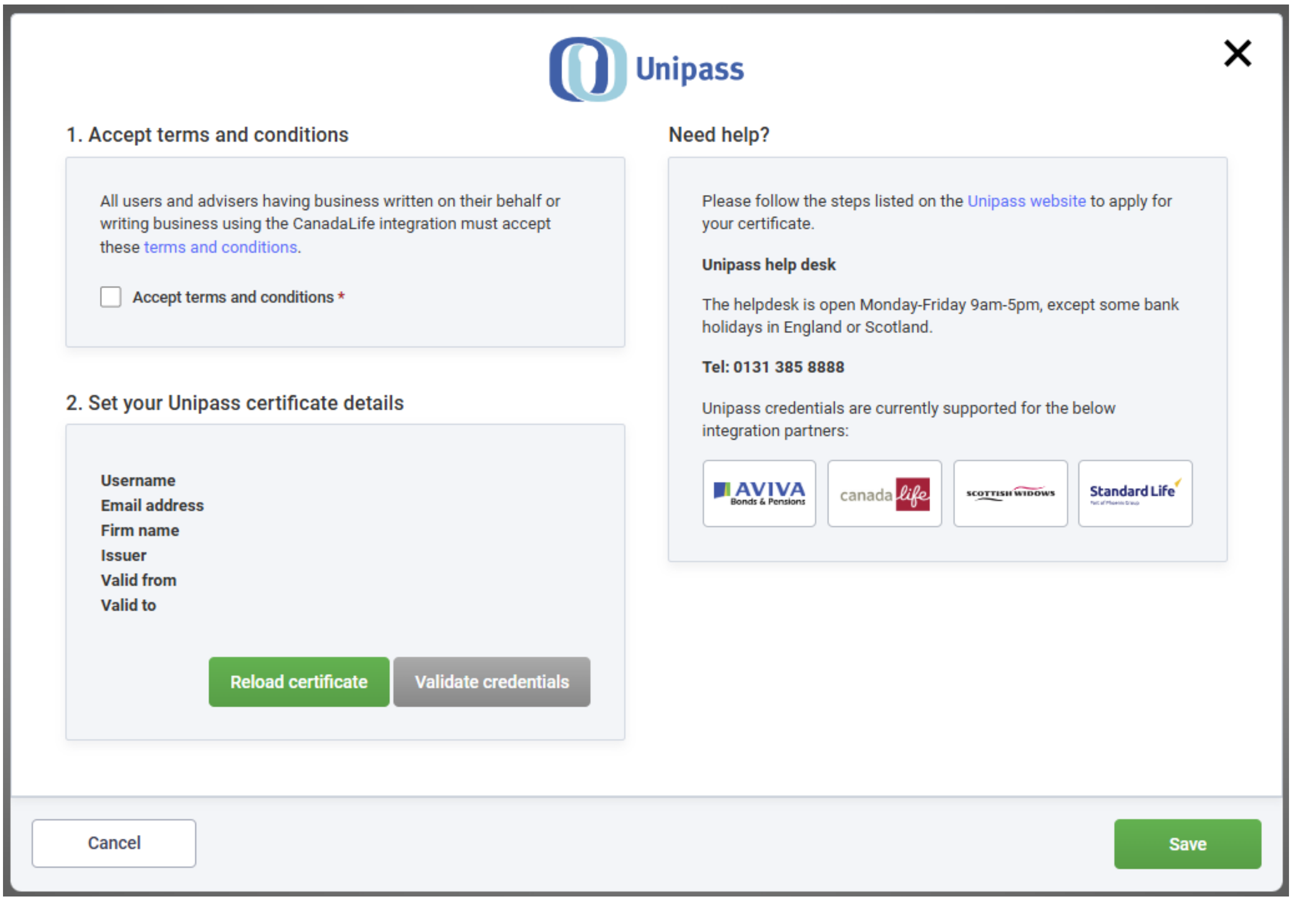
- Aviva Bonds & Pensions
- Canada Life
- Scottish Widows
- Standard Life

Please note: for Aviva and Scottish Widows, these are NOT the platform services.

If you do not already hold a Unipass certificate, follow the steps listed on the Unipass website https://www.unipass.co.uk/ to apply for a certificate.

You may need to register for back office / contract enquiry valuations with the integration partner. You should check in the correct section for the integration partner in this guide for a link to their website for further information.

To get started in Dynamic Planner, click on one of the integration partners that supports Unipass.



You will be presented with the screen above asking you to:

1. Read and accept Dynamic Planner's terms and conditions for using the service.
2. Set your Unipass certificate details:
   a. You will be required to load your certificate. **Please note**: you must be on the same computer that you used when you downloaded your Unipass certificate.
   b. Click **Reload certificate**. A pop up box should appear and Unipass is likely to be shown as 'Origo Root CA – G3'. **Select your valid certificate**.
   c. Once this has been loaded, the button to validate credentials will turn to green.
   d. Click to **Validate credentials**.
3. Make sure you hit **Save** in the bottom right corner to complete the process.

When you have successfully added your Unipass certificate, **you will have completed the process for all Unipass integration partners** within Dynamic Planner.

Notes:

- Check with the integration partner to ensure that you are set up at their end for valuations to be obtained by Dynamic Planner.
- You may need to have registered for online access to their secure extranet.
- Where a provider works with Unipass, you will have to upload your new certificate when it expires each year.
- If you need help obtaining a Unipass certificate or have any issues with Unipass, you can access the online support portal: https://unipassidentity.zendesk.com/
- Valuations shown in the Tram app are not supported by Unipass. To ensure that your client has an up to date valuation, you will manually need to request valuations on a frequent basis.

6 Completing settings page in Dynamic Planner

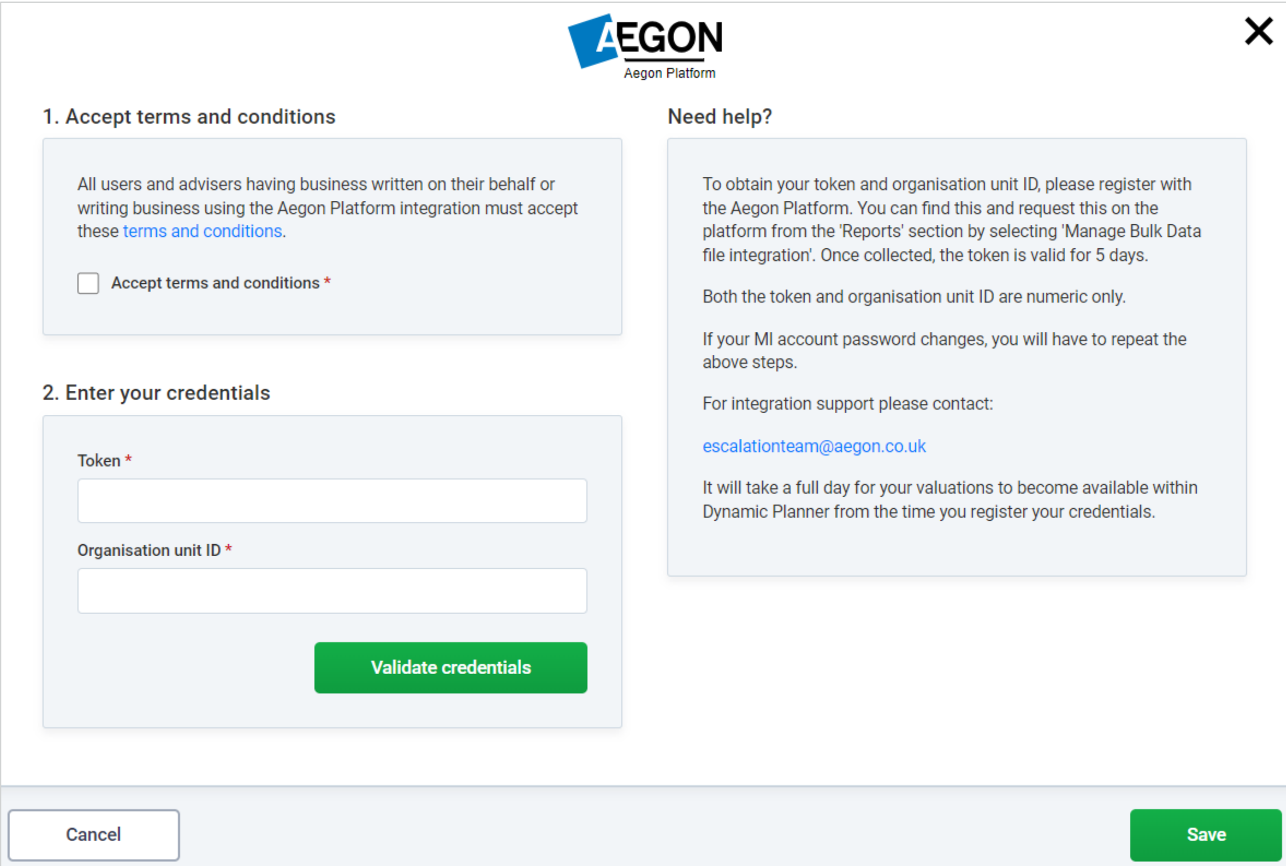
Please note: the following steps should only be done once you have received confirmation from the integration partner that they have set up your firm for valuations to Dynamic Planner AND your Firm FCA number is shown in the Firm Settings area.

Only when you have received confirmation from the integration partner that you have been successfully set up for receive their valuations in Dynamic Planner, you should return back to the **Settings** area to complete the process.

Click on the integration partner logo and follow the instructions on screen.

Following the example for Aegon Platform:

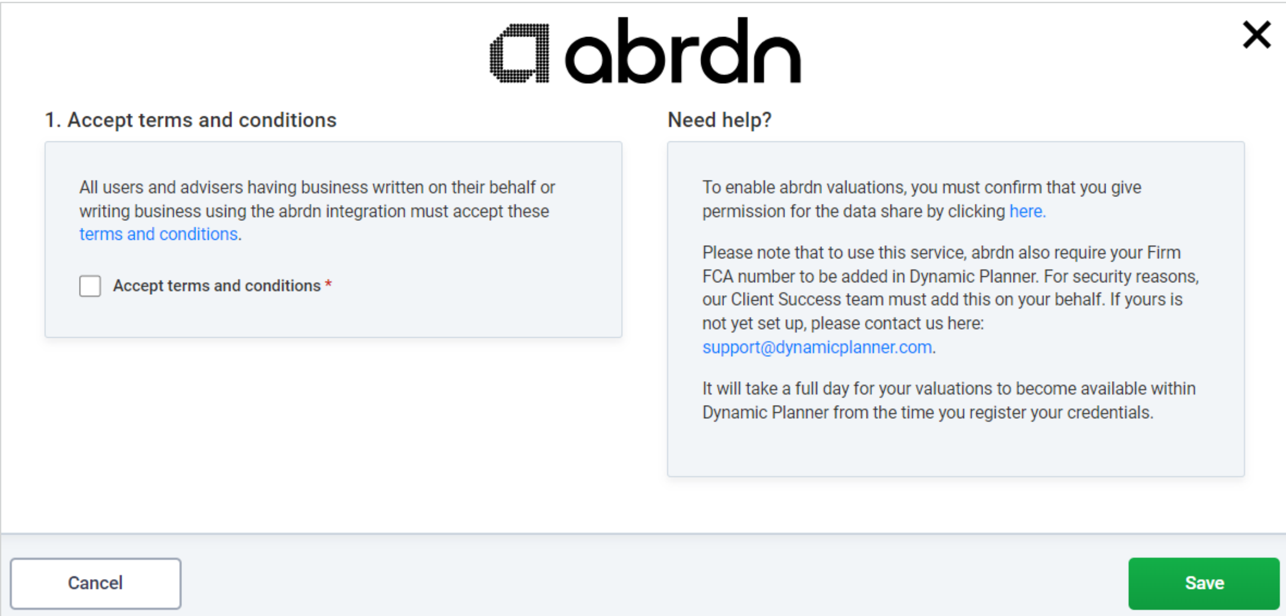
1. **Accept terms and conditions** for using the integration service
2. **Enter your credentials**, if required
3. **Validate credentials**, if required
4. Click **Save** in the bottom right corner.



You will need to wait a full working day before you can request any valuations.

No credentials to be entered?

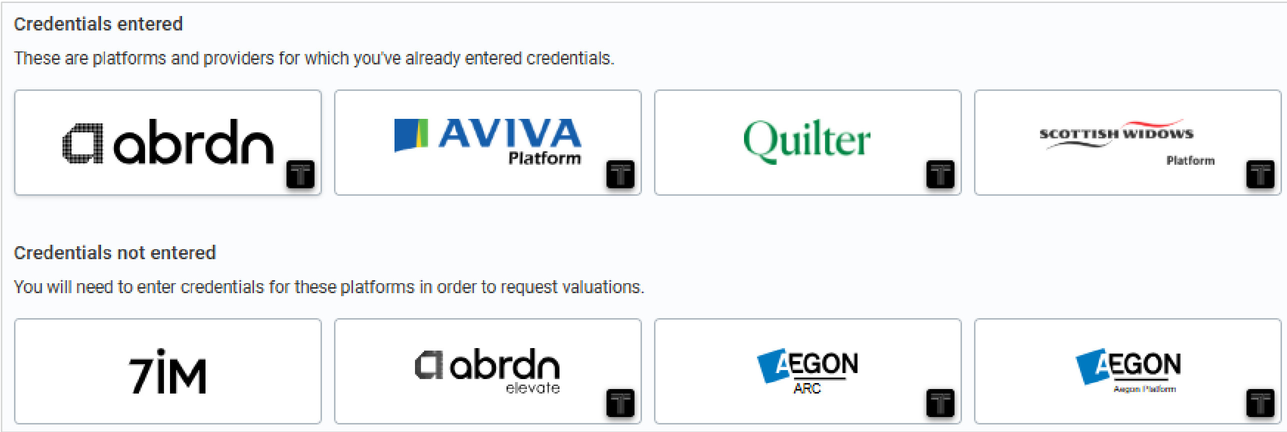
Not all integrations require you to enter credentials but you will still need to ensure you are set up with the integration partner. When you have received confirmation your firm has been set up, come back to the **Settings** page for the integration partner to complete the set up.



You should read and **accept** our **Terms and Conditions** for using the integration service, then click **Save**.

Again, you will need to wait a full working day before you can request any client valuations.

When you return to the Platform and Provider credentials page, you will see a split between credentials you have and have not entered:

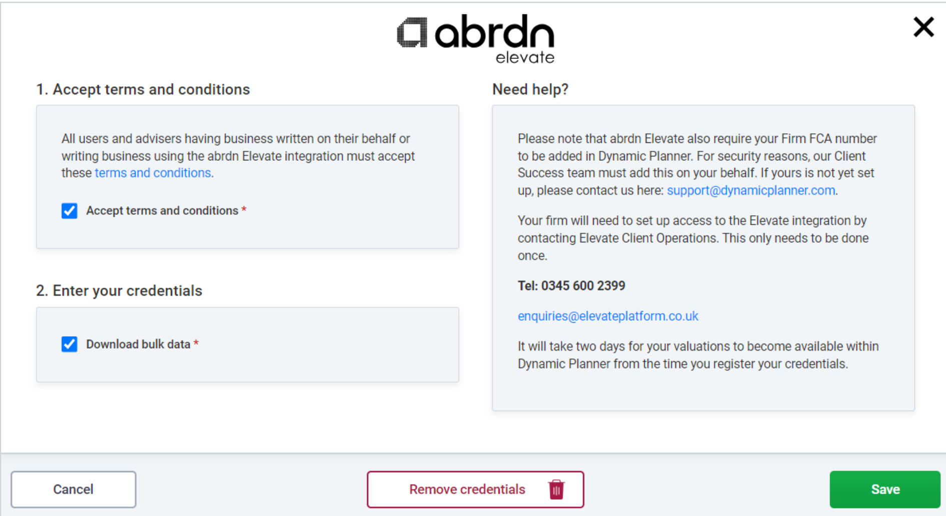


7 Amending / deleting credentials in Dynamic Planner

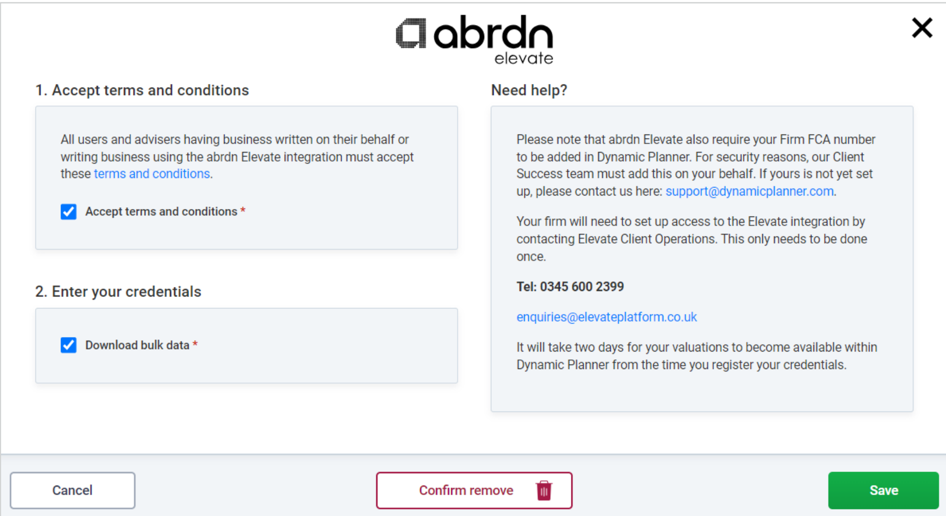
There may be the rare time when you will need to amend your credentials. This could be due to your firm changing FCA number or issues with a previous set up.

Best practice is to delete your existing credentials first and then follow the steps earlier in this guide.

Click on the name of the integration partner that you want to remove. In the example below abrdn elevate has been selected. To remove your credentials, click on **Remove credentials** at the bottom of the page.



You will now see that the button has changed to **Confirm remove**. Click this button.



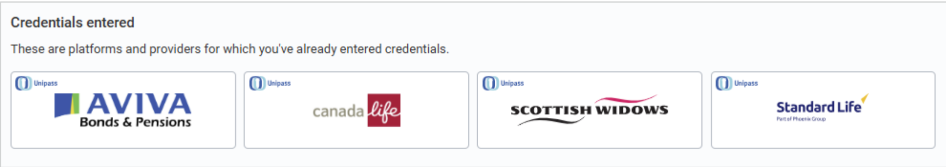
To add a new set of credentials, follow the steps previously outlined in this guide remembering that once you enter your new credentials, it will take one full working day for them to be updated within Dynamic Planner.

8 Updating Unipass expiry dates

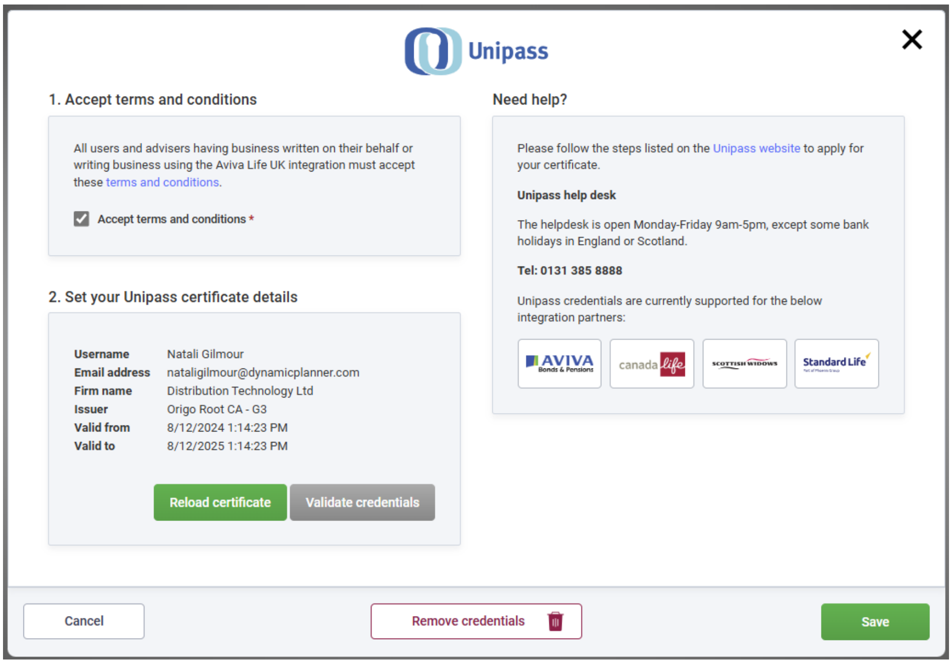
Any integrations set up by using Unipass need to be updated each year to maintain the validity of your certificate.

In the **Settings** area, select **Integrations** then go to the **Platform and provider** page.

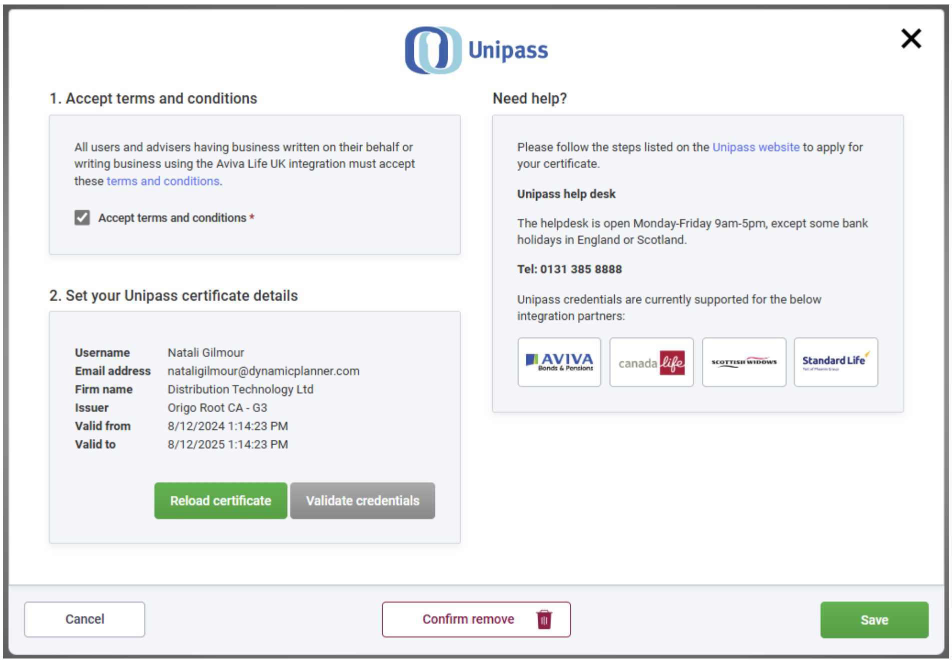
Click the logo for the integration partner that you want to amend the credentials for. You can choose any of the Unipass integration partners to access the screen for all.



At the bottom of the page, click **Remove credentials.**



Then **Confirm remove**.



Follow the steps in section 5 How to get started with integration partners supported by Unipass.

Please note: If you have amended your Unipass certificate in Dynamic Planner, you may need to check that this is also uploaded to the integration partners that work using Unipass to ensure that they match.

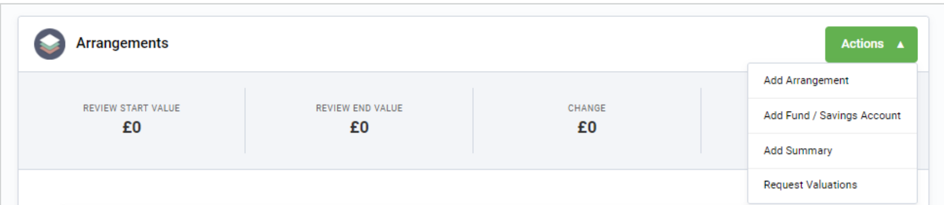
9 Adding / amending Account and Plan reference numbers

To request valuations from integration partners, you need to add in the client's reference numbers into Dynamic Planner.

Please note: integration partners have very specific instructions regarding the numbers you must enter in Dynamic Planner so please read any instructions shown on screen for the specific integration partner. There are a number of ways to enter in the client's reference numbers in Dynamic Planner.

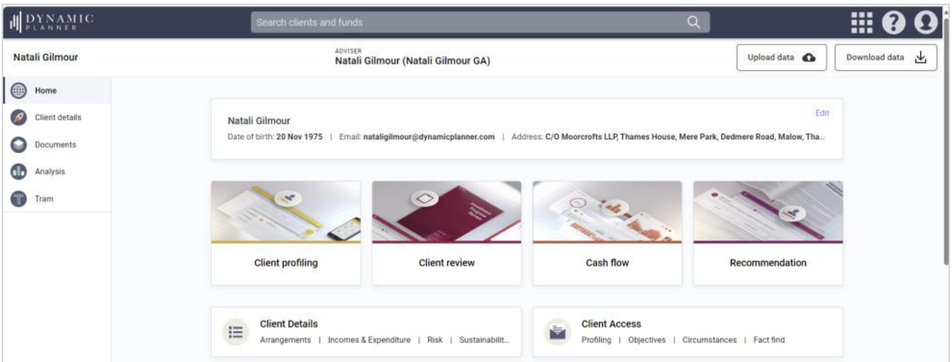
You can do this when in a specific module: Client Review, Recommendations or Cash Flow.

Within the **Arrangements** section, go into the **green Actions** button, and select **Request Valuations**:



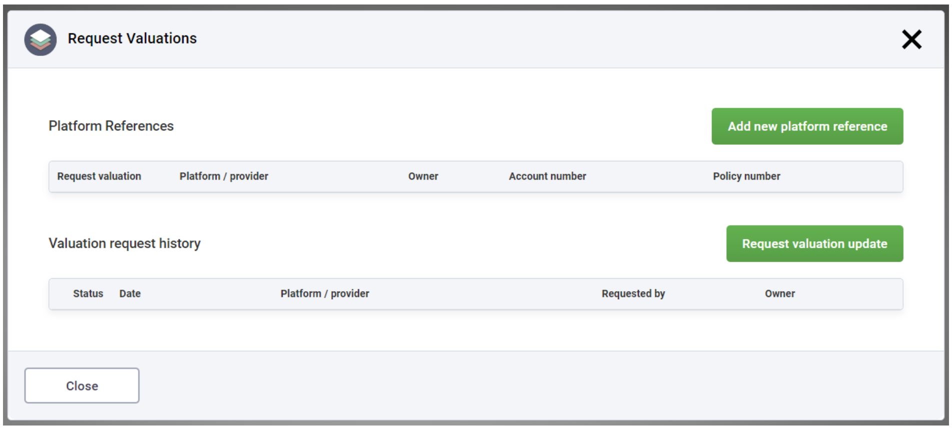
You can also do this from the client dashboard.

Search for your client in Dynamic Planner to land on the client dashboard.

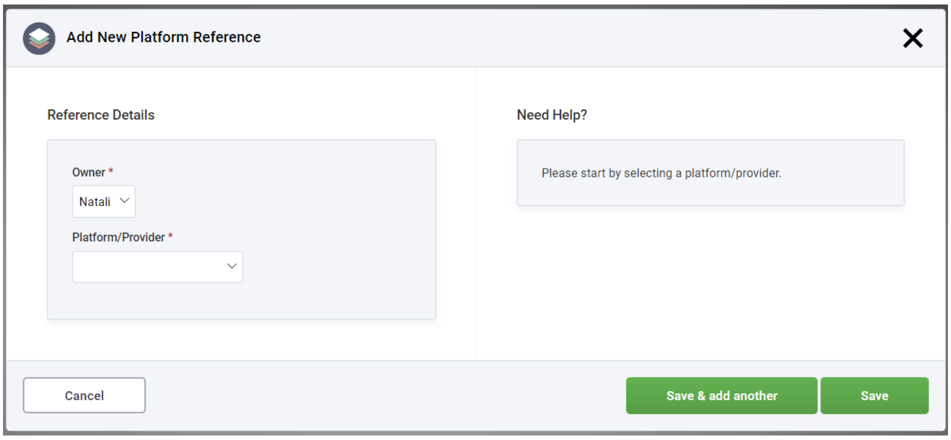


You can access arrangements from the left hand menu under Client details, or from the middle of the page.

Select **Arrangements**, **Actions** then **Request valuations**.

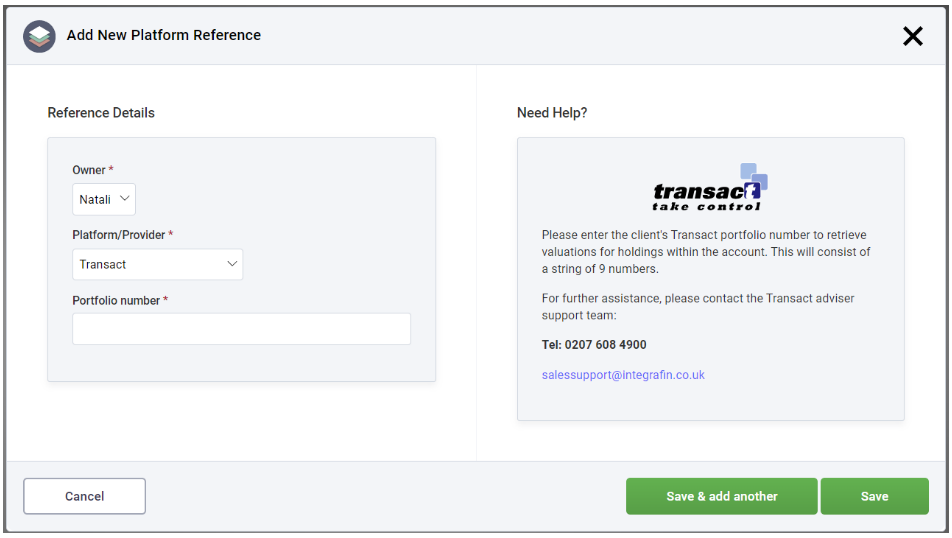


You need to add in the reference numbers by selecting **Add new platform reference**.



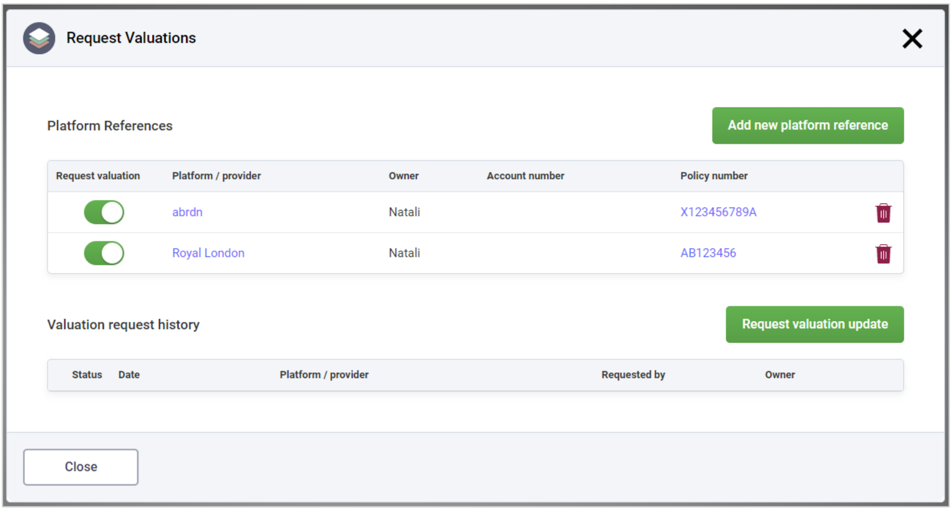
In this example, we will look at a client with a Transact plan. From the **Platform/Provider** drop down menu select Transact.

Under the heading Need Help?, you will see the information supplied by Transact to help you to understand the reference that you need to enter. Transact need a Portfolio number that could be a string of 9 numbers.

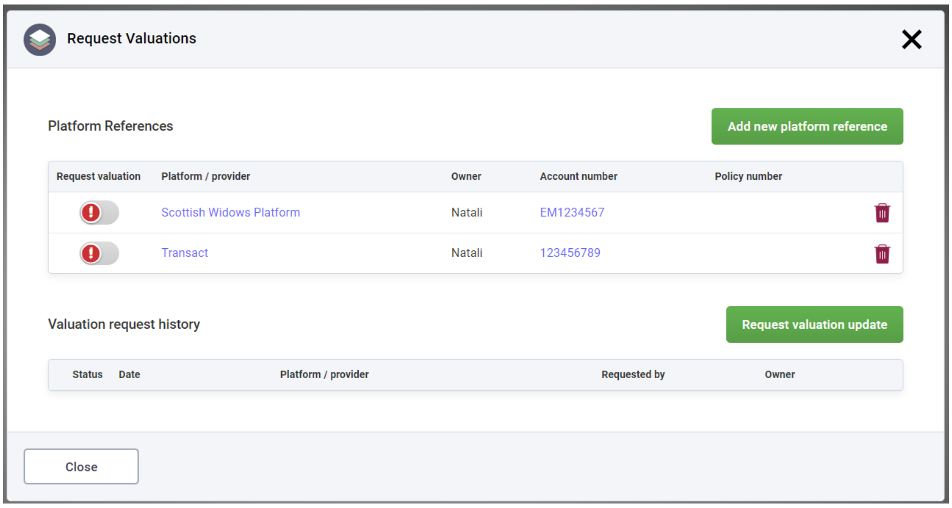


- **Select the owner** for the plan. If you have selected a single client, you will see their name in the dropdown menu. If it's a joint client plan, you can select any of the single clients or the joint owner, if appropriate.
- Enter the **Portfolio number**.
- Click **Save** or **Save & add another** if you have more than one plan to add.
  - Save & add another does not have to be the same provider/platform.

If you have entered credentials and saved them, the toggle will go to green under Request valuation.



If you have not entered credentials in the Settings page for the platform/provider, you will see these shown as red with an exclamation mark.



Once you have added the required information, you will:

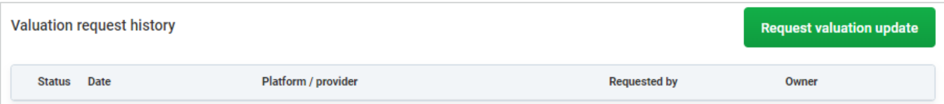
- View all the policies entered and the owner.
- Have the ability to toggle integration partners on or off depending on the valuations you want to receive.
- Click on the integration partner name to go straight to the page to update your credentials.
- Click on the Account number or Policy number to edit an existing reference.
- Delete a plan from being able to request valuations.
- Request a valuation.
- View the results of your valuation requests.

10 Requesting valuations

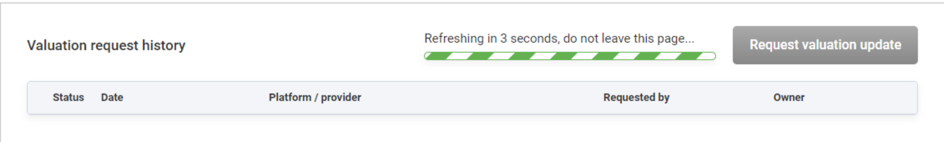
Within the **Arrangements** tab, go into the **green Actions** button, and choose **Request Valuations**.

Ensure that you have already added your provider references, if not, refer to the previous section.

Toggle the references on/off to show the valuations you want to receive, then click **Request valuation update**.

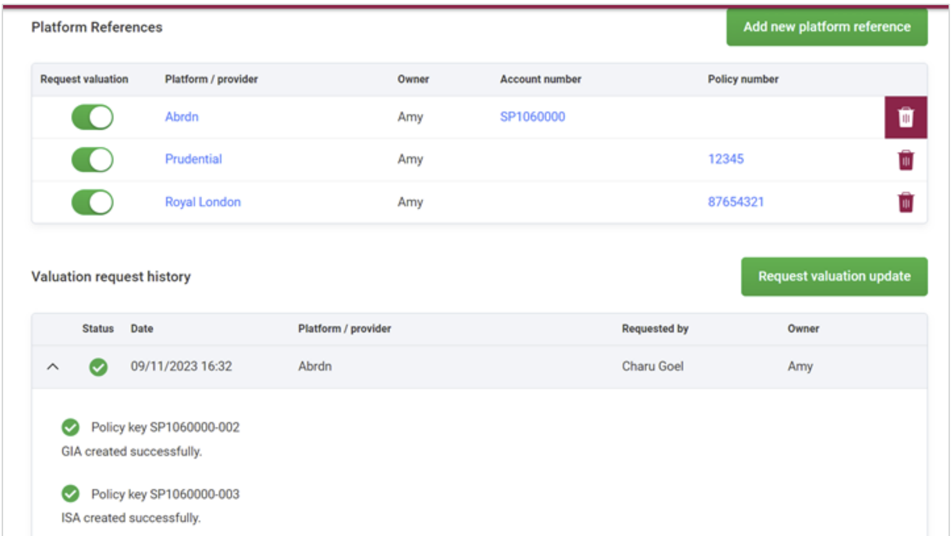


When you request a valuation, a countdown will begin, and the request button will be greyed out.



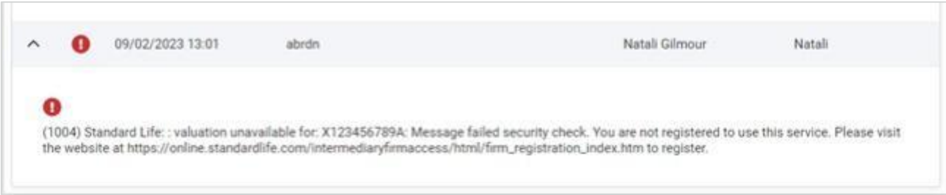
Successful messages

If successful, you will be presented with a confirmation message.



Unsuccessful / error messages

If unsuccessful, you will be presented with further information by expanding the ❗ icon.



In the example above, this is due to not having registered with the integration partner before and the Unipass certificate not matching what you have on your system.

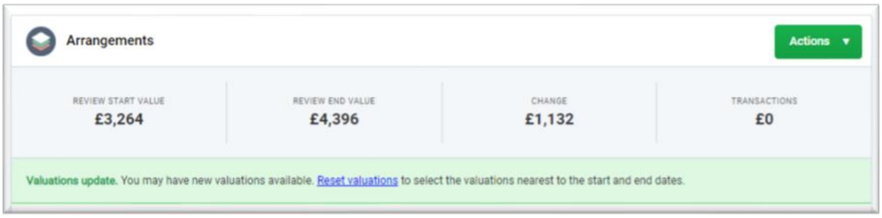
Other reasons could be:

- Plan number does not match what the integration partner holds.
- You are not registered to receive valuations from the integration partner.
- Issues with Unipass.
- If Unipass, you have not registered with the integration partner to receive valuations.
- Your firm FCA number is not shown in Settings > Firm Details > Firm settings.
- The adviser firm currently does not have authority for the policy or account you entered in the valuation request.
- The credentials do not match what the integration partner has for your firm.
- The integration partner's system is temporarily unavailable.
- Dynamic Planner's system is temporarily unavailable.

11 Selecting a valuation

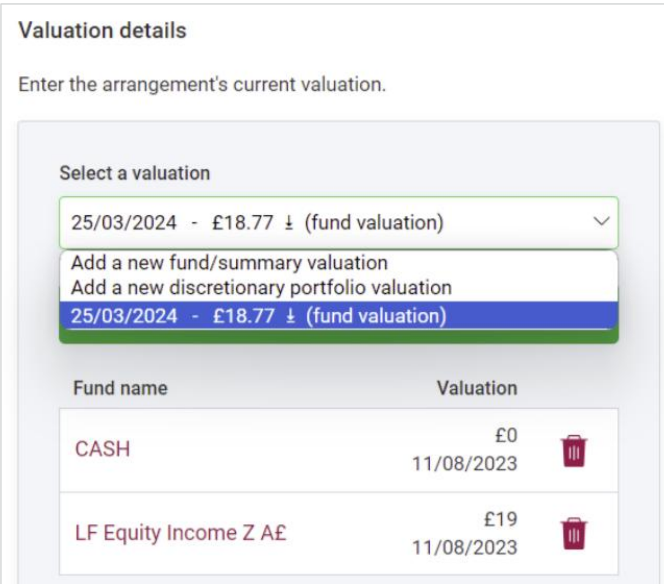
When you are working within the start or end valuation sections in a client review, cashflow or recommendation, you will be able to select the appropriate valuation based on the period you are working on. You can add a valuation manually, but you'll also see any valuations that have been requested electronically and these will show an icon to the right of the date and value.

You can also reset the valuation for the arrangement(s) in the portfolio nearest to the start and end dates.



Reminder: depending on the nature of the integration that we hold with partners, you may receive a valuation that has today's date, or it may be close of play the previous working day.

Select the appropriate valuation. You will see an icon to the right of the valuation amount to show that it has been obtained from the integration partner.



12 My client is on Tram. What do I have to do to get a daily valuation to them?

If you have given your client access to Tram, you may be able to provide them with daily valuations. The Tram app works for our integration partners who provide Dynamic Planner with a bulk valuation feed. This ensures we can show your client a valuation each day.

Make sure you have registered with each of the integration partners you have business with, and you have input the client's account or policy number into the Request valuations page.

Once you have requested the first valuation and received a successful message, you do not need to do anything further. Your client will continue to receive a refreshed daily valuation when they log in to Tram.

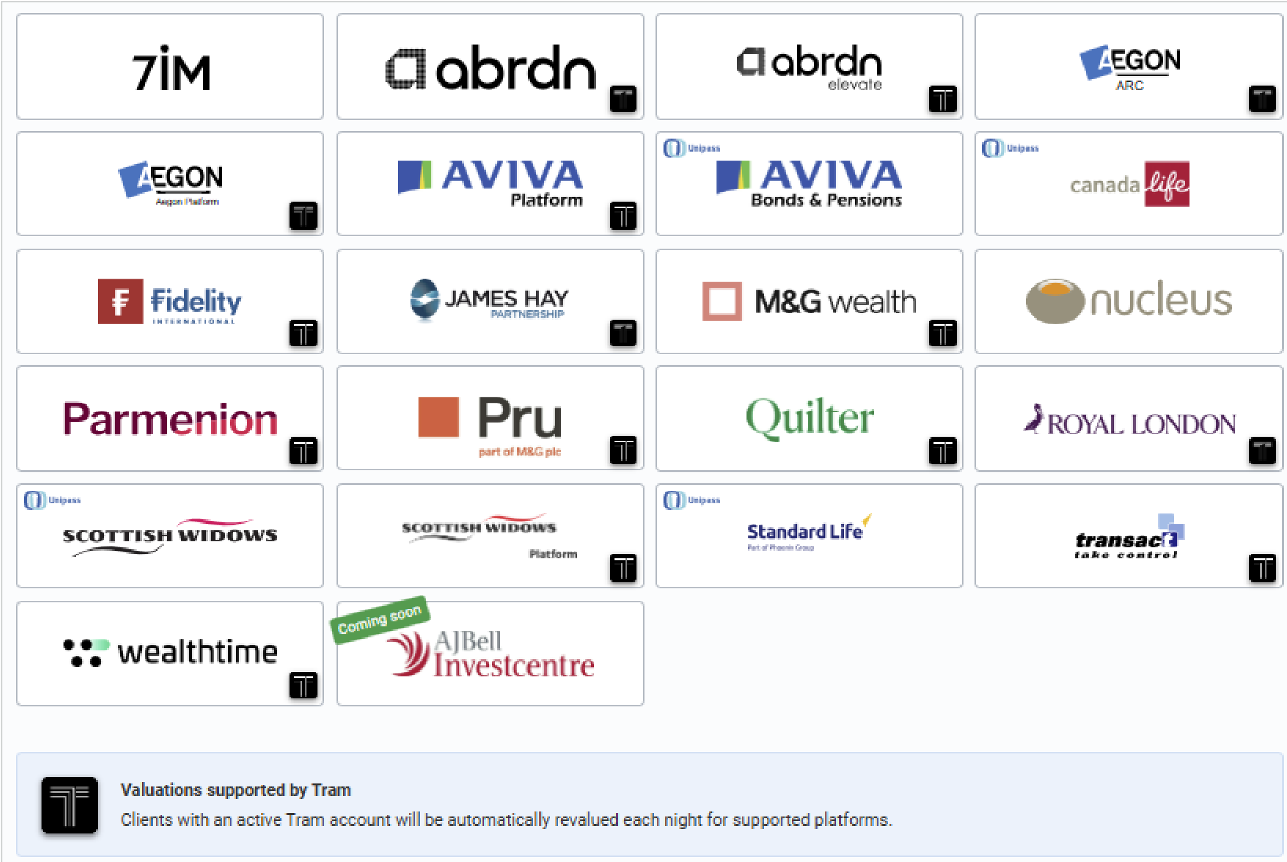
If the integration partner does not provide a bulk valuation file, to ensure your client has an up to date valuation, you will have to come into Dynamic Planner and manually request a valuation direct from the integration partner.

If you would like any further information about Tram, please contact your Account Manager or our Support team.

13 List of Bulk providers

Dynamic Planner's preference is to receive valuations via a daily bulk feed. This is less invasive for integration partners and ensures that we have a valuation for you each time you log into Dynamic Planner.

The valuation that you will receive in Dynamic Planner will be the valuation at close of business the previous working day. There may be a slight difference in the valuation that you or your client may view on the integration partners own secure website. Our current list of integration partners who provide a bulk feed are indicated by the Tram logo.



If there are any platforms or providers that you would like to see Dynamic Planner integrate with, please contact Integrations@DynamicPlanner.com.

14 Does a bulk valuation mean that I no longer have to request a valuation each time I need one?

If you have set up your client to have access to Tram, then once you have requested your first valuation, both you and the client will see an updated daily valuation.

As a licenced Dynamic Planner user, you can choose the valuation that you wish to use during the financial planning process by clicking the dropdown within an arrangement and selecting a valuation date in either of Valuation at start of review or Valuation at end of review.

If you don’t have a client that is using Tram, you will need to pull through the valuation by Request valuations.

15 Processes and products supported by each of the integration partners

There may be some specific steps that you have to follow when setting up a particular integration partner. These are outlined below.

Our integration partners may not provide support for all their products, especially legacy products. The lists below show the products that are supported via the integration with Dynamic Planner.

7iM - Registration

To register for the integration, contact your 7iM Account Manager or email their support team to arrange your access credentials:

Tel: 020 7760 8777

dataexchangesupport@7iM.co.uk

7iM will provide you with a specific username and password for the integration.

Supported policy number

Enter your client's 7iM policy number beginning with IMF.

For any assistance with policy information, contact information@7im.co.uk or phone 020 7760 8777.

Supported products

Product
7IM ISA
7IM ISA (Ex PEP)
7IM Individual Investment Account
7IM Joint Investment Account
7IM Onshore Bond
7IM Offshore Bond

abrdn Wrap (Bulk) - Registration

You must email wrap_servicing@abrdn.com with the subject heading Back office integration and the following wording: This email is confirmation that we give our permission to share data with Dynamic Planner for the valuations integration with abrdn.

Firm Name: <INSERT FIRM NAME HERE>
Firm FCA Number: <INSERT FIRM FCA NUMBER HERE>

Your firm FCA must be input into Dynamic Planner's system. You can check this by contacting our Support Support Team.

Supported Account numbers

Wrap products WPnnnnnnn (where n = a number)

FundZone	SPnnnnnnn – Accounts set up before Feb 23
	WPnnnnnn – Accounts set up post Feb 23

If you need any assistance with account numbers, contact wrap_servicing@abrdn.com

Supported products

Product
Wrap Cash
SIPP
Personal Portfolio (GIA)
Cash ISA
Stocks & Shares ISA
Onshore Bond
Offshore Bond

abrdn Elevate (Bulk) - Registration

You must contact Elevate Client Operations to request set up access to the integration.

Tel: 0345 600 2399

Enquiries@elevateplatform.co.uk

Supported account numbers

Numbers should be alphanumeric starting with EL and followed by 7 numbers.

For assistance with account numbers, contact enquiries@elevateplatform.co.uk

Support products

Product
Elevate Pension Investment Account Scheme 1 (Elevate PIA)
Elevate Pension Investment Account Scheme 2 (Elevate PIA - Scheme 2)
Elevate Stocks and Shares ISA (Elevate ISA)
Elevate General Investment Account (Elevate GIA)
Elevate Cash Account
Elevate Pension Investment Account Scheme 1 (Elevate PIA)
Elevate Pension Investment Account Scheme 2 (Elevate PIA - Scheme 2)

Aegon ARC/AOR (Bulk) - Registration

To enable Aegon ARC Bulk Valuations you must first email escalationteam@aegon.co.uk and ask for your firms ARC bulk valuation feed to be switched on for Dynamic Planner.

Assets on AOR are provided via a separate feed, so please ask for this as well if required.

Once the setup is complete, the Aegon team will provide you with a “Connect Id” for ARC and/or a “Connect Id” for AOR which you can enter on the Aegon ARC settings page.

Supported policy numbers

These should consist of a number up to 10 digits long.
If you need further information contact escalationteam@aegon.co.uk

Supported products

Product
ARC (Aegon Retirement Choices) • Aegon SIPP Uncrystallised • Aegon SIPP Drawdown (Crystallised) • Aegon Stocks and Shares ISA Aegon General Investment Account
AOR (Aegon One Retirement) • One Retirement One Retirement Drawdown

Aegon Platform (Bulk) - Registration

You need to obtain a token and organisation unit ID. Once you have registered with the platform, visit their Reports section and select the Manage Bulk Data file integration. Once collected, the token is valid for 5 days.

Both the token and the organisation unit ID are numeric only.

Please note: If your MI account password changes, you will have to repeat the above steps with a new set of confirmed credentials provided by Aegon Platform.

Support is available at: escalationteam@aegon.co.uk

Supported policy number

Enter the client's Aegon wrapper ID. This is usually in numeric format.

Please contact the Aegon Platform support team for assistance: escalationteam@aegon.co.uk.

Supported products

Product
Stocks and Shares ISA
General Investment Account
Canada Life Int. Ass (Ireland) Portfolio Bond
L&G Portfolio Bond
Canada Life International Portfolio Bond
AJ Bell Investcentre SIPP
Cofunds Pension Account
Aegon SIPP
Aegon SIPP Drawdown
Suffolk Life Annuities
Suffolk Life Trustees

Aviva Bonds & Pensions- Registration

Aviva Bonds & Pensions is supported by Unipass. Please follow the Unipass instructions within this guide.

You may wish to check with Aviva that there are no additional requirements to obtain valuations from them: [Aviva Adviser: Back office & third party support - Aviva (avivab2b.co.uk)]

Supported policy numbers

Aviva Bonds & Pensions policy numbers are alphanumeric and consist of a string of 6 numbers and 2 letters.

Supported products

Product
Computershare Group Pension 98
Designer Pension @ Aviva
Designer Pension @ Aviva (Isle of Man)
Designer Stakeholder @ Aviva
Ex KPMG Group KPMG
Ex KPMG Group KPMG Prot Rights
Fixed Term Retirement Plan (USP)
FSAVC UK Post 95
FSAVC UK Pre 95
GIPP IOM Personal Pension Pre 95 Protected Rights
GIPP IOM Post 95 Personal Pension
GIPP IOM Post 95 Personal Pension Protected Rights
GIPP IOM Pre 95 Personal Pension
GIPP IOM Pre 95 Personal Pension Scheme
GIPP UK Post 95 Personal Pens Prot Rights
GIPP UK Post 95 Personal Pension
GIPP UK Pre 95 Personal Pens Prot Rights
GIPP UK Pre 95 Personal Pension
Group Investment Account 1(GIA1)
Group Investment Account 2 (GIA2)
Group Optimiser/Lifestyler PPP (CGU)
Group OptLf CGU DWP
Group Pension 98
Group Pension 98 (IOM)

Group personal pension
Group PPP 1993 UKPP
Group PPP 1993 UKPP DWP
Group PPP 1996 PPPP
Group PPP 1996 PPPP DWP
Group PPP Vista 1988
Group PPP Vista 1988 DWP
Group Protected Rights Investment Account (GPRIA)
Group Section 226 Personal Pension Plan
Guernsey Group OptLf CGU
Guernsey Group PPP 1993 UKPP
Jersey Group OptLf CGU
KPMG Group Pension 98
Legacy Products
PP Aviva (CGU) Group Personal Pension
PP Scheme Aviva (CGU) Grp Personal Pension
PP1 Aviva (CGU) Group Personal Pens LS+
PPS YP Select @ Aviva Group
Select Investment Growth & Income Option
Self-Invested Option Scheme
Self-Invested Option
SHP Scheme YP @ Aviva (CGU) Group CO
SHP YP @ Aviva (CGU) Group
SHPN YP @ Aviva Group
Stakeholder Pension
Stakeholder Pension @ Aviva
SYP YP @ Aviva Stakeholder Group
SYPS YP Select @ Aviva Group
Variable Contribution Plan Group
Variable Contribution Plan Group PR

Aviva Platform (Bulk) - Registration

Your firm FCA number must be input to Dynamic Planner. To check, please contact the Support Team.

Input your Network code which usually begins with AVNW or AVAR into the Aviva Platform credentials page.

Please contact Aviva on 0800 056 4607 and request the bulk valuations flag to be added for Dynamic Planner for your firm.

Supported client numbers

Enter the Aviva Platform client number which always begins with the letters AV.

Supported products

Product
Pension Portfolio
Investment Portfolio
ISA Portfolio

Canada Life - Registration

Canada Life is supported by Unipass. Please follow the Unipass instructions within this guide.

Supported Policy numbers

Canada Life and Canada Life International numbers can be alphanumeric or numeric and will be no longer than 8 digits.

For support, Tel: 0845 365 3456, ifazone@canadalife.co.uk

Supported products

Product
Flexible Investment Bond - Level Option
Flexible Investment Bond - Deferred Option
Select Account
Total Access Bond
Select Investment Bond
Wealth Preservation Bond
Inheritance Protection Bond
Trustee Investment Plan
Flexible Pension Bond
Delta Account & Delta DGT
Delta Plus
Premiere Account & Premier DGT
Offshore Savings Account
Flexible Life Plan
Inheritance Planning Account
Wealth Preservation Account
Dimensions Preference
Pension
Annuity Growth Account
Controlled Access Account

Fidelity (Bulk) - Registration

You must contact Fidelity to obtain an integration specific username and PIN number.

Tel: 0800 414181

You must also ensure that your IFA Software Holdings Report – Code: IFA-H has been activated by Fidelity.

On the Fidelity help & support site (you must be logged in to your Fidelity account), you can click on 'Business Support' and then 'Client and Business reporting', there is plenty of help available including a step by step interactive video - https://adviserservices.fidelity.co.uk/secure/help-support/business-support/reporting-services-and-back-office-integration/

Once you have followed the above steps, input your username and PIN into the Fidelity credentials screen.

Supported Account number

Account numbers can be in the following formats: XXXXnnnnnn, XXnnnnnnnn, nnnnnnnnnn

If you need assistance, contact the adviser support team.

Supported products

Product
Fidelity Offshore (SICAVS)
Fidelity Offshore Currency Funds
Fidelity Offshore Cash Funds
Fidelity Offshore Portfolio Selector Funds
Fidelity Unit Trust and OIC's
FundsNetwork Investment Bond
FundsNetwork Investment Fund Account
FundsNetwork International Bond
FundsNetwork ISA
FundsNetwork ISA Transfer
FundsNetwork Personal Pension Plan
FundsNetwork Self Invested Personal Pension
FundsNetwork Unit Trust's and OEIC's

James Hay (Bulk) - Registration

You must contact James Hay to request an integration username (which will begin with PDT) and password.
Tel: 0345 521 2414

jhcontactcentre@jameshay.co.uk

Enter your integration username and password into the credentials settings screen.

Supported customer reference number

Enter in numeric format
For assistance contact James Hay adviser support team.

Supported products

Product
Flexible Pension Plan
Free Standing AVC
Group Personal Pension
Group Stakeholder Personal Pension
Individual Stakeholder Personal Pension
Retirement Control
Executive Pension Plan
Group Money Purchase
Group Money Purchase Scheme
Individual Personal Pension
Trustee Proposed S32

M&G Wealth (Bulk) - Registration

You must contact the M&G Wealth Platform support team to obtain your integration specific username and password credentials.

Tel: 0345 076 6140

platformsupport@mandg.com

Enter the username and password into the integrations settings screen.

Supported Account number

The client's account number should consist of 9 digits.

For further assistance contact M&G Wealth Platform Support.

Supported products

Product
Aegon Scottish Equitable SIPP
AJ Bell SIPP
Alltrust SIPP
Astute SIPP
Astute Trustee SSAS
ATsipp Plc SIPP
Barnett Waddingham SIPP
Barnett Waddingham SSAS
Berkeley Burke SIPP
Berkeley Burke SSAS
BrilliantWithMoney SIPP
Buckle Barton Pensioneer Trustees Ltd
Cabot SIPP Trustees Limited
Canada Life International Assurance Ireland Ltd
Canada Life International Offshore Bond
Cardens SIPP
Cardens SSAS
Carey SIPP
Cartlidge Morland SIPP
Curtis Banks Plc SIPP
Curtis Banks Plc SSAS
Curtis Banks SIPP formerly Suffolk Life

D A Phillips Co Ltd SIPP (DP PENSIONS)
Dentons SIPP
EPML SIPP
Financial Investment SIPP
Friends Provident International Offshore Bond
General Investment Account
General Investment Account - (Gross)
Guinness Mahon SIPP
Harsant SIPP
Hornbuckle Mitchell SIPP
HSBC Maximum Investment Plan
HSBC Onshore Bond
Informed Choice SIPP
Intelligent Money SIPP
InvestAcc Pension Trustees Limited SIPP
IPM SIPP
IPS Pensions Ltd SIPP
ISA
Isle Of Man Assurance Ltd Offshore Bond (IOMA)
James Hay Partnership SSAS
James Hay SIPP
London and Colonial Services Ltd QROPS
London and Colonial Services Ltd SIPP
M&G Wealth Offshore Bond
MC QROPS
MC Trustees SIPP
Montpelier SIPP
Montpelier SSAS
Morgan Lloyd SSAS
MW Pensions SIPP
MYSIPP
N. M. Perris Company SSAS
Non Custodian Assets

Norwich Union Offshore Bond
Organon SIPP
Organon SSAS
Pilgrim Trustee Services Ltd SIPP
Pilgrim Trustee Services Ltd SSAS
Pointon York SIPP
Premier Pension Services SIPP
Premier Pension Services SSAS
Prudential Onshore Bond
Quilter International IOM Offshore Bond
Rowanmoor SSAS / ALLTRUST
Royal London Investment ISA
Royal London Retirement Account
Sanlam One SIPP
Sanlam Section 32
Scottish Friendly Onshore Bond
Scottish Life SIPP
SIPP
Talbot Muir SIPP
Talbot Muir SSAS
Taylor Patterson SIPP
The Lifetime SIPP
The Option SIPP
Utmost Limited IOM Offshore Bond
Utmost PanEurope
Utmost PanEurope Dac
WAY Tax Advisory Services Ltd Gen Investment Acct
Westerby SIPP
Whitehall SSAS
Xafinity SIPP
Yorsipp Limited SIPP

Nucleus - Registration

You must contact Nucleus to obtain your Nucleus caller ID. This is alphanumeric and will begin with either DT, DTP or DTPV.

Tel: 0131 226 9535

Client.Relations@nucleusfinancial.com

Enter your Caller ID into the credentials settings screen.

Supported Client ID

Enter the client ID which should be alphanumeric and starts with the number 1, and is 9 characters long.

Supported products

Product
ISA
ISA (Ex PEP)
General Investment Account
General Investment Account (Gross)
Onshore Bond
Onshore Bond (Sanlam)
Offshore Bond
APP
Unsecured APP
Pension
SIPP (Drawdown former PR)
SIPP (Drawdown)
SIPP (Protected Rights)

Parmenion (Bulk) - Registration

You must contact the Parmenion Support Team to arrange integration specific credentials.

Tel: 0845 519 0100

operations@parmenion.co.uk

Enter the username and password into the credentials settings screen.

Supported customer reference number

The format of the customer reference number is numeric and always starts with 0000. This will allow you to retrieve all holdings within the client's account.

For assistance contact the Parmenion adviser support team.

Supported products

Product
Feeder Portfolio
General Discretionary Portfolio
Inheritance Tax Portfolio
Individual Savings Account
Offshore Discretionary Portfolio
General Discretionary Portfolio
Offshore Pension
Personal Pension
Self Invested Personal Pension
SSAS

Pru (Bulk) - Registration

To enable Prudential valuations, you mut contact PruBulkTransactionsHub@Prudential.co.uk with the following:

- *subject heading: Bulk Valuations Onboarding Request – Dynamic Planner
- * Firm Name and FRN

If you are part of a network, also specify your:

- Associated Network Firm name
- Adviser Firm names and FRNs

Your firm FRN needs to be added to Dynamic Planner. To check, contact the Support Team.

Supported policy number

Enter the policy number to retrieve valuations for the holding.

For assistance contact the Pru adviser support team: 0808 234 5200, pruadviser.helpdesk@prudential.co.uk

Supported products

Product
Flexible Investment Plan
FlexiPension
FRP (exc vals to any SIF elements)
IndePension
International Portfolio Bond
International Prudence Bond
Personal Investment Bond
Personal Pension Plan
Pooled Fund Bond
Portfolio Account (Life & Capital Redemption Option)
Premier Personal Pension Plan
Private Portfolio Bond
Prudence Bond
Prudence Distribution Bond
Prudence Managed Investment Bond
Prudence Prospects Bond
Prudential Individual Savings Account
Prudential International Investment Bond
Prudential International Investment Portfolio

Prudential Investment Plan
Prudential Onshore Portfolio Bond
PruFund Investment Plan
Retirement Account
Trustee Investment Plan

Quilter (Bulk) - Registration

Quilter also require your Firm FCA number to be added in Dynamic Planner. If yours is not yet set up, please contact our Support team.

You will need to register using this link https://www.quilter.com/siteassets/documents/platform/forms/19951-adviser-back-office-software-registration-request.pdf and complete the form. It will take up to 5 working days for the set up to be completed and for you to receive your network code.

Your network code is a string of letters and numbers that starts with PLNWnnnnn, if you are directly authorised, or PLARnnnnn, if you are an appointed representative.

If you have already completed and returned the form, but not received your network code, please contact Quilter Adviser Support for further assistance and mention this is in regard to Dynamic Planner valuations.

Tel: 0808 171 2626

ask@quilter.com

Once you have received your network code, enter that into the integration credentials settings screen.

Supported customer reference

Enter the client's account number in the customer reference field to retrieve valuations for holdings within the policy. This should be a string of letters and numbers, for example AC123456789. You do not need to enter the suffix (eg -001, -002 etc). The account number will provide all the underlying policy information and numbers.

For assistance contact Quilter adviser support team on 0808 171 2626, ask@quilter.com

Supported products

Product
Individual Savings Account
Collective Investment Account
Collective Investment Bond
Collective Retirement Account

Royal London (Bulk) - Registration

Royal London is a bulk valuation service.

Currently, this provider limits valuation data to a single CRM. Therefore, if your firm already receives Royal London valuations in your current CRM, you won't be able to add Dynamic Planner for this purpose. To enable Royal London valuations in Dynamic Planner, you would first need to stop them from being sent to your existing CRM.

Please note that this limitation is imposed by Royal London, however, we are actively working with them to highlight the importance of multi-CRM valuation feeds for our users.

To register, you must email SalesIFA@RoyalLondon.com with the following information:

- Subject heading: Bulk Valuations Data Request
- Your firm's FCA number
- The name and FCA number(s) of any appointed representatives that also use Dynamic Planner and require access to Royal London bulk valuations
- Name of the back-office supplier: Dynamic Planner
- Your name and job title
- Approval from a Director confirming they are happy for Royal London to share your client valuation data with Origo and Dynamic Planner. This can be done by attaching an email from the Director confirming they have agreed to this data being shared. Note that if you are part of an appointed representative firm, the consent Royal London require is from your principal firm. If Royal London do not receive Director consent in your original request, it will delay setting up the feed.

Once you have had confirmation from Royal London that you have been set up, return to Dynamic Planner and complete the credential screen.

Supported policy numbers

The policy number can be a maximum of 8 digits which can be found on policy documentation.

For assistance contact Royal London adviser support: advisertechnologysupport@royallondon.com

Supported products

Product
Pension Portfolio
Individual Stakeholder Pension Plan
Group Personal Pension Plan
Company Pension Plan
Group Stakeholder Pension Plan
Individual Section 32 Buy Out Plan
Talisman Group Pension Plan
Talisman Personal Pension Plan
Talisman Section 32 Buy Out Plan

Scottish Widows - Registration

Scottish Widows is supported by Unipass. Please follow the Unipass instructions within this guide.

You may need to check with Scottish Widows if they have other requirements to receive valuations into Dynamic Planner: Contract Enquiries | For Advisers | Scottish Widows

Supported policy numbers

For Scottish Widows policies, the format should consist of 8 digits.

For Clerical Medical policies, the format should consist of 8 digits and 1 letter.

For assistance, contact the Scottish Widows adviser support team, 0845 769 7888, websupport@scottishwidows.co.uk

Supported products

Product
Capital Investment Bond
Capital Protected ISA
Capital Protected OEIC
Executive Pension Plan
Flexible Home Plan
Flexible Investment Bond
Flexible Options Bond
FSAVC
Fund of Fund OEIC
Group AVC
Group Personal Pension
Group Stakeholder Pension
Individual Personal Pension
Individual Stakeholder Pension
ISA
Low Start Flexible Home Plan
Lump Sum OEIC
Maximiser Lump Sum OEIC
NUAC House Purchase Savings Plan
OEIC
Premier PEP
Premier Unit Trust
Qualifying Savings Plan

Regular Saver OEIC
Retirement Account
Section 32
Unit builder OEIC
Clerical Medical Free-Standing AVC
Clerical Medical Buy-Out Plan
Clerical Medical Stakeholder Plan 2001
Discounted Gift & Income Bond
Distribution Bond
Exclusive Investment Bond
Flexible Bond
Flexible Growth Bond
Flexible Retirement Plan
GAVC
GMP
Group Personal Pension
Group Stakeholder Pension
High Growth Bond
Income Bond
Individual Buy-Out Plan (Section 32)
Individual Pension Plan
Individual Stakeholder Plan
International Pension Account
Investment Bond
Investment Portfolio
Pension Transfer Account
Personal Pension Account
Personal Pension Plan
Personal Pension Transfer Plan
Retirement Enhancement Account
Section 32 Plan
Trustee Buy-On Plan
With-Profits Bond

Corporate Investor
Global Investor Personal
Global Investor Privilege
Personal Portfolio Bond
Portfolio Personal Account
Portfolio Privilege Account

Scottish Widows Platform (Bulk) - Registration

To enable Scottish Widows Platform valuations, you must confirm that you give permission for the data share by sending an email to service@scottishwidowsplatform.co.uk with the heading: Bulk Valuations data services feed, and providing the following information:

This email is confirmation that we give our permission to share data with Dynamic Planner for the valuations integration with the Scottish Widows Platform.

Firm name: <INSERT FIRM NAME HERE>
Firm FCA number: <INSERT FIRM FCA NUMBER HERE>

New firms to the Scottish Widows Platform can request their access as part of the onboarding process managed through their Sales contact.

Please note that to use this service, Scottish Widows Platform also require your Firm FCA number to be added in Dynamic Planner. For security reasons, contact our Support team.

Enter your Scottish Widows Company number into the integrations credentials screen. Note this is not your firm FCA number. This is an EI + 5 numbers (Echo, India) eg EI98765

Supported account number

The client's account number will start with EM followed by 7 numbers: EMnnnnnnn

For assistance, contact the Scottish Widows platform support team, service@scottishwidowsplatform.co.uk

Supported products

Product
Cash ISA
Stocks & Shares ISA
General Investment Account
Cash Account
Retirement Account (SIPP)

Standard Life - Registration

Standard Life is supported by Unipass. Please follow the Unipass instructions within this guide.

You will need to register on Standard Life's adviser website to obtain valuations in addition to completing Dynamic Planner's process: [Adviser Business Integration | Standard Life Adviser]

Supported policy numbers

Bonds – enter the policy numbers in a format where n = number:

- XnnnnnnnnA-G
- Xnnnnnnnnn
- IBnnnnnnnn

Pensions

- Between K1000000 and K99999990000
- Between K1000000000 and D9999999000

If you need assistance, contact 0345 60 60 036, sales_ecommerce@standardlife.com

Supported products

Product
With Profits Bond
Distribution Bond
Capital Investment Bond
Guarantee Bond
International Bond (Non-Standard)
ISA
Investment Funds
International Bond (Non-Standard)
Cash Account
Personal Pension Plan
Stakeholder Personal Pension
Group Personal Pension Plan
Group Stakeholder Pension Plan
Corporate Stakeholder Pension Plan
Executive Personal Pension Plan
Free Standing AVC
Section 226 Retirement Annuity
Group Pension Withdrawal Plan

Group Pension Fund Withdrawal Plan
SIPP

Transact (Bulk) - Registration

Existing Transact platform users need to complete the Transact-Online Form A004 to enable the valuations service. This is available from within the Transact platform. Transact website (logged in) > Housekeeping > Data Services API and generate a TRDS Password (if they haven't already). Then enter those details into DP.

Note: Section 2 of the A004 form must be completed with the details below, this way Transact can have the full Remote Data Service Company's details to complete your request for credentials:

RDSC Name: Dynamic Planner

RDSC Contact: Client Services

RDSC Address: C/O Moorcrofts LLP, Thames House, Mere Park, Dedmere Road, Marlow, Buckinghamshire, SL7 1PB.

Alternatively, if you are not currently a Transact platform user, please contact Transact Sales Support on 0207 608 4900 or email salessupport@integrafin.co.uk and advise them that you have a customer with Transact holdings and would like an account.

Enter your Transact integration specific username and TRDS password into the integration credential settings screen.

NOTE: if you use more than one software provider and generate a new TRDS Password then you must update all software providers with this new TRDS Password.

Supported portfolio number

This will consist of a string of 9 numbers, removing all dashes in the portfolio number. For example, portfolio number 123-456-789 must be input as 123456789.

For assistance, contact Transact 0207 608 4900, salessupport@integrafin.co.uk

Supported products

Product
NISA (Stocks and Shares)
NISA (Cash)
Onshore Bond
General Investment Account
Offshore Bond
Qualifying Savings Account
Personal Pension
Open Annuity
Executive Pension
SIPP
Section 32 Buyout Bond

Wealthtime (Bulk) - Registration

To obtain your Wealthtime integration username and password, please contact the Wealthtime support team:

Tel: 0345 680 8000

clientservices@wealthtime.com

Enter the username and password into the integration credentials screen.

Supported Investor ID

This should consist of 6 numbers

For assistance, contact 0345 680 8000, clientservices@wealthtime.com

Supported products

Product
ISA (stocks & shares)
ISA (cash)
General Investment Account (Net and gross versions)
Offshore Bond
Self Invested Personal Pension

16 Troubleshooting

Dynamic Planner does not support valuations for Trustee or Nominee held investments, or for clients under 18 years of age.

Check your Firm FCA number has been added to Dynamic Planner > Settings > Firm Details > Firm Settings.

Valuations can only be requested for products that are supported by our integration partners. The list of supported products for each integration partner can be found in this guide.

Any products which are not supported by the valuation service, may need to be added to the system manually.

Each integration partner will require different information to register. Please ensure you have completed all steps required for the valuation service.

Make sure that the integration partner has confirmed that you are set up to receive valuations.

Wait a full working day to allow your credentials to register against our security database, then try to request a client valuation.

You may need to register for back office / contract enquiry valuations with the integration partner. You should check in the correct section for the integration partner in this guide for a link to their website which will provide you with further information.

Where a provider works with Unipass, you will have to upload your new certificate when it expires each year and ensure that your Unipass certificate matches what is on the integration partners site, for example, valid to/from dates.

If there are any pending trades, this information will not pull through into Dynamic Planner.

Currently, Royal London limits valuation data to a single CRM. Therefore, if your firm already receives Royal London valuations in your current CRM, you won't be able to add Dynamic Planner for this purpose. To enable Royal London valuations in Dynamic Planner, you would first need to stop them from being sent to your existing CRM.

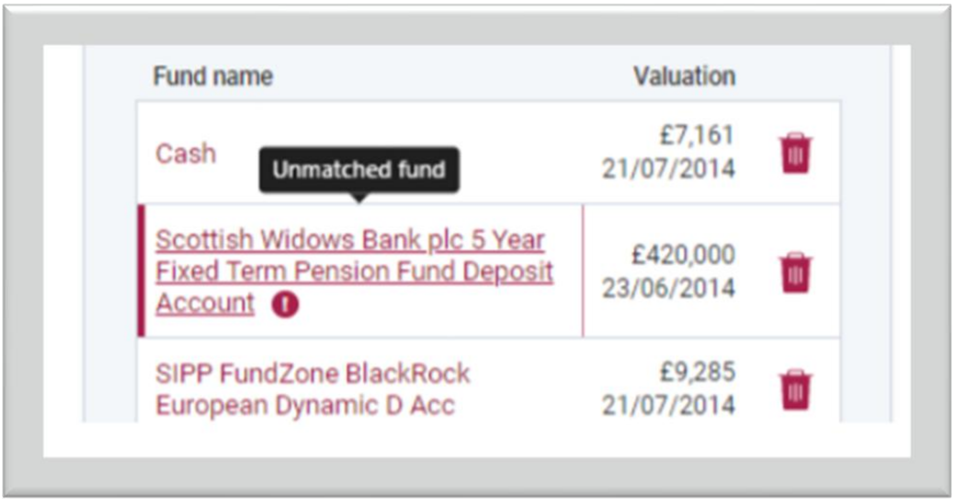
Please note that this limitation is imposed by Royal London, however, we are actively working with them to highlight the importance of multi-CRM valuation feeds for our users.

The valuation is not as I expected

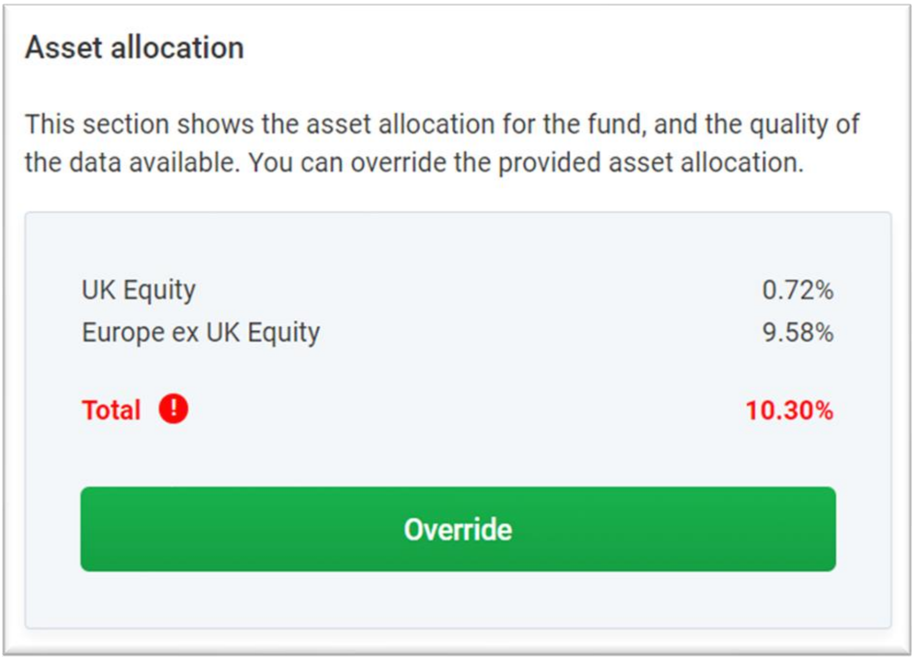
Dynamic Planner may be able to bring in the valuation for you, but it may not be what you expected. This could be for a number of reasons.

- Could not categorise the arrangement
  We may receive details for an arrangement that we do not know how to categorise. Where this occurs, we will display a message and ask that you edit and select the appropriate product type.

- Dynamic Planner could not identify the funds in the arrangement
  If we don't recognise a fund and are unable to match it with a fund code, we will ask that you match it to an existing fund or update the asset allocation. We will remember this information and store it for the next time the valuation is requested.



- <u>The asset allocation for one of more funds in the arrangement does not equal 100%</u>
  The asset allocation may not equal 100%. You can override the asset allocation as appropriate.



17 Unipass issues

- The Unipass certificate has not been uploaded to Dynamic Planner or an incorrect Unipass certificate has been uploaded where the information held on certificate does not match the information on the provider's servers.
- The Unipass certificate user must match the Dynamic Planner licence holder.
- The adviser has not validated their Unipass certificate using the onscreen validation function.
- The Unipass certificate being used has expired or been revoked. A new electronic version of the certificate needs to be uploaded annually.
- An adviser has not registered to use the provider, or has not registered their Unipass with the provider to access the service and is using alternative credentials.
- The adviser's Unipass is not recognised in their web browser or available for download due to their firewall settings. Amend set up to allow the use of certificates.
- To test if the certificate is visible, click on the Test My Certificate feature that is available via the Unipass website.

18 Support

If after following the steps in this guide, you require further assistance,
please contact our Support Support Team on:

support@dynamicplanner.com

0333 6000 500, option 1

Dynamic Planner
C/O Moorcrofts LLP
Thames House
Mere Park
Dedmere Road
Marlow
Buckinghamshire
SL7 1PB

Email support@dynamicplanner.com

Phone +44 (0)333 6000 500