

Improving our Application Process during COVID-19

April 2020

1) How do I onboard a new client digitally?

You have a choice of two options:

- **Your client can submit a scanned copy of a signed application form;**

Or, if your client is unable to do this,

- **Your client can submit a copy and pasted email declaration for the relevant application form.**

2) How do I do this?

All forms must be fully completed, either populated digitally or by hand. Please see Section 3 for details.

If your client is **able** to scan in a signed copy of the form:

- These forms must be **printed** by the client and **signed by hand**, before being scanned in and sent back to us.

If your client is **unable** to scan in a signed copy of the form:

- We can accept a copy and paste **email declaration** associated with the relevant application form. The application declarations are listed in the appendix accompanying this communication. **Please choose the appropriate declaration for your client; this will depend on whether or not you have delegated authority for suitability.**
- In order to onboard the client using this process, you must email the client with a prepopulated application form, together with the relevant declaration.
- The client must then reply to the email by cutting/pasting the **exact** wording in the declaration.
- Please note we are able to help you prepopulate the necessary forms should this be required.

In both cases, these forms must be returned to us together with the usual Anti-Money Laundering (AML) documentation where possible. Please note that, during the COVID-19 period, AML documents do not have to be certified.

With respect to International clients: they must provide a copy of the photo page of their passport. This must be a very good quality and preferably in colour.

Please be aware that we will seek to readdress any paper signatures at some point in the future. We also reserve the right to request further documentary evidence.

3) How can I prepopulate the forms for my clients?

All our forms can be populated digitally using the 'Fill & Sign' function in **Adobe Acrobat Reader**, Adobe's **free** PDF Viewer, or any other digital platform of your choice.

This can be downloaded from the Adobe website here: <https://get.adobe.com/uk/reader/>.

If you are unable to prepopulate the forms yourself, we are happy to help where possible. In order to do this, we will require all relevant information about the client. Please contact us using the details below should you require assistance.

For more information, please see Sections 1, 2 and 3 on Adobe's 'Fill & Sign' how-to guide: <https://helpx.adobe.com/acrobat/how-to/fill-and-sign-pdf-forms.html>

Please note that we are unable to accept Adobe custom signatures.

4) How can I submit a change of bank details, address or e-mail?

During this period, we are able to accept a change of bank details, address or email address via email. Please submit the required change to your usual contact and add a telephone number so that we can contact the client directly to verify the requested change.

Contact Details

For any questions or for assistance during the client onboarding process, please email PIMAssistants@psigma.com.

If you have any sales-related queries, please email businessdevelopment@psigma.com or call 020 3327 5450.

APPENDIX I: Delegated

ACCEPTANCE OF PSIGMA INVESTMENT MANAGEMENT SERVICES TERMS AND CONDITIONS

This instruction is only applicable for all Individual and Joint applications with delegated authority. If you have a Trust or Corporate application, please contact us.

Below is a copy of the e-mail to send to clients who are unable to print off and sign the Declaration and Signatures section of the accompanying prepopulated Account Opening Form. The text of the declaration cannot be changed.

Dear [Client Name],

The current COVID-19 pandemic has caused us to temporarily close all of our offices from 26th March 2020 until further notice. This means that after that date, staff will not be operating from our offices in Birmingham, Edinburgh, Guildford, London and Newcastle. We are, therefore, unable to provide you with a hard copy of our Account Opening Form for you to sign and return to provide your confirmation that you have agreed to be bound by the Psigma Investment Management Investment Services Terms and Conditions, and to make certain declarations and give certain consents.

Once the pandemic is over, we will be able to provide you with a hard copy of the Account Opening Form for you to sign and return to us. In the meantime, in order to progress your application to open an account with us, I shall be grateful if you will read the Declaration and signatures wording below in Paragraph 2, which has been lifted from the Account Opening Form, an electronic copy of which has already been provided to you. Please reply to this e-mail as quickly as possible by cutting and pasting the wording set out in Paragraph 1 to signify your acceptance of the Psigma Investment Management Investment Services Terms and Conditions and to formally provide the consents and declarations set out in Paragraph 2 below, as if you have provided your confirmation in the form of a handwritten signature.

Paragraph 1 - Wording for the reply e-mail to be cut and pasted and sent to Psigma Investment Management

Dear [Investment Manager/Adviser name],

I can confirm* that:

- (a) I have read, understood and agree to be bound by the Psigma Investment Management Investment Services Terms and Conditions;
- (b) I agree to the declarations and consents set out in the Declaration and Signatures section of the Account Opening Form, the wording of which is set out below in paragraph 2;
- (c) I agree to the Applicant Declaration in the Stocks and Shares Individual Savings Account/Junior Individual Savings Account Application form and Transfer form;
- (d) I agree to the Client Declaration in the Multi Asset Funds (MAF) Account Opening Form;
- (e) I agree to the Client Declaration in the AIM IHT Portfolio Service Supplementary form;
- (f) I agree to the Declaration in the Self-Invested Personal Pension Funds (SIPP) Supplementary form;
- (g) I agree to the Client Declaration Managed Portfolio Service (MPS) Supplementary form; and

(h) I agree to the fees and charges set out in the Schedule of Fees and Charges.

*only applicable where the service is being provided

I understand that the principal contract between me/us and Psigma Investment Management is formed by the Account Opening Form and the Psigma Investment Management Investment Services Terms and Conditions and will come into effect on the date of this e-mail.

Yours sincerely,

[Name of Client(s)]

Paragraph 2 - Wording of the Declaration and signatures section from the Account Opening Form reads as follows:

Declaration and Signatures

I/We have read, understood and agree to be bound by the Psigma Investment Management Investment Services Terms and Conditions, which are also available on Psigma's website, www.psigma.com.

I/We accept that the principal contract between me/us and Psigma Investment Management is formed by this account opening document and the Psigma Investment Management Investment Services Terms and Conditions and will come into effect on the date this document is signed. Based on the information provided in this document, Psigma Investment Management will provide me/us with a personal investment strategy.

I/We confirm that I/we have authorised the Professional Adviser named in this application form to make the initial and the ongoing assessment of suitability and to select the most suitable investment service on my/our behalf.

I/We understand that the Professional Adviser will select the most appropriate service and strategy based on the information I/we have provided to him/her. Psigma Investment Management will deliver an investment service and strategy that is selected by the Professional Adviser on my/our behalf.

The information I/we have provided in this document is true and accurate to the best of my/our knowledge and I/we undertake to keep Psigma Investment Management advised of any future changes. I/we understand that Psigma will rely upon this information when determining whether an investment is suitable for me/us.

I/we consent to Psigma undertaking the searches about me/us described above, both prior to Psigma providing me/us with investment services as well as periodically thereafter. I/We understand that such searches will gather information about me/us from credit reference agencies and the electoral register. I/We understand that such searches will be repeated on a periodic basis whilst I am/we are clients, and the information obtained from such searches will be used to monitor my/our accounts and will be kept on file.

I/We understand that this document forms a joint agreement and as such authorise Psigma to accept authorisation to action transactions on this account(s) from each party either jointly or severally and in accordance with the Investment Services Terms and Conditions.

Many thanks for your co-operation.

Yours,

[Name]

APPENDIX II: Non-Delegated

ACCEPTANCE OF PSIGMA INVESTMENT MANAGEMENT SERVICES TERMS AND CONDITIONS

This instruction is only applicable for all Individual and Joint applications without delegated authority. If you have a Trust or Corporate application, please contact us.

Below is a copy of the e-mail to send to clients who are unable to print off and sign the Declaration and Signatures section of the accompanying prepopulated Account Opening Form. The text of the declaration cannot be changed.

Dear [Client Name],

The current COVID-19 pandemic has caused us to temporarily close all of our offices from 26th March 2020 until further notice. This means that after that date, staff will not be operating from our offices in Birmingham, Edinburgh, Guildford, London and Newcastle. We are, therefore, unable to provide you with a hard copy of our Account Opening Form for you to sign and return to provide your confirmation that you have agreed to be bound by the Psigma Investment Management Investment Services Terms and Conditions, and to make certain declarations and give certain consents.

Once the pandemic is over, we will be able to provide you with a hard copy of the Account Opening Form for you to sign and return to us. In the meantime, in order to progress your application to open an account with us, I shall be grateful if you will read the Declaration and signatures wording below in Paragraph 2, which has been lifted from the Account Opening Form, an electronic copy of which has already been provided to you. Please reply to this e-mail as quickly as possible by cutting and pasting the wording set out in Paragraph 1 to signify your acceptance of the Psigma Investment Management Investment Services Terms and Conditions and to formally provide the consents and declarations set out in Paragraph 2 below, as if you have provided your confirmation in the form of a handwritten signature.

Paragraph 1 - Wording for the reply e-mail to be cut and pasted and sent to Psigma Investment Management

Dear [Investment Manager/Adviser name],

I can confirm* that:

- (a) I have read, understood and agree to be bound by the Psigma Investment Management Investment Services Terms and Conditions;
- (b) I agree to the declarations and consents set out in the Declaration and Signatures section of the Account Opening Form, the wording of which is set out below in paragraph 2;
- (c) I agree to the Applicant Declaration in the Stocks and Shares Individual Savings Account/Junior Individual Savings Account Application form and Transfer form;
- (d) I agree to the Client Declaration in the Multi Asset Funds (MAF) Account Opening Form;
- (e) I agree to the Client Declaration in the AIM IHT Portfolio Service Supplementary form;

- (f) I agree to the Declaration in the Self-Invested Personal Pension Funds (SIPP) Supplementary form;
- (g) I agree to the Client Declaration Managed Portfolio Service (MPS) Supplementary form; and
- (h) I agree to the fees and charges set out in the Schedule of Fees and Charges.

*only applicable where the service is being provided

I understand that the principal contract between me/us and Psigma Investment Management is formed by the Account Opening Form and the Psigma Investment Management Investment Services Terms and Conditions and will come into effect on the date of this e-mail.

Yours sincerely,

[Name of Client(s)]

Paragraph 2 - Wording of the Declaration and signatures section from the Account Opening Form reads as follows:

Declaration and Signatures

I/We have read, understood and agree to be bound by the Psigma Investment Management Investment Services Terms and Conditions, which are also available on Psigma's website, www.psigma.com.

I/We accept that the principal contract between me/us and Psigma Investment Management is formed by this account opening document and the Psigma Investment Management Investment Services Terms and Conditions and will come into effect on the date this document is signed. Based on the information provided in this document, Psigma Investment Management will provide me/us with a personal investment strategy.

The information I/we have provided in this document is true and accurate to the best of my/our knowledge and I/we undertake to keep Psigma Investment Management advised of any future changes. I/we understand that Psigma will rely upon this information when determining whether an investment is suitable for me/us.

I/we consent to Psigma undertaking the searches about me/us described above, both prior to Psigma providing me/us with investment services as well as periodically thereafter. I/We understand that such searches will gather information about me/us from credit reference agencies and the electoral register. I/We understand that such searches will be repeated on a periodic basis whilst I am/we are clients, and the information obtained from such searches will be used to monitor my/our accounts and will be kept on file.

I/We understand that this document forms a joint agreement and as such authorise Psigma to accept authorisation to action transactions on this account(s) from each party either jointly or severally and in accordance with the Investment Services Terms and Conditions.

Many thanks for your co-operation.

Yours,

[Name]

 @PsigmaIM

 [company/psigma-investment-management](https://www.linkedin.com/company/psigma-investment-management)

www.psigma.com



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